

<b>WORLD OF WORK - WC 1st September 2025</b>
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Year Group	Year 13
Subject	Business

### **Lesson 1**

**Please complete the task below:**

**For starting back you should ensure the following tasks for Unit 4 are up to date:**

- P1
- P2
- P10
- P5, M2

Anything not complete or changes needed please ensure this is up to date

### **Lesson 2**

**Please complete the task below:**

**The next task for Unit 4 is:**

- P3, M1, D1

Begin P3:

**Create a presentation for Crowne Plaza:**

**In your presentation you must include:**

- Brief overview of the Crowne Plaza, Newcastle (use P1 to help)
- Define the term customer service

- Why is customer service so important to a business?
- What are the benefits of good customer service to the business?
- Choose **3** of the following functional areas of the business **for each** explain **how they deliver** good customer service **and** how this impacts the Crowne Plaza

Ideas for each functional area:

- Operations Department ( maintenance staff, cleaners, gym staff)
- Customer service department (employees on desk as well as on phones, reception in the gym)
- Finance Department - (sorting issues with with payments)
- Marketing Department - (advertising an event)
- Catering Department - Verbal instructions given by the staff and listening to the customers order)

**Thank You and see you soon :-)**

**World of Work Staff**