

(Hospitality Summer 2014)

- (c) **Good team work** is important. Discuss the benefits of effective teamwork to the successful running of a hotel. [6]

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(Hospitality Summer 2014)

6.

- (ii) **Good customer care** during their stay will encourage guests to return. Explain what is meant by **good customer care**. [2]

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(Hospitality Summer 2015)

9.

- (d) For the party to be a success, staff will need to demonstrate **good teamwork**. Describe the **benefits** of effective teamwork. [6]

(Hospitality Summer 2016)

3. (a) Give **three** reasons why customer care is important. [3]

(i)

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(ii)

.....

(iii)

.....

- (b) State **two** ways in which a hotel can measure customer satisfaction. [2]

(i)

.....

(ii)

.....

(Hospitality Winter 2012)

7.

(b) Evaluate the importance of providing a reliable service to customers.

[4]

(Hospitality Winter 2013)