

AC 2.3 Explain how hospitality and catering provision meets customer requirements

Customer: Leisure, business, corporate

Requirements: customer needs and expectations, trends, rights and equality

(c) A guest in a 5* hotel rings reception and complains that she is unable to get Wi Fi in her room.

(i) Explain how reception should deal with this complaint. [4]

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5. The telephone is one of the most common forms of communication.

(a) Suggest why customers may telephone a hotel reception. [3]

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(b) Suggest how staff should answer the telephone to ensure effective communication. [3]

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(d) How would the wait staff respond to the following situations?

(i) A customer complains that he has been waiting far too long for his main course.[3]

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Summer 2016 Hospitality

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

(i)

(ii)

(iii)

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

(i)

(ii)

Winter 2012 Hospitality

7.

(c) Assess how the role of the 'front of house' team can ensure that customers have a pleasant and enjoyable stay. [8]

Winter 2012 Hospitality

1. Tick (✓) **three** examples of **good** customer care responses. [3]

	(✓)
(i) "I will take care of that right away sir."	
(ii) "No, – too late I can't be bothered."	
(iii) "Is there anything else I can help you with madam?"	
(iv) "I am sorry I don't know, but I will find out for you."	
(v) "I am just talking to my friend, you will have to wait."	

Winter 2013 Hospitality

7. A customer has complained to the hotel receptionist about the lack of cleanliness in the bedroom.

(b) Evaluate the importance of providing a reliable service to customers. [4]

Winter 2013 Hospitality

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(b) State **two** safety points to follow when using electrical equipment. [2]

(i)

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(ii)

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(c) List the steps kitchen staff would need to take in the event of a small deep fat fryer catching fire. [4]

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Summer 2013 Catering

7. (a) A customer complains to a member of the wait staff that his steak is not cooked as requested.
Explain how the wait staff should deal with this complaint. [4]

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8. The manager of the local work's canteen has noticed that profit margins are down as a result of the workers not using the facility.

(a) Suggest how the manager could find out what the workers think of the current menu. [2]

- (i)
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- (ii)
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Below is a typical day's set menu in the canteen.

<p><u>Starter</u> Cream of chicken soup, roll and butter</p> <p><u>Main course</u> Beef casserole, dumplings, mashed potatoes, and peas</p> <p><u>Dessert</u> Chocolate fudge pudding with chocolate sauce</p>
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(b) State **three** reasons why customers may not be using the canteen. [3]

- (i)
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- (ii)
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- (iii)
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7. There are many types of communication used within the catering industry.
- (a) State **two** types of communication. [2]
- (i)
- (ii)
- (b) Choose **one** type of communication and **discuss** the benefits of it to both the caterer and the customer. [4]

Summer 2015 Catering

- (c) A customer complains that the cheesecake is still frozen in the centre.
How would the staff deal with this complaint? [3]

Winter 2012 Catering

8. (a) List **two** types of communication that a chef could use when contacting a food supplier. [2]
- (i)
- (ii)
- (b) Explain why it is important to have effective communication when accepting a restaurant booking. [4]
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Winter 2012 Catering

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- (d) Effective communication is vital in the catering industry. Discuss how the waitstaff in the carvery can ensure the customers leave with a good impression of the restaurant. [6]

Winter 2014 Catering