

## Unit 202: Understand business success

### Worksheet 12: Understand the importance of profitability to hospitality businesses

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Why do businesses monitor financial performance?

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Why do businesses monitor customer service ratings?

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Identify the three ways guests can feedback to the hospitality business:

1. 

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2. 

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3. 

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Describe the purpose of performance reviews within the hospitality business:

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What does KPI stand for?

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List three opportunities a member of staff has during their performance review

1. 

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2. 

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3. 

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