Unit 203: Provide guest service

# Handout 4: Types of customers

## You are asked to identify examples of different customers and places where you have received customer service. Keep this as a handout for revision.

## Different types of customers in the hospitality industry:

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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## Drawing on any personal experience, list places where you have experienced customer service:

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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