

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:

- _____
- _____
- _____
- _____
- _____
- _____

Drawing on any personal experience, list places where you have experienced customer service:

- _____
- _____
- _____
- _____
- _____
- _____