Unit 304: Contribute to the guest experience

Activity 10: Maximising guest satisfaction scenarios

Working individually suggest ways a chef de partie could maximise guest satisfaction levels for the following scenarios:

a. A delivery of fresh fish has not arrived for dinner service resulting in a popular dish on the menu not being available.

b. The hot plate on the pass has broken down and the restaurant is fully booked for lunch service.

c. A party booking has arrived for dinner and just informed the waiter of specific dietary requirements for one of the diners.

d. Comments on questionnaires have highlighted that customers do not feel they are getting value for money due to the portion sizes of the dishes being served.

e. Delays in service have occurred due to bookings not being managed and the kitchen team not being able to send the meals out to meet service deadlines.

f. The chef de partie is not happy with the quality of the fresh vegetables that have been delivered and there is insufficient time for another delivery to be arranged before service.

g. A regular customer is celebrating their 50th birthday and have booked a table for their family to celebrate the occasion.

h. A booking has been received for a conference who complained about the menu items on a previous occasion.