

Unit 304: Contribute to the guest experience

Activity 2: Customer expectations scenarios

Working in small groups suggest the expectations guests may have when dining in the following types of establishments:

1. fast food outlet
2. branded restaurant
3. fine dining restaurant
4. gastro pub
5. small independent restaurant

Discuss why expectations may vary for the following types of customers when dining in each of the establishments:

- a. family with young children
- b. business people
- c. retired couple
- d. group on a works outing
- e. family group celebrating a birthday.