

Unit 304 Activity 3

Unit 304: Contribute to the guest experience

Activity 3: Guest issues

Working in small groups, discuss the guest issues you have encountered when preparing and serving food in your centres' restaurant/part-time workplace.

Compile a list of the issues and suggest:

- why they occur
- how often they occur
- impacts they have on the business and the customers.

Present your finding to peer groups and compare similarities of the issues encountered.