

Unit 304: Contribute to the guest experience

Activity 9: Actions to maximise guest satisfaction

Working independently, consider the suggested actions a chef de partie could take to maximise guest satisfaction in the class discussion, and match them to address the data/comments in Activities 6 and 7.

Explain how each suggested action will improve guest satisfaction levels.

For example:

Comment:

Main course was not very hot

Action:

- closer liaison between chef de partie and service staff to avoid delays
- meal served on hot plates to prevent dish cooling
- temperatures checked on service.