

Unit 304: Contribute to the guest experience

Worksheet 1: Impact of kitchen operation on guest satisfaction

1. Give two examples for each of the following:

a) customer needs

1. _____

2. _____

b) customer expectations

1. _____

2. _____

2. Provide five examples of methods that can be used to gather satisfaction levels:

3. _____

4. _____

5. _____

4. _____

5. _____

3. List four examples of guest issues that can impact on the kitchen:

1. _____

2. _____

3. _____

4. _____

4. Describe four benefits of positive guest satisfaction to the kitchen:

1. _____
2. _____
3. _____
4. _____
5. _____

5. State three ways a chef de partie can contribute to maximising guest satisfaction levels:

1. _____
2. _____
3. _____