

## Unit 304: Contributing to the guest experience

### Worksheet 2: Factors influencing guests' dining experience

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1. Name one of the external factors that has had an impact on the availability of commodities:

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2. Name five current trends that influence menus and the guest experience:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

3. List five factors that can influence the guests dining experience:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

4. Name five types of media that can influence guests when deciding where to dine:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_