

Unit 202: Understand business success

Worksheet 12: Understand the importance of profitability to hospitality businesses

Why do businesses monitor financial performance?

Why do businesses monitor customer service ratings?

Identify the three ways guests can feedback to the hospitality business:

1. _____
2. _____
3. _____

Describe the purpose of performance reviews within the hospitality business:

What does KPI stand for?

List three opportunities a member of staff has during their performance review

1. _____
2. _____
3. _____