

Unit 203: Provide guest service

Worksheet 3: Understand how guest issues are resolved by hospitality establishments

Identify **three** factors that contribute to a guest expectation when visiting a hospitality establishment:

1. _____
2. _____
3. _____

Explain what is meant by **value for money** within a hospitality business:

Identify **three** health and safety expectations a customer has within a hospitality business:

1. _____
2. _____
3. _____

Identify **three** common guest issues within a hospitality business:

1. _____
2. _____
3. _____

Describe how you would handle an intoxicated guest:

Identify **three** benefits of dealing with guest issues effectively:

1. _____
2. _____
3. _____

Identify **three** methods of **evaluating guest satisfaction**:

1. _____
2. _____
3. _____

Describe how guest feedback can contribute to **continuous improvement**:
