Unit 304: Contribute to the guest experience

# Activity 5: Gathering guest satisfaction levels

1. Working in small groups, share ideas on the methods a kitchen team could use to gather guest satisfaction levels. Present your ideas in a mind map to share with peer groups.

For each method identified suggest how the information gathered could be used to improve satisfaction levels by:

* the kitchen team
* the business.

1. Working individually, suggest the best method of gathering guest satisfaction levels in each of the following establishments:

* fast food outlet
* fine dining restaurant
* gastro pub
* staff canteen
* school canteen
* branded chain restaurant

Justify your reasons for suggesting each method.