

Unit 304: Contribute to the guest experience

Activity 5: Gathering guest satisfaction levels

- a. 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.
- b. 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.