Unit 304: Contribute to the guest experience

# Activity 7: Customer satisfaction verbal feedback

When working in the centre’s kitchen/restaurant, practice gathering verbal feedback to ascertain guest satisfaction levels.

Plan:

* the questions to be asked
* when the questions will be asked
* other indicators of satisfaction levels
* how verbal feedback can be captured
* how verbal feedback is shared
* how verbal feedback is recorded
* how verbal feedback is analysed.

Complete the table below with examples of the verbal feedback received and how it was used to inform satisfaction levels.

|  |  |  |  |
| --- | --- | --- | --- |
| **Question asked and when** | **Customer feedback** | **How it informs satisfaction levels** | **Other satisfaction indicators** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |