

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