

Unit 304: Contribute to the guest experience

Activity 8: Analysing guest satisfaction levels

1. Working individually and using the feedback gathered in Activities 6 and 7 complete an analysis of the satisfaction levels.
2. Present your results using a suitable format to share with peers.
3. Describe the benefits of sharing guest satisfaction levels with:
 - the kitchen team
 - the business
 - the customers.
4. Working in small groups collate the data/feedback from Activities 6 and 7 to produce a document to be displayed on the guest satisfaction levels for a given period of time.
5. Compare the satisfaction levels with peer groups to identify any patterns or areas for improvement.