

Unit 304: Contribute to the guest experience

Worksheet 1: Impact of kitchen operation on guest satisfaction

1. Give two examples for each of the following:

a) customer needs

1.

2.

b) customer expectations

1.

2.

2. Provide five examples of methods that can be used to gather satisfaction levels:

3.

4.

5.

4.

5.

3. List four examples of guest issues that can impact on the kitchen:

1.

2.

3.

4.

4. Describe four benefits of positive guest satisfaction to the kitchen:

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

5. State three ways a chef de partie can contribute to maximising guest satisfaction levels:

- 1. _____
- 2. _____
- 3. _____