

Unit 304: Contributing to the guest experience

Worksheet 2: Factors influencing guests' dining experience

1. Name one of the external factors that has had an impact on the availability of commodities:

2. Name five current trends that influence menus and the guest experience:

1. _____

2. _____

3. _____

4. _____

5. _____

3. List five factors that can influence the guests dining experience:

1. _____

2. _____

3. _____

4. _____

5. _____

4. Name five types of media that can influence guests when deciding where to dine:

1. _____

2. _____

3. _____

4. _____

5. _____