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**Programme: BA Dip CertHE International Gastronomy
Management**

Module code: BMGM6003

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Assignment Title: Training support materials.

These are the supporting training materials.

First set of questions will be asked at the beginning of the training session and the quiz will be at the end after the training is over.

These questions will be asked to assess their present understanding of customer service at the beginning.

What do you think about customer service?

How important is customer service to customer experience?

How does it make the guests feel?

What are good outcomes of customer services?

And what are the negative outcomes of customer service?

How would you manage a customer complaint?

The quiz

1. A customer complains about food taking too long. What is a good response?

A] "we're extremely busy sorry."

B] "Let me find out what is happening."

C] "It will be served when it is ready."

D] "You should have ordered faster."

2. A customer is worried about allergies and asks about ingredients in a dish.

What do you do?

A] Guess the ingredients.

B] Explain to them that you do not know.

C] Check with the chef or the manager and give them accurate information.

D] Tell them not to worry as allergies are not that serious.

3. Over the phone, what is the most important thing to do?

A] Put them on hold.

B] Help, after promptly answering.

C] Say “hello”.

D] Sound bored so they know.

4. A customer complains their food is not cooked properly.

A] Tell them it is cooked.

B] Tell them it is always done that way.

C] Apologise and offer to have it cooked again.

D] Put the blame on the chef

5. What should the restaurant do when a customer writes a negative review online?

A] Ignore it.

B] Give a defensive answer.

C] Publicly argue with the customer that gave the negative review.

D] Apologise to the reviewer and offer to solve the issue.

Answers

1] B

2] C

3] B

4] C

5] D