

Customer Care Quiz

1. Why must complaints be dealt with quickly?
 - a) To reduce noise levels from angry customers
 - b) To ensure guests leave a tip
 - c) To ensure customer needs are met

2. How would you deal with a rude customer?
 - a) Ask them to wait for the manager
 - b) Ignore them
 - c) Remain calm and polite

3. A guest complains the soup is cold. What should the waiter do first?
 - a) Inform the kitchen staff
 - b) Apologise to the customer
 - c) Offer to replace the soup

4. The housekeeper finds a pair of shoes in room 202. What should they do first?
 - a) Phone reception to inform them of the item
 - b) Record details in the lost property book
 - c) Place them on the service trolley while the room is being cleaned

5. How many times should a phone be allowed to ring before being answered?
 - a) 2
 - b) 3
 - c) 5

6. A guest with a speech impairment in the restaurant can be helped by?
 - a) Allowing them to point at their choice on a menu
 - b) The waiter raising the volume of their voice
 - c) Providing a menu in braille

7. The guest experience of a business customer could be improved by?
- a) Offering late check-out
 - b) Providing a tour guide
 - c) Having a newspaper delivered to their room
8. At check in a guest's room is not ready. What could the receptionist do to ensure good customer care?
- a) Find out when the room will be ready and ask guest if they are happy to wait in the lobby
 - b) Offer guest an upgrade at an extra charge
 - c) Ask guest to return in 15 minutes
9. Which of the following might offend customers?
- a) Receptionist wearing nail varnish
 - b) Waiter chewing gum
 - c) Bar tender with trimmed nails
10. When dealing with a complaint it is important to?
- a) Defend the chef
 - b) Blame the waitress
 - c) Pay attention

Bibliography

Hayter, R (1996) Food and Drink Service, London, Palgrave Macmillan, chapter 1