Introduction to Careers in Hospitality and Tourism

Unit 4 – The Role of Customer Service

**Instructional Activity 11**

Anticipating Customers’ Needs

Name: Hour:

Directions: In a restaurant, good service means more than bringing food to the customer. It means paying attention to customers’ needs though out the meal. Read the situations below. In the space provided, tell what a server might do to meet customers’ needs.

1. A customer asks for mustard for his French fries.
2. A family with children ages 3 and 5 sit at Table #6.
3. A customer orders the hamburger platter.
4. A family with a baby comes in to eat.
5. All the guests at Table #2 have finished their entrée.
6. The sun is shining in a guest eyes.
7. An elderly gentleman, with an oxygen tank, comes in for dinner.
8. The guests at Table #8 are relaxing after dinner.
9. A guest has eaten around the chicken supreme on her plate.
10. A guest is looking around the dining room from his table.