Introduction to Careers in Hospitality and Tourism

Unit 4 – The Role of Customer Service

**Instructional Activity 5 and Key**

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| **Be Knowledgeable!**  **The Ins and Outs of Customer Service.**  A Web Quest for 9th Grade Introduction to Hospitality and Tourism Careers    **Introduction**  How is being knowledge about the place where you work important to providing customer service? An employee needs to know what amenities, services, and facilities are available on site. For example, if the employee works in the maintenance department and there is a banquet in the ballroom, it is not so important that he knows the menu for the banquet, but he know what responsibilities he may have in preparing the ball room for the banquet. Maintenance may be required to fulfill a technical request or provide the electricity for the band. He may also pass a guest in the hall that requires directions to the ballroom.    **The Task**  Become a knowledgeable service employee by taking a virtual trip to a hotel in Branson, Missouri. Take a look…  <http://www.bransongrandplaza.com/Rooms___Rates.html>  Go to the home page. Read the summary of the services and amenities.    **Worksheet**  Using the website answer the following questions that will assist you in becoming knowledgeable with the amenities and services at the Branson Grand Plaza Hotel.   1. When was the Grand Plaza built? Who owns and manages the property? 2. What is the street address and phone number(s)? 3. What is the Grand Plaza Hotel’s motto? 4. Where is the Grand Plaza Hotel located in Branson? Can you walk to attractions? 5. What is the name of the restaurant? What is special about its location? What are its specialties? 6. List 5 hotel amenities provided for all hotel guests. 7. What 5 amenities are in all guest rooms and suites? 8. Briefly describe the types of rooms available at the hotel. 9. What size groups can the Conference Center accommodate? Describe the four conference rooms available at the Grand Plaza Hotel. 10. Where do you go if you want to make dinner reservations or book tickets for a Branson show when at the Grand Plaza Hotel? 11. Describe the Grand Plaza Getaway Package. What does it include and how much does it cost? 12. Go to “reserve online” and check room availability for a date next week. What rooms and rates are available? Do you qualify for any discounts?   Do you think you are now knowledgeable enough about the Grand Plaza Hotel to work there and provide great customer service? Explain your answer.  **Worksheet Key**  Answer the following questions that will assist you in familiarizing yourself with the amenities and services at the Branson Grand Plaza Hotel.   1. When was the Grand Plaza built? Who owns and manages the property? 2. What is the street address and phone number(s)? 3. What is the Grand Plaza Hotel’s motto? 4. Where is the Grand Plaza Hotel located in Branson? Can you walk to attractions? 5. What is the name of the restaurant? What is special about its location? What are its specialties? 6. List 5 hotel amenities provided for all hotel guests. 7. What 5 amenities are in all guest rooms and suites? 8. Briefly describe the types of rooms available at the hotel. 9. What size groups can the Conference Center accommodate? Describe the four conference rooms available at the Grand Plaza Hotel. 10. Where do you go if you want to make dinner reservations or book tickets for a Branson show when at the Grand Plaza Hotel? 11. Describe the Grand Plaza Getaway Package. What does it include and how much does it cost? 12. Go to “reserve online” and check room availability for a date next week. What rooms and rates are available? Do you qualify for any discounts?   Do you think you are now knowledgeable enough about the Grand Plaza Hotel to work there and provide great customer service? |