Introduction to Careers in Hospitality and Tourism

Unit 4 – The Role of Customer Service

**Instructional Activity 8**

Do You Work Well With People?

Name: Hour:

Following are questions you could be expected to answer in an interview for a position in customer service. Pair up! Read each question and brainstorm the best answer for each question. Write your answers in the space provided.

1. Do you work well with people?
2. Why are you applying to work here?
3. What is customer service?
4. What is good customer service?
5. A customer complains that the coffee tastes terrible, what would you do?
6. A customer leaves without paying for gas, what would you do?
7. A co-worker is rude to customers, what would you do?
8. The credit card machine is broken. What do you say to the customers?
9. A customer wants to pay for $15 worth of merchandise in quarters, do you accept it?

10. A customer wants to return a package of food that is open and half

gone. What do you do?

11. What is the most important a good product or fast, friendly

service?

12. You are scheduled to leave at 6 PM. Your replacement worker doesn’t show up. What would you do?