Introduction to Careers in Hospitality and Tourism

Unit 4 – The Role of Customer Service

**Instructional Activity 2**

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Name: Class period:

**Directions: Below are some questions relating to what you have just read and seen on the Ins and Outs of Customer Service PowerPoint. Read each question and answer it based on what you learned. Please use complete sentences.**

1. **Think about a recent customer service experience-either positive or negative. Write a brief summary of that experience. Did the employee involved provide you with customer service that met your expectations? Explain your answer.**
2. **Consider your school. Who would be the external customers? Who are the internal customers? Explain your answer.**
3. **Reports have show that customer service satisfaction has dropped significantly in recent years. Experts have offered up a wide-range of explanations for this trend. Based on your own customer service experience, what do you think is the reason or are the reasons? Explain your answer and give examples.**
4. **You are working with a new employee at a clothing store. A customer walks in with a complaint about a shirt he purchased the day before. When he asks the new employee to assist him, the employee replies,” I am sorry. That is not my job.” Was the employee’s reaction acceptable? What do you need to tell her about handling similar situations in the future? How could this situation be avoided in the first place?**