Introduction to Careers in Hospitality and Tourism

Unit 4 – The Role of Customer Service

**Instructional Activity 14**

Problem Solving by Providing Friendly and Professional Service

Name: Period:

As a customer service worker it is critical that your exhibit proper etiquette in working with customers, both internal and external. Read each scenario below and before you answer, consider the proven tactics of being friendly, honest, and thorough, providing follow-up and being professional when providing customer service.

1. Leone is waiting tables on a busy Saturday night. A customer, Mr. Dye, who has just finished his salad, begins to complain loudly that he has had to wait too long for his main course. How should Leone handle this situation?
2. Lori is a server at a restaurant in a downtown hotel. On her way to work, Lori’s car gets a flat tire. By the time she gets to work, Lori is in a very bad mood. She is thirty minutes late and has oil on her hands from changing the tire. Lori starts to tell her co-workers about her problems. What advice would you give Lori and why? Explain your answer.
3. Today is Carrie’s first day on the job as a front desk clerk at a hotel. She is eager to please her customers. As a business traveler checks in, he realizes that he has left his wallet and cell phone in the taxi that dropped him off. He is very upset and wants to check in without a credit card. What should Carrie do?
4. Alex goes through the drive thru and orders a hamburger and coffee at the local fast food restaurant. Halfway home, she realizes that the coffee is made with sugar not splendid as she requested. Very upset, Alex returns to the restaurant but goes in this time. Cynthia is working the counter. How should Cynthia assist Alex?