

Foodservice Organizations

Goal	The goal of this lesson is that learners will explore guest service, what guests want, and how to train employees to achieve this.
Objectives	<ul style="list-style-type: none"> □ Learners will be able to identify the following at the end this presentation: <ul style="list-style-type: none"> □ Guest Service Model □ The Service Triangle □ The Service Strategy □ Guest Cycle □ Frequency of Complaints and Compliments □ Satisfied Customers Want □ Employee Recruitment □ Training
Length	This lesson will take approximately two hours to complete.
Content outline	<p>Overview</p> <ul style="list-style-type: none"> A. Guest Service Model B. The Service Triangle <p>Basics</p> <ul style="list-style-type: none"> A. The Service Strategy B. Guest Cycle C. Frequency of Complaints and Compliments D. Satisfied Customers Want <p>Training</p> <ul style="list-style-type: none"> A. Product view of service B. Process view of service
Learning Activities	<p>Learners will engage in the following activities for this lesson</p> <ul style="list-style-type: none"> • Lecture and discussion
Evaluation Strategy	Learners' mastery of this content may be evaluated through quizzes and in class role-playing.