

Service Strategy

Goal	This lesson introduces the service strategy concept to the learners.
Objectives	At the end of this lesson, learners will be able to: <ul style="list-style-type: none">• Define common service model• Define guest service model• Explain service triangle• Explain guest cycle and its relationship with frequency
Length	This lesson will take approximately 45 to complete.
Content outline	I. Service Models A. Service Model Types 1. Common Service Model 2. Guest Service Model
Learning Activities	Learners will engage in the following activities during this lesson <ul style="list-style-type: none">• Attend in ongoing discussion
Evaluation Strategy	I will know learners have mastered this content by: Making a quiz.