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| Title | **Supervise the delivery of effective service for food outlet guests** |
| Level | **3** | **Credits** | **12** |

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| Purpose | The aim of this module is to develop knowledge, understanding and skills to supervise delivery for effective guest service |

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| Classification ISCED | 1013 Hotel, restaurants and catering |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **LU1:**Ensure that the food outlet team improves service reliability and deliver effective guest service at all times | **The student will be able to:**P1: Ensure that the team delivers effective guest service at all times.P2: Improve service reliability for guests.P3 Take action to improve the reliability of the team’s delivery of service based on guest comments.P4: Respond to service delivery problems when systems, people or resources have failed.P5: Improve service standards by setting targets of achievement initiated by data collected. | **The student will be able to:**K1: Understand the importance of having reliable and fast information for customers and organizationK2:Reorganize the team’s work to respond to unexpected additional workloadsK3: Effectively communicate feedback from customers to management.K4: Communicate appropriately to your customer’s when they make comments about the products or services you are offeringK5:Uunderstand the organizational procedures and systems for delivering customer serviceK7: Understand the organizational procedures for unexpected situations and your responsibility |

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| **LU2:**Gather information on feedback of service and opportunities for improvement | **The student will be able to:**P1: Collect and record feedback for effective guest service.P2:Analyse and interpret feedback and share findings with others for effective guest service.P3: Identify opportunities for further improvement.P4: Present these opportunities to the management team. | **The student will be able to:**K1: Explain the importance of feedback and its effect on customer serviceK2: Learn to analyse and interpret feedback and share findings with othersK3: Define importance of summarising the advantages and disadvantages of incorporating further improvements for effective customer serviceK4: State the techniques to analyse and interpret feedback for effective customer service opportunities and further improvement |
| **LU3**Manage complaints relating to food service provision | **The student will be able to:**P 1: Develop resolutions and agree actions to resolve food complaints.P 2: Take action and make recommendations for improvements in response to food complaints. | **The student will be able to:**K1: Understand and improve customer loyalty relationship with service partners or internal customers by solving problemsK2: Identify repeated customer service problems K3: Explain the options for dealing with a repeatedcustomer service problem and consider the advantages and disadvantages of each optionK4: Explain to work with others to select the best option |

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|  |  | for solving a repeated customer service problem, balancing customer expectations with the needs of your organisationK5: Avoid the repetition of customer service problems |