

Hospitality & Tourism

Objective 4

OBJECTIVE	ESSENTIAL QUESTION(S)	RESOURCES
4.01 Students will understand <b>Customer Service Skills</b> to ensure guest and customer satisfaction at hospitality and tourism destinations.	<b>1. What are the categories of motivation for people to travel?</b> 2. How are customers' needs met through quality service? 3. What are the characteristics of customer-focused employees? 4. What are some critical moments that a customer could encounter with an employee of the hospitality industry?	<ul style="list-style-type: none"><li>• <a href="#"><u>Motivation</u></a></li></ul>
4.02 Students will understand <b>Fostering Relationships</b> with clientele for hospitality and tourism destinations.	1. How are customer complaints resolved? 2. How are relationships fostered with clientele?	<ul style="list-style-type: none"><li>• <a href="#"><u>How To Handle Customer Complaints</u></a></li><li>• <a href="#"><u>Six Steps to Dealing with Customer Complaints</u></a></li></ul>