



Hospitality and Catering

Communication and teamwork

Lesson 7

Gain excellent communication
and teamwork skills by
undertaking this course.





Meeting the needs of customers

This is part of your customer service, it keeps people safe by reducing accidents and reduces complaints, while improving your reputation.





Ways to meet customers needs

- Treating all customers as equal
- Provide accessibility to all public areas
- Clear signage





Ways to meet customers needs

- Provide places for worship. –
prayer rooms in hotels
- Provide information in different
languages



Communicating with customers

At a minimum customers will expect:

- Friendly, open, honest service
- Good open body language
- Clear and clean language





Customer expectations

They will expect that you listen,
understand and act.





Know everything

The customer will not be impressed if you cannot communicate basic information about your place of work:

- Opening hours
- Menu items
- Special requirements





Customer complaints

Customers may complain at some point. Your job is to remain calm and not to add any conflict into the situation.





Complaints

Apologise, listen, act.

Explore expectations and opportunities.

In this situation the customer is normally always right.





Dealing with aggressive customers

Sometimes whatever you do will not pacify a customer.

Some will get aggressive and even violent.





Dealing with aggressive customers

Your safety is key at this point and your employer should have a policy or procedure for dealing with this.

Calling Police or security maybe your best form of communication.





Good communication is not one thing

- It involves procedures for staff to follow
- Clear guidelines and expectations
- Individuals performing at their best
- Being human and kind



Revision Activity 7

**How should you respond
to a customer complaint?**