
Customer Service Final Exam Fall 2023-2024 Questions and Answers with complete solution

Creating profit for the operation is the first goal of high-quality customer service. What is the second goal? Ans- Create value for the customer

How do back-of-the-house staff interactions with servers affect service? Ans- Positive interaction directly reflects ways in which servers interact with guests

How does fine dining differ from other segments? Ans- Complexity and quality of product offerings, ambiance, and service levels

Is it possible for training to reduce costs? Ans- Yes; errors are reduced

Why must the foodservice operation meet or exceed guest service expectations? Ans- If service does not measure up, the experience will be negative

Which key management function relates to leadership and involves influencing and inspiring others to do their very best work? Ans- Directing

What is meant by high-quality customer service? Ans- Consistently exceeding customers' expectations for products and services received as well as the level of personal attention provided during the delivery

What is the first step in the five key management functions? Ans- Planning

What refers to a set of standards, processes, and tasks that work together in an organized way to achieve an end result? Ans- System

What three distinct items do customers purchase from a restaurant or foodservice regardless of segment? Ans- Products, services, and dining experience

How can a server affect the quality of the product served? Ans- Wrong temperature through poor timing, miscommunicated request, or failure to deliver accompaniment

How can suggestive selling be a way of enhancing service rather than a challenge to providing it? Ans- Guest perception of having value of experience improved is the key

How does management determine what standards define positive moments of truth? Ans- Ask questions to determine what customers are expecting

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