Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Period:\_\_\_\_\_\_\_\_\_\_

**PROSTART CHAPTER TEN**

1. What three factors does hospitality refer to? (618)

 1.

 2.

 3.

2. When going to a new restaurant what does a first impression accomplish? (619)

 1.

 2.

 3.

 4.

3. What is the exterior of the building important to a good first impression? (620)

4. Describe the attributes that help an employee make a good first impression (621)

|  |  |
| --- | --- |
| Dress appropriately |  |
| Practice good Hygiene |  |
| Jewelry |  |

5. Describe the needs of each of these groups of people (621-623)

|  |  |
| --- | --- |
| Old Age |  |
| Young Children |  |
| Dietary Needs |  |
| First-time Guests |  |
| Special Occasions |  |
| Foreign-Language |  |
| Disabilities |  |
| Dining Alone |  |

6. Why do so many people choose to eat out? (628)

7. What three things are greeters responsible for? (632)

 1.

 2.

 3.

8. What is the purpose of a POS? (635)

9. Explain pacing and the server’s role in establishing that. (635)

10. List several ways a server can be successful in suggestive selling. (636)

11. What are 2 alcohol laws that are the same in every state? (638)

 1.

 2.

12. Explain each method of getting customer feedback. (642-643)

|  |  |
| --- | --- |
| Comment Cards |  |
| Surveys |  |
| Focus Groups |  |
| Mystery Shoppers |  |

13. What are the 8 methods used to resolve a customer complaint? (645)

|  |
| --- |
| 1. |
| 2. |
| 3. |
| 4. |
| 5. |
| 6. |
| 7. |
| 8. |

14. List a few contemporary service forms. (653)

15. Define each of the following types of service. (654)

|  |  |
| --- | --- |
| American |  |
| French |  |
| English |  |
| Russian |  |

16. Define the following: (654-660)

 Gueridon:

 Charger:

 Tureen:

 Finger Bowl:

17. What is job description for each of the following? (661)

|  |  |
| --- | --- |
| Maitre d’hotel |  |
| Headwaiter |  |
| Captain |  |
| Floor Manager |  |
| Food Runner |  |

18. What things should a server have with them? (663)

19. What is a service station and what is generally there? (664)

20. What gets done on a customer’s left side? (665)

 1.

 2.

 3.

 4.

 5.

21. What gets done on a customer’s right side? (665)

 1.

 2.

 3.

22. Exam Prep Questions

 1. \_\_\_\_\_ 6. \_\_\_\_\_

 2. \_\_\_\_\_ 7. \_\_\_\_\_

 3. \_\_\_\_\_ 8. \_\_\_\_\_

 4. \_\_\_\_\_ 9. \_\_\_\_\_

 5. \_\_\_\_\_ 10. \_\_\_\_\_