

ProStart Year 1  
Chapter 1 Successful Customer Relations  
4 points per question

Name \_\_\_\_\_  
Due Date \_\_\_\_\_  
Points possible \_\_\_\_\_ /48 pts

You are expected to **complete ALL written chapter assignments ON TIME.** Not completing the required chapter work will result in a lower class grade and may result in you being removed from the class at semester.

**Attach this page to assignment when you turn it in.**

**Assignments will be graded as follows:**

<b>Early</b>	<b>On time</b>	<b>Late 1 day</b>	<b>Late 2 days</b>	<b>Late 3 days</b>	<b>Late 4 days</b>	<b>Late 5 days</b>
5 extra credit points	48 points maximum	34 points maximum	29 points maximum	24 points maximum	19 points maximum	1 point maximum

**1.1 The Importance of Customer Service (16 points)**

1. What are the 4 steps to providing friendly, helpful service?
2. What are the 7 ways to make a good, first impression to customers?
3. How can you exceed customer expectations?
4. Identify customers with special needs.

**1.2 The Manager's Role in Customer Service (32 points)**

1. How does customer satisfaction directly affect a restaurant's success?
2. When you are at work, who is your internal customer?
3. What is the rule of 10?
4. What is a mission statement?
5. What is the purpose of a comment card?
6. What is the purpose of a mystery shopper?
  
7. You had a bad experience when you were at a QSR (quick serve restaurant). You normally spend \$6.00 once a week at this particular QSR. How much money will the restaurant lose if you do not spend the \$6.00 per week for 45 weeks?
  
8. You are working FOH at a restaurant. Your friends come in on a regular basis. You normally give away a free drink at least once during your shift. If you work 3 days a week and a drink costs \$1.29, how much money is the restaurant losing during the year?
  
9. What will it cost you, as a manager, if 10 employees all give away free drinks? (use your \$ answer from question #5 above)