Profile

Name of Business: ______________________________

What hospitality services do they provide? : ______________________________

If a customer goes there what can they expect to be available as part of their experience? :
________________________________________________________________________________
________________________________________________________________________________

What can the customer expect to pay at this establishment? :
________________________________________________________________________________

What decoration and fittings have they used to make the customer comfortable? :
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

Does the price reflect the environment and the customer’s enjoyment? Why? :
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

Would you want to go there? Why? :
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

What are their reviews like? : ______________________________________________

What complimentary services do they provide? : ______________________________
Profile

Name of Business: Chez La Fontaine

What hospitality services do they provide? : Food and Drink.

If a customer goes there what can they expect to be available as part of their experience? :

The sitting area provides alcoholic and hot drinks as well as snack items and bar food. The dining area offers a full A la carte and set menus with waiter silver service and payment by cash or credit card.

What can the customer expect to pay at this establishment? :

The cost £15.00 for the set menu to £35.00 a head for the A la carte menu. Plus drinks.

What decoration and fittings have they used to make the customer comfortable? :

The seating area has low lighting and leather sofas and chairs to create a close friendly atmosphere. The dining area has wooden padded chairs and long tables to promote social interaction, it has soft bright lighting so that customers can see what they are eating. The colours of the dining and drinking areas are neutral with bright coloured decorations.

Does the price reflect the environment and the customer’s enjoyment? Why? :

Yes. The reviews suggest that people who go there are enjoying themselves.

Would you want to go there? Why? :

No. It seems too expensive to me, they get very busy and I don’t like lots of people.

What are their reviews like? :

People like it there but sometimes the service is poor when they are very busy. 4 star reviews.

What complimentary services do they provide? :

There are little extras like little courses in-between food you have ordered which you don’t have to pay for.
Hospitality is inclusive of the provision of three key areas: Drink, Food, and Accommodation.

Compile a slide to show each key area in categories Budget (cheap), Standard (mid-range), and Luxury (expensive). You can also look at businesses that offer more than one service.

You have a selection of slides and an example to see what kind of information you should give.

You could go to a Costa or McDonalds (for example) or other hospitality business of your choice and provide a review. Or you can review a previous visit.