



Practical Activities

Act out these scenarios in a group to practice your customer service skills and understand the different roles involved in hospitality.

Scenario 1

You are a waiter/waitress in a restaurant. A family of 4 come in for a meal. They order 2 adult spaghetti Bolognese meals and 2 children's tomato pizzas. They also order 1 pint of beer, 1 glass of wine and 2 glasses of blackcurrant squash.

Scenario 2

You are a bartender in a pub. A person orders a drink and a snack at the bar but sits down at a table. They order a pint of beer and a packet of pork scratchings.

Scenario 3

You are a receptionist in a hotel. A couple wish to check out of their room and pay their bill.



TOP TIPS

- ★ Remember to welcome and greet the customer politely.
- ★ Follow the step by step process for each scenario. You can look at these to help you whilst you practice.
- ★ Write down food and drink orders to help you remember.
- ★ Walk slowly when carrying orders to avoid any accidents.