

Case Studies
Intro to Culinary

Explain how you might help customers in the following situations:

1. A parent with three small children is becoming upset while trying to keep them quiet and occupied.
2. A man on crutches is waiting to be seated.
3. An older woman cannot see well enough to read the menu.
4. A customer tells you that he is allergic to all kinds of nuts.
5. A female server is waiting on a customer. She is wearing a dirty, sloppy uniform, has long hair that is worn down, and is blowing a bubble in her gum.
6. A small group of business people have only 45 minutes for lunch.
7. A customer selects a menu choice and it comes with fries but would prefer a salad.

Explain the difference between the following:

1. Front-of-the-house employees and back-of-the-house employees.
2. Service plan and mission statement.
3. Short-term goals and long-term goals.
4. Human resources and material resources.
5. Mystery shoppers and focus groups.