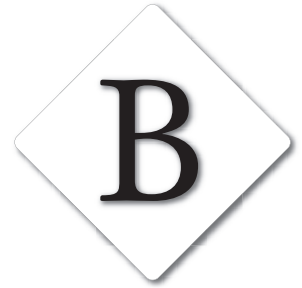


## Hospitality Assignment II

# Salad Story

- Reading a “Customer Complaint” form



### Assignment Summary

In this assignment, the learner will

- locate directly stated information.

### Prior Knowledge

- *Essential Skills*
- *LBS Levels*

### Teaching Planning Notes

- Use the *Twin Corp./KFC* “Customer Complaint” form

With Learner

- Teach vocabulary, e.g., “problem registered”

### Achievement Indicators

- Highlights the requested information
- Copies answers to questions
- Identifies learning on self-achievement chart

#### FOCUS ON LEARNING

##### ESSENTIAL SKILLS

	Complexity Levels				
	1	2	3	4	5
<i>Reading Text</i>	■				
<i>Document Use</i>	■				
<i>Writing</i>	■				
<i>Thinking Skills</i>	■				

##### LITERACY AND BASIC SKILLS

	LBS Levels				
	1	2	3	4	5
<b>Communication</b>					
<i>Read with Understanding</i>			■		
<i>Write Clearly</i>			■		

##### Self-Management and Self-Direction

*Concentration and Memory*

*Self-Assessment*

*Time Management and Organization*

## Ontario Curriculum Linkages

### Locally Developed Compulsory Credit, English, Grade 9 (ENG1L)

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#### Developing Reading and Viewing Skills – Overall Expectations

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DRVV.02 – read and recognize a variety of short, engaging, authentic, and relevant print and non-print text forms, both teacher- and student-selected

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#### Reading a Variety of Texts – Specific Expectations

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DRV2.02 – be familiar with text forms commonly used in everyday life and in the workplace (e.g., maps, memos, schedules, websites, voting ballots, surveys, billboards, flyers)

## *A Salad Story*

# Completing a “Customer Complaint” form

To complete this task, do the following:

- Locate information in a completed “Customer Complaint” form.
- Highlight the information.
- Copy the information in the spaces after the questions.

1. What is the customer’s name?

2. On what date did the incident occur?

3. How did the customer make his complaint?

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## Task #1: Completing a “Customer Complaint” form (cont’d.)

4. What 2 actions did the server take?

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5. What 2 actions did the manager take?

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6. Will the customer be returning to the establishment?

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CUSTOMER COMPLAINT

NAME: Mr. Philips DATE: Feb. 14 / TIME: 1:06 pm

ADDRESS: 391 Royal Avenue

PHONE #: 905-323-6991 DATE OF PURCHASE: Feb 14

PROBLEM REGISTERED: BY PHONE:  IN PERSON:  IN WRITING:

NATURE OF PROBLEM:

Mr. Philips found a used band-aid  
in his salad.

ACTION TAKEN:

The server apologized and offered to  
replace the salad free of cost.

EMPLOYEE SIGNATURE: Nick Tran

CUSTOMER SIGNATURE: Mr. Phillips

MANAGER'S FOLLOW-UP (WITHIN 24 HOURS) Telephone call and  
offer of a \$10 gift certificate.

RESULTS:

Mr. Philips seemed impressed with  
the follow-up. He said it changed his mind  
about not returning.

