

119 Study Questions

1. Who is responsible for ensuring quality service within the facility?
2. What are the basic findings of the TARP Study?
3. What are the various ways to solicit feedback and who should it be solicited from?
4. Identify methods for recognizing your employees for good service efforts.
5. How has social media changed the way we interact with our customers and provide quality service?
6. What is the difference between Customer Service and Customer Experience?
7. What are the key ingredients in enhancing the experience?
8. What is Customer Journey Mapping?
9. How can you provide an enhanced experience for patrons at your venue?
10. How can venue operators improve the experience for our typically underserved event attendees?