

MATCH THE WORDS WITH THE DEFINITIONS

HOSPITALITY INDUSTRY	1. Service that meets or exceeds customer expectations.
CUSTOMER SERVICE	2. The gentlemen in the video
SERVICE ENCOUNTER	3. Industry that provides services to people away from home.
HOSPITALITY	4. Interaction between a customer and a staff member.
QUALITY SERVICE	5. The total customer experience with a hospitality business.
SERVICE	6. Meeting the needs of guests with kindness and goodwill.
DANNY MEYER	7. Activity that is done for another person.