

PROVIDE CUSTOMER INFO

Task 1: Theory

Question 1. - DRAG + DROP

Describe how each of the following methods can be used to:

- Find out information about organisational facilities, products, and services for customers.
- Update and maintain own knowledge of facilities, products, and services related to the tourism and travel industry.

Sources of Information, Advice and Referral	Inform and Assist Customers	Update and Maintain Own (Employee) Knowledge
Printed materials		
Briefings and team meetings		
Internal communications		
Manuals and portfolios		
Business websites		
Hands-on experience		

Up to date information, current deals, contact details easy to find online from anywhere	Memos, noticeboards, emails	Compendiums, brochures, leaflets, timetables, maps
Try and use the facilities, products, and services, firsthand so you are giving a personal recommendation	Important safety and evacuation information signs and manuals.	Awareness of any changes to products and services

Company emails to staff updating policies and procedures related to facilities, products, and services.	Statistical reports and research analysing new and emerging trends in the industry (e.g.: Tourism WA data)	Purchasing products online or hiring professionals to service facilities (cleaning) and products (servicing/maintenance of equipment).
Operation manuals to assemble and use new products in locations such as a resorts pool or restaurants coffee machine.	Meeting to explain how to operate new products (equipment), use new facilities and provide new services.	In person training to learn new procedures related to the facilities, new products or services provided to customers.