

Name: _____

Date: _____

THE CUSTOMER

Instructions: Read each question carefully; then select the correct answer.

1. Identify the photo that shows an example of the term “customer”



2. Identify the two types of customers
- a) External Customers, Taxi Drivers
 - b) Hotel Worker, Internal Customers
 - c) Internal Customers, External Customers
3. Internal Customers are persons who do not work within the company; nor do they work directly with you or with another department.
- a) True
 - b) False
4. External Customers are those persons who come from the outside to fulfill their needs and are not employed by the business.
- a) True
 - b) False
5. Identify who would be considered Internal Customers at Ocean Side Restaurant
- a) Chef, Server, Restaurant Manager
 - b) Party of Three seated at Table Two
 - c) Server, The Minister of Tourism
6. External Customers are essential to the success of a business
- a) True
 - b) False
7. Someone who buys goods and services are known as
- a) Cost Controllers
 - b) Customers
 - c) Seller