

BACCALAURÉAT PROFESSIONNEL

ÉPREUVE ORALE SPÉCIFIQUE – ANGLAIS

**COMMERCIALISATION ET
SERVICES EN RESTAURATION**

**SECTION EUROPÉENNE
DURÉE DE L'ÉPREUVE : 20 minutes**

La calculatrice et le dictionnaire ne sont pas autorisés.

INTERNATIONAL CUSTOMERS

Situation

You are hired as a head waiter in a restaurant in Helsinki, the capital city of Finland. The restaurant recently appeared in an international guide. In order to welcome the future foreign tourists you train your team for the welcoming procedure.

Task

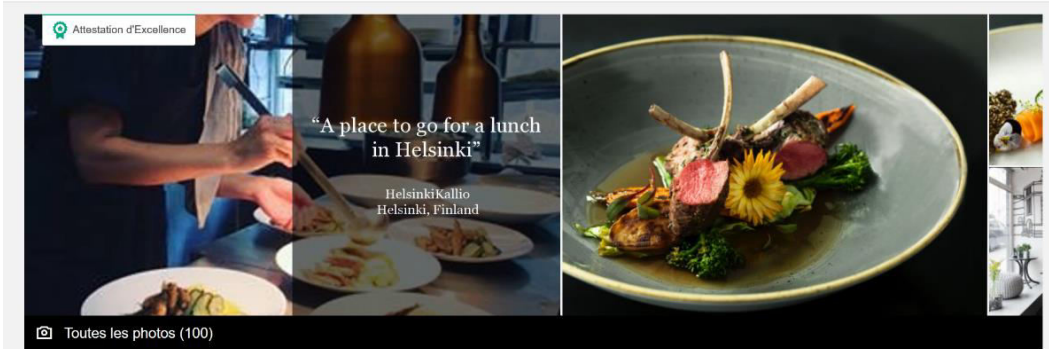
You are expected to:

Explain to your staff the different steps to welcome a customer,
Give examples of a personal way to welcome customers.

Restaurant Kolmon3n Page attribuée

♥ Enregistrer ➔ Partager

🌟🌟🌟🌟🌟 172 avis N° 32 sur 1 438 Restaurants à Helsinki | €€ - €€€, Européenne, Scandinave, Végétariens bienvenus
📍 Kolmas linja 11, Helsinki 00530, Finlande | 📞 +358 44 7753333 | 🌐 Site Web
🕒 Ouvert: 11:00 - 15:30



Porvoo, Finlande 14817

Avis écrit le 22 août 2019 par mobile

Good things and some more to be improved

We had high expectations: one in our group had been here a number of times previously and had good experiences, and also reviews were promising. But we found that the price/quality ratio was only average.

The interior is really nice! The restaurant was full on an ordinary weekday - probably not possible to find a table without reservation

Mixed feelings about the staff: a bit arrogant somehow, but good with recommendations and knowledge about the menu. There was some hesitation to fulfill our wishes regarding seating arrangements, but after a while all was organized according to what we had asked. Despite some (quite many) things we found could be improved, I would (and probably will) visit again to give a second chance. There was an atmosphere of quality and love of good food and professionalism, even though this time the restaurant did not quite make it.

Date de la visite : août 2019

REPORT

44 % of customers are prioritizing personalized human interaction, such as additional conversation.

42 % of customers says that a welcome without a smile is not a good welcome

The older of them say that a standardized welcome make them feel unwelcome.

One customer out of Three makes his choice according to the quality of the welcome, only **one out of four** according to the quality of the food, and **one out of ten** according of the quality of the drinks.



🌟🌟🌟🌟🌟 Avis écrit le 12 avril 2018

Fancy choices. and amazing service

Google Traduction

diamen56
Sydney, Australie

👍 315 👎 97

One thing that really shine in this restaurant is the service... definitely way upper than any Finnish standards, probably best I have experienced in Helsinki. Very good! Food is very tasty and nice...they have those daily dish that can be kind of funky and great to taste! Defintiely worth the visit!

Afficher moins

Date de la visite : avril 2018

🌟🌟🌟🌟🌟 Rapport qualité / prix

🌟🌟🌟🌟🌟 Service
🌟🌟🌟🌟🌟 Cuisine