

## **Lodging Management Program 2010 Island Competition**

### ***Food & Beverage Case Study*** ***How's Your Entree***

**Please read the following scenario and then on the second page provide the information asked for. You have 15 minutes in which to complete the exercise. You will then be given 10 minutes to present your study to the judges. Good Luck!**

Norman was excited as he walked entered the new Trades Bistro. He was meeting Carol for lunch to celebrate her recent promotion to Professor at Guam Community College.

Norman and Carol met at the entrance to the Bistro, where the host greeted them by name and sat them at their table.

Norman and Carol sat down near the window overlooking the campus. Norman was very please with their reception. Phyllis a new server greeted them with a warm welcome and introduced herself. She also gave them their menus and asked what they would like to drink. She showed them the beverage list and recommended a new flavored Iced Tea, which they both ordered.

They both placed an order for the Traditional Caesar Salad with Grilled Chicken and French Onion Soup.

Phyllis returned and served them their Soup. Norman and Carol were so engrossed in their conversation they did not try the soup until it was cold the cheese hard.

When Phyllis brought the salads Norman was upset about the cold soup and complained loudly.

Carol in the mean time began eating her salad and started choking, as she was allergic to Anchovies. Phyllis called Pearl the Chef to help her administer the Hymlick Maneuver.

When things had settled down, Norman and Carol demanded new food and wanted it for free.

## How's Your Entrée?

Team # \_\_\_\_\_

Team Name: \_\_\_\_\_

What style of service did Norman and Carol receive? \_\_\_\_\_

What could Phyllis have done to have prevented these events from happening? And, what would you do to satisfy Norman's demands?

List as many things as you can think of that you would do in this instance.

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