

Discussion Questions

Service Industry

Student A

1. How do you rate the customer service in your country; very good, good, average, not so good, or poor?
2. When have you received excellent customer service?
3. Do you ever use a gift wrapping service when you buy gifts?
4. If a foreign tourist wants to stay in your city for a few days, will you recommend a hotel, a guesthouse, or a B&B?
5. When last have you experienced poor customer service?
6. Are gardening/landscaping services popular in your country? If yes, how do you rate their services in general?
7. What is the fast food service like in your country?
8. Are you a handyman? If you were making alterations at your home, would you do it yourself, or would you hire someone to do it?
9. Is after-sales service important or is it just a waste of time and money?
10. How often do you use a dry cleaning service?

Student B

1. How do you rate the food delivery service in your country; very good, good, average, not so good, or poor?
2. Which company can you think of with excellent customer service?
3. If you had to send a package overseas, which service would you use? Why?
4. Is it common to use a house cleaning service in your country? Do you use a domestic helper, OR do you do it yourself?
5. How often do you come across a rude shop assistant? Why do you think some assistants are rude?
6. How do you rate the servers (waiters) in restaurants? Do you tip the servers in your country?
7. If you were rich, what services would you hire to make life easier?
8. Can you describe a good or a bad experience that you had when phoning a customer service department?
9. How often do you use copying and printing services?
10. If you had to choose a job in the service industry, what would you choose? *Flight attendant, waiter, shop assistant, etc.*