

Task 1: Please finish the sentence.

I think the word 'customer service' means

Task 2: Use the link below and watch the video of an example of good customer service and bad customer service.

<https://www.youtube.com/watch?v=t4w46RPukbc>

Task 3: list 5 examples of what it would be like if people only visited a sports centre once and did not go back.

Task 4: List 10 different expectations you have when you go to a restaurant

Task 5: List 10 different expectations you have when you go to a sports centre.

Task 6: Watch the video below to see why some people attend leisure facilities.

<https://www.youtube.com/watch?v=qkaLYhaH3YG>