### **Describing the best experience**

Class Objective: I will be able to understand various concepts describing the best experience.

### **Concept A: Introduction**

Customer experience depends on the service he receives. Providing excellent service is an integral part of the shared human experience.. A good service is the key to increase sales. It includes catering to customer's needs, at hotels, restaurants, cafes, hospitals, recreation or any other industry. A good service is having a positive, friendly attitude towards everyone like guests, visitors or strangers. A good service includes catering to customers or guests with commitment, enthusiasm, positive energy and the willingness to recognize and meet their needs. It is the first impression that is made on the customer. This experience can be good, bad, terrible, pleasant, unpleasant etc

# Concept B: What is the best experience?

- 1. An exciting experience could be a good service that you receive during your lodging and food services for guests as a necessity, leisure or luxury during vacation or business trips.
- 2. This service can be in form accommodation, food, and drink in external venues that aren't a person's home.
- 3. Providing good service has a direct impact on employee turnover, organizational commitment, job satisfaction, customer satisfaction, customer loyalty and overall success of any organization.
- 4. Customers receiving good experience converts into additional sales opportunities.
- 5. It adds a touch of personalization.
- 6. It helps develop bonds of loyalty with customers.
- 7. It leads to a deeper sense of connection and belonging with the people around us.
- 8. It brings in warmth, and respect.
- 9. It helps build understanding and appreciation among cultures.

### Concept C: Expressions and vocabulary.

- Attention to detail-checking the minute details
- Interest- being attentive
- Friendly attitude-acting in a way that shows that you like people
- Sociability-the quality of being sociable.

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