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# Fawlty Towers

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#### **WETA UK May 2022**

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#### **Unit 4: Customer Service in Travel and Tourism - Edexcel**

DVD - Fawlty Towers - discuss in context of unit Input, discussion first impressions Paired research into image and logos - compare Case studies on efficiency, speed, accuracy and consistency of service Mystery customer visits to research on customer service DVD - poor customer service and discussion on lessons to learn