



# INCREASE QUALITY AND CONSISTENCY IN A SMALL CAFÉ

## REFLECTION TASK

### We hope you enjoyed the challenge!

To help reflect on the skills you have used and developed through the challenge, please tick the knowledge statement which applies to you below and complete the column with evidence from your lessons.

IN THE CHALLENGE I...	EVIDENCE	✓
Understand what 'quality' means		
Identified examples of good quality products		
Identified how McDonald's applies quality management from farm to fork		
Understand how customer service can contribute to good quality in the café		
Practiced and improved my presentation skills		
Worked in a team to gather ideas on how to manage quality for the case studies		

