

Other and having Feedback will help the organization to grow rapidly, and get profit. Once is grow, the company as the opportunity to expand, such us Thomas Cook. To gain feedback from your customers is key to finding out what your customers want and whether you can give them what they want. Feedback can be gained via many different ways such as customer service questionnaires, focus groups, Q&A sessions, suggestions boxes etc.

Is important the organization to succeed to having a good costumers care , need Employee right people for the right situation or job skill.

An organization must understand two principal key issues;

What the costumers requirement are

What there want capitalise / can wee give to costumers what they want. This two key help to stimulate and improvements

- Costumers care in the tourism industry as the importance, Example Hotel, must employee right people to respond in good manner to the customers, such us bar, valet, and as well from the back room such us Restaurant, when working in hotel and stay in direct contact with the consumers, is important the company to training the member of staff to
- Be polite
- Respond in positive manner to the client.
- Dress smart, and smile
- Training as well on respond directs to the public, in any occasion or depend watt department the trainee work. Training is important as well the employer must identify the