

# somo

*by* Somo Somo

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Breakdown in Service

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### **Breakdown in Service**

Service breakdown is widespread in large organizations. The breakdown of services is when the services or the products offered to fail to satisfy the customer. Service breakdown is detected when the organization fails to meet the customers' expectations (Biały, & Ružbarský, 2018). The service breakdown that I experienced recently was in a hotel where the hotel attendant failed to follow the letter's instructions. In our case, we ordered food that should not contain any species and less salty. The reason why we ordered non-spicy food is that I had an allergy when I consume spices. The doctors had instructed me not to take any food containing spices because it is harmful to my health. I clearly instructed the hotel attendant to serve me boiled meat and should not contain any spices or even salt. On the contrary, the hotel waiter served some food, the meat as I ordered but with many spices. I did not expect that the waiter to serve what I did not order.

The hotel services were indigent because the hotel attendant ignored the recommended food by the customers. Even after complaining to the same waiter about the order he served me; he did not bother to change it. To avoid situations whereby the customers are served the wrong orders, the hotel attendees should be attentive to their needs before serving food. Additionally, the waiter needs to understand the importance of following the customers' instructions to avoid breakdown of services. The waiter should have apologize and bring the correct order as I had previously ordered. To avoid service apologies, the organization needs to pay attention to the customers' needs to satisfy their needs.

**References**

Biały, W., & Ružbarský, J. (2018). Breakdown cause and effect analysis. Case study. *Management systems in production engineering*.

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