



# UNIT-6

## Quality Management and Customer Care

### Learning Outcomes

**By the end of this unit the learner will be able to:**

- ✓ Understand the Concept of Quality Management in Service
- ✓ Identify the need for Quality Management in Tourism

## Unit 6

### Quality Management and Customer Care

#### Introduction

The secret to any organisation's success, especially in the present age (where the world is moving toward globalisation) is quality control and management. This holds especially true for those who are in the service-oriented industry, where rapid changes and the guarantee of satisfaction, via quality products, is an uphill task. This Unit places stress on factors that aid in coming up with, presentation and delivery of quality services' products geared to tourists. Factors that force consumers to repeat their purchase or verbally publicise your brand will be discussed.

#### The Concept of Quality Management In Services

During the past two decades, the definitions of quality have evolved and become highly developed. The idea of quality, as superiority, has now been outmoded with definitions placing greater emphasis quality of issues linked to production or modes of delivery. Furthermore, the new element of quality perception by the consumer has been added the definition. Some existing definitions maintain zero defects to associate quality with the product and manufacturing specifications, while others deal with quality from consumers' points of view and level of satisfaction. In this Unit, we are concentrating on the idea of quality management as an essential challenge that the tourism industry has to deal with. To bring together the quality of services actually provided and those professed by the tourist.

This concept has given rise to a theoretical model created by Nightingale (1985), who singles out two virtues of service offering as intended by the provider and their perception by the consumer. This has effectively been refined by Parashraman et al (1985) into 'gap model' highlighting five inconsistencies or 'gaps' which can show up in the service supply process and hinder with the service experiences shown in Table 1.

Table 6.1

| Sr# | Designation    | Location                                                                                                            |
|-----|----------------|---------------------------------------------------------------------------------------------------------------------|
| 1.  | Positioning    | Between management perception of customer expectation and expectation themselves.                                   |
| 2.  | Specifications | Between management perceptions of customer expectation and actual service specified.                                |
| 3.  | Delivery       | Between the services actually specified and that actually delivered.                                                |
| 4   | Communication  | Between the service actually delivered and that externally communicated to customer (e.g., through advertisements). |
| 5   | Perception     | Between the service quality perceived and that expected by the customer.                                            |

It can also be shown in a flow chart, as adapted by Brogowicz, et al. (1990) which is known as the 'GAP' Model of Service Delivery (Figure 1), Brown, et al. (1990), has made an effort to study the variations between providers and consumer's assessment of service quality shown in Table 6.2.

Fig. 6.1

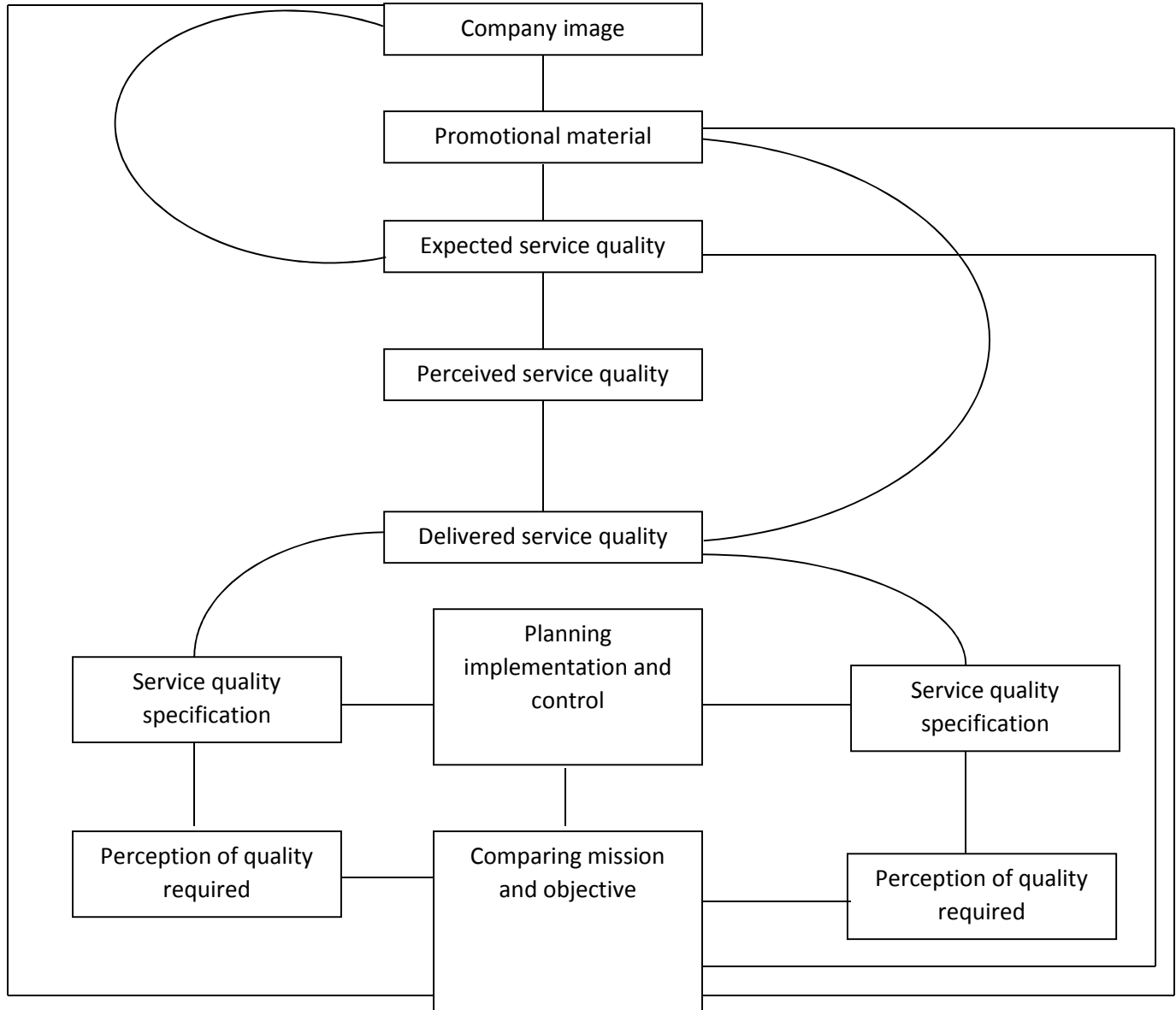


Table 6.2

| Sr# | Designation                     | Location                                                                                                              |
|-----|---------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| 1.  | Professionalism and Skills      | Customers see the service providers as knowledgeable and able to solve their problems in a professional way           |
| 2.  | Attitudes and Behaviours        | Customers perceive a genuine, friendly concern for them and their problems.                                           |
| 3.  | Access and Flexibility          | Customers feel that they have easy, timely access and that the service provider is prepared to adjust to their needs. |
| 4   | Reliability and Trustworthiness | Customer can trust the service provider to keep promises and act in their best interests.                             |
| 5   | Recovery                        | Customers know that immediate corrective action will be taken if anything goes wrong                                  |
| 6   | Reputation and Credibility      | Customers believe that brand image stands for good performance and accepted values                                    |

From the many reasons pinpointed for the continuation of the service gap, a few worthy of noting includes the following:

- a) Once the top management does not assign employees priorities or when erroneous priorities are assigned;
- b) If the middle management and front line employees are not given the power to make suitable remedial decisions on the spot;
- c) In cases where the environment or set-up of the organisation leaves no room for encouragement, improvement, and originality;
- d) When upper management becomes too smug; and
- e) If higher management loses control of one of the gaps – gap 3 (delivery) or 4 (communication), as indicated in the flow chart (Figure 6.1).

To make certain that quality is delivered in tourism operations; the service provider has to ensure that all gaps are filled.

### Quality Management in Tourism

The Concept of Quality Management became significant in tourism operations once different countries understood that not all tourists are the same. They differ in their origin, length of stay, travel purpose, and activities, etc. For example, the German, Japanese, and North American tourists are considered to be big spenders. Due to this, a large number of countries have crafted their services to fulfil the needs of a segmented tourist market. As a result a number of countries/destinations made it known that desired quality tourists. The theory here is that the large spender will also be an excellent customer in regards to

the different sensitivities is a big question mark. A situation can arise where the big spender, due to the elevated purchasing power may exploit the resources of tourism more. Some countries realized that due to the segmentation of the market, it has to be associated with the resources available and the infrastructure at the destinations. This gave birth to another type of an approach in which not only the quality of the product and services has to be considered but the quality of users too has to be taken into account.

This means that, if a single tourist spends as much as three others, the effect and resource use of the former will be significantly smaller and therefore, the cost benefit ratio will have a more positive effect. This is why the 1980s saw a great many service providers in North America acting in response to the 'quality' crises, which had been created by products offered by rival providers as a way to retain market share. So, if the 1980s were identified by business environment with commitment to quality, then, the 1990s were characterised by Total Quality Management, which is a more complex way of understanding the consumer needs as an inseparable part of the organisation's aims.

From the viewpoint of the cost-benefit ratio, quality management is dependent upon a number of factors, including expenditure in a time reference unit, i.e., money spent per day/expenditure per trip, the amount of money spent making it available inclusive of leakages, the regional, and sectorial patterns of expenditure, governmental objectives, and aims in this objective.

Before you determine what makes quality in tourism services, you must first, without a doubt, define your own idea of Service Quality (Quality Policy) and your intended market. As stated earlier, some tourism industry sectors associate the boundaries of quality with the power of the tourist to purchase. Up to some point this might be in line with the most frequently objectives of tourism development like the elevation in foreign exchange earnings, balance of payment improvement, and greater earnings through tourism and related industries. However, many economists think that calculating the per day expenses of tourists may not always be an accurate measure as the high daily expenses go hand – in – hand with the short duration of the stay.

They claim that, at least, in several cases, the tourists spending the greatest amounts per day are not the ones having highest per capita or per trip expenditure. So, simply concentrating on per day expenditure of a tourist might not be in line with the total earnings from tourism. What's more, in such situations tourism does not provide equal benefits to everyone in the host destination. Some types of tourism may be based more on region other on sectors and expenditures by short stay tourists most likely will be focused on the main tourist destinations and international gateways.

The tourist, who falls into the category of very low daily expenditure, may actually end up being a quality tourist, when the destination's interests are taken into account. They might be more caring towards the local resources, customs and give more respect instead of exploiting them, and may reside in harmony with them. So when the sustainability of the destination is considered, they may actually turn out to be quality tourists. So, quality operations, in tourism, needs to be associated not just with the amount of spending but with guiding principles of tourism of the location and contentment of tourists and hosts as well.

The Quality Management of the 1990s is of major concern to tourism operations for practitioners and academicians equally. This is because of the greater interest and concern for satisfaction and customer care. Hence, it can be thought of as an all-inclusive approach allowing an organisation to create a more holistic view of consumer, quality factors, and service offerings as an ongoing process connected with quality perception of the hosts.

Problems always exist with formulating an universal definition of “quality,” which is applicable to the varying sectors of tourism operations. Townsend and Gebhart (1986) differentiated between the subjective evaluations of quality by the consumer (quality of perception) and offers a more objective evaluation (quality of fact). This is, no doubt, the meaning of quality will change in accordance with context and perceptions of who is establishing and what, and what is considered to be quality. This concept in tourism necessitates that establishments work at achieving specific targets concentrating on an agreed idea of quality.

Corporate devotion is a must so that Quality Management filters through from every aspect of the business. Quality Management will also supply the occasion to keep an eye on and put into operation internal procedures to monitor suppliers using recognised quality standards and practices. One of the major issues for Quality Management in the tourism operations is to institute or decide what clients think of as excellence in service provision and design of service delivery system in order to be able to satisfy each tourist’s demands, needs and necessities. Many tourism industry players are now targeting each customer individually through value added products by analysing what the individual think of as quality. Of course both price and costing go up in these types of cases. Other players have made efforts to offer a budget-friendly category of tourists.

The tourism service providers need to work out a strategy at policy and planning level and agree on how to continuously improve quality when making services available so tourist experience is made better. One obstacle, in this effort, will be to eliminate the idea in the tourist’s mind that travel is a mundane and stressful activity. Putting Quality Management strategy into action is difficult task at any stage for service providers especially when it involves changing corporate culture. None the less, when management works seriously to adapt certain principles, then management strategies will be the mainstay to triumphant functioning of quality management in tour operating business.

If you are a manager wishing to carry out Quality Management with success, then, the following points below have to be kept in mind:

- Hold long term obligation to non-stop improvement;
- Adapt a culture of “right the first - time”;
- Train employees to comprehend customer-supplier relationships;
- When making purchases, the price should not only be the focus, the total cost and quality needs to be considered, as well;
- Perfection in delivery system should be practiced;
- New training and supervision methods should be implemented;

- Breakdown of inter-departmental barriers is a must to improve communication and build teamwork, which, in turn, will aid in managing the service process;
- Build Human Resource Strategies (motivations, incentives, and on – the - job training), so specialists and experts within your work force may be established; and
- Lastly, establish systematic methods to manage the total implementation of a Quality Management Program in your company.

To recap, we can state that execution of Quality Management Program can be moulded by the application of the above mentioned concepts and their result can be felt in the following areas:

- a) Enhanced customer-service provider relations;
- b) Improved management procedures;
- c) Transformation in organisational culture; and
- d) Employee commitment

These results are naturally connected with the requirements of a system founded on national or international standards. Additionally, the equipment, which is capable of examining and predicting what kinds of remedial steps, are required to improve quality and ways to monitor the progression of the remedial action are also needed. A durable Management Information System supported with customer feedback and front-line employees also aids in quality management.

## Caring For Customers in Tourism

One of the manager's duties in tourism business is to provide quality service to customers. This automatically brings in the idea of customer care. When this is ignored, it becomes difficult to draw customers. There is tremendous competition to land and retain clients for inbound as well as outbound tourists. Only the establishments providing exceptional customer care can thrive in tourism business.

Keep in mind that this field is composed of specialised services and your customers hold high hopes for the services you promise - or can - deliver. Your company delivering those anticipations is going to be determined by how good you are as a manager. Your actions can make the tourist's dreams come true or turn them into a nightmare. It is up to you to either ensure that you not only meet the expectations of the client but go beyond or your actions can make them very unhappy. Keep in mind that a number of your clients might be experienced travellers, in which case, they will make comparisons between your product and services with those of previous ones.

Customer contentment is gained through, not just providing value for money, but gaining their repeat business and good verbal publicity. The best way to make certain that your clients get the high quality service they deserve - and show they are cared for - is to establish a system of checks and tests before delivering the product, make sure you are ready. To be able to deliver quality service to each customer means maintaining high standards and delivering them repeatedly. It also means to implement new schemes and make them work so the organisation's quality and client's contentment goals are reached. You have to keep in mind that each client wants to be feel like they are special and ensuring that a single

client is different from the multitudes of others is a difficult task. A start can be made by using communication skills of your front-line effectively.

The staff should be trained to:

- Remember to acknowledge the customer every time;
- Smile authentically;
- Address the customers politely;
- Do not forget to look them in the eye while conversing with them; and
- If the customer's name is known, use it

When considering customer care, spontaneously the idea of going the extra mile, beyond what the customer expects, should come to mind. For example:

### **Situation 1**

When selling your standard services to a corporate client like traveller cheques, insurance, foreign currency, collection, and application of visa and hotel vouchers make the additional effort of supplying them with taxi/chauffeured car to get them to and from the airport. This gives them the feeling that you realize their situation and are in the position to offer them what the others cannot.

### **Situation 2**

A passenger in an aeroplane gets an additional smile from the airhostess and an enquiry like the following, "Sir, can I get you something?" This makes the customer feel that they are looked after. In each of these situations, it should be noted that what gives the client a special feeling is that they are looked after. Another key factor of these examples is the compassionate method of delivering your service that gives your operation its success. It also demonstrates that the client's interests should be placed first. There are situations in a job where the focus shifts from doing the job and pleasing your seniors and top management. When, in fact, the job is to make sure the client should get top priority.

As the manager you need to understand and train your subordinates to realize that most vital part of your job is to provide the optimal standard of service and care to the customer, and this differentiates your duty from others. Alternatively, giving the extra push shows you are thinking of your customer's response to your work and are making every effort to ensure their comfort and fulfilment. With time, you will understand that the secret to providing extra care is foreseeing the request before it is asked, being ready to provide it and maybe even offering it before it is requested. Another vital area that is crucial and the manager must be able to deal with are complaints. It is understood that when things go wrong, customers will complain. The grievances will need to be handled tactfully and convincingly by you.

While such complaints are considered from the tourist transport operation's point of view, decidedly to improve the quality of your services in accordance with the clients' expectations and fulfilment gap, the circumstances remain almost the same in all tourism businesses. Thus, the essence of complaints and

the proper handling of the complaints stay the same, in particular, when it comes to dealings with emotions and feelings in addition to dealing with the problems themselves. Even if you feel that the complaint is overstated or irrational, take it seriously.

This ensures the client that you are willing to listen to them and help. In such a situation, keep calm and maintain a tone and speech business like. Ask the client questions to be able to ascertain full details.

Interject with comments, such as, , “I see,” “I understand,” or “ do go on,” while listening to their story. Such comments show that you are paying attention, but do not make comments that indicate that you agree with them. If you indicate agreement in any way regarding the problem or fault, that means you are accepting responsibility. When this happens, the customer then expects some kind of compensation maybe even through legal battle. All this shows that while caring for customers, their complaints need to be dealt with tactfully.

As a Tour Operation Manager or a travel agency business, if you are able to provide customer care as expected by the clients, you can develop durable personal, as well as, professional relationships. Once this stage is reached, your clients will even tend to ignore small mistakes made by your staff or you, which, otherwise, may end up taking a great deal of your time to solve. More importantly, the satisfied client becomes a source of reference, i.e., they recommend your name as a dependable and thoughtful service provider in their business and social circles. In this way, customer care and Quality Management become the main principles of achievement in service sectors, such as, tourism operations.

### Further Reading:

- ✓ *Robert Ford, Michael Sturman, Cherrill Heaton, (2012), Managing Quality Service In Hospitality*
- ✓ *Bradley Gale, Robert Chapman Wood, (1994), Managing Customer Value: Creating Quality and Service That Customers Can See*
- ✓ *John A. GOODMAN, (2009), Strategic Customer Service*
- ✓ *William B. Martin, (1989), Managing Quality Customer Service*