

Restaurant Policies & Practices

Customer Service



Our restaurant exists only because of customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our food and beverages. Without the customer we don't have a restaurant, they are the only reason we are here. As a result, taking care of our customers is our highest priority, in fact a privilege, never an interruption. At **RESTAURANT NAME** the customer always comes first!

Customer Complaints

Nobody enjoys being the recipient of customer complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints can give us insights as to how to make our Restaurant better, demanding customers force us to be our best and resolving complaints satisfactorily can even increase customer loyalty IF they are handled properly.

When faced with a customer complain:

- ▶ Don't get defensive and try to explain.
- ▶ Remove the offending item immediately.
- ▶ Apologize for the problem and tell the customer you will take care of the problem.
- ▶ If you need the assistance of a manager, don't hesitate to ask.

Do everything you can to let the customer you care and that this isn't the kind of experience you want them to have at our restaurant.

Telephone Courtesy

It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two rings. Always answer in a friendly, polite manner: "Good (morning, afternoon, evening), **RESTAURANT NAME**, may I help you?"

Respond to any questions that you are absolutely certain. If you are uncertain, ask the person if you may put them on