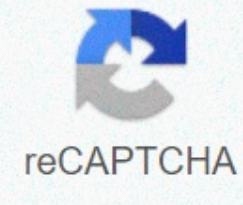




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# Restaurant 10 steps of service

An integral part of any restaurant is its customer service. It doesn't matter how fabulous your restaurant décor is or how delicious your food is, if the service doesn't meet or exceed customers' expectations, there is a good chance they won't come back. Customer service covers many different parts of a restaurant's day to day operations, going far beyond the front of the house staff. It is the golden rule of business. Even if you think the customer is wrong, you never, ever, tell them that. Be understanding and empathetic and take the time to listen to their complaint or suggestion. Problems will inevitably arise in even the best of restaurants - it's how you handle them that will determine if customer return or go elsewhere. While the front of the house is the face customers see, customer service includes everyone, from the maintenance crew to the cooks in the kitchen. Clean restrooms, good food, and a friendly and inviting atmosphere are all components of good customer service, in which every restaurant employee plays a role. If your restaurant takes reservations, be careful how close together you book them. Nothing will upset a customer like showing up for a 6 pm reservation and being told he'll have to wait another 30 minutes. Restaurant reservations, when done correctly, allow you to spread out seating's and keep the kitchen out of the weeds. When done poorly, reservations can result in a dining room filling up too quickly for the kitchen and not leaving any room for walk-ins. A good gauge of customer satisfaction is how well they tip at the end of a meal. A poor tip isn't always a reflection on the server; it could be the food, timeliness of the meal, or other factors. Some restaurants choose to pool tips; others keep it separate among servers. For large parties or catered events, some gratuity is automatically added. Have a couple who dines with you every week? A bar patron who comes after work for a beer? Don't be afraid to comp a few meals or beverages for your regular customers. It shows them that you appreciate their business. How was everything? Any server worth their salt will ask this at least once during a meal. But not every customer feels comfortable complaining verbally if something is wrong. Offering a customer comment card at the end of a meal is an opportunity to gain valuable feedback, both positive and negative, about your restaurant. While it's never fun to hear what people don't like, comment cards give you an opportunity to make improvements. Occasionally you may have to deal with a customer who has had too much to drink or is in some other way acting out. Be sure you and your staff know how to effectively and safely deal with disruptive customers. One key strategy is to stop serving alcohol immediately if a person shows signs of intoxication. Social network sites like Facebook and Twitter offer an easy and free way to reach out to customers. You post daily and nightly specials on your wall, "like" customers status updates, and set up invites to restaurant events. It doesn't matter how fabulous your restaurant looks or how delicious the food is, if the service isn't good, customers are not likely to return. But as a restaurant owner, you can't be everywhere at once. Smart restaurateurs don't have to be. Make sure you have a reliable staff to handle any issues that arise, whether you're there or not. Put a procedure in place for handling customer complaints. Demonstrate good customer service through discounts, promotions, and other low-cost initiatives. Finally, be a responsible restaurant owner. This means knowing how to deal with customers who've had too much to drink in a positive, empathetic manner. A well-trained front-of-house staff will keep customers happy and coming back for more. Waiting on tables or tending bar are real skills. The best are friendly but not annoying. They can multi-task but still appear to give each customer their undivided attention. They are honest and trustworthy. And they can work as part of a team. Something is bound to go wrong once in a while. Food gets burned, an order gets forgotten in the middle of a dinner rush, or a new server makes a mistake. The important thing is to try and correct the situation in order to please the customer. Whether it's a replacement meal, a free dessert or a voucher, be ready with a response that will undo the damage. Actions speak louder than words, and that is certainly true of customer appreciation. It doesn't have to cost a lot of money. Personal attention by the owner or manager can make customers feel special. Responsibly serving liquor is a good way to show customers you value them. If you are planning on serving liquor at your restaurant, be familiar with your state liquor laws. It is also important that your wait staff understand how to identify a person who is intoxicated, so they don't continue to serve them. Occasionally you may have to deal with a patron who's more than a little tipsy. Be prepared to deal with the situation diplomatically. And make sure that person has a ride home.

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