



# COURSE PROJECT 1



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CUSTOMER SERVICE?

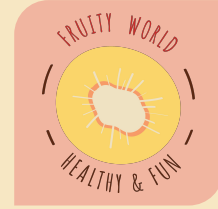
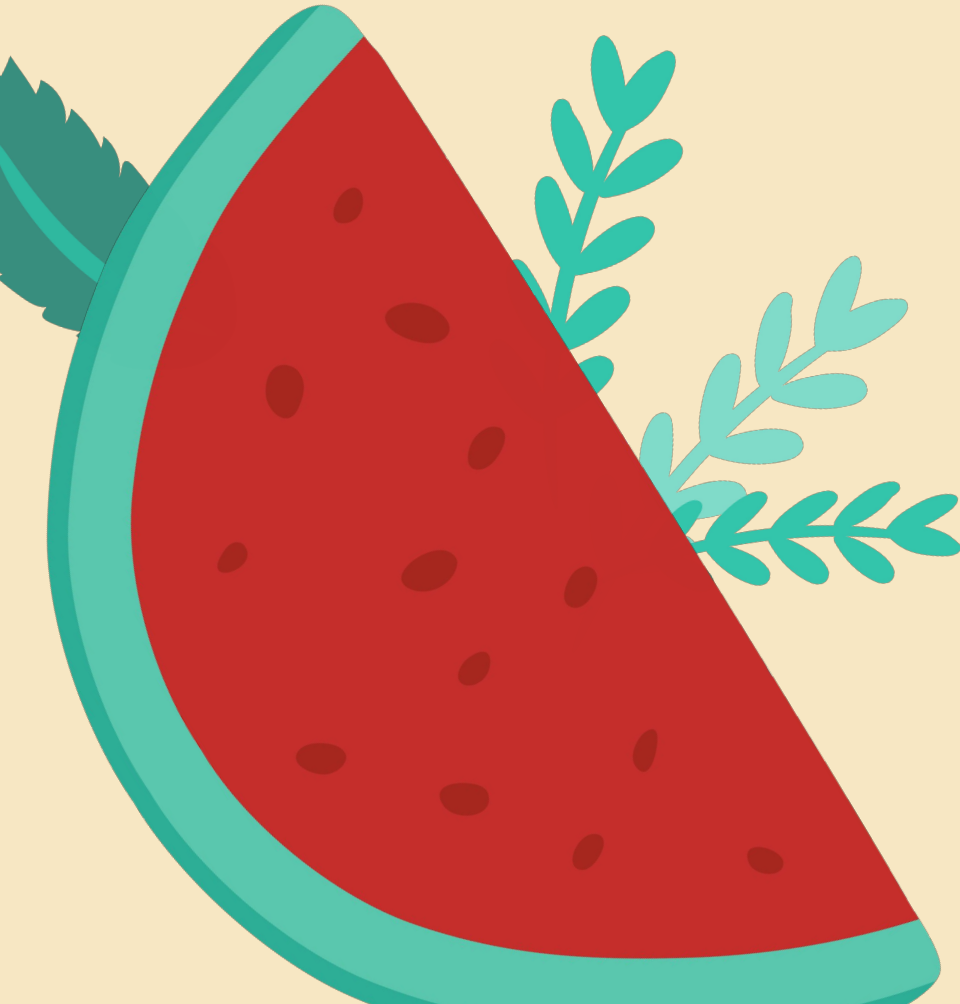


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## GOOD CUSTOMER SERVICE

In our eyes, good customer service is described to be of equal benefits for the customer and employees where the food service / operation improves businesses and gathers more and more loyal customers. This leads to a better restaurant that affects the society positively

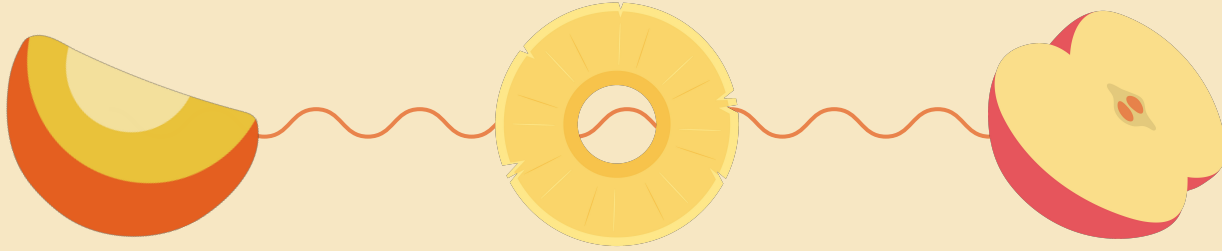
## POLICIES AND PROCEDURES

How should guests be greeted upon pre-arrival or upon arrival?

- With warm welcoming from the current host of the restaurant, leading them slowly yet properly to their assigned table or otherwise their preferred table and taking any drink orders / refreshments as well as take any allergies to prevent any future problems.



# POLICIES AND PROCEDURES



How should the guests' orders be taken?

In a timely manner and in a considerable schedule, the server politely requests the orders from each individual, asking for any modifications needed, as well as side orders and substitutions into the dish. They should also reassure the customers if the dish may take a while, they should also recommend any substitute for the original order if not possible.

How should the guests be treated while in the operation or in drive-through areas?

-The guests should be treated politely, with respect, and high-regards. Prioritizing the customer but not always viewing them as correct. They are expected to consider all their actions and understand how the work done is affecting any customers.

How will guests' complaints be addressed?

-With consideration and composure, the complaints are quickly addressed and handled carefully. Minimizing the problem to avoid concerning other guests and control the situation to avoid other possible complaints and concerns.

# POLICIES AND PROCEDURES

How will we implement our employee-related service standards?

- To better implement the service standards, we will regularly train staff to better cope with any possible situations. As the standards are always possible to be practiced. Make sure all the employees are properly readied for any sort of situation.



How will we staff to achieve our employee-related standards?

- For starters, we only accept those who are willing to learn , as well as certified and trained individuals in terms of food establishments. This allowing no problems in the staff in terms of service operations. Basically those who are not stubborn.



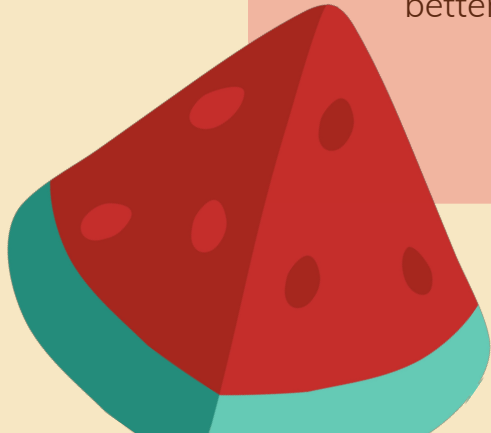
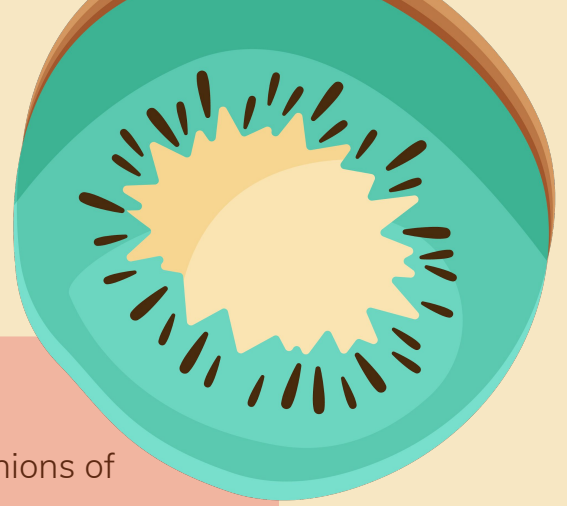
# POLICIES AND PROCEDURES

How will we monitor our success in achieving our employee-related service standards?

-Through constant shadowing and check-ups from the general managers. Through training during and out of service operation hours to give perspectives on each type of training to allow better understanding on certain situations. We'd also constantly check on employee experience and bring any correction towards actions that are incorrect.

## CUSTOMER INPUT

To best input and consider the answers and opinions of the customers, we would take into factor what they experienced and change up policies and procedures to better our standards to the taste of society's majority.





# EMPLOYEE TRAINING

To better our employees to the standards of the guest's and customers we will train the employees as soon as possible in the area of operations . This is to improve factors in our establishment and to make any actions taken, as efficient as possible. To best learn from any new standards, we teach to apply any action in the service of operation to better master them.



# HOW DO WE PLAN TO MEET STANDARDS

## CUSTOMER SERVICE SURVEY

A survey allows feedback from the customers for improvements for the restaurant.

### *Casual Dining Restaurant*

Customer Service Survey



## How Did We Do?

We would like to hope you take a moment of your time to fill out this survey on our service quality. It would greatly benefit you and our establishment with your input.

1= Very Unsatisfied 2= Unsatisfied 3=Neutral 4= Satisfied 5= Very Satisfied

### Service

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. Was the staff Helpful during your dine-in?  | 1 | 2 | 3 | 4 | 5 |
| 2. How do you feel about the speed of service? | 1 | 2 | 3 | 4 | 5 |

### Atmosphere

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 3. Rate your feeling of the surroundings of the restaurant? | 1 | 2 | 3 | 4 | 5 |
| 4. How was the cleanliness of the restaurant?               | 1 | 2 | 3 | 4 | 5 |

### Food

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 5. Please rate the quality of the food menu? | 1 | 2 | 3 | 4 | 5 |
| 6. What is your feel of the food quality?    | 1 | 2 | 3 | 4 | 5 |

### Feedback

7. From your experience do you have any suggestions for this restaurant for the future

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Contact us!:

Number:xxx-xxx-xxxxx Email: CasualRestaurant.sample.net

# CUSTOMER CHECKLIST

*Casual Dining Restaurant*

## Restaurant

### Customer Service Checklist

Employee Name:

Manager/Reviewer Name:

Position:

Date:

INSTRUCTIONS: Tick the box associated with which the employee qualifies. Have this checklist reviewed and turned in on the assigned date.

Yes	No	Standards	Comments	Actions Required	Reviewed By:
<input type="checkbox"/>	<input type="checkbox"/>	1. Effectively communicates your service in a customer friendly manner.			
<input type="checkbox"/>	<input type="checkbox"/>	2. Attire is formal and follows establishment guidelines			
<input type="checkbox"/>	<input type="checkbox"/>	3. Service to all customers are the same regardless of appearance age or attitude			
<input type="checkbox"/>	<input type="checkbox"/>	4. Appears engaged with the position given with the customers			
<input type="checkbox"/>	<input type="checkbox"/>	5. Maintains a professional and appropriate manner at all times.			

# CREDITS



Customization\*\* they said to put “existence”  
because they said it would make you laugh.

# SOURCES

[https://docs.google.com/document/d/1P9BBzIxQ\\_Y5IM1DXeSOVihmicV95LShB5xYRsntso0g/edit?usp=sharing](https://docs.google.com/document/d/1P9BBzIxQ_Y5IM1DXeSOVihmicV95LShB5xYRsntso0g/edit?usp=sharing)

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<https://restaurantengine.com/surveying-your-customers/>

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