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Customer Service Plan

What Does Good Customer Service Look Like?

To give the customers an experience that exceeds all expectations and to persuade them to come back through high-quality work.



Procedures

Treatment upon arrival

- Upon arrival, customers should be met with a warm and polite greeting.



When taking orders

- When taking a guest's orders, we should listen attentively and not leave out anyone.



Procedures

Treatment while guests are in the operation

-Guests should be treated with a positive attitude and with proper manners.



How will complaints be addressed

-Complaints should be addressed calmly while listening to what the customer has to say or offering possible solutions.



Customer Service Survey

1. How can we satisfy your needs better and faster?
2. How do you feel towards our customer service?
3. Do you have any feedback or comments for us to improve?
4. Is our food quality up to your expectations as a casual dining restaurant?
5. What would you rate us overall?

How Will New Approved Standards Be Communicated To Employees

- Hold as many staff meetings to enforce new standards.
- Provide training programs weekly with designated times.
- Get feedback from employees and adjust if needed.
- Have an employees sign to acknowledge they have seen the new standards and will meet.
- Always remind and tell your staff.

What training will you provide employees?

Who: Staff from Back and Front of the House will receive training.

Where: They will take place in the actual restaurant.

Why: This thorough type of training will help the employees become more focused.

What: The training includes orientations and coaching.

When: Sessions will occur once every week.

How: Employees will have to attend each session.



Customer Service Checklist

- ☐ Efficiently identify and resolve any issues
- ☐ Personalize service
- ☐ Actively listen
- ☐ Minimize customer wait time
- ☐ Effectively communicate
- ☐ Know your product
- ☐ Maintain a positive attitude
- ☐ Be patient