



NEON

Customer Service Project



PROSTART 2
PERIOD 4,5





WHAT CUSTOMER SERVICE IS TO US:

“Good customer service comes from any manner or gesture from an establishment. There are various answers of customer service but, for us as a business, good customer service exceeds normal standards set for a restaurant solely for the fact that we want you to enjoy your experience.”

- NEON ASSOCIATES



What info do employees need to effectively take guest's order?

- Employees will need to know the menu. This will include drinks, appetizers, sides, meals, and deserts.
- Employees will also know the ingredients that go into food and any possible allergens the food may have to customers.



01

HOW SHOULD GUEST BE GREETED UPON PRE-ARRIVAL (WHEN MAKING RESERVATIONS) OR UPON ARRIVAL?

CUSTOMERS SHALL BE GREETED WITH
WARM AND COMFORTING ARMS WHERE
SERVICE WILL BE ESTABLISHED IN A
PROFOUND MANNER AND STYLE.

“Hafa Adai”

“Please follow me”


“Hafa Adai, do you have a reservation?”

02

HOW SHOULD GUEST'S ORDER BE TAKEN

Gestures:

- *Properly seat guests' at an open table
- *Hand over the menu of our restaurant
- *Guest's provide their drink orders
- *Provide waiting time for the guests' order
- *Guests provide their drink orders.
- *Waiter/waitress writes down the guest's orders on a notepad

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1. "Hafa Adai, welcome to Neon! I am (state your name) and I will be your waiter/waitress for today/tonight. Just for safety measures, does anyone have any allergies?"
 2. "Would you like any drinks to start off with?"
 3. "Thank you, order when you're ready."
 4. "Are you ready to order? How may I help you with?"
 5. "Any dessert you would like or will that be all for today/tonight?"



03

HOW SHOULD GUESTS BE TREATED WHILE IN ITS OPERATION OR IN ITS DRIVE-THROUGH AREAS?

1. "Hafa Adai, thank you for stopping by at Neon. How may I take your order?"
2. "To confirm your order, you would like
"(repeat the guest's orders)"
3. "Would you like anything else for
today/tonight?"
4. "Thank you, please proceed to the next
window to make your payment."



04

HOW WILL GUESTS COMPLAINTS BE ADDRESSED?

Any remarks or complaints made by our guests' are handled very manually with all respect. Our deepest apologies would imply to the guests'. Maintenance would be advised and will take full action in order for us to improve the work ethics of our establishment.



“How Can This Be Achieved?”



Give a warm welcoming to customers.

Be attentive & vigilant in all tasks.

Treat guest with the highest degree of respect

Apologize and address the situation in a calmly matter



Customer Service Survey

	1	2	3	4	5
	Horrible	Bad	Decent	Good	Amazing
How would you rate the worker's availability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the worker's attitude?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate product quality?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the cleanliness of NEON	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate your overall experience at NEON	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Provided Training for Employees

Who: Training is given through supervisors and/or certified peoples in the establishment.

What: The coaching provides insight of different levels of customer service like respect, responsibility, the sense of urgency, and other important categories.

Where: Teachings are usually provided in the workplace by the manager or any trusted and certified personnel.

When: provided lessons occur during times given to you by your supervisor and/or certified personnel. You are taught at the time when everyone else is working so it gives a visual presentation of how the establishment works in action.

Why: Without training, the quality of their performance would be low, the company would be spending time and money on unknowledgeable workers leading to the risk of losing customers, and the “face” of the company.

How: When training, first establish your new employee procedures, use a new hire training checklist, start on boarding/integrating the employee into the organization, and create adjustments to the training for the growth of your new employee.

Customer Service Checklist

- ☐ Minimize wait time
- ☐ Product knowledge
- ☐ Know how to respond to situations
- ☐ Interact with customers
- ☐ Effectively communicate
- ☐ Respond to customer complaints, phone calls, emails
- ☐ Demonstrate competence
- ☐ Be engaged
- ☐ Display a positive attitude at all times
- ☐ Resolve issues in a fair and calm manner
- ☐ Clean and hygienic
- ☐ Appear well groomed