


CUSTOMER SERVICE FINE DINING

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• **What does
good
customer
service look
like? •**

Example:

Excellent customer service means going the extra mile in making sure a customer is happy and satisfied with a company's product services.

• How should guest be greeted upon pre-arrival (when making reservation) or upon arrival? •

- ❑ Dressing: welcoming a guest is just like going on the first date.
- ❑ Smile with a greetings:
“Hafadai, Welcome, Good morning, afternoon, evening
- ❑ Ask question nicely regarding their reservation



“FIRST IMPRESSION IS THE LAST IMPRESSION”

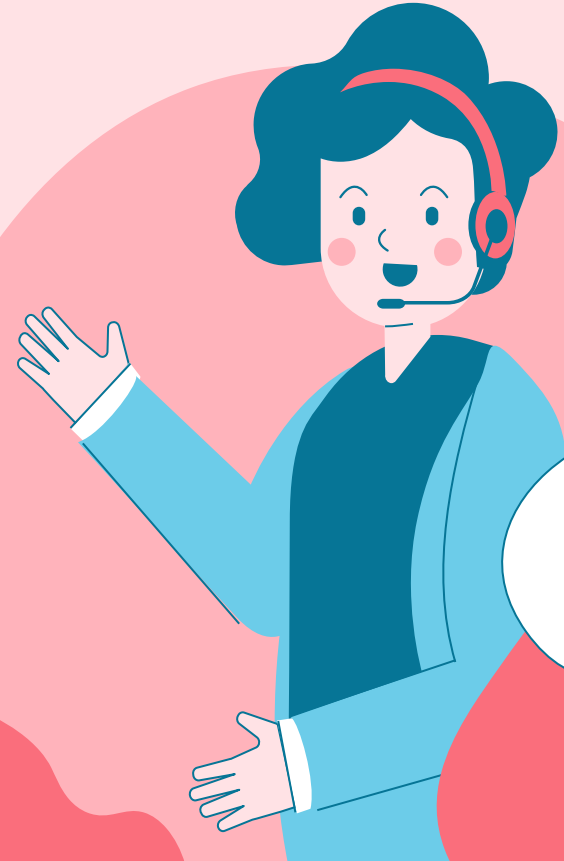
• How should guests' orders be taken? •



- ❑ When approaching your guests, have a positive attitude or cheerfully greet them at the table while smiling and making eye contact.
- ❑ Providing help for any concerns they have about the menu or dish.
- ❑ Giving feedback

How should guest be treated while in the operation or in its drive through areas?

- ❑ They have to be treated with a very welcoming and respected manners from the employees thus creates a comfortable environment for them.
- ❑ Take their beverage and food orders with consideration carefully and ensure every modification they ask for is attended to.
- ❑ The guest should as well be treated with respect when taking their orders.
- ❑ Must ensure that their orders are prepared correctly.
- ❑ Present the guest the check respectfully and efficiently. Avoid having the guest wait. showing care for their patience.



• How will guest complaints be addressed •

Managers must listen
with empathy and
concern

Stay Calm, Don't
argue.



Offer a solution.

Thank Guest and
apologize



•How will we implement our employee-related service standards •

Determine desired service standards:

- ☐ Managers establishing service standards may focus their attention on different operational areas, depending on the type of operation manage
- ☐ Ask key question
 - ☐ What are our company's goals and objectives?

Develop service standard expectations:

- ☐ Mission statement
- ☐ Document specific service standards related
 - ☐ Guest pre-arrival, arrival, ordering and service, payment and departure

Develop service standard training materials:

- ☐ Managers must consider and acquire the employee training tools they will need.
- ☐ Ask key question
 - ☐ What are training abilities and characteristics of my staff?

Train staff:

- ☐ Managers may use a variety of approaches and materials when training sessions
- ☐ Possible training styles
 - ☐ One-on-one
 - ☐ Small group
 - ☐ Large group
- ☐ Training aids
 - ☐ Handouts
 - ☐ Videos
 - ☐ Role-playing



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

- ❑ Ensure the quality of the meals are consistent and monitor guests feedback.
- ❑ Revise production-related procedures if needed to correct any deficiencies

- ❑ Observe staff performances
- ❑ Identify any errors and provide solutions

- ❑ Observe the ambience in the operation such as lighting, sound, and temperature.
- ❑ Identify and implement solutions to ambience problems.

• What training will you provide employees to achieve the new standards



- ❑ Employees will be taught all updated standards of course or when new standards are implemented.
- ❑ Employees will be taught in all learning styles (Visually, Auditory, and Tactile learners).
- ❑ They will be taught at times available when service is not too busy by batches or will be taught before opening or after closing.
- ❑ New standards will be presented either in the business itself or another building or meeting room owned by company.
- ❑ A Manager or owner may present the new standards to the employee.

• Good Customer Service Checklist •

Put the customer first

- ☐ When sending any customer communications, think about what they need to know.

Provide more than the customer needs

- ☐ Give the customers more than just the answer at hand.

Set clear service expectations

- ☐ Be upfront and realistic

Help your fellow employees

- ☐ Work as a team and help out with what he or she is struggling with.

Respond as quickly as possible

- ☐ Make an effort to respond in a quick and efficient manner.

Stay professional and polite

- ☐ Remain calm during crises and do not take it personally.

Staffing process:

We determine what position needs to be filled and what characteristics and skills to search for in candidates

Job applications are created containing questions for essential information



1. Advertising "help wanted," spread through online sites such as "hireguam," and "indeed.com."



2. Evaluate submitted applications and determine the potential candidates



3. Calls are made to potential candidates and interviews are set to place.



4. Management whichever 2 people will conduct the interview.

- Further information is obtained through self-assessments & tests

Effective staffing reflects good employee service

**“You don’t hire for skills, you hire for attitude.
You can always teach skills.” -Simon Sinek**



5. Choosing the best candidate based On information & observations

- Reference check ✓
- Internal traits ✓
- Clear background
- Clear intentions ✓

Taken into consideration what **SKILLS** the candidate(s) can still learn within the company



WELCOME!

6. The chosen candidate(s) receive:

- Letter containing benefits and other information prior to the position in the business
- Short intro of the business objectives & importance of service
- Given a uniform, employee code, and start date



Training!

7. Within first few months, they will learn and improve customer service skills, and bring in their personal traits within their performance

Basic training on:

- Menu details and how to present it to guests
- How to take orders and calls
- Our way of greeting guests
- How to handle guests complaints



***In our company, we develop a culture of learning where employees will be pushed to do their best for the benefit of both parties.**

<https://www.smartrecruiters.com/resources/glossary/hiring-process-steps/>

• Customer Service Survey •

How can we improve your experience with the company?	
How well does our service meet your needs?	Very Satisfy, Satisfied, Neutral, Dissatisfied, Very dissatisfied
What is the important features we're messing?	Design, Sound, Temperature, Custom response
How would you rate your overall dine-in experience?	Excellent, Good, Satisfactory
How satisfy are you with the speed in which the service was delivered?	Very Satisfy, Satisfied, Neutral, Dissatisfied, Very dissatisfied
The taste of your food?	Very Satisfy, Satisfied, Neutral, Dissatisfied, Very dissatisfied
The cleanliness of the restaurant?	Very Satisfy, Satisfied, Neutral, Dissatisfied, Very dissatisfied
Treated with courtesy and respect?	Very Satisfy, Satisfied, Neutral, Dissatisfied, Very dissatisfied
Ambience	Very Satisfy, Satisfied, Neutral, Dissatisfied, Very dissatisfied
Customer Service	Very Satisfy, Satisfied, Neutral, Dissatisfied, Very dissatisfied