



Fine Dining

1st & 3rd period

What Does Good Customer Service Look Like?

- ◆ Good customer service is being courteous and consistent with your customers
- ◆ You should also communicate effectively with them and have a positive attitude while doing so
- ◆ This will leave them with a great impression and it will convince them to return to your establishment again





Part II



*Procedures to Implement for Fine
Dining*

How should guests be greeted upon pre-arrival (when making reservations) or upon arrival?



In the operation:

- ❖ Guests should be greeted by a waiter/waitress which will create a comfortable atmosphere, then be escorted to their designated table.
- ❖ The employees should be able to show good/great customer service by anticipating what the guest needs whether if the guest needs his/her order taken down or for a refill of the beverage.
- ❖ Also, the employees should have a positive attitude and an enthusiastic tone when talking to the customers.

Drive-through areas:



How Should Guests' Orders be Taken?



- ◆ First, give time for guests to feel comfortable with the environment.
- ◆ Then, present the menu. Give time for guests to make a final decision on their order.
- ◆ Give proper time to guests and don't rush them.



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



- ◆ While in the operation and/or in its drive-through areas, guests should be treated with respect and courtesy
- ◆ Treat them in a way that convinces/encourages them to visit your establishment again



How will guests complaints be addressed?

Here are some methods on how guests complaints be addressed:

- ❖ Acknowledge the problem, let the customer know you hear what he or she is saying. If you or your company made a mistake, admit it.
- ❖ Stay calm, when a customer presents you with a complaint keep in mind that the issue is not personal. “Winning” the confrontation accomplishes nothing and always refrain on becoming defensive.
- ❖ Get the facts. After listening, take initiative in the conversation, now that the customer has calmed down and feels you have heard his or her side.

ppens only after you have sufficient details. One thing
at you can and cannot do within your company's



How will we implement our employee-related service standards?

Customer service is the main goal of any businesses and to have a good customer service employees must serve the customers efficiently and successfully and to do that there are a standards that they must meet in a fine dining restaurant for example, employees must greet the customer before entry and say goodbye when they leave, deal with customer complaints quickly but successfully, telephone handling must be handled with a calm voice, reservations, and employees must be patient when taking orders you don't want the customer feels that there being rushed. Also, customers must feel comfortable in the restaurant because customers don't look only at delicious food but restaurants that serve good food, great customer service and a pleasing ambiance. Ambiances like the lighting it makes the restaurant more dazzling of course the lighting must match the food you don't want yellow lighting in meats or seafoods, and music classical musics are perfect in a fine dining to set up the mood you don't want sixnine musics in a fine dining it just ruins the food and the mood..



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



Staff can achieve the service standards by:

❖ Training.

- Efficiency
- Response time
- Problem solving
- Accessibility
- Friendliness

- ❖ Experience
- ❖ Practicing



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



- ◆ We will monitor our success in achieving our employee-related service standards by making sure that our standards are up to par. Therefore establishing objectives for employees and to inform the customers about what they should expect. It is important to monitor these standards because it gives the establishment a status that must kept up or surpassed.



The background of the slide is a rustic wooden surface. In the top left corner, there is a large bouquet of bright yellow sunflowers with long green stems. To the right of the bouquet, a piece of light-colored cloth with thin blue and grey stripes is partially visible. Below the cloth, there are several dark chocolate brownies on a small wooden cutting board. Scattered across the wooden surface are several yellow petals, some from the sunflowers and others from a smaller flower at the bottom. The central text is contained within a white-bordered rectangle with a brown background.

Part III



*How will we strive to achieve
good customer service?*

Customer Service Survey



- What was our service like?
- Any improvements that can be made?
- How was your experience in this establishment?
- What was your favorite dish?
- How was your experience with the waiters?
- Is there anything that you would like to see on our menu?
- How often do you dine in to our restaurant?
- Did our staff meet your needs?
- Rate the cleanliness of our establishment?
- What did you dislike about our menu?



Customer Satisfaction Survey

Please rate your satisfaction with...

	Highly Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Highly Dissatisfied
The taste of your food.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The temperature of your food.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The speed of service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The friendliness of the crew.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accuracy of your order.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cleanliness of the restaurant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next

Progress 11%

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How Will You Consider This Input?



To achieve good customer service, we think it's best to talk to all of the employees first and explain how having good customer service can be beneficial to the establishment. Other than that, it would also be better if the employees would be trained on how to have and handle good customer service. Employees can consider the input from the customer service survey as a way to improve themselves.



To achieve new standards for good customer service, the best idea for that to happen is to provide training to the employees that will be working on that establishment. However, the training we would provide to help the employees achieve the new standards are first is to train their effective communication, second is to train their skill or the skills they need to know and third is to train their attitude/ behaviour. First it's good to train their effective communication because having effective communication you'll be able to create loyal customers or create better relationships. Other than that employees with effective communications they are more calm with situations that are unnecessary or situations that goes out off hand. Second is to train their skills because to achieve the new standards you would have to know and be able to do skills and knowing the skills it's much faster to achieve the new standards as of you trained for the skills and you start getting used to it. Third is to train the employees behaviour/ attitude because if they don't know how to control their behaviour/attitude situations would just go out of hand and training the employees with their behaviour/attitude would give them good customer service as of they would know how to act professionally. Besides that it's better to train their attitude/behaviour to achieve new standards because if they can't simply follow that standards then they won't be able to achieve good customer service as if you're following the standards, it all comes to the mind how you would act to it.



Good Customer Service Checklist:



- ☐ Practice good personal hygiene
- ☐ Communicates well, effectively, and consistently with customers
- ☐ Has a positive mindset/attitude towards customers and fellow employees
- ☐ Always attending to customers promptly and patiently
- ☐ Make suggestions based on customer comments
- ☐ Make eye contact with customers



Thank you and
have a great day!



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