Customer Service

The Cornerstone of Restaurant Operations
Copyright

- Copyright © Texas Education Agency, 2013. These Materials are copyrighted © and trademarked ™ as the property of the Texas Education Agency (TEA) and may not be reproduced without the express written permission of TEA, except under the following conditions:

  1) Texas public school districts, charter schools, and Education Service Centers may reproduce and use copies of the Materials and Related Materials for the districts’ and schools’ educational use without obtaining permission from TEA.

  2) Residents of the state of Texas may reproduce and use copies of the Materials and Related Materials for individual personal use only, without obtaining written permission of TEA.

  3) Any portion reproduced must be reproduced in its entirety and remain unedited, unaltered and unchanged in any way.

  4) No monetary charge can be made for the reproduced materials or any document containing them; however, a reasonable charge to cover only the cost of reproduction and distribution may be charged.

- Private entities or persons located in Texas that are not Texas public school districts, Texas Education Service Centers, or Texas charter schools or any entity, whether public or private, educational or non-educational, located outside the state of Texas MUST obtain written approval from TEA and will be required to enter into a license agreement that may involve the payment of a licensing fee or a royalty.

- For information contact: Office of Copyrights, Trademarks, License Agreements, and Royalties, Texas Education Agency, 1701 N. Congress Ave., Austin, TX 78701-1494; phone 512-463-7004; email: copyrights@tea.state.tx.us.
Service

Goals
Appearance

Attitude
Benefits
Goals

- Make the customer feel welcome
- Set the stage for a pleasant dining experience
- Greet customers immediately upon arrival
- Display courtesy, respect and friendliness
Appearance

- Uniform
- Hygiene
  - Hair
  - Hands and nails
- Jewelry
Attitude

- Be someone who is:
  - Positive
  - Willing to please the customer
  - Takes pride in their work
  - Friendly and cheerful
  - Shows courtesy to customers
Benefits

- Improved customer satisfaction
- Greater customer loyalty
- Reduced marketing costs
- Enhanced business reputation
- Positive work environment
- Increased profits
A Happy Customer is a Repeat Customer

(click on link)
Payment Options

Types of Payment
End of the Meal
Types of Payment

- Cash
- Credit card
End of the Meal

- Thank your customers
- Invite to return
- Ask for feedback
Questions?
References and Resources

Images:
- Microsoft Office Clip Art: Used with permission from Microsoft.

Textbooks:

YouTube™:
- A Happy Customer is a Repeat Customer
  Customer Service: Skills for Success
  http://www.youtube.com/watch?v=7rJTAp6G57A&feature=share&list=PL3F79BA3148626C28&index=9