Customer Service
The Cornerstone of Restaurant Operations
Service is what restaurant employees provide.

This lesson will review the goals, appearance, attitude and benefits of quality service.
The primary goal of a quality restaurant is to always make the customer feel special.

How do you feel when you dine out?
The appearance of restaurant employees impacts the restaurant business.

Employees should:
• wear a clean uniform to work
• practice good personal hygiene
  • hair should be pulled back or put up
  • hands should be clean and nails short
• jewelry should be minimal
A positive attitude is critical to the restaurant and repeat business.
Many benefits are gained when providing quality customer service.

Do you agree with these?
A Happy Customer is a Repeat Customer
(click on link)

Click on hyperlink to view video:
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
Payment Options

Types of Payment
End of the Meal
If the customer pays in cash, be sure that the correct payment is received.

Never ask customers if they want change. Always return the change to them.

Credit cards are easier to carry than cash so many customers will use a credit card to pay for their meal.

Be sure to check:
- the expiration date
- the customer’s signature
- That the customer signs the credit slip

Return the credit card to the customer immediately.
During the meal, be sure to check back with the customers to see if they need anything.

Be sure to thank your customers and invite them to return at the end of the meal. Ask them if they have any comments about the food or service they can write or share with your manager.
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=7rJTa6G57Ag&feature=share&lis=PL7F9BAJ18626C289&index=9