

## Customer Service – The Cornerstone of Restaurant Operations Notes (Key)

Complete each section with information for quality customer service.

<b>Goals</b>	<b>Appearance</b>	<b>Attitude</b>	<b>Benefits</b>	<b>Types of Payments</b>	<b>End of the Meal</b>
<ul style="list-style-type: none"> <li>• Make the customer feel welcome</li> <li>• Set the stage for a pleasant dining experience</li> <li>• Greet customers immediately upon arrival</li> <li>• Display courtesy, respect and friendliness</li> </ul>	<ul style="list-style-type: none"> <li>• Uniform</li> <li>• Hygiene                             <ul style="list-style-type: none"> <li>• Hair</li> <li>• Hands and nails</li> </ul> </li> <li>• Jewelry</li> </ul>	<ul style="list-style-type: none"> <li>• Be someone who is:                             <ul style="list-style-type: none"> <li>• Positive</li> <li>• Willing to please the customer</li> </ul> </li> <li>• Takes pride in their work</li> <li>• Friendly and cheerful</li> <li>• Shows courtesy to customers</li> </ul>	<ul style="list-style-type: none"> <li>• Improved customer satisfaction</li> <li>• Greater customer loyalty</li> <li>• Reduced marketing costs</li> <li>• Enhanced business reputation</li> <li>• Positive work environment</li> <li>• Increased profits</li> </ul>	<ul style="list-style-type: none"> <li>• Cash</li> <li>• Credit card</li> </ul>	<ul style="list-style-type: none"> <li>• Thank your customers</li> <li>• Invite to return</li> <li>• Ask for feedback</li> </ul>