**SERVICE STRATEGY CHECKLIST**

Use this checklist once a week to determine procedures and policies in the service strategy operations that requires corrective actions to be taken. Take note of all corrective actions required to be taken, the person responsible and status of the procedures and policies. Keep completed checklist on record in a notebook for future references.

**Date: [SPECIFY DATE] Name of Observer: [SPECIFY NAME OF THE OBSERVER]**

1. **SERVICE UPON TAKING AND COMPLETING OF ORDERS**

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| **Procedures and Policies** | **Required Action to be Taken** | **Person Responsible** | **Status** |
| The restaurant employee or staff greets every customers or guests in a friendly manner as they approach to take the food orders. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff hands in the customer or guest the menu lists. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff introduces the “house special” or the chef special” to the customer or guest. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff answers promptly any question of the customer or guest regarding the menu items. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff smiles upon taking the food orders of the customers and guests. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |

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| The restaurant employee or staff asks the customers or guests, “Ma’am/Sir, may I take your order please?” | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff determines where the order will be eaten by the customer or guest first. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| If the customers or guests are in large groups of families, the restaurant employee or staff determines first how many are in the party. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| As the food orders are being given by the customer or guest, the restaurant employee or staff listens carefully and takes note of the order. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff asks the customer or guest if they would like complementary food items to what they have ordered or larger sizes of items they have ordered. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff makes the suggestion in a friendly and hospitable way. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff clarifies the complete order after the customer or guest has finished ordering to ensure accuracy. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff thanks the customer and remind them of the standard time in preparing the food orders. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff goes to the register to give the customer or guest’ food orders to be keyed in the register or POS. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| If the customer of staff signals to bill out, the restaurant employee or staff goes to the register to get the final bill. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff hands in the final bill and asks the customer if the food orders printed in the bill are accurate. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff gets back the bill with the cash or credit card from the customer or guest. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff acknowledges the amount or credit card handed out by the customer or guest. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff goes back to the register and waits for the change or credit card and the bill. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff goes back to the customer or guest and hands in the final bill and the change or the credit card. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff thanks the customer or guest promptly for dining in the restaurant. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff invites the customer or guest in dining back to the restaurant. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |

1. **CUSTOMER RELATIONS SERVICE**

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| **Procedures and Policies** | **Required Action to be Taken** | **Person Responsible** | **Status** |
| Customers and guests are greeted as they enter the restaurant, the dining room or the order taking area. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Customers and guests are accompanied in finding seats, most especially during peak hours or periods. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| As much as possible, when talking to the customers and guests, the restaurant employee or staff must maintain eye contact with the customers and guests. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Customers and guests with small children are assisted with carrying trays and being seated as required. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Customers and guests who are senior citizens are assisted with carrying trays and being seated as required. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff asks what he can do for the customer or guest before taking the food orders. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Customers and guests do not wait for their food orders to be fulfilled after a long time, especially during peak times or rush hours. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Customers and guests’ food orders are not only served quickly but also accurately. |  |  |  |
| Temperature inside the restaurant, specifically in the dining room, are controlled and adjusted as needed, in order to address the sensitivity of the customers and guests of the comfort in the dining room. |  |  |  |
| The music level and volume played inside the restaurant, specifically in the dining room, are controlled and adjusted as needed, in order to address the sensitivity of the customers and guests of the comfort in the dining room. |  |  |  |
| The window blinds used specifically in the dining room, are controlled and adjusted as needed, in order to address the sensitivity of the customers and guests of the comfort in the dining room. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |

1. **SERVICE AT THE REGISTER**

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| **Procedures and Policies** | **Required Action to be Taken** | **Person Responsible** | **Status** |
| The restaurant employee or staff greets every customers or guests in a friendly manner as they approach the register. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff smiles upon registering the food orders of the customers and guests. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff remembers to ring in every single item. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff ensures that they are checked into the register correctly with their name and employee number. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Both the Restaurant Manager and the restaurant employee or staff on the register must count the cash drawer at the start and the close of the shift. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The Restaurant Manager and restaurant employee or staff must maintain cash available as close to the beginning level of their shift as possible. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff places the paper bills across the cash drawer. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff places the bills face down in the appropriate cash drawer slot. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff closes the cash drawer after each and every transaction. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The Restaurant Manager and restaurant employee or staff keeps cash low by frequently dropping excess small bills into the drop box | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The Restaurant Manager will pull drop box cash every [SPECIFY NUMBER OF MINUTES] minutes. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff must ask for the Restaurant Manager’s approval upon making change on those bills larger than [SPECIFY AMOUNT] US dollars. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| As the food orders are being given by the customer or guest, the restaurant employee or staff enters the items into the register or POS. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| If the food orders of the customer or guest are take out or carry out, the restaurant employee or staff, presses the appropriate “To Go” button on the register or POS. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff clarifies the complete order to ensure accuracy. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| For large groups of families, the restaurant employee or staff uses the “multi order” key for speed and efficiency. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff presses the appropriate register keys and get the total amount of the order displayed. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Upon taking the money, the restaurant employee or staff counts the money to check and ensure that the proper amount has been received. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| After receiving the money and having ensured the correct amount, the restaurant employee or staff places the money or cash immediately to the correct drawer and small changes slot. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff presses the appropriate change keys. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Should the customer or employee pays through credit card, monitor the credit card transaction to ensure that correct payment has been done. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Customers and guests are not overcharged for their orders. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Customers and guests are not given the wrong amount of change. |  |  |  |
| The restaurant employee or staff do not use the void function on the register or POS. |  |  |  |
| The restaurant employee or staff keeps the register or POS receipts in sequence. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff does not remove the receipts from its storage rail or “ticket rail”. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff places the register or POS receipts inside the bag. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Only the Restaurant Manager performs transactions such as Manager or Employee meals or discounts. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff only accepts authorized discounts on orders. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff checks and only accepts authorized coupons or gift cards. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff notifies the Restaurant Manager if the coupon or gift card is fraudulent. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff ensures that each coupon or gift card is marked and defaced after usage and stored correctly. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Personal checks of the customers or guests are not acceptable as a form of payment. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| Traveler’s checks of the customers or guests are not acceptable as a form of payment. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |

1. **KITCHEN AREA SERVICE**

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| **Procedures and Policies** | **Required Action to be Taken** | **Person Responsible** | **Status** |
| The Restaurant Kitchen employees or staffs must wear a headset with a full charged battery. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The Restaurant Kitchen employees or staffs listen carefully to the speaker or headset and observe the monitor as the order for the customer or guest. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The Restaurant Kitchen employees or staffs stage and project the correct amount of ingredients to be used for a specific order. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The Restaurant Kitchen employees or staffs always have items cooked per specifications and serve ready. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The Restaurant Kitchen employees or staffs always load fresh ingredients to begin cooking. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The Restaurant Kitchen employees or staffs stay in position to maintain staging and quality. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The Restaurant Kitchen employees or staffs are prepared to interrupt tasks to assist customers or guests | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The Restaurant Kitchen employees or staffs serves and ensure efficient service flow. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The Restaurant Kitchen employees or staffs ask the customer count to determine correct staging and projection. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |

1. **MANAGEMENT OF CUSTOMERS AND GUESTS’ COMPLAINTS**

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| **Procedures and Policies** | **Required Action to be Taken** | **Person Responsible** | **Status** |
| The restaurant employee or staff listens to the customer and guest’s complaint. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff finds out what exactly is the customer or guest has been telling or complaining and what precisely are they dissatisfied about. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| As much as possible, when talking to the customers and guests, the restaurant employee or staff must maintain eye contact with the customers and guests. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff apologizes for errors and inconveniences to the customers and guests. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff does not blame anyone for the errors and inconveniences made to the customers and guests. The restaurant employee or staff takes the full responsibility. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff answers the customers and guests with empathy. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff tells the customer or guest that the corrective action will be swift, the problem will be resolved as soon as possible and, if possible, indicate what actions will be taken to resolve the problem. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff let the customer or guest know that he/she requires approval from his/her supervisor to resolve the issue, should it may be the case. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff thanks the customers and guests for bringing the complaint to their attention. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |
| The restaurant employee or staff repeats the apology if necessary. | [SPECIFY THE REQUIRED ACTION TO BE TAKEN] | [SPECIFY THE PERSON RESPONSIBLE] | [SPECIFY THE STATUS OF THE PROCEDURES AND POLICIES] |