



Staff Checklist

Dealing with complaints

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- Listen carefully and attentively to what the customer has to say
- Wait until s/he has finished talking - do not interrupt
- Ask questions to clarify points
- Do not fob the customer off or blame another person
- Inform the customer of what you are going to do next e.g. investigate further, talk to staff, inform the manager etc.
- Tell your manager and get him/her involved
- Make sure action is being taken to satisfy the customer

Investigating and referring a complaint

- Apologise for the problem
- Remove the offending item from the table (if appropriate)
- Check out the validity of complaint
- Speak to all concerned
- Report the problem to your manager

Remedying a complaint

- Deal with it as quickly as possible
 - Wine corked - replace bottle
 - Wrong dish served - change for right one
 - Cloudy pint of beer - change
- If the complaint is serious, refer it to your manager as an investigation may well be necessary

