



TEN COMMANDMENTS OF CUSTOMER SATISFACTION



- 1. Remember that the most important people in your restaurant are your customers**
- 2. Understand that customers do on you; you depend on them**
- 3. Do not think of customers as interruptions. They are the whole reason for your work**
- 4. Recognize that customers do you an honor when they eat at your restaurant**
- 5. View customers as part of your business. Not as outsiders**
- 6. Treat customers as people with feelings just like yours.**
- 7. Never argue or match wits with a customer**
- 8. Anticipate and meet your customers' needs**
- 9. Give customers courtesy and attention**
- 10. Make sure your crew member are as neat and clean as customers expect them to be**