

Customer Service



Look and think about pros and cons of giving a service.

You have a cafeteria, and you have a customer service book, so you can read all the good and bad comments customers write about your place. How can you improve the service? If your employee gave a bad customer service, what would you do? If a client treated employees in a bad way at your cafeteria, what would you do? Should a company always agree with a client if he or she is unhappy? You need to support your answers. Follow the template to get more information.

How could you offer a good service?

Should a company always agree with a client if he or she is unhappy?

How can you improve the quality of services in your cafeteria?

If your employee gave a bad customer service, what would you do?

If a client treated employees in a bad way at your cafeteria, what would you do?

What things are you, as the owner, and your employees doing well to succeed?

Extra notes