

Improving customer service



Explain how you would improve your cafeteria service.

- What points would you consider to check and supervise about the service?
- Follow the template to include all the points.

Actions to improve customer service	
What is my business about?	
What is my business motto? What is my business vision? What are my business values?	
What part of the service in my café has a special value?	
How do I manage situations at my café? *Financial *Employees *Customers	
What are the five most positive comments about my café?	
What are the five most negative comments about my café?	
Five actions to improve the service at my café	
Extra information	