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RESTAURANT CUSTOMER SERVICE TRAINING MANUAL

1. INTRODUCTION

1.1 PURPOSE AND SCOPE

1.2 TARGET AUDIENCE

1.3 DOCUMENT STRUCTURE

This manual is designed to provide a comprehensive overview of the restaurant's customer service training program.

2. GENERAL PRINCIPLES OF CUSTOMER SERVICE

The primary goal of customer service is to ensure that every guest has a positive and memorable experience. This is achieved by providing exceptional service, meeting guest needs, and resolving any issues that may arise.

2.1 THE GUEST EXPERIENCE

2.1.1 Greeting the Guest

3. EMPLOYEES AND MANAGEMENT

3.1 Employee Roles

Each employee has a specific role to play in ensuring the highest quality of service. Management is responsible for providing guidance, support, and training to all staff members.

3.2 Employee Responsibilities

3.2.1 Customer Service

Documented on 10/10/2023
Version 1.0
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How To Create A Manual In Word 2007

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