

Session 3 “Handling customer complaints”

1. Take the complaint by following the restautant handling procedures
	1. Record the procedure (use a form)
	2.
2. Use your emotional intelligence to remain positive and with the right attitude during the whole process. Listen with your whole body. Empathize with them (Is not the same to agree with them than empathize with them) Don’t take it personal, but assume your responsibility.
	1. I understand how you feel..make them feel they are right even when they are not.
	2. Do not take it personal
3. DO NOT Blame anyone else for the problem. Take initiative to solve it. Put yourself on their shoes.
	1. Take responsibility for your actions
	2. Do not blame others to look good
	3. Clients wants to hear a solution, not a complain
4. Don't transfer the client from department to department. Don’t make them jump from person to person. Find out what level of authority you have when solving a complaint.
	1. Hostess Authority to handle complains?
	2. Servers Authority to handle complains?
	3. Food Runners Authority to handle complains?
5. Find out what is it exactly what the client wants but first apologize. Apologize and offer a refund or replacement.
	1. Do not assume what the customers wants.
	2. Always apologize first before offering something free, then find out what they want
6. Keep a record of complaint and if possible have the client sign a waiver after you solve their issue. This avoids future possible charges.
7. The Business breath is the REPUTATION. Don’t be passive with complains.

**Questions about handling a complaints at Lindo?**

1. Every complaint needs to have a form filled out (employee and customers) - Do a Follow Up

**Accidents** : Make sure servers ask that the client if they are okay. Servers need to file a complaint form. Call a manager if needed. (kids fall, customers fall, food poisoning)

**Assistance Dogs**: Allowed at Lindo (put sign on door)

**Customers Mistreating Kids:** Document incident and ask them nicely to leave.

**Insulting / Rude Customers**: Let them know we do not tolerate that behavior and are going to ask them to leave.