



Quality & Customer Satisfaction with Restaurants

COURSE Outline

- definition quality
- definition of quality of service
- food quality through TQM
- hotel service concept
- hotel properties of the service
- factors affecting the hotel services
- the organizational structure of the workers food and beverage department and the conditions to be met for workers with restaurants
- positive trends for customer service at the restaurant
- the concept of customer service and its impact on institutions
- customer importance of institutions
- Customer Service Department restaurants
- psychological construction of the restaurants customers
- art treatment clients restaurants
- managing customer expectations restaurants
- customer complaints management restaurants
- dealing with different types of customers with restaurants
- regulatory requirements in quality, customer service restaurants
- design and development services provided to customers

Learning Outcome

- Raise the level of culture workers have the right to deal with customers.
- Full knowledge of the different patterns of customers restaurants.
- Raise the level of customer satisfaction for restaurants.
- Increase the profitability of restaurants and institutions.
- The face of competitors in the same field.

Who Should Attend

- HACCP Coordinators
- service members
(hosts - all service providers within the dining hall)
- chefs in the developed areas of Restaurant (counter equities - buffets)
- Students of Tourism and Hotels

COURSE DURATION: 3 Days

TRAINING HOURS: 12 hrs

MINIMUM NO. OF TRAINEES: 12

LANGUAGE : English

