**1. Train Employees For an Excellent Customer Service**

* It is the responsibility of the restaurant owner to [train the staff members](https://www.posist.com/restaurant-times/restro-gyaan/restaurant-training.html)in a way they should aim at making their customers happy.
* Make sure that each of your staff members undergoes the required training and is aware of the expectations that your customers expect from your restaurant’s service.

### ****2. Encourage Effective Communication Between Staff Members****

There should be good communication between the wait staff and kitchen staff which will ensure timely service, as soon as the food is prepared.

* If the jobs are divided among people, coordination gets easier.

### ****3. Ensure Accurate Wait Timings****

#### **Inform customers about the wait time**

#### **Keep them busy in their wait time**

### ****4. Deal With Customers Complaints and Concerns****

#### **(i) Acknowledge Customer Complaints**

#### **(ii) Respond Immediately**

#### **(iii) Offer Freebies**

#### **(iv) Encourage Feedback and Bring Changes**

### ****5. Use Technology For Better Restaurant Service****

#### **(i) Online Restaurant Reservations**

#### **(ii) Tablet Ordering System**

### ****Maintain Hygiene And Cleanliness In Your Restaurant****

**It is essential for any restaurant to follow the cleanliness and hygiene standards to ensure that your customer has an overall positive impression of your restaurant.**

The customers can get highly disappointed if the plates in which they are served food are dirty.

One of the most prominent complaints diners have is of the dirty restrooms.