

Bristol Restaurant Criticized for Poor Customer Service

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Category : Lifestyle/Entertainment

Unlocking Word Meanings

Read the following words/expressions found in today’s article.

- 1. ***grievance*** / ‘gri vəns / (n) – a complaint
Example: The customer aired her ***grievances*** toward the restaurant on her personal blog.
- 2. ***ambiance*** / ‘æm bi əns / (n) – the mood or atmosphere of a place
Example: I really liked the café’s ***ambiance*** because it made me feel at home.
- 3. ***fall short*** / fɔl fɔrt / (idiom) – to not meet a certain standard
Example: I did not like the pizza; it ***fell short*** of my expectations.
- 4. ***terminate*** / ‘tər mə ,nɛt / (v) – to end something
Example: We decided to ***terminate*** him because he is rude to customers.
- 5. ***make amends*** / mɛk ə ‘mɛndz / (idiom) – to make up or compensate for something
Example: The manager tried to ***make amends*** by giving the customer a free meal.

Article

Read the text below.

A restaurant in Bristol, England, has received criticism online for its poor customer service.

Last April, customer Emma Daniels dined at Severnshed and ordered baked camembert / ‘kæm əm ,bɛər /, a cheese dish from France. After enjoying the £13 dish, Daniels found out that she just ate supermarket cheese worth only £1.15 after seeing that it was served in its original packaging. Enraged, Daniels aired her **grievances** on TripAdvisor, a website that allows users to post reviews of hotels, flights, and restaurants.

In her review, Daniels gave Severnshed a rating of two out of five stars and shared that she felt cheated. Aside from the overpriced and poorly presented camembert starter, the main course was also underwhelming. Other factors like the **ambiance** and service also **fell short** of Daniels’ expectations.

In response, Severnshed manager Ashley Kirwan apologized to Daniels. He explained that serving a supermarket-bought dish in its original packaging is not a common practice in the restaurant and that the incident was an honest mistake. Kirwan also **terminated** the chef who prepared the dish. In an attempt to **make amends**, the manager invited Daniels to dine at the restaurant again.

Meanwhile, another restaurant in Bristol was also criticized by a customer online. The customer was not pleased when the restaurant Flour and Ash, which offers vegetarian options, served her goat’s cheese in place of the out-of-stock vegetarian mozzarella. Because of this, she rated the restaurant with only one star on TripAdvisor and criticized it for its insensitivity toward vegetarians.

Viewpoint Discussion

Enjoy a discussion with your tutor.

Discussion A

- If you were Emma Daniels, would you have reacted the same way she did toward the incident? Explain.

- Would you accept the manager’s offer to dine at the restaurant again? Why or why not?

Discussion B

- How would you describe good customer service?

- Are there instances that would make you hold back from complaining about poor customer service? Explain.