



Hospitality and Catering

# Customer Service

## Lesson 3

Improve your knowledge of customer service and understand how to deal with problems.

**CUSTOMER  
SERVICE**



# Procedures: what you need to be aware of

A procedure is a process of work that will help you carry out your job correctly.

- Health and Safety at work
- Customer complaints
- Food safety





# Health and Safety at Work

Examples of safety:

- Numbers of full glasses on a tray
- How many plates to safely carry
- How to clear dirty dishes
- Entering busy kitchen and bar areas





# Tips for health and safety

Wear correct uniform and keep it clean.

- Take action if you see a problem e.g.  
Deliveries in a walkway
- Inform your supervisor about any risks  
you see





# Tips for health and safety

- Only carry what you feel safe to carry
- Help customers with coats and bags





# Complaints procedure

Examples:

- Notify supervisors
- Removing items from the bill
- Responding to emails and texts





# Tips for complaints

- Listen to the complaint and verbally repeat it back to the customer
- If you can, act straight away





# Tips for complaints

- If you are unsure politely inform the customer you will get someone else to deal with the matter
- Keep calm, stress will rise in these situations
- Notice if you feel you are getting angry, then take a breath





# Food safety procedures

- Temperature control monitoring
- Basic food hygiene
- Storage of food and drink
- Receiving supplies and goods





# Tips for food safety

- Always clean up after each task and wash hands regularly
- Ensure you know where the cleaning items are stored
- Close all fridges after use and take regular temperature checks





# Tips for food safety

- Watch out for unhygienic practices with other staff members
- Notify the supervisor when you are unsure or don't know what to do





# Importance of procedures

- Comply with the law
- Keep you and other people safe
- Customers will notice standards of safety and hygiene





# Importance of procedures

- Good business is safe business
- You enjoy your job because you know what to do
- You can then train others to maintain standards





# Revision Activity 3

**List one way to stay safe  
at work?**