

Customer Quality Complaint Policy

At Plates and Pints, we are committed to providing excellent food and service. To ensure all customer concerns about food quality are handled promptly and professionally, follow this policy:

Steps for Handling Food Complaints

1. Immediate Action:

- As soon as a customer raises a concern about their food, **apologize politely** for the issue.
- **Immediately remove the food from the table** and let the customer know that we will address the issue right away.

2. Clarify the Issue:

- Ask the customer for clarification to ensure you understand the exact problem (e.g., temperature, taste, presentation, etc.).
- Relay the information to the kitchen clearly and in detail so the issue can be addressed properly.

3. Resolution Options:

- If the customer wants the food replaced:
 - Inform the customer that we will remake the dish and ensure it meets their expectations.
- If the customer does not want a replacement and wants the food removed from the bill:
 - Respect their request and proceed with the steps below.

4. Document the Incident:

- Write a quick **note for Vicki** explaining the situation, including:
 - What the issue was.
 - Whether the food was replaced or removed from the bill.
 - Any additional details that might help identify or prevent similar issues in the future.

- **Note any discounts** applied to food or drinks due to quality issues.

5. **Tracking for Improvement:**

- These notes will help us track recurring issues and develop solutions to prevent them from happening again.

Key Points to Remember:

- Always remain professional and empathetic when addressing customer complaints.
- Act quickly to show the customer that their concerns are taken seriously.
- Accurate documentation is crucial for identifying patterns and making improvements.

By following this policy, we can maintain high standards for customer satisfaction and continuously improve our operations.