

KEEP THEM COMING BACK

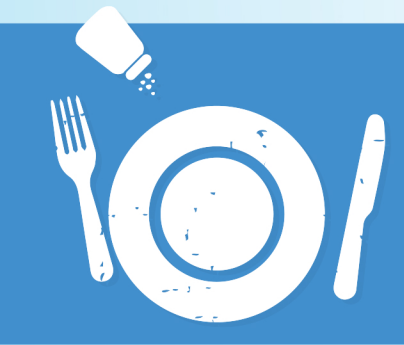
7 Common Complaints that Ruin the Guest Experience



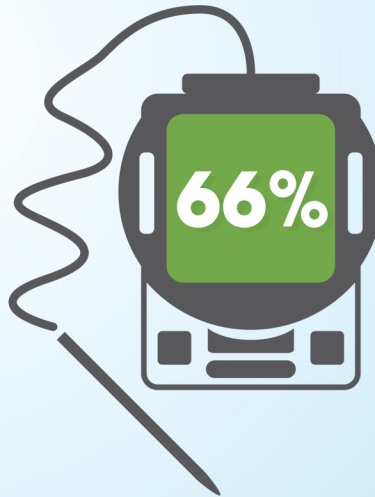
73%
DIRTY OR
ILL-EQUIPPED
RESTROOMS



67%
SERVERS WITH A
SLOPPY
APPEARANCE
OR POOR
HYGIENE



76%
DIRTY UTENSILS
OR TABLE



MEALS OR
BEVERAGES
SERVED
AT THE
INCORRECT
TEMPERATURE



50%

TABLE NOT READY
MORE THAN 15 MINUTES
PAST RESERVATION TIME



27%
SERVERS NOT
BRINGING WATER
UNTIL ASKED



61%

FEELING RUSHED
TO FINISH OR LEAVE
BY THE SERVER