



IN THE TRADE THIS MONTH

Customers' top 10 bugbears

1. Disappointing food
2. Having to ask for service
3. Taking too long to bring drinks or food
4. An unclean table from previous occupant
5. Being ignored on arrival
6. Dishes arriving at different times
7. Slowness bringing the bill and taking payment
8. Incorrect order arriving
9. Being ignored at the bar
10. Slow taking of food order

HospitalityGEM, 2016