Fixing a Bad Experience

Every restaurant has bad nights. What you do next decides whether the guest comes back. Remember **L.A.S.T.**, then check back.

L	**Listen**	Stop, face them, let them finish. Say it back. *"So the steak is well done, and you ordered medium rare."*
A	**Apologize**	Short. No excuses, no blame. *"I'm sorry, that's not how it should have come out."*
S	**Solve**	Fix it fast. Give a choice. Think of the whole table. *"I can have a new one made right away, or would you like something else?"*
T	**Thank**	They gave you a chance to fix it. *"Thank you for letting me know. I'd much rather fix it now."*
✓	**Check back**	Within a couple of minutes of the new plate. *"How's the new steak?"*

NEVER SAY

- ✕ "The kitchen is really slammed."
- ✕ "That's how it usually comes."
- ✕ "Nobody else has complained."
- ✕ "It's not my table."

YOU CAN FIX IT

- ✓ Remake a dish
- ✓ Keep the others' plates warm
- ✓ Anything your manager OK'd before the shift

GET THE MANAGER

- → A really upset guest
- → Something in the food, or a safety issue
- → Anything you can't fix yourself

RECOVERY LOG

Table	What went wrong	What we did	Manager told	Kitchen told

Before the table leaves: **tell the manager.** After: **tell the kitchen**, so it doesn't happen at the next table.