

## Service Standards Audit

# Customer Service

Check the box where applicable.

- Customers are verbally greeted and thanked by staff. Eye contact is made with customers, where appropriate.
  - *Observe that staff is smiling, greeting, thanking, and making eye contact with customers.*
- Staff are focused on customer needs, accurately filling orders
  - *Tasks are being completed at appropriate times*
  - *No customers need to wait to be noticed.*
  - *Customers receive what they order*
- Staff attends to customers promptly ahead of other tasks.
- Staff demonstrates knowledge of promotional products.
  - *Observe staff are suggesting food, beverage or merchandise that meet customers' specific situations.*
- The tone or feeling of the service experience is pleasant and inviting.
  - *Staff are balancing completion of tasks with customer connection*
  - *Volume of music is appropriate.*
- Store temperature is set for customer comfort (23 °C)
- Staff does not eat or drink while behind the service counters.
- Staff handles the food and beverages with care.
  - *Food: Fingers should only touch the edge of the dish and does not dip into the content.*
  - *Drinks: Fingers should only touch the surface of the glass and not the edge of the glass.*
- Staff serves the food and drink to the customer by announcing the name of the products.
- Staff handed the food within the customer's reach and not passing over other customers (unless there is no other free space)
- Food & Beverages are presented without spills or smudges.
  - *Check that Dine-In serve wares are not scratched or chipped*

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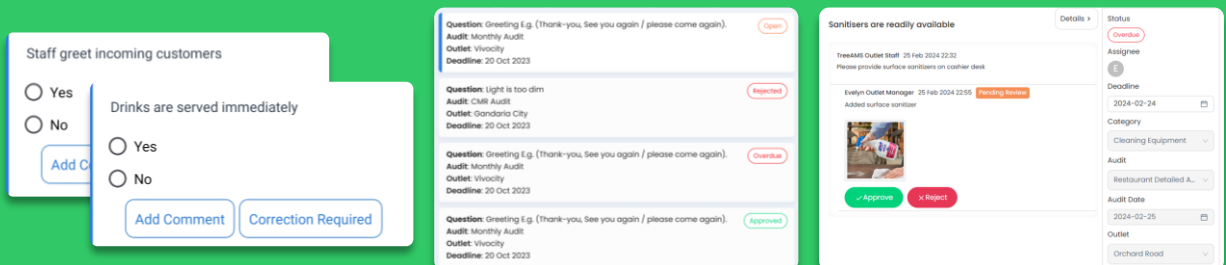
**email** connect@treeams.com  
**phone** +65 9171 1373  
**Address** #03-09 Wis@Changi Singapore 419718

www.treeams.com

# Thank you for downloading the Service Standards Audit Customer Service

Now you have the manual **Customer Service audit template**, how about using a digital version to simplify the experience?

Imagine this! A dynamic digital checklist and audit platform is available for you on TreeAMS.com that syncs corrective actions in real time. Whether you are managing current franchisees or onboarding new franchisees or you'll breeze through tasks, spot gaps, and even ping task owners for quick fixes.



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