

Improve service for more customers

A GOOD place to eat in is where the menu is fantastic and the service is warm and friendly.

Even if the food is of moderate standard and taste, people will surely visit the place again if the customer service is superb.

Malaysia has many impressive options for dining and shopping but unfortunately this is often ruined by rude employees.

Recently, my friend and I decided to have dinner in one of the famous local restaurants but our meal was ruined by bad service.

When we arrived, the waiter did not smile even once at us.

While we were deciding on what to order, the waiter was impatient and signalled for us to make up our minds.

Our meals were served by a waitress who placed all the drinks on the edge of the table, held out

the dishes with her hands and expected us to take them from her.

As we didn't get one of our orders, I held up my hand to call the waiter. I am very certain he saw me but he just ignored me. It was so annoying and we were very angry as we ate.

When it came to paying the bill, I was reluctant to pay the service charge.

This is not the first time this has happened in the service sector here, and it involves all frontline staff including waiters, cashiers, bus drivers, taxi drivers, receptionists and sales personnel.

Companies should invest in improving their services by sending their employees to courses that teach useful techniques and ways to serve customers.

When their staff provide good service, the companies will get more dedicated customers.

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**your
opinions**

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