Customer Service Policy

Barrington Cafe can only succeed with the patronage of customers, and in particular, repeat customers. As a result, taking care of our customers is our highest priority. At Barrington Cafe the customer always comes first!

**Customer Complaints**

Nobody enjoys being the recipient of customer complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can give us insights as to how to make our cafe better. Demanding customers force us to be our best and resolving complaints satisfactorily can even increase customer loyalty if they are handled properly.

**When faced with a customer complaint:**

* Listen to the full complaint without interrupting or getting defensive.
* If the complaint is product related, remove the offending item immediately
* Apologise for the problem and tell the customer you will take care of the problem and get a manager.
* Always inform a manager of the incident.
* Do everything you can to let the customer know you care and that this isn’t the kind of experience you want them to have at Barrington Cafe.