

|             |                 |             |                    |              |
|-------------|-----------------|-------------|--------------------|--------------|
| <b>B</b>    | <b>I</b>        | <b>N</b>    | <b>G</b>           | <b>O</b>     |
| Situation   | Address         | Empowering  | Remaking<br>a Dish | Listen       |
| Correct     | Root<br>Problem | Minimize    | Apologize          | Polite       |
| Restaurant  | Staff           | <b>FREE</b> | Comping            | I'm<br>Sorry |
| Immediately | Repair          | LACRA       | Gift<br>Card       | Manager      |
| Genuinely   | Complaints      | Policy      | Upset              | Customer     |

|              |           |                    |                 |           |
|--------------|-----------|--------------------|-----------------|-----------|
| <b>B</b>     | <b>I</b>  | <b>N</b>           | <b>G</b>        | <b>O</b>  |
| Staff        | Apologize | Remaking<br>a Dish | Correct         | Minimize  |
| Empowering   | Upset     | Listen             | Complaints      | Polite    |
| Immediately  | Comping   | <b>FREE</b>        | I'm<br>Sorry    | Address   |
| Gift<br>Card | Policy    | Situation          | Customer        | Repair    |
| LACRA        | Manager   | Restaurant         | Root<br>Problem | Genuinely |

| <b>B</b>   | <b>I</b>    | <b>N</b>        | <b>G</b>     | <b>O</b>   |
|------------|-------------|-----------------|--------------|------------|
| Complaints | Policy      | Apologize       | Manager      | Comping    |
| Situation  | Immediately | LACRA           | Root Problem | Listen     |
| Restaurant | Customer    | <b>FREE</b>     | Repair       | Gift Card  |
| Staff      | Polite      | Remaking a Dish | Upset        | Empowering |
| I'm Sorry  | Address     | Minimize        | Correct      | Genuinely  |