

WHAT'S TRENDING...

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TECHNOLOGY AND DINING OUT



SLOW SERVICE NO-NO



CLEANLINESS BUGBEARS

New research from HospitalityGEM has found that 87% of diners would not return to a pub or restaurant following an experience of slow service

95% stated that they would feel obliged to mention slow service to friends, whilst only 48% said they would complain at the venue, suggesting operators might not be aware of the issue

Research also found that 57% of diners do not want to wait any longer than five minutes to be seated. Two thirds of consumers want their order taken within 5-10 minutes

Steven Pike, managing director of HospitalityGEM, said: "Our research clearly demonstrates the need for operational processes and training to support a fast, effective service."

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