



“Our Members and Guests Make our Business Possible”

***NORTHS DEVILS LEAGUES CLUB
CUSTOMER SERVICE EXCELLENCE
LEGENDS RESTAURANT***

We, as Norths Devils Leagues Club Restaurant Staff, ensure we provide you with Customer Service Excellence as we value and appreciate you as patrons at our club.

- We recognise that our number priority lies with you.
- We acknowledge all patrons when they walk into the restaurant by being courteous, polite, friendly, welcoming and approachable.
- We respect the dignity of all patrons and show empathy and consideration in our daily interactions with our patrons.
- We listen to our patrons to find out what their needs and wants are by treating them as individuals.
- We have the knowledge to provide information on the products and services that we offer.
- We provide the ‘ultimate service experience’ all the time, every time.

Norths Devils Leagues Club Restaurant also provides “Superior Standards.”

- We have procedures in place to ensure your orders are taken quickly and your meals delivered promptly.
- All meals ordered together will be delivered together.
- On completion of all meals, all plates will be cleared and your feedback appreciated.
- We will rectify any concerns promptly and effectively.
- Chef Specials for the day are available from reception by 10.30am.
- We provide quality meals at reasonable prices!
- All Catering Staff are 100% competent in the safe service of food.

CUSTOMER SERVICE EXCELLENCE IS OUR PRIORITY!

Please feel free to provide any feedback to our Duty Managers or via a Feedback Form.

Thanking you,

Norths Devils Leagues Club Staff