



Nottingham Trent
University

Catering Services

Customer Service Standards

Version: 2
Date: 16/03/2022

1. Introduction

NTU Catering are committed to providing all customers with gold standard customer care. The following service standards are the minimum you should expect from any of our outlets. If you find our catering services fall short of these standards please email CAT.Feedback@ntu.ac.uk

2. Our standards

- Our staff will always greet you in a pleasant and approachable manner.
- During busy periods, all members of staff available will help to serve customers in the queue.
- In outlets where this is feasible, when there is a queue of six or more, we will endeavour to open another till.
- We will endeavour to ensure that milk, sugar, condiments, cutlery etc. are topped up and available throughout the day at all times.
- Any mistakes our staff make with food or drink orders will be rectified immediately.
- Our staff will endeavour to resolve any complaints in a calm and satisfactory manner. Any complaints that cannot be resolved at the outlet can be sent via e-mail to CAT.Feedback@ntu.ac.uk and we will endeavour to respond within 3 working days.