

NATURE OF COMPLAINT	ACTION TO BE TAKEN
<p>POOR QUALITY COFFEE <i>Example: cold coffee, burnt coffee</i></p>	
<p>POOR QUALITY FOOD <i>Example: Not as ordered, poor presentation, burnt, cold</i></p>	
<p>POOR QUALITY SERVICE <i>Example: No follow up from complaint, attitudinal, rude</i></p>	
<p>INCORRECT ORDER <i>Example: Order was not what the customer asked for</i></p>	
<p>OVER CHARGED <i>Example: Customer was charged for something they didn't receive/order</i></p>	
<p>INCORRECT DISCOUNT APPLIED <i>Example: A VIP Customer didn't receive their complimentary coffee</i></p>	

NATURE OF COMPLAINT	ACTION TO BE TAKEN
<p>FOOD POISONING <i>Example: Customer claims to have received a meal the previous day and was ill when they woke up</i></p>	
<p>CONTAMINATED FOOD <i>Example: Customer found hair in their food</i></p>	
<p>COMPLAINT REGARDING STORE PRESENTATION OR AMBIENCE <i>Example: Music is too loud or toilets are dirty</i></p>	
<p>LONG WAIT TIMES <i>Example: Customer has waited half an hour to receive their meal</i></p>	
<p>ALLERGIN COMPLAINT <i>Example: Customer ordered a soy cappuccino but received full cream milk and had a reaction</i></p>	
<p>OVER PRICED <i>Example: Customer feels that the price they have been charged does not represent value for money</i></p>	

