

SERVICE IN HERB N' KITCHEN STYLE

Journal - Team Two



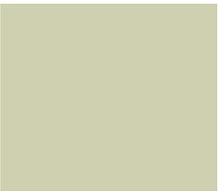
HERB N' KITCHEN

— NEW YORK CITY —



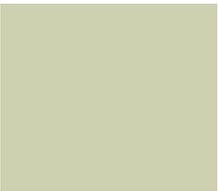


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Our Brand Experience

“Perception is two parts heart and one part brain.”



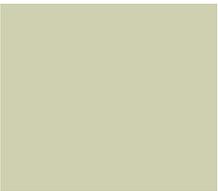
First Impressions

Look - Expression - Words - Voice - Body Language - Attitude

“The impression others have isn’t left by us, it’s made by us.”



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Personalize & Customize the Experience

Use the Guest's Name - Observe - Listen Empathetically - Make Recommendations

“The goal of a company is to have customer service that is not just the best, but legendary.”
- Sam Walton



Service in Herb n' Kitchen Style

“Quality in a service or product is not what you put into it.
It is what the customer gets out of it.” - Peter Drucker