

Drusilla's Inn Customer Service Policy

Our mission statement is simple:

"To treat our customers with warmth and sincerity and make each dining experience as enjoyable as possible by providing a friendly service and good quality food in a warm, cosy and welcoming environment - all at a reasonable price that represents genuinely good value for money!"

We will:

- Smile and be polite at all times
- Treat our customers with warmth and sincerity
- Offer fresh food, prepared in our own kitchens
- Try and "go the extra mile" to make our customers happy
- Respond quickly, efficiently and without fuss should there be an issue

We expect our customers:

- To enjoy themselves!
- To be polite at all times and respect our staff
- To smile back when we smile at them!
- To let us know immediately if there is a problem so we can be proactive in sorting it out
- To respect that fresh food takes longer to cook than micro waved food
- To remember that our staff are only human - we never deliberately get anything wrong and we expect our customers to remember this and understand that we are trying our best