

Here's an [animated book review of Stephen Covey's "Habit 5 - The 7 Habits of Highly Effective People - Seek first to understand, then be understood"](#)



WAYS TO KEEP CUSTOMERS COMING BACK

85. Greet and treat single customers with care

Make sure single diners don't feel uncomfortable dining alone at your restaurant. Be very welcoming with these types of customers. Avoid asking if they're waiting for someone else and being surprised that they aren't. That can put them off and make them feel awkward being there.

86. Quick service

Nothing irks customers more than slow service at a restaurant. Make sure your staff provides not just personalised service, but also quick service.

Improving operational efficiency in every part of your business. You cannot be price competitive and profitable without developing world-class operational efficiency ...even in a small business. - Donald Cooper

87. Offer FREE wi-fi connection



Restaurants with Free WiFi in [My Parramatta](#)

Today, diners are usually never without their smartphones, tablet, or computer. They will really appreciate it if they can use their gadgets while they eat, especially those who are waiting for important work-related emails and notifications.