|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Items | Factor | | | | |
| 1 | 2 | 3 | 4 | 5 |
| R20 | Taking account of the proper order (to serve who came first or booked) | .94 |  |  |  |  |
| R17 | Clean up the table after confirming if finished | .87 |  |  |  |  |
| R19 | Focus on the current service, not distracted by other things (e.g., phone, or joking with other employees) | .71 |  |  |  |  |
| C25 | Respect customer’s privacy, not asking too many irrelevant things | .68 |  |  |  |  |
| C24 | Give customer a quiet and free space (psychological) for the meals | .67 |  |  |  |  |
| R18 | Say please, thank you, excuse me, sorry all the time | .60 |  |  |  |  |
| R16 | Provide consistent service to everyone, no (superior) discrimination on the foreigner and people dressing properly | .48 |  |  |  |  |
| R15 | Obtain permission before serving | .47 |  |  |  |  |
| P29 | Clear introduce the feature of the restaurant |  | .83 |  |  |  |
| P26 | Clear and detailed introduction on the meals |  | .73 |  |  |  |
| C23 | Inquire if customers are satisfied with the service and meals |  | .55 |  |  |  |
| P28 | Answer questions fluently |  | .52 |  |  |  |
| C21 | Observe the customer’s behaviors all the time |  | .37 |  |  |  |
| A12 | Actively recommend the feature meals |  |  | .84 |  |  |
| A11 | Considerately prepare the tableware and chair for the children |  |  | .79 |  |  |
| A8 | Actively fill up the water |  |  | .67 |  |  |
| A13 | Ask if customer needs anything else (other service) |  |  | .51 |  |  |
| A9 | Actively ask if customers are looking around |  |  | .47 |  |  |
| A10 | Keep the table clean all the time |  |  | .42 |  |  |
| CC2 | Actively greet or ask how’s going |  |  |  | .86 |  |
| CC1 | Sincere smile |  |  |  | .75 |  |
| CC4 | Specially take care of the elderly, youth, pregnant, and handicapped |  |  |  | .56 |  |
| CC7 | Use the warm and enthusiastic greeting words (I haven’t seen you for a long time. Don’t you stay here for a while longer?) |  |  |  | .43 |  |
| CC6 | Show the pleasant face to the customers |  |  |  | .42 |  |
| CC3 | Use the language that customer familiar with (e.g., Taiwanese, Hakka) |  |  |  | .39 |  |
| S35 | Give customer appropriate discount |  |  |  |  | .88 |
| S33 | Do not forget the promised service (e.g., fill up the water, give an additional set of tableware, adjust the AC) |  |  |  |  | .56 |
| S34 | Admit the problem them made bravely |  |  |  |  | .56 |
| S32 | Free dishes or drinks |  |  |  |  | .47 |
| S36 | Quickly and actively deal with the customers’ requests |  |  |  |  | .45 |