

Hi, Fred Nelson for Community Comment,

One thing that I have been doing more of lately is eating out. In so doing, I have become more aware of what is good and what is not so good about food quality and customer service. One of my favorites is a restaurant located in Eureka. The food is professionally prepared, tasty and adequate. I have high praise for the staff. The servers are neatly dressed, cheerful and focus their attention on the customer. During my frequent visits there, I recognize many regular customers. Another Eureka eating establishment does not fare so well in my book. An excellent location with pleasant views, the food is mediocre and the ever changing staff is not what I call dependable. The last time I was there (which will be the last for awhile) I was haphazardly escorted to a table by the male host who was not really dressed for the job he was performing needed a shave and was quite loud. The female server was quick to respond to our table to take our beverage order but very slow to return for our food order. She started to take the order and then abruptly left without giving us a reason then returned in a minute or so. Probably forgot something I suppose. At the time, there were less than twenty diners seated with two other servers on duty so no one was over worked. Then came the long wait for the food. The food was served with no account given of the delay and the server did not check back during the meal to see if we had everything that we needed. During this 'wait period', I observed the server preparing beverages for a party of six or eight. Rather than go behind the bar to prepare the drinks, she was trying to do part of it from in front of the bar. She then reached over for a straw which she dipped into one of the drinks, put her finger over one end of the straw and then proceeded to empty the straw's contents into her mouth. Upon finishing the meal, I had to 'flag' her down to get my check. As I waited at the end of the bar to pay my bill, my son called my attention to a waste basket sitting at the base of the bar on the customer side. It contained an empty gin bottle discarded by someone preparing drinks. The male host had disappeared during the evening and when leaving I finally observed him outside having a smoke and visiting with one of the servers. I have not mentioned any names or locations as I am not trying to shut down anyone but I do want to encourage all restaurant owners to pay attention to business and to train your staff to perform the job that they are being paid for. We are encouraged to spend our dollars locally and support the local economy. Well!!!

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