

Guest Complaint Record

Record enough detail to recover the guest today and prevent recurrence tomorrow.

Date / Time	
Guest Name / Contact (if provided)	
Table / Order / Check	
Manager	
Concern in Guest's Words	
Immediate Correction	
Compensation / Adjustment	
Guest Satisfied Before Leaving?	
Likely Root Cause	
Corrective Action / Owner / Due Date	
Follow-Up Completed	