

Top 4 Restaurant Cleanliness Complaints

A recent Cintas survey revealed that 94% of U.S. adults would avoid a business if they encountered a dirty restroom.

Avoid negative online reviews on sites like Facebook & Yelp by following these simple solutions & making cleanliness a top priority to ensure positive customer experiences.

Source: Cintas Corp.; Yelp

1 **"There's food and grease all over the floors."**
Solution: Implement daily cleaning, restorative cleaning, and matting systems that focus on cleaning, protecting, and maintaining floors.

2 **"The restrooms are dirty and don't have any toilet paper."**
Solution: Implement a daily restroom care program that frequently checks that restrooms are stocked, tidy, and clean. Integrate a deep cleaning program to regularly remove organic soils and odors.

3 **"They use the same mops and wipes all over!"**
Solution: Train staff on zone cleaning techniques to prevent cross-contamination & spreading of dirt, bacteria, and viruses. Emphasize the risk involved with not changing cleaning tools.

4 **"The kitchen is disgusting."**
Solution: Consider implementing a chemical dispensing unit to eliminate the time for manual dilution. Keep cleaning products in an easily accessible area to encourage frequent cleaning.

Rule of Thumb:
Cleanliness should always be a top priority.