



PUB & GRILL

# céad míle fáilte O'NEILL'S GUEST CHARTER

At O'Neill's we are extremely proud of what we offer and want our guests to experience our passion, and infectious enthusiasm, for quality service.

**Our aim is to be the best loved pub on the High Street by;**

Ensuring a warm welcome

Proudly delivering good value quality food and drink

Providing engaging Irish hospitality

Ensuring a friendly and relaxed atmosphere

We are proud of our Irish heritage, and our team strive to provide a premium service to ensure you enjoy the craicing atmosphere which sets us apart from our competitors. We are constantly looking to develop our drink and food offers to provide exceptional quality, combined with value for money.

If there is an instance when you feel we have not met your expectations, then please let a member of our team know. We will do our best to address, and resolve, any issues to your satisfaction. We actively seek guest feedback, and also provide an online feedback survey for any comments you may have, or suggestions for improvement. It's through listening and engaging with you that we can further improve our quality of service to enhance your experience.

We want to ensure that when you leave our pub it's with a smile on your face and you're already looking forward to visiting us again.

This Guest Charter is our commitment to you, and will be available in every pub and online.