

Evaluation of 29th street cafÃ©

Business, Customers



Evaluation of 29th Street Café 29th Street Café is a small privately owned diner that is located near my home. It has been open for as long as I can remember. Their hours are a little odd for a restaurant; they are open from Tuesday to Sunday between afternoon and early the next morning, which is good for me because I am a night person due to working a 3rd shift job. The diner has a highway truck stop feeling to it, like a mom and pops style diner. Twice a month my wife and I meet a friend for breakfast at this diner. Since my first visit I have looked at several things to evaluate to keep me going back, some of these things include the service, food and cleanliness. Every time I go to this diner the service is the first thing I notice. Normally after walking through the door and finding a seat, a server is with us in just a minute or two. The server is right there for us, if we need anything. We find that the staff is fun to be around and they treat us like we are friends or family, joking, laughing, and having a good fun time. Since they are open throughout the night there can be some issues that arise because of crowds from the bars and clubs. Sometimes it can be a loud place and if there are a lot of people then we may have to wait for service because there is only one server. The crowds from the bars and clubs can get unruly at times and cause problems with other customers but the staff tries to keep it a calm and fun place. When looking at the menu, sometimes I have trouble deciding on what to choose. The reason why is their menu consists of mainly comfort food like what we grew up with when our parents made us dinner as kids. When I think of food from a restaurant I think of a quick cooked meal that tastes nothing like what I think it should. The food here is more like home cooked meals. The portions are larger than what many other restaurants

provide. Sometimes the food is not what we expect like being cold, undercooked, overcooked or just not good by any means. When this has happened to my wife and myself we just dealt with it, but normally it is because that the staff has overlooked how long the food cooked, sat, or the temperature of the food before it was set in front of the customer. Both my wife and I pay very close attention to the issue of cleanliness when we go out to eat somewhere. The staff is normally pretty good at catching dirty plates, cups, and utensils before the items are placed in front of the customers. Tables are bussed quickly after the customers leave. The staff takes pride in keeping the diner clean and does what they are supposed to while at work. As with any restaurant, sometimes the customers do end up with dirty cups, plates, and utensils. Along with every now and then people may not wash their hands or customers finding something on their food like a hair or a fly. Based on my personal experiences and the evaluation of three attributes, which are service, food, and cleanliness, my wife and I will continue to go to this diner and will recommend to other people that it is a good place to eat at. The diner has great service, the servers a fun to be around and will take good care of anyone. They treat people like friends and try to give them a good experience. The food is like real home cooking just not at home. The taste reminds me of when I was a kid and my dad made me breakfast. Now the last but one of the important attributes is cleanliness, honestly I think they do very good keeping the diner clean. The staff does a lot to try to eliminate the possibility of the customer having to deal with a dirty environment and contaminated food.