Dear Sir:

On July 28, 1999, I was staying at a nearby Holiday Inn and decided to treat myself to a good dinner at your restaurant.

My visit did not turn out well. I arrived at 5:00pm to beat the rush. I was greeted at the front door and led to the dining room, where we passed several tables set for two, to the front window area where I was seated at a large table set for four.

The greeter handed me two single sheet menus. One was apparently the early bird specials and the other a wine list. He then left.

While I sat reading over the dinner selections, I overheard people at a table behind me discussing what they were ordering. Many of the items did not appear on my menu. I can only assume they had the regular dinner menu. The waiter was busy clearing other tables and taking dessert orders while I waited to place mine. He then moved to a table of eight behind me and began taking their orders. Many hadn’t decided yet and the process was dragging on and on.

Since I had already been sitting there about 15 minutes without so much as a glass of water, I left. There were only three other tables occupied in addition to the party of eight, so the restaurant was not busy.

Perhaps your staff needs some training in dealing with solo diners. Placing me at a table set for four right in the window was poor. I do not wish to be on exhibition. A smaller table would have been ideal. The greeter left in such a hurry, I had no time to request a move. Also, whatever happened to the drink order? If I had something to drink, the wait wouldn’t have seemed so long.

In all cases, when dining alone, I over-tip the server since the cost of the meal is less than two or more dinners to show my appreciation for the service. In this case, it appeared the server just didn’t have time for a single diner.

Believe me, on several occasions I have had a server stop to take my order before a large party, explaining how it will reduce my wait. I hope this information will be useful in future treatment of solo diners.