

Customer satisfaction of lunch buffet service in Wingwah Palace

Abstract

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Title of the thesis Customer satisfaction of lunch buffet service in Wingwah Palace		
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Abstract <p>Competitiveness and Covid19 have been great impact on restaurants recently. To survive in this background, customer satisfaction has become one of the most decisive keys for any restaurant. Thus, the goal of the research was to identify the customer satisfaction of buffet service in Wingwah Palace. The main objectives were how satisfied the customers had got and recommendations for the enhancement plan.</p> <p>In the theoretical part of the study, the ultimate target was to study the background knowledge of service quality, customer satisfaction, and buffet. Service quality contributed to the great level of customer satisfaction once its four characteristics were acquired. The importance of customer satisfaction was also studied. In addition, buffet service related to case company as well as its advantages and disadvantages had been discussed thoroughly.</p> <p>Regarding the empirical part, both qualitative and quantitative research methods had been implemented by a questionnaire with the customers and a personal interview with the restaurant's owner at Wingwah Palace. The survey provided a better understanding of customers' perspectives while the interview gave a clear picture from the restaurant's side. Both were conducted in February 2021 and the thesis was written between March 2021 and April 2021.</p> <p>The results revealed that a great majority of customer satisfaction related to the offered products and reasons for the tiny amount of dissatisfaction related to the staff and atmosphere in the restaurant. As a result, some recommendations were formulated for the buffet service enhancement in the future.</p>		
Keywords Service quality, customer satisfaction, buffet, all-you-can-eat buffet.		

Contents

1	Introduction.....	4
1.1	Background	4
1.2	Thesis objectives and delimitations.....	5
1.3	Research questions	5
2	Service quality	6
2.1	Service quality concept.....	6
2.2	Service quality characteristics.....	7
3	Customer satisfaction	10
3.1	Customer satisfaction concept.....	10
3.2	Importance of customer satisfaction	11
4	Buffet.....	13
4.1	All-you-can-eat buffet style	14
4.2	Advantages and disadvantages of buffet	14
5	Wing Wah Palace	16
5.1	Background	16
5.2	Company service and product	16
5.2.1	Service	17
5.2.2	Product.....	17
6	Research methods.....	20
6.1	Data collection and analysis	20
6.2	Survey	21
6.3	Interview	22
7	Research results.....	23
7.1	Customer background	23
7.2	Satisfaction evaluation.....	25
7.3	Further discussions.....	28
7.3.1	Negative feedback.....	28
7.3.2	Positive feedback	28
7.3.3	Suggestions from the customers.....	29
7.4	Interview result	30
8	Conclusion.....	32
8.1	Recommendations.....	32
8.2	Summary	33
	Figures	35

References	36
Appendix 1. Questionnaire.....	39
Appendix 2. Buffet Menu.....	43

1 Introduction

1.1 Background

The food and beverage (F&B) industry has been playing an important role in Finland. According to the Finnish Food and Drink Industries' Federation (ETL), it is the fourth biggest sector in Finnish economics, creates around 38 000 employees in 1700 businesses. Besides, Finland's F&B industry is well-known "among the best in the world" in terms of developing functional food products. As a result, more and more restaurants have been opened every year across the country, especially in Lappeenranta – a beautiful city in South Karelia, Finland.

Besides, the increasing number of opening restaurants in Lappeenranta has led to intense competition. For example, if a person would like to eat sushi in Lappeenranta, then there are at least eight places selling the product within a three-kilometre radius of the city centre, namely Domino Sushi, Tang Capital, Shiba, Itsudemo, Wingwah Palace, Luckiefun, Roi Laan Thai Market, and general supermarkets with frozen sushi. Among these, some are good at the variety, some may have reasonable prices, and others may be excellent with the taste. Hence, each restaurant has to find its way to compete and survive in this industry.

Notably, Covid19 has been hitting the restaurant market badly since 2020 due to elevated disease activity. There have been specifically two closure periods for all restaurants in Lappeenranta, namely from the 4th April to the 31st May in 2020 (Yle, 2020) and from the 8th March to 18th April in 2021 (Yle, 2021). When being reopened, all the restaurants including the buffet-style should arrange to work from 50 percent to 75 percent "of normal maximum capacity", stated Teivainen from Helsinki Times (2020). As a result, it is a vital mission for each restaurant owner to figure out how to survive during and after the pandemic.

Among the restaurants located in Lappeenranta, Wingwah Palace has been offering a lunch buffet service that attracted many customers, especially the workers in the offices nearby. According to the interview with the restaurant owner, during the high season, there used to be around 150 customers per day before 2020 when the pandemic hit Finland. It was admittedly profitable and helped the owner have some savings. This explained why the restaurant did not need the government's support in 2020 when the first wave of Covid19 occurred. However, things are getting worse as the number of customers reduced in the last quarter of 2020 with around 70 to 80 people coming to eat per day. The owner said that the amount could only balance the business and protect the restaurant from the loss without gaining any profit. Unfortunately, the situation becomes severe now in 2021 due to the Covid19 and mass number of infected cases in Lappeenranta though the restaurant has

just been supported by the Finnish government. Consequently, there are around 30 to 40 customers per day coming to the restaurant.

Facing the harsh competition and the complicated happenings due to Covid19, the manager would like to know the customers' opinions on the buffet so that he could, not only keep the current number of customers, but also prepare and attract new people in the future when the pandemic ends. Therefore, this thesis mainly focuses on the customer's satisfaction with buffet service in Wingwah Palace.

1.2 Thesis objectives and delimitations

The ultimate aim of this thesis is to analyse the customer satisfaction in Wingwah Palace restaurant based on the customers' feedbacks. Accordingly, there will be some suggestions to improve or enhance the quality to meet the customers' demands.

To achieve this target, there are several necessary steps. Initially, the service quality theory, customer satisfaction, and buffet will be studied. In terms of the empirical part, both qualitative and quantitative researches were employed. There was also one interview between the author and the restaurant's owner. The research was done during the lunch buffet time in Wingwah Palace.

Due to the limited resources, time constraints, and the request from the restaurant's owner, this study involves only respondents taking the buffet during lunchtime in Wingwah Palace. This is the reason why a comparative analysis of findings with other restaurants may not be possible. Hence, it can be seen as the limitation of this paper.

1.3 Research questions

With the mentioned purpose above, the research has posed two concrete questions:

- Are the customers satisfied with the lunch buffet in Wingwah Palace?
- What can be offered in the future to enhance customer satisfaction?

The former is to identify customer satisfaction directly based on given feedbacks from the respondents. The latter, however, directs to the future plans for the restaurant manager so that he could not only protect his restaurant from the current background but also earn more profits in the future.

2 Service quality

2.1 Service quality concept

Before understanding what service quality is, it is better to acknowledge its components by defining what service and quality are.

Regarding service, there are many concepts suggested by numerous researchers. For instance, according to the Oxford dictionary, the word “service” used in the context of a hotel, shop, or restaurant means providing something to the customers or the community (service, n.d). Meanwhile, in 1985, Parasuraman, et al. had described service as being “intangible, heterogeneity” and “produced and consumed” at the same time. From information system research, Conger had stated that service means to provide value to customers (2010, p.2). In other words, it can be said that service is a value provided by a service provider to the service receiver with money for comfort or pleasure. The feeling is acquired by the quality given with the service. Hence, the question is: “what is quality?”.

Quality could be defined as a comparison between the expectation and the performance, written by Parasuraman, Zeithaml, and Berry in 1985. Accordingly, this means the value of the service that can be differed by what the customers expect and what the customers receive. To clarify this theory, Ford, Sturman and Heaton had stated that the only way to make customers come back again was to meet their expectations (2012, p.32). They also explained by using a formula in their book:

$$Q(e) = Q(ed) - Q(ee)$$

Q(e): quality of the customer experience

Q(ed): delivered quality of the customer

Q(ee): expected quality of the customer

If Q(ed) is the same as Q(ee) meaning the delivered quality is the same as the expected quality, then Q(e) would not be zero like it could be in Maths but could be interpreted as that the quality is average or normal. Similarly, if the quality Q(e) is above average or normal, it means the customer is satisfied. If the quality Q(e) is below average, however, it can be understood that the customer is unsatisfied. By looking at the formula, it could be concluded that the changes in either customer expectations or delivered quality performance could have a great impact on the quality received by the customer overall.

This performance is judged by the customers or the party that perceive the service. Based on the formula introduced above, it can be also easily noted that there is a difference between the service that the customer expects to receive and the service that the customer actually gets. This difference, according to Ford, Sturman and Heaton (2012, p.33), is called “service quality”. Kotler and Keller, however, had another way to define “service quality” by using different angle that “any intangible act or performance that one party offers to another that does not result in the ownership of anything” (2009, p.789). Whatever it could be defined, the fundamental understanding is that service quality should be provided by the giver and should be judged by the receiver. Indeed, customers manage to take the service that usually leaves the most satisfaction for their money, said Kotler, Bowen and Makens (2014, p.12). Therefore, no matter how different each definition could be, the ultimate essence of service quality is to satisfy the customers.

2.2 Service quality characteristics

When someone eats in a restaurant, rents a hotel room, travels by airplane, or watches a movie in a cinema, that person actually buys a service. As a result, it is impossible to separate the service from the product. Ford, Sturman and Heaton (2012) addressed the impossibility of service storage that was actually non-material. Moreover, it can also be difficult to distinguish the service from the products. For example, a buffet-style restaurant sells one seat to one customer with a promise of tasty food and a healthy environment. The customer obviously cannot store the service which is actually the feeling resulted from the food and environment that he/she experiences during eating. Thus, it is necessary to acquire some characteristics of service quality, namely intangibility, inseparability, variability, and perishability (Kotler, Bowen and Makens, 2014).

Firstly, it is intangible because service cannot be physically felt such as smelling, licking, touching, or hearing. Service products in the food industry particularly are only for the experience. The users are not able to tell the quality of the product unless they experience it. Similarly, people cannot say how the buffet is until they finish eating. In other words, the intangibility of service quality has experiential products that leave memories in our customers' experience. People may have some strategies to make the service tangible. Promotion materials, employees' outlook, and the place's environment could contribute to the service's tangibility (Kotler, Bowen and Makens, 2014). In a restaurant, for example, wearing uniforms, synchronizing plates and bowls, and professional communicating with customers could create tangible service in the customer's impression. They could consequently describe clearly the service quality and evaluate the experience after trying the products.

Secondly, service is said to be inseparable because it is made and utilized simultaneously (Kotler, Bowen and Makens, 2014). Some may argue this may not be true when it comes to such physical goods as a vending machine or digitalized services and only become true when it is related to experiential products known as trips, flight tickets, food, etc. In fact, this service's inseparability involves both customers and providers. If the vending machine usually "swallows" the money, has an internally dirty condition, or has technical problems, then the buyers will not be satisfied and they will even change to another place to buy the product though all the shelves are full in that machine. The fact that the waiter has a rude attitude toward the customers will fail their expectations and make them unsatisfied. They will consequently evaluate the restaurant as poor service quality despite how delicious the food could be. Therefore, service is created and consumed at the same time and cannot be separated from the providers regardless of what kind of the products is.

Thirdly, service quality has variability that means it seldom stays the same. The service quality is inconsistent as time passes. This depends on where, when, and how the service is provided. For example, customers have to wait longer during the rush hours when the number of demands is high in a restaurant while the staff lacks communication with them due to the workload. Furthermore, there is not any available chair for the incoming customers. As a result, people who come at these rush hours consider the service quality from that restaurant poor while those coming earlier or much later than the peak time will comment on how good the service quality has been. Hence, it casts no doubt on the impact caused by variability on the service quality. Kotler, Bowen, and Makens strongly emphasized that the main reason for customer disappointment in the hospitality industry is variability and that the customers will feel unsatisfied when they receive something less than their expectations (2014, p.575). This means if the service quality has consistency, or in other words, does not have variability, then the providers or the business could reach closer to be successful. A typical example for this case is McDonald's preserving the consistency that is one of the factors for its worldwide success (Kotler, Bowen, and Makens, 2014).

Finally, service quality has one characteristic named perishability. This can be understood that the service cannot be stored. This issue is usually seen in the restaurant that uses online food delivery system to purchase the product. For instance, food sold in Wolt has better quality than that in ResQ though both Wolt and ResQ are food delivery companies situated in Finland. The difference is Wolt only focuses on fresh and new products while ResQ aims at the leftover from the restaurant. The customers paying full price in Wolt will apparently get a nicer-looking box, neat food arrangement, and food delivered by the company's staff. Meanwhile, those paying much cheaper for the same dish in ResQ will not only have to go to the restaurant to pick up the food but also have no guarantee about neither

food appearance nor the quantity of the dish. Thus, people from ResQ have poor experience because of the discounted products while those from Wolt usually rate better service quality though both get the same products from the same restaurant.

Briefly saying, it is noteworthy to understand these four important characteristics of service quality. This could especially become more difficult in the food and hospitality industry as their products are intangible. However, by understanding these characteristics, managers will have better ideas and aspects to consider the strategies which ultimately satisfy the customers.

3 Customer satisfaction

3.1 Customer satisfaction concept

It is vital for every business to keep their position in the competitive market. Providing the significant customer satisfaction is the essential way to win the competition (Oktareza, Halin and Handayani, 2020). One important factor to the company's survival is undoubtedly the satisfaction of its customers (2020, p.19). Thus, this raises one question in this chapter: "what is customer satisfaction?"

Customer satisfaction is one of the most mentioned term in such many fields as economics, marketing, banking, healthcare, trade, and commerce. There are undeniably many ways to define its essence. For example, Bitner and Zeithaml (2003) wrote that it was the evaluation from the customer toward a product or service that met the customer's demand. In almost the same way, Armstrong and Kotler (2009) also expressed that was the feeling generated from the customers' evaluation process of what they had been received and expected including the purchasing and wanting decisions. One of the most widely used ways introduced by Oliver said "the consumer's response to the evaluation of the perceived discrepancy between prior expectations [or some other norm of performance] and the actual performance of the product as perceived after its consumption" (2015, p.6). Academically saying, customer satisfaction could be seen as the "consumer's fulfilment response" (Oliver, 2015).

The satisfaction is resulted only after the customer experiences the service. This could be in short time such as eating an ice cream from the shop, or trying a chocolate bar from the store. After these, there will be a judgement from the customer to say if their expectations are fulfilled or not. The customer satisfaction conversely could be resulted after a long time. The typical case is tourists experiencing their tours or students experiencing their educational institution by using the granted scholarship. Furthermore, the customer satisfaction could be changeable. For instance, same customer eats the food provided by a restaurant could be satisfied one time then be unsatisfied next time due to the customer's certain mood. Hence, like Zeithaml, Bitner and Gremler emphasized, both internal and external factors have significant effect on the satisfaction level of the customer (2017, p.187)

Therefore, "customer satisfaction is the positive result between customer expectations and quality of received services" (Yildiz and Amin, 2020). It can be seen as a psychological feeling achieved after an emotional evaluation process from the customer based on the different angles. Once the customer's assumption before trying the service meets the actual feeling after consuming the service, the customer will be satisfied.

3.2 Importance of customer satisfaction

Customer satisfaction is the one of the decisive factors for a business. “Ensuring customer satisfaction and maintaining long-term relationships with customers have become essential for survival among competitive service industries” (Cheng, Yang and Teng, 2012). Satisfying customer is an important mission regarding customer loyalty, differentiation tool, and marketing.

“Customer satisfaction and happiness can lead to a sense of loyalty” (Zhong and Moon, 2020). Loyalty is related to satisfaction and seen as the “penultimate pursuit” of a business (Oliver, 2015). When a person has been an extremely regular customer to Zara - a Spanish fashion retailer, for instance, there will always be a preference for it when he/she thinks about buying new clothes. This means Zara has been earning profits from the regular customers without any new strategy or campaign thanks to their loyalty. This loyalty is definitely formed because the customer has been having a pleasant buying experience during the time they have spent with Zara. Otherwise, he/she could have gone to a new retailer if he/she had bad experience in Zara. The lifesaving example of customer loyalty will be discussed thoroughly with the case study in this paper later.

Moreover, customer satisfaction is seen as a differentiation tool because it makes a contribution to differentiate the business from competition (Joudeh and Dandis, 2018). When two restaurants offering the same dishes with the same price, both are located in food floor one commercial center, for example, the number of customers in each restaurant will be the answer for the customers' satisfaction level. The customers will always advocate the one offering an amazing environment, making them happy, and meet their tastes. In other words, only customer could distinguish the products from the providers. Hence, not only can customer satisfaction assist the business to keep the regular customers, it also an effectively differentiating point for the new customers.

Eventually, customer satisfaction supports marketing comprehensively by reducing the negative word-of-mouth. After doing their research, Keiningham et al. revealed that positive feelings from the customers could drive all positive word-of-mouth behaviours effectively and remarkably that the satisfied customers could lower all negative word-of-mouth behaviours as well (2018, p.30 – p.38). Rene and Bianca presented statistically that one satisfied person could tell nine people about the good experience in a survey done by American Express (2019, p.208). Nevertheless, the situation was astonishingly different when it came to the dissatisfied customer. Rene and Bianca narrated another result found by The White House Office of Consumer Affairs that “one dissatisfied customer would tell between 9-15 people about their experiences. Moreover, 13% disgruntled customers will tell more than

20 people” (2019, p.208). If a small restaurant loses 15 customers due to one dissatisfied customer, then it could be easily calculated how many people more that restaurant could lose when the 15 customers started to spread the words. Indubitably, such numerous negative word-of-mouth actions that cause huge loss to a business, especially the small one.

Therefore, it can be strongly believed that the customer satisfaction is extremely important to a business. The more customers are satisfied, the better chance of survival a business has amid the intense competition in the future.

4 Buffet

Buffet is one of the most popular services in food industry. The term buffet means a wide range of both hot and cold food displayed for the guests to choose (Cousins, Lillicrap and Weekes, 2014). In a buffet, the customers usually can eat as much as they want and there is not any fixed portion for each customer though each person is usually given with one plate. There are three types of buffets, namely “knife and fork, fork, and finger buffets” (2014, p. 259). Each type has its own speciality that is suitable for certain purpose.

Finger buffet has the bite-sized food and the customers “select and consume the food with their fingers” (Cousin, Lillicrap and Weeks, 2014, p.368). The food, beverages, utensils, and napkins are usually available at the buffet line. There is a limited space for tables and chairs but some space for people to stand and enjoy the food. Thus, this type is often found in such informal occasions as the light meal in the hotel, or cocktail parties.

Fork buffet, however, is a type of service requiring customers to choose food and put them onto a given plate then eat only with fork (Cousin, Lillicrap and Weeks, 2014). The organizing way for this type of buffet is similar to finger buffet. Nonetheless, fork buffet generally has a certain cuisine. They can replace one of the three course meal and even suit a formal event with sit-down manner such as wedding reception or convention.

Finally, knife and fork buffet or “display buffet” is known as a service allowing people to choose the food at the buffet line then “eat at a table” (Cousin, Lillicrap and Weeks, 2014, p. 368). Like fork buffet and finger buffet, the arrangements of food, beverages, utensils, and napkins are available at the buffet line. However, there is enough space for tables and chairs for the estimated number of the customers. This type of buffet is for formal event with sit-down manner.

Therefore, buffet consists of three categorizes allowing the organizers to contemplate based on the purpose of the events. However, the general feature of buffet is a self-service allowing people to see the offered food despite which type of buffet it is. Afterward, the customers are free to choose what and how much food they would like to try immediately. In restaurant industry, the buffet price is also various. Some places may charge based on the weight of the food that the customers have chosen, others may simply fix the price, i.e., all-you-can-eat buffet.

4.1 All-you-can-eat buffet style

As said, all-you-can-eat buffet usually has fixed price for one meal. “It is a widespread meal-serving system where customers can decide how much food they want to eat in a single meal for a fixed price” (Wang and Lin, 2017, p.94). There is a variety of food for the customers to choose. As a result, people with special diets, i.e., vegans or vegetarians or such religious belief as Muslim diets, Hindu diets, Jewish diets can find some food suitable to them while others with normal diets can have their food as well on the buffet line. Hence, they can sit together and eat dishes they would like to without offence. In this all-you-can-eat buffet style, the identify can be still maintained among various ethic (Vlisides, Chang and Pan, 2000).

According to the results from their research, Wang and Lin revealed that all-you-can-eat buffet is popular among people who have demands for food diversity and food quantity (2017, p.93). They also pointed out that among the features of all-you-can-eat buffet, “food quantity”, “variety”, “environment”, “price” and “food quality” could be recognized as the most essential attributes for the reason why people have preferences for this buffet style.

4.2 Advantages and disadvantages of buffet

Given the fact that customers can have an unlimited amount of food and foresee before choosing, buffet sounds customer-focused idea for some investors. However, as goes a saying, no matter how flat you make a pancake, it has still got two sides. So has the buffet service. Hence, it is recommended to study its advantages and disadvantages.

In terms of advantages, buffet service has less staff in need. “Fewer servers are needed with a simple buffet reception compared to a formal sit-down meal” (Davis, 2021). Apparently, if a waiter usually takes charge of three to five tables in the normal restaurant including taking orders, handling bills, serving beverages, and clearing the tables, then there will be at least six waiters needed in a capacity of 120 seats. However, there will be two or three waiters needed in the buffet service in the same size because customers mostly serve themselves with food, beverages, utensils, napkins, and even seat location. The waiters are only responsible for clearing and cleaning. Furthermore, the restaurants do not have to calculate portion size for each customer. This saves both time and food ingredients for the restaurants because they just need to cook and refill the food containers. Hence, financially less staff and “monitoring portion sizes” can help the restaurant owners “save considerable monies” (Davis, 2021). Finally, buffet can offer the customers variety of choices from the

non-allergic to the allergic diets with different religions. This could bring people sit down and eat together without any barrier. That is reason why Davis (2021) emphasized that guests could mingle and interact with each other by this service style.

On the other hand, buffet has its disadvantages that people, especially investors should take into their consideration. Firstly, there may be a long queue formed by the customers to take or refill food (Davis, 2021). This may make the impatient customers or people with short break during the work turn away. Notably, during the Covid19, people are required not only to queue to take food but also keep the social distance which is at least one to two meters from others. Consequently, the restaurant managers should strive to arrange the buffet, the buffet-related pieces, i.e., napkins, beverages, utensils, and space. "You also might have to rent in additional chaffing dishes and serving pieces" (Davis, 2021). Besides, it could be often seen that the mess at the buffet line because of some "unsupervised guests", stated Davis (2021, para. 5). The customers, especially the kids may drop the food into other container or on the buffet's line while others only pick their favourite food that can be empty quickly. As a result, the newcomers may have nothing left to pick but wait for the restaurant's refilling. However, the most problematic factor is food waste. "Buffets also require large quantities of food since people tend to eat more when they serve themselves" (Davis, 2021). Apart from food cost, there is also food waste from the customers because some may not finish all the food that they have just taken from the buffet line. This is the reason why some restaurants are charging the customers' fee for the large leftover. occasionally, people can even find some restaurants have agreements with some farms' owners who can use the leftover to feed their cattle and poultry.

5 Wing Wah Palace

5.1 Background

Wingwah Palace is one of the eldest restaurants in Lappeenranta, Finland. It is established in 1992 by a Chinese family. The business idea is to provide the buffet service during lunch time and a menu-based service for people who would not like to have buffet. With this idea in mind, the business mission of the restaurant is to introduce the Asian cuisines to Finnish people, particularly Chinese authentic recipes to make everyone not only enjoy the culture but also feel satisfied. Its values include contributing to the communities and economics in Lappeenranta, serving happiness to the customers through delicious meals and extraordinary restaurant experience, and eventually offering the job opportunities for people, especially young graduates.

Being located in Opri centre, the heart of Lappeenranta which consists of the most dynamic commercial buildings, Wingwah Palace is easily accessible to the public. It is about three kilometres from Lappeenranta's airport, one kilometre from the Lappeenranta train station, 200 meters to the main bus station where people can take the bus to anywhere in South Karelia, and 700 meters to the breath-taking Saimaa lake – the largest lake in Finland. Tourists and people will not have any difficulty in locating either the restaurant or the attractions because almost all the famous and worth-seeing places are situated in the centre.

With a maximum capacity of 80 seats, Wingwah Palace is an ideal place for various purposes. Some can celebrate their birthdays while others can organize their year- end parties or business meetings. It comes no surprise when some companies that have their offices nearby usually hold their events in this restaurant. Moreover, the cosy and elegant environment, Chinese typical décor, and comely ligneous furniture are attractive to not only couples, but also families and individuals who would love to have a Chinese delicious meal without traveling to China or self-cooking at home. Eventually, customers could also feel the warmth and time-honoured Chinese culture thanks to the gentle music with melodious flute moving around in the air.

5.2 Company service and product

Wingwah Palace is open from 10.30 to 19.00 every day except for Sunday when advanced booking is required. Because of the delimitation and the purpose of this study, this chapter will only focus on the buffet service and its product.

5.2.1 Service

Wingwah Palace offers a lunch buffet service from 11.00 to 15.00 (Monday – Friday) and 11.00-16.00 on Saturdays. It is a knife and fork buffet, and the style is all-you-can-eat that means customers pay a fixed price and sit down to eat after choosing food from the buffet lines. There are two waiters in the dining hall who flexibly clear the dishes and clean the place while cashing at the reception area. The buffet refilling will be done whenever there is an empty container in the buffet line. Wifi, daily local newspapers, and toilet are freely provided for the customers.

In addition, customers are welcome to eat as much as they can in Wingwah Palace. They mostly have to serve themselves with food, beverages, napkins, utensils, and seats. However, due to the age limitation law on alcohol and the wide range of customers in the restaurant, waiters will serve some alcoholic drinks such as beer and wine which are excluded from the buffet service. According to the interview with the restaurant owner, waiters in the restaurant also take charge of arranging the seats for the customers recently due to Covid19. This service will guarantee social distance for the safety of both the restaurant and the customers in general.

According to the owner, buffet service was the most effective business plan for the restaurant. He calculated that it could help cost reduction on human resources, serve many people at the same time, and provide different choices for the guests to select. The most important thing was that the customer could pay and eat as much as they would like to without any financial concern, said the owner. Based on his own observation, he also had considered and anticipated the drawbacks of the buffet service. He confided that the most difficult issue related to the buffet commencement was the food waste which he gradually found three solutions. It took him several years to estimate the number of incoming customers to cook so that there were always three or four portions left at the end of each working day. In addition, he has been using the ResQ club application to sell the buffet's leftovers at a cheaper price. Another way was to allow his staff to bring some portions home for free if they would like to. Therefore, he strongly believed that he could earn much profit after minimizing the shortcomings from the buffet service.

5.2.2 Product

Wingwah Palace offers different prices for different ages. During the weekdays, the prices for adults, children from five to nine years old, and kids from two to four years old are 12

euros, 8 euros, and 4 euros respectively. On weekends, the prices are mostly the same but only the adult has to pay 15 euros. The product consists of food and beverages. There are available options for everyone regardless of religion or special diet reasons. As the author has been working here, the description of the product with an image taken by the author will be done through the author's observation.

In terms of food, there are three lines for customers to choose from, namely the hot line, the cold line, and the salad corner. The hot area includes eight dishes in which the fixed ones are rice, fried spring rolls, stirred vegetables, spaghetti, and fried salmon/onion. The three unfixed dishes are flexible recipes with chicken and beef. The menu is designed thoroughly each day so that customers will have a chance to try different tastes (see appendix 2). Additionally, pork will not be served in the buffet because it may not be suitable for Muslims in Lappeenranta. However, customers still can order it from the a la carte menu if they would like to eat. The important thing in hot line is that the restaurant owner follows exactly the Finnish regulations on Food safety and hygiene standards. This is the reason why the temperature is always above 70 Celsius degrees and everything is deeply cleaned before serving. Contrary to the hot line, the cold line must be below six Celsius degree because they are Sushi, a typical Japanese cuisine (figure 1)



Figure 1. Sushi types in cold buffet line in Wingwah Palace

The customers can take and eat as much sushi as they want without any hesitation as the refilling is always immediate once there is an empty tray. The salad corner is also provided for people who eat buffet. People can find the common salad in Finland such as lettuce, carrot, corn, cucumber, tomatoes, and cheese. Ginger, seaweeds, wasabi for eating sushi are also taken here. Sauces for salad are also offered at the line. Besides, there are fruits, cookies, and candies for people to take as a simple dessert.

Regarding beverages, buffet lunch includes soft drinks, namely Coke, Pepsi, Fanta, and 7up. Water is always available and served directly at the table in a big jar. The customers are allowed to drink as much as they want. Moreover, they are also provided coffee and tea after eating. There is milk, cream, black hot coffee, hot water, sugar, mint, black tea, herbal tea, and green tea available at the beverage corner.

Therefore, buffet lunch encompasses food, sushi, salad, beverages, and simple dessert. Since the price is fixed, customers can only pay once and eat how much they want. They are also free to change plates and utensils as often as they want. Due to the Covid19, the restaurant offers also hand detergents available everywhere for customers.

6 Research methods

This research is done by both quantitative and qualitative methods. The former was applied in the survey while the latter was implemented in part of the survey and also by one interview between the restaurant owner and the author. The answers taken from the survey and interview are vital for this research's results as well as the further recommendations for the restaurant to cope with the situation during and after Covid19.

6.1 Data collection and analysis

The purpose of this study is to evaluate customer satisfaction through service quality provided by Wingwah Palace. Hence, the fundamental goals of the data collection target at how satisfied the customers are and what could be offered to enhance the service quality according to the customer's opinions. Afterward, recommendations will be formulated to improve the service and support the restaurant in the future.

The data was collected during lunchtime for buffet service at Wingwah Palace restaurant where the author is working as a permanent worker. The general information related to the restaurant background, the service, and the product were all harvested through the restaurant's official website, the interview between the author and the owner, and the author's self-observation during the time she is working.

After finalizing the survey during week 7 (from 15th February to 20th February) in 2021, the author managed to spread the questionnaire forms to the customers during the last week of February. Due to the limitation and the purpose of this study, the author only gave the forms to people who took buffet service which is open during lunchtime. The process was slightly more difficult than expected due to the number of incoming customers amid Covid19 severe happenings. The interview, however, was much easier and smoothly done after the busy hours on 27th February 2021.

Eventually, data was inserted manually by the author in an Excel file to analyse for the research. The important information from the interview was also noted down and translated by the author to use throughout this paper. The analysing process was drafted methodologically from the 1st March to 7th March as the author had planned. To illustrate the results, simple graphics such as bar charts, columns, pie charts, and tables will be used during the presentation in this paper.

6.2 Survey

According to the author's opinion, launching a survey is more convenient to collect the data that she aimed at as she works in the restaurant. The printed version was chosen because the author could give directly to the customers with her short presentation of the purpose. In this way, the customer would concentrate and seriously fill the survey with the presence of the author. Moreover, it might be hard to push people to fill the online forms or scan the QR code to help because some might not be willing to do so in their short break time for lunch or simply some even might not be patient enough to help. As a result, the author made up her decision on the printed forms to harvest the data.

The questionnaire (see appendix 1) was designed to focus on topics related to customer satisfaction, customer evaluation, and service quality. The target group was customers who ate at the buffet. There are only nine questions shown in the survey in both English and Finnish version. The author believed that a long survey might be less attractive to the respondents and make them impatient to fill, especially when their break time for lunch is limited. Despite how short the questionnaire was, it was still detailed and covered the needed information. Specifically, questions from number one to four were meant for investigating the customer's background. Through these questions, the author could analyse the customer segmentation for the restaurant based on their information such as age, gender, frequency to the restaurant. Also, their occupation place was meant to figure out how far it could be for the customer to come to the restaurant. Consequently, the geographical segmentation could help the restaurant target the right customers. Question five, however, consists of seven sub-questions requiring an evaluation from the customers with the scale from very dissatisfied, dissatisfied, fair, satisfied, to very satisfied. This is a crucial question that helps the author study how much satisfied the customers got and how the buffet service quality was. Question six and question seven, similarly, were qualitatively used to discover the best and the worst features related to buffet service in the customer's eyes. Eventually, question eight and question nine were concluded with the purpose of future orientation. The recommendations will be raised based on these two last questions.

It took the author an enormous effort to present and persuade people to fill the forms due to the limited amount caused by Covid19. Fortunately, within one week of releasing the survey, there were 102 participants filling the questionnaire. However, after the author revised the forms, there were 76 responses that would be used to analysed because some forms were poorly filled. All the data was manually inputted into an Excel file which later can help the author build charts and tables that she needs for this paper.

6.3 Interview

The face-to-face interview was done between the author and the owner of Wingwah Palace on 27th February 2021. The purpose of this interview was to exploit more information related to the restaurant, its service that had not been shared in such public places as the official website or TripAdvisor, and previous study if possible. The author noted down and translated into English the significant information used in the research paper because the owner could only speak Chinese. The main topics discussed during this interview are the business, the product, and the previous statistics. Therefore, the authors raised some questions below:

- Can you tell me more about your restaurant's background information?
- Would you mind sharing some information related to business such as the reason for opening buffet service, number of customers on average, how many customers were enough to earn have profit/ balance/ loss?
- Have you done any research on customer satisfaction and service quality for your restaurant before?
- What plan do you intend to do after receiving the results?

7 Research results

After analysing the collected data, there are a totally of 76 answers accepted out of 102 handed from the respondents. The information was categorized into three main topics, namely the customers' background, the evaluation of service quality and customer satisfaction, and the further discussion.

7.1 Customer background

In terms of customer type, among 76 people coming to eat the buffet in Wingwah Palace, there were only three new ones while the rest regularly came. Figure 2 shows the proportion between the regular and the new customers.

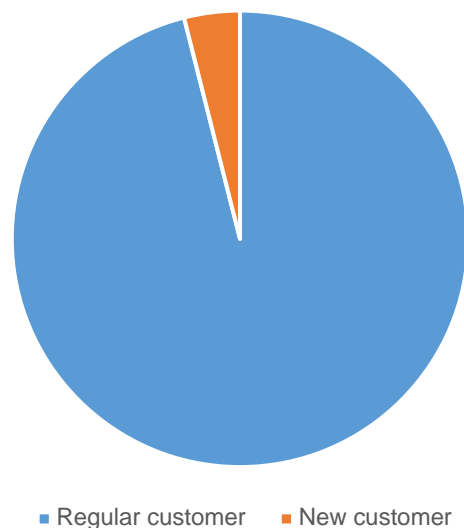


Figure 2. customer type

It can be said that the business in Wingwah Palace was mostly supported by regular customers. The majority of the buffet customers were the regular that had been to Wingwah Palace at least once before. This is actually understandable since the restaurant has been run for nearly 30 years that creates a certain number of regular customers. However, there was a tiny amount of new customers coming to try the buffet service in one week. This amount took about 3.94% while the proportion of the old guests was 96.06%.

On the other hand, there seemed to be an approximately equal amount between males and females, which is presented in figure 3. The percentage of females was 52.63%. Likewise, the percentage of male ratio was roughly 47.37%. Hence, this could mean the buffet service is appealing to everyone regardless of gender. Because the buffet is open for everyone as

long as they arrive at the service hours, there is a wide range of people no matter how old they are. The result was shown in figure 4 that was classified the data into three groups: less than 30 years old, from 30 to 50 years old, and 50+ years old.

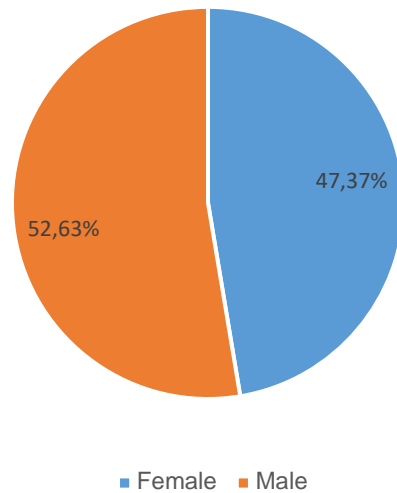


Figure 3. Respondents' gender.

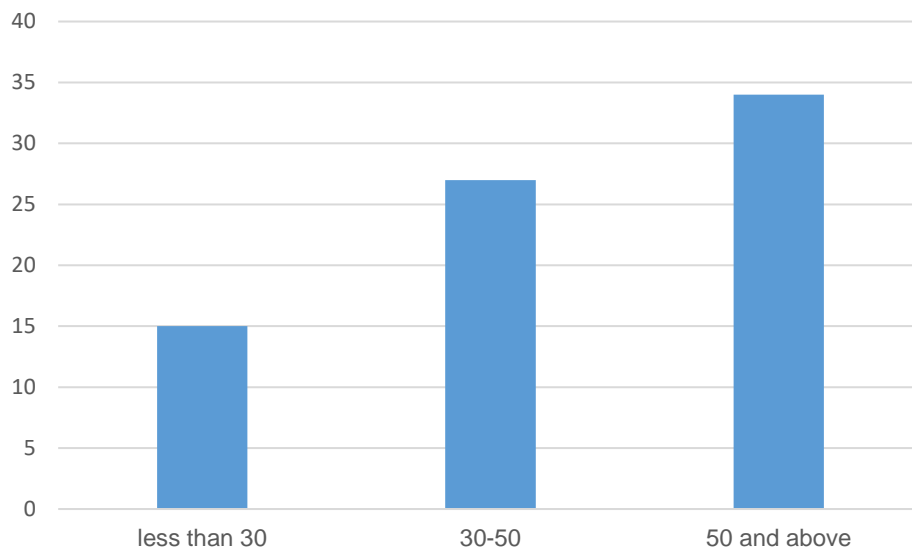


Figure 4. Respondents' age.

The vertical axis shows the number of customers while the horizontal line represents the age. The majority of guests were clearly over 50 years old. They accounted for the largest number of the customers in buffet lunch with 34 people. On the contrary, the first group representing people less than 30 years old had the smallest amount with 15 people following the middle-aged group with 27 people.

Last but not least, question four with company information is meant to estimate the customer's occupation and how accessible they are to the restaurant. When being asked, the respondents would choose or write the place they were working. From the collected data, the author calculated the distance and built as figure 5 that describes how accessible the restaurant is from the customer's place.

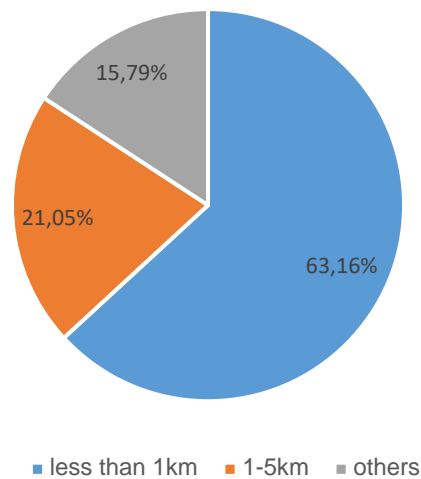


Figure 5. Accessibility to the restaurant.

Most of the customers were around one- kilometer radius of the restaurant with 63.16%. They are mainly workers from the surrounding offices and buildings. These companies are so close to the restaurant that people do not need to use their vehicles during their lunch break. The second group belonged to people from one to five kilometers. They accounted for 21.05% in total, about three times less than the main group. The smallest group was about 15.79% for people who were relatively distant. It is interesting to know that Wingwah Palace could attract people who are considerably far to come and spend lunch time here.

7.2 Satisfaction evaluation

Figure 6 shows how much satisfied the customers were when they took the buffet including the hot buffet line, cold corner, salad corner, and the variety of these products. It can be easily noticed that there was neither dissatisfied nor very dissatisfied customer. This is absolutely good news for the restaurant. Almost all the customers had positive feelings during their time in Wingwah Palace. The product that met the customers' demand most was Salad corner that got 100% satisfaction including 96% very satisfied and only 4% satisfied. Apart from salad, the food corner also received positive feedback. The percentages of satisfied

and very satisfied customers were precisely high, 74% and 22% respectively. Only 4% felt neither good nor bad after eating. The Sushi corner had a bright sign too. Compared to the low percentage for neutral feeling from the customers with only 5%, there was a majority felt satisfied with 53% and the rest felt very satisfied with 42%.

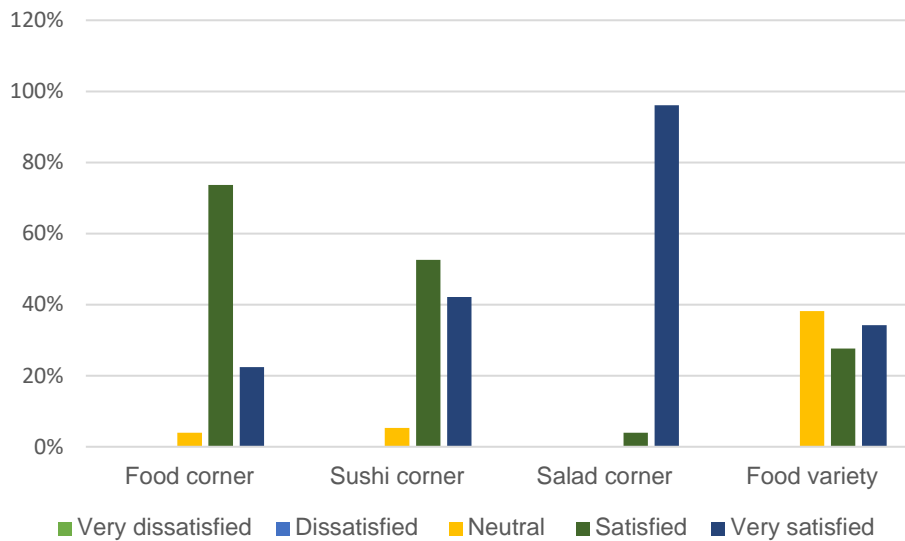


Figure 6. Customer satisfaction of the given products

Nonetheless, the percentage on food variety became relatively average though there was not any negative experience. The percentage of customers remaining impartial took over 38%. Meanwhile, those satisfied and very satisfied were just slightly lower, 28% and 34% respectively.

Thus, it can be said that the buffet's products were good and so was the customer satisfaction. There was not any negative experience during lunchtime. The products also met almost all the customers' demands considerably.

Apart from the product, lunch buffet service consists of the atmosphere and the staff performance. Figure 7 represents level customer satisfaction was during their experience in the restaurant. The overall looking is that there was not any very dissatisfied customer and the very satisfied customers seemed to be much lower than that of the products.

In terms of the staff performance, the percentage of the negative feeling was relatively low compared to the positive feelings from the customers. It took over 4% while 14% belonged to the neutral customers. However, most of the customers felt satisfied with 82% in which 79% for satisfied ones and 3% very satisfying experience.

The atmosphere, however, had a different perspective. It could be understood that customers did not have any problem with the atmosphere which means the music, the restaurant's

arrangements, and decorations. This is the reason why 63% found it at the ok level. Likewise, 20% customers felt satisfied and 17% more said they were satisfied very much. Fortunately, none said they were let down by the atmosphere. As a result, the percentage for either dissatisfied or very dissatisfied criteria was zero.

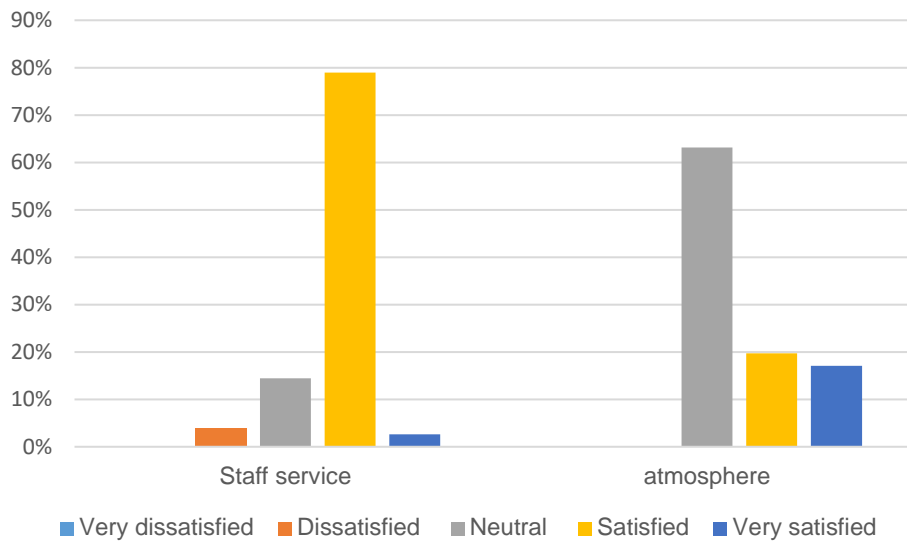


Figure 7. Customer satisfaction of environment

Finally, when being asked about their overall experience after being served, the customers had marked their ratings which were illustrated by figure 8 as below.

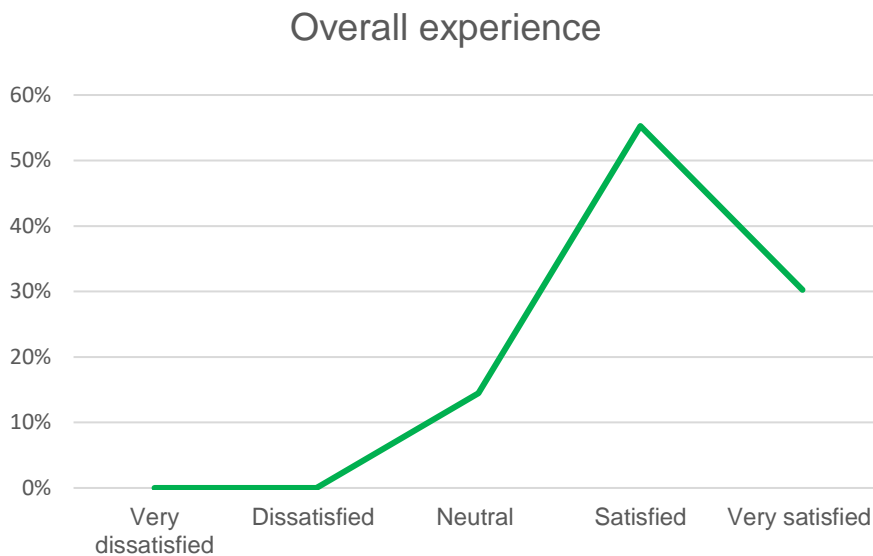


Figure 8. Customer satisfaction of service quality

There are some customers felt relatively at a fair level which stayed at 14%. These customers' experience was neither good nor bad but could easily change to negative or positive side if something triggered them.

On the credit side, none said they had a bad experience or service quality was poor. Hence, the evaluation for both very dissatisfied and dissatisfied points was zero percent. In addition, the percentage of positive experience including satisfied and very satisfied points was remarkably high. Those satisfied ones especially accounted for 55% while those extremely satisfied took over 30%.

7.3 Further discussions

The rest of the survey was related to open questions that oriented the future plans. Among 76 answered received from the respondents, the author processed and categorized into two groups: positive feedback and negative feedback.

7.3.1 Negative feedback

There are some complaints from the customers through the accumulated from the data. Regarding the products, some guests said they felt risky when picking food at the buffet lines because the queue was long. It could not be a problem but a long queue with short social distance could concern them in the context of Covid19.

Referring to the staff performance, some guests wrote that they felt unsupported because the staff could not speak Finnish well. They had some language barriers to know more about the food and the restaurant. This could be customers coming over on weekends because the restaurant always has Finnish speaking waiter on weekdays.

Finally, some also had a complaint about the sound system in the restaurant. They thought the sound was technically poor that occasionally they felt disturbed though the music was nice and very Chinese to them.

These are minor issued raised by the customers that would hope to see new changes in the future. However, apart from these issues, customers also gave some positive comments regarding the buffet service.

7.3.2 Positive feedback

In fact, there were many positive feedbacks about the buffet's products, staff performance, and atmosphere.

Firstly, some customers complimented on the tastiness of both food and sushi. Some even pointed out their favourite dish was fried chicken which never failed them whenever they came to Wingwah Palace to eat. Others evaluated highly how fast the refilling was so that they did not have to waste their short break time waiting. Such comments as “good food”, “good sushi”, “very good Peking beef”, “best-fried chicken“, “nice coffee”, “cheap but good buffet in town” were found frequently among respondents’ answers.

Secondly, there are several compliments of the staff performance and atmosphere. Some customers appreciated how friendly the waiters were though their language ability was not excellent. Besides, some also praised the helpfulness from the staff for their special diets such as gluten-free soya sauce or non-dairy products. One customer even wrote about the waiter’s honesty when she could retrieve her belonging which she had forgotten at the restaurant. Others, additionally, liked the cleanliness in the restaurant. They stated the toilet, the floor, the plates and bowls, or the tables were really hygienic that they were not worried when eating.

Thirdly, some guests liked the old style in the restaurant. They wrote “suitable for family”, “cozy restaurant”, or “very Chinese style” in their forms. Others simply liked the decorations, for example, “old but gold”, “daughters liked the lion statue”, “nice indoor plants” or some even wrote “daily newspapers” at question six.

Lastly, several guests were impressed by the fact that the restaurant was updated quickly amid Covid19 by providing free hand detergents everywhere. They also found it safe when the waiter arranged the seats for them to keep the social distance from others.

7.3.3 Suggestions from the customers

Not only did the guests give their feedbacks, but they also expressed their wishes for the plan at the two last questions. Indeed, some surprisingly constructive ideas were suggested

In terms of the buffet’s products, some suggested having soup in the buffet line. It could belong to the fixed dishes in the hot corner if possible. Furthermore, ice-cream as an additional dessert was proposed among the collected data. Apart from cookies and candy which the restaurant has been already offering, some put ice-cream as an option for the restaurant to consider in their plan. This idea could be brilliant during the summertime actually. Besides, some young people who belonged to less- than- 30- year- old group had a suggestion on beer. They believed it could be nice to have a beer along with such soft drinks as Coke, Pepsi, Fanta, and 7up. Meanwhile, some parents proposed to have juice for their children.

These people thought soft drinks could not be good for the children's stomach. Hence, if the restaurant could open one more option for children to drink, then it could be a better choice for their kids apart from the tap water.

Apart from buffet-related ideas, there were also some comments on Covid19-related actions. Some customers hoped to have "takeaway coffee" options. Perhaps, they would like to spend as little time in a crowded place as possible to avoid the infection possibility or these people could be short in time that they needed to take coffee away. Another recommendation was the "free masks provided" option in the restaurant. People would like to have new masks to wear after experiencing the service because they had already dumped the ones that they had used to eat the buffet. This means each person might take one new mask from the restaurant in case they did not have the backup masks with them.

7.4 Interview result

The interview was conducted on 27th February 2021. The owner revealed a lot of useful information related to the restaurant's background and business which was already used in this paper. Apart from the mentioned information, one thing was told by the owner. The average customer amount heavily depended on the season. The high seasons were winter and spring while the low seasons were summer and autumn when people preferred to eat outside under the sun. However, the number of customers was getting lower due to Covid19 regardless of seasons, said the owner. He emphasized that things would never be the same after Covid19. He would love to not only keep the old customers but also attract the new ones while keeping everyone safe from Covid19 if possible. That was the reason why he would like to know how satisfied the customers were with the restaurant at the moment and what the customers desired to have. Afterward, he could be more confident to prepare for post-Covid19 time.

Unfortunately, the answer was not going informative at question three which asked about the previous study. The owner, as well as the previous owners, just relied on some social media such as Facebook, Google reviews, local newspapers, and magazines to know about customer satisfaction toward Wingwah Palace. Besides, in order to know if the customers liked or disliked the food or the service, the owner could check how much they had rated in the food applications. Occasionally, there could be some face-to-face discussion with some customers about the food and service in the restaurant too.

Finally, when being asked about the actions after receiving feedbacks and comments from the respondents, the owner would like to listen to all the options and recommendations.

Then he would consider each suggestion based on the current restaurant situation to make some changes. He could not guarantee to change immediately, however, he would certainly try to please as many customers as he could.

8 Conclusion

It can be confirmed that this research did achieve its purpose which is to identify the customer satisfaction of lunch buffet service in Wingwah Palace restaurant by running a survey and conducting a face-to-face interview. One survey and one interview were conducted in February to assist the research. The comments from the respondents made an objectively great contribution to the research's results. Besides, the interview with the restaurant's owner supported the author to have the previous study related to the restaurant and how the owner had accumulated the data of customer satisfaction before.

The result has shown that Wingwah Palace was supported mainly by regular customers. The majority of the guests are within a less-than-five-kilometer radius of the restaurant regardless of their ages and genders. Notably, there was not any customer disappointed by the buffet service. This means what the customers had expected met what they had been served in reality. As a result, the percentage of customer satisfaction related to buffet service quality was remarkably high. The fact that customers were satisfied addressed strongly the expected service quality in Wingwah Palace despite its four typical characteristics like any other service. These satisfied customers might be undoubtedly loyal to the restaurant and absolutely play an important role in supporting the restaurant's business recently, especially amid the Covid19 situation when people are reluctant to try new public places.

In addition, the customers had made their suggestions for the buffet service enhancement. All the comments were carefully mentioned with the context. After the thorough contemplation based on the current situations, the author has formulated some recommendations that might be useful for the restaurant.

8.1 Recommendations

Regarding the buffet's products, it could be possible to have soup served at the hot corner. The chef could still use the available ingredients in the kitchen to make some Chinese soup that is suitable for the customer's taste. This will be an alternative dish for people who would like to have a light meal or little babies coming with their parents. Besides, it is highly recommended to have takeaway coffee or tea. The restaurant will solely have to buy paper cups to support this option. Due to the Covid19 and short lunch break, people may prefer walking outside with their coffee cups to sitting down during the crowded hours at the restaurant.

On the subject of the restaurant environment, the author strongly supports the maintenance of sound quality in the restaurant. The technical problems should be fixed soon so that the music sound could go smoothly. This will make the customers feel relaxing and enjoy their time at the restaurant. Moreover, due to the alarming situation caused by Covid19 in Lappeenranta, it could be necessary to offer free masks for the customers. People can wear them while they stand up to take the food from the buffet area in case these people do not have their own masks when they arrive at the restaurant. Also, some may take it once they finish eating. By doing this way, Wingwah Palace not only protects its customers and the staff but also contributes to the community by recommending people to wear masks as much as possible.

Lastly, it is firmly advocated for language ability in staff performance. Given that Wingwah Palace is situated in Finland, the staff should know Finnish enough to communicate with the customers and answer their questions when needed. After their problems are solved, the customers will consequently feel respected and satisfied. As a result, the service quality will be enhanced intensively as well as the customer satisfaction will increase positively.

8.2 Summary

Since the service quality has a decisive impact on customer satisfaction, the most effective way to succeed is to make the customer expectation meet the customer experience in reality through their service quality. To identify the customer's perspective of the buffet service in Wingwah Palace, the most simple and effective method employed was to do a survey. This survey was made by the printed questionnaire that focused on customer satisfaction. By spreading the forms to each individual, the short presentation made by the author, on behalf of the restaurant, could encourage the customers to feel that their opinions would be appreciated and attentively listened to. After the customers evaluated the quality of the given products, 76 out of 102 answers were analysed and presented in this paper.

The main results came out positively with the great majority of the customers enjoyed the buffet service. Almost all the customers were satisfied by not only the buffet, the atmosphere but also the staff performance. Much as the customer satisfaction was relatively high, there are still some problems that need improving, especially those related to the pandemic. The recommendations were formulated to orient the restaurant's managers toward the post-Covid19 plan.

In conclusion, the result of this research has successfully answered the research questions that are the customer satisfaction and recommendations for the future plan in Wingwah

Palace. The restaurant should comply with the customers' requirements flexibly regarding additional products, staff performance, and technical issues. By the new improvement and enhancement in Wingwah Palace, the customer will be expectedly satisfied more in the future.

Figures

Figure 1. Sushi types in cold buffet line in Wingwah Palace.....	18
Figure 2. customer type	23
Figure 3. Respondents' gender.	24
Figure 4. Respondents' age.	24
Figure 5. Accessibility to the restaurant.....	25
Figure 6. Customer satisfaction of the given products.....	26
Figure 7. Customer satisfaction of environment	27
Figure 8. Customer satisfaction of service quality	27

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Appendix 1. Questionnaire



Questionnaire for the lunch buffet service in Wing Wah Palace

Dear customers, we are conducting a short survey to know your experience toward our lunch buffet service and what we might do to enhance. Please help us by completing this survey.

1. Have you been to Wing Wah Palace before?
 - Yes No

2. Gender: male female

3. Age:
 - 29 and under 30 – 50 50+

4. Company:
 - Cafe Oca
 - Dressmann
 - Eurokangas
 - Fenlanni
 - Foto Karelia
 - Fysiorepo
 - Halonen
 - Haltija
 - Hiusmuotoilu Lxry
 - Koulutettu hieroja Martti
 - Nahkatavara
 - Plusterveys
 - Eksote
 - Psykologipalvelut Tuija Vanhanen
 - Kela
 - Other, please specify.....

5. Please indicate your evaluation

Criteria	Very dissatisfied	dissatisfied	Fair	Satisfied	Very satisfied
Quality of food					



Quality of sushi					
Quality of salad					
Staff service					
Atmosphere					
Food variety					
Overall experience after eating today					

6. What do you like most in the buffet?.....

7. What do you dislike?.....

8. What do you want to add more in the buffet?

Dessert, please specify:

Food, please specify:

Sushi, please specify:

Beverages, please specify:

Others, please specify:

9. Is there anything else you would like to tell us?.....

Thank you so much for your time and your support! 😊

Kyselylomake palvelusta Wing Wah Palace –lounasbuffetissa

Hyvä asiakas, haluaisimme tietää kokemustanne lounasbuffet -ravintolassa tämän lyhyen kyselyn avulla. Pyytäisimme teitä auttamaan kehittämään toimintaamme täyttämällä tämän kyselylomakkeen.

1. Oletteko ollut aikaisemmin Wing Wah -ravintolassa?

- Kyllä Ei

2. Sukupuoli

- Nainen Mies

3. Ikä

- 29 ja alle 30-50 50+

4. Yhtiö:

- Cafe Ocrä
 Dressmann
 Eurokangas
 Fenlanni
 Foto Karelia
 Fysiorepo
 Halonen
 Haltija
 Hiusmuotoilu Lxry
 Koulutettu hieroja Martti
 Nahkatavara
 Plusterveys
 Eksote
 Psykologipalvelut Tuija Vanhanen
 Kela
 Muu, kerrot tarkemmin.....

5. Anna arviointi:

Kriteeri	Tosi tyytymätön	tyytymätön	neutraali	tyytyväinen	tosii tyytyväinen
Ruoan laatu					
Sushin laatu					
Salaattien laatu					
Asiakaspalvelu					
Tunnelma					
Ruokalajikkeiden valikoima					
Kokonaisvaikutelma ruokailun jälkeen					

6. Mistä piditte enniten lounasbuffetissamme?.....

7. Mistä ette pitäneet?.....

8. Mitä haluaisitte lisätä lounasbuffettiin?

Jälkiruoka, kerro tarkemmin.....

Ruoka, kerro tarkemmin

Sushi, kerro tarkemmin

Juoma, kerro tarkemmin

Muuta, kerro tarkemmin

9. Onko vielä jotain muuta, mitä tahtoisitte kertoa meille?

Kiitos paljon avustanne!

Appendix 2. Buffet Menu

MAANANTAI 42 PAISTETTUA KANAA JA PAPRIKAA MUSTAPAPUKASTIKKEELLA
95 KEITETTYÄ KANAA PUNAISELLA CURRY- KOOKOSMAIDOLLA
20 PEKING- NAUDANLIHAA

TIISTAI 46 PAISTETTUA KANAA VIHANNEKSIA
95 KEITETTYÄ KANAA PUNAISELLA CURRY- KOOKOSMAIDOLLA
32 PAISTETTUA NAUDANLIHAA JA PAPRIKAA MUSTAPAPUKASTIKKEELLA

KESKIVIIKKO 40 PAISTETTUA KANAA JA ANANASTA
95 KEITETTYÄ KANAA PUNAISELLA CURRY- KOOKOSMAIDOLLA
29 SZECHUEN-NAUDANLIHAA

TORSTAI 44 KUN PO KANAA
38 PAISTETTUA KANAA SIENIÄ JA BAMBUNVERSOJA
26 PAISTETTUA NAUDANLIHAA CHILIKASTIKKEELLA

PERJANTAI 21 PEKING- KANAA
40 PAISTETTUA KANAA JA ANANASTA
27 PAISTETTUA NAUDANLIHAA CURRYKASTIKKEELLA

LAUANTAI 42 PAISTETTUA KANAA JA PAPRIKAA MUSTAPAPUKASTIKKEELLA
28 PAISTETTUA KANAA CURRYKASTIKKEELLA
34 PAISTETTUA NAUDANLIHAA JA SIPULIA