Shreedevi Vegetarian Restaurant

My sneak-peek view:

It is packed on Weekends. **Parcels, Home Delivery and Takeaways** besides pickups by **Zomato, Swiggy,Uber Eats** facilities available .

My experiences here:

Whether dropping in for a bite or a full meal, the staff are ever-welcoming, courteous and humble offering memorable experience. Dining here is a real treat.

Location: SV Road, Malad, Mumbai- 64.

It served its first customer in 1982.

Menu: snacks, vegetarian dishes, south Indian specialities, snacks, thalis, Chinese & Italian items, desserts and beverages etc.

Patrons: Students, Families, Office- Groups and Walkins.

Set-up: 70 covers - regular plus 50 covers in a/c section.

Service Cycle: Waiter's greeting on entry, being seated and order being executed is an absolute **WOW.**
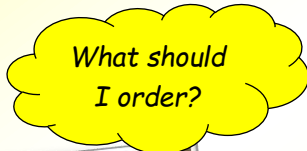
Their Scrumptious Menu:

My favourites: Mysore Masala Dosa, Grilled Vegetable Sandwich and Veg Jalfrezi- Roti.

My reviews of the restaurant ecosystem:

This restaurant has certain aspects of paramount importance:

What should I order?

Oh never mind… I'll go with the usual ☺
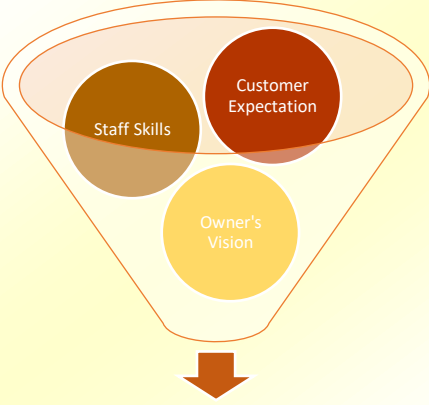
Service Par Excellence

Customer Expectations:

- ☺ Welcoming and friendly staff
- ☺ Pleasant ambience
- ☺ Comfortable and spacious seating
- ☺ Menu with wide variety
- ☺ Fast service
- ☺ Reasonable prices
- ☺ Hygiene

Waiter Skills:

Meet **Balakrishna Shetty**, my favourite waiter uncle. He always greets with a welcoming smile. Fondly called **BK**, he has been here for over 15 years.
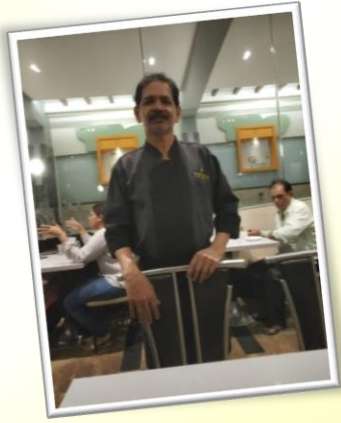
The Owners emphasise on following qualities for waiters –

✓ Appearance - Well Groomed
✓ Friendly Attitude
✓ Quick Response ability
✓ High Service Orientation
✓ Excellent Communication

They veto on -

Selecting staff who are smart, friendly, can do suggestive selling of menu items, who please the customers and handle orders properly.

Mr. Vidyadhar & Mr. Gopinath handle the restaurant counter.

About me:

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