



## CUSTOMER SATISFACTION BOOSTED FROM 67% TO 90% AT LUNDBECK

Customer satisfaction with Lundbeck's canteen was improved by boosting the interaction between canteen staff and guests – and by a less-canteen, more-restaurant approach.



Eurest took over the restaurant and pitched in with all kinds of initiatives to improve the all-round dining experience.

- All the prefab food was binned in favour of slow food made from scratch
- An ideas bank was introduced
- A sense of pride replaced the lowest common denominator. E.g. the 'pre-service' concept: 5 minutes before they go live, all the kitchen staff gather round to take it in turns to describe the dishes they have prepared. That way, everyone can give the diners a proper answer if asked about the food.
- Open and constructive dialogue between Eurest and the client

With all these initiatives we can give our guests not simply food, but an experience to take away with them and buoy them up after lunch.

### RESULTS FOR LUNDBECK

- Satisfaction has increased
- Food flavour experiences improved
- Diners eat healthier meals
- Boost to staff pride

Read the whole case study at [www.eurestfood.dk](http://www.eurestfood.dk)

### FOR FEEL-GOOD AND WELL-BEING

#### YOU SAVE TIME

As a stable service provider with more than 40 years' experience, we take care of everything. You can confidently take a step back and devote your time to your core business instead.

#### YOU GET VALUE FOR MONEY

Superior quality. We are constantly looking out for improvements or economies to benefit you.

#### WE TAKE RESPONSIBILITY

Towards you as our client, towards our employees and for the environment. We are one of few Danish service providers who are certified in both occupational health & safety and environmental management. We meet international requirements for corporate social responsibility and sustainability and more than fulfil the strict requirements of 'Servicenormen', the standards for the service industry laid down by Danish Service Industries Federation.



**FACILITY MANAGEMENT  
CLEANING**



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