
Cape Coral - Uno Chicago Grill

Posted by jrzeegr198 - 2008/05/19 05:28

This thread discusses the Content article: Cape Coral - Uno Chicago Grill

We went there yesterday. Why is it, that if you decide not to order an appetizer, suddenly the service goes down hill. (one of the reasons we don't order appetizers at a chain restaurant is because 9 times out of 10 the entree arrives within seconds of the appetizer. Bums rush?

I digress. So our experience yesterday was the worst we have had there. I probably would not have even bothered venting here had it been OK yesterday. My gripe was not with the food, but rather with the service.

My husband ordered the vegetable soup and the chicken caesar salad. I ordred their signature chicken meal. His soup came out, he said it wasn't too bad. He was barely finished with his soup when the chicken caesar salad came out. Mind you, there is a lunch size and a dinner size. His first words to me were "I hope this is the lunch size". It was rather small. The waiter also brought a house salad he was going to bring out for me. I didn't order a salad with my meal. He got all confused, didn't know what I ordered, apologized, ran to the kitchen and came back to apologize again "he had placed the incorrect order for me". Mistakes happen. While my husband ate his salad, I ate his breadstick. The waiter then came back to me and asked if I would like something to eat while I waited. I told him I was content eating the breadstick, he again apologized and left. By now my husband was done eating his small salad and then finally my food came out. The waiter told me he would take \$5 off the bill. Nice gesture, but I just don't get much enjoyment of having my dinner partner watch me eat. Oh, I forgot to mention at this moment my husband asked for a refill on his iced tea. tick tock tick tock tick tock (you guessed right, the tea never made it out to him)

The waiter once again came back, asked me if the food was worth the wait. I had to admit it was very tasty, and I would def order it again. I reminded the waiter my husband didn't get his tea, he apologized again, and I asked for the check, who knew when we would see him again.) The tea came, the check came. The waiter reminded me that he took the \$5 off the bill. I double checked, he may have taken the \$5 from the bill, but he added the \$3.99 for the salad that he took back because it wasn't mine! Then I gave my husband the news, he DID get the dinner salad. He was shocked and said although it was good he would hate to see the size of the lunch salad. He did not feel it was a good value. I agreed.

We had to wait for his return to fix the bill. On my way out I thought I saw a manager sitting at the reception area, too bad he was on the phone. I would have liked to have asked if our waiter was new. If he was new, then I would chalk this up to inexperience. If he was not I would have let him know how our service was. Good thing he was on the phone. We'll go back, but will request to sit in the dining room, not the bar.

Re:Cape Coral - Uno Chicago Grill

Posted by admin - 2008/05/21 20:37

Thanks for sharing your experience jrzeegr1.
