## Perceived Fairness of Revenue Management Practices in Restaurants
(Mean - scale 1 to 5, 1 = most unfair, 5 = least unfair)

### Variation pricing policy (based on day/hour)
- **Time of the day**: 2.47
- **Weekday/Weekend**: 2.57
- **Lunch/dinner**: 3.09

### Booking policy
- **Debit if no-show**: 1.84
- **Give bank data for booking**: 2.05
- **Pay extra in case of late arrival**: 2.71
- **Date of booking**: 3.71
- **Late arrival cancellation (>20 min)**: 3.37

### Table management policy
- **Change table for dessert/coffee**: 1.71
- **Location of the table**: 1.97
- **Number of people at the table**: 2.56

### Control duration policy
- **Time spent at the table**: 1.54
- **Speed of service**: 2.11
- **A limited time for each table**: 2.15
- **Leave the table for a second service**: 2.49

Source: Ecole hôtelière de Lausanne