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About:  
Now open in Avenues Mall!

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December 26, 2010  
Updated about a month ago



Our Menu  
Created about a month ago

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Notes

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Our Story  
11:47am Dec 25 | 1 Comment

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Abdulwahab Al- Qatami Dear Benihana.

I loved eating at your fine establishment back in England, I've had a few birthdays there and a party or two. I was delighted to hear that you finally opened a branch in Kuwait, but now I'm very disappointed. I was looking forward to taking all my friends to support your latest establishment....now it seems that I'll have to do the complete opposite. I've decided to completely boycott your restaurant in Kuwait and I'll make sure my friends and family hear about your awful childish treatment. Congratulations on losing the "Benihana" spirit, you clearly didn't deserve it and I hope someone from a customer friendly Benihana takes it back. I'm so very disappointed in you.

2 minutes ago · Like · Comment

[Wassim Moumneh](#) likes this.



Omar Abu Omar I found it a bit tricky to 'Like' a product/outlet I'm not very likely to visit any time soon (Different countries), but I just wanted to share my opinion. I heard you were intending to sue a customer who wrote a negative review about you online, regardless of who posted it, you have to bear in mind that negative and positive reviews/feedback are valuable (actually negative is more valuable sometimes), and at the end of the day it is an opinion. Now I am not sure on what basis you would sue the blogger, it's as absurd as suing someone who gave you a bad feedback on your OWN comment card.

At the end of the day a complaint is a priceless opportunity to improve on things and to correct whatever might be wrong in your services/products not a hindrance. I know this comment may be deleted, but this is 2011 and customers have more power and reach thanks to social media, what you are doing is rather primitive, immature and it definitely won't win you any new customers.

5 minutes ago · Like · Comment



Mohammed J. Al-Kout the only reason i went to that place was the bad review and it wasn't that good at all...

15 minutes ago · Like · Comment



Wassim Moumneh BTW, whoever is managing this page, don't think deleting the below (truth) about your crappy restaurant will help...i've counted 11 blogs so far. oh and hundreds of tweets.

24 minutes ago · Like · Comment



Osama Shaheen Benihana I think your management just ruined your reputation by suing the most popular blogger in Kuwait. You should employ more professional people that understand constructive criticism. I have not tried your service and will never do so, not in Kuwait not anywhere else.

26 minutes ago · Like · Comment

[Omar Abu Omar](#), [Alan Azar](#) and [Wassim Moumneh](#) like this.



Wassim Moumneh 100%  
25 minutes ago · 1 person · [Flag](#)



AbdulAziz Bukhamseen You just lost a customer. Shame.on.You

27 minutes ago · Like · Comment



Nagham Akileh I don't think the review did anything bad for the restaurant; most restaurants would talk to bloggers about improving the experience and generally that results in a final positive follow-up review! But the idiot that is the manager made matters alot worse for the brand. Is Mike Servo fired yet?

11:42am Dec 25

Links

3 of 8 links See All

Twitter / Mark: Benihana is suing me becau ... 11:13pm Jan 30

Moments Magazine 7:11am Jan 19

Benihana of Kuwait 7:35pm Jan 17

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32 minutes ago · Like · Comment

Mamdoh Nass and Alan Azar like this.



**Wassim Mounneh** Suing him huh? you gon get raped



33 minutes ago

Alan Azar likes this.



**Moe Khan** Good job guys. You've successfully done more damage to your brand/restaurant than the "offending" review ever would have. Bad reviews happen all the time, the key is to handle them as constructive criticism, not suing the dissatisfied customer. I won't get within five feet of a Benihana now.

34 minutes ago · Like · Comment

Joe Akkawi likes this.



**Wassim Mounneh** same. I won't be going there anytime soon. Neither will my friends, or their friends

32 minutes ago · Flag



**Alan Azar** Same, very childish move

28 minutes ago · Flag



**Mamdoh Nass** Heck, I won't go into a Benihana in ANY country at this stage.

26 minutes ago · 1 person · Flag



**Joe Akkawi** So do I like get stocks if I write a positive blog about you? Seriously, it's absolutely ridiculous that you're suing someone for stating their opinion instead of improving your service.

41 minutes ago · Like · Comment



**Alan Azar** The funny thing about this is, they're suing the biggest blogger in Kuwait because he wrote a bad review that he was entitled to...boohoo..nice move douchebags

42 minutes ago · Like · Comment



**Money L Munot** Mike Servo!?! You couldn't think of a better name? One word – ludicrous!

46 minutes ago · Like · Comment



**Dan Capelle** Suing someone because they said your food was bad and gave suggestions for other restaurants? Unbelievable. The correct PR move would have been to provide coupons for another visit or something similar. Then the blogger would have written a positive story about your restaurant in a follow up or edit.

46 minutes ago · Like · Comment



**Farah Mehdi** Why are you suing someone just for stating their opinion? What? Can't handle a bad review? This is absolutely ridiculous! I'm not stepping into a Benihana restaurant anytime soon.

51 minutes ago · Like · Comment

Alan Azar likes this.



**Khalad Karim** Seriously? suing someone because they thought your food was CRAP? pathetic!

56 minutes ago · Like · Comment

Alan Azar likes this.



**Wassim Mounneh** GM of Benihana (Mike Servo) – you're suing a guy for giving your restaurant a negative review? Let's see how this ends for you.

58 minutes ago · Like · Comment

Alan Azar likes this.



**Muhammed Ali 'Mali' J** You guys are suing a blogger cuz he wrote



faced same thing.. please reply.... thanks best regards..  
January 21 at 1:53pm · [Flag](#)

 **Hessa Alnasrallah** i think u r wrong/ and right same time :) almost in London the Chiefs was Indian same in Lebanon !! also in USA !!! it depend on the taste not who cocked sis !!  
January 22 at 3:42am · [Flag](#)



**Benihana – Kuwait** <http://www.ads2blog.com/2011/01/16/baniana-of-kuwait/>



**Benihana of Kuwait**  
[www.ads2blog.com](http://www.ads2blog.com)  
Creative Director : Samer AL-Sayed Art Director : Ahmed AL-Samra Media Account Manager : Omar El-Essa Photography : Paparazzi Studio

January 17 at 7:35pm · [Like](#) · [Comment](#)

Fatma Al-Shuraian, Khoubuib Riahi, Shaytana N. Kuwait and 5 others like this.



**Benihana – Kuwait** what's your plan for the weekend >??  
January 12 at 2:11pm · [Like](#) · [Comment](#)

Om Nora and Abdullah Alanzi like this.

[View all 4 comments](#)

 **Enosichka Karam** Study for the finals.  
January 12 at 4:04pm · [2 people](#) · [Flag](#)

 **Ren Chan** staying home but i wish i can have dinner @ benihana >\_<  
January 13 at 2:21am · [2 people](#) · [Flag](#)



**Benihana – Kuwait** شجع الأزرق منتخبنا الوطني يواجه منتخب اوزبكستان اليوم في تمام الساعة 4:15 عصر اليوم  
January 12 at 3:27am · [Like](#) · [Comment](#)

Saboucha Al-shatti, Jassem Ali, Abdullah Abu Zaid and 2 others like this.

 **Mohammad Alhashash** اذا فاز كلنا معزومين علمطمه مجاناً دعماً للأزرق (٤)  
January 12 at 4:17am · [Flag](#)

 **Aseel H Al Saleh** yabellaaaaaa  
January 12 at 4:51am · [Flag](#)



**Benihana – Kuwait** 2011 قلوبنا مع الأزرق في أمم آسيا  
January 10 at 6:58am · [Like](#) · [Comment](#)

عبدالرحمن الخطيمي الخالدي, Aseel H Al Saleh, M To You and 6 others like this.

 **Ahmed Alobaid** Ameeeeen  
January 10 at 9:59am · [1 person](#) · [Flag](#)

 **Benihana – Kuwait** ameen  
January 12 at 3:21am · [Flag](#)



**Benihana – Kuwait** Sunday is "Fun Day" and what's more fun than a trip to Benihana?  
January 9 at 6:54am · [Like](#) · [Comment](#)

Aisha Albadr, Subbu Kutty, Fatma Al-Shuraian and 2 others like this.

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