

## TABLE SERVICE EXPECTATIONS

**THIS IS A REQUIRED READ! YOUR SERVICE WILL BE EVALUATED BY THIS STANDARD.**

Greet customers with a welcoming and warm greeting. Even if you are not going to be able to seat them immediately, you must still verbally greet them and let them know someone will be right with them. Try your best to get back to them yourself, or let someone else know that customers need seated.

If you're the one to greet customers while at the host station, you're the one responsible for presenting menu's to the table. Follow directly behind the customers to the table that they choose, do not wait for them sit and then add them to NoWait. You are only to add a table to NoWait after you have seated the table with their menus.

(Do not wait for the server who's turn it is to present menu's if they are busy.)

When presenting menu's you are acting as the host/hostess. Customers **MUST** be given time to decide on drink orders and menu presentation is not the right time to take a drink order. Doing so will cause them to feel rushed and generate low price item orders such as water, soda, or generic beer orders. We have 20 draft beers and over 250 liquors. Customers need time to decide on these items. Inform the customers of drink options and drink menus and their whereabouts on the table.

**DO NOT INFORM CUSTOMERS OF TODAY'S BEER SPECIALS AS PART OF YOUR PRESENTATION OF DRINK OPTIONS!** Instead, suggest they try our featured drafts(ask bartender if needed). Tell them the drink specials only if they ask for them. This will ensure we are not undercutting ourselves. Drink and food specials are in place to entice people to come in, not to give the customers who are already here a surprise discount. Remember you are acting as a host/hostess at this time and hosts do not take orders.

Return to the host stand and add the new table to the NoWait iPad. NoWait is a great tool to help servers and management stay organized during times of increased business and stress. **(THIS IS NOT OPTIONAL AND BEING BUSY IS NOT A REASON TO STOP USING NOWAIT!)**

Determine what server is responsible for the new table and immediately inform that server of their new table.

When a table is assigned to you:

Keep in mind that the new table has just been seated by either you or another host/hostess/server. Give the customers a short time to look over the drink menu's, but no more than 2 actual minutes MAX. Usually customers during lunch are in more of a rush to get in and out, so you may want to minimize this wait at

these times. (You may also use this time to check your other tables for refills or pre-bus a table. Maximize the efficiency of your walks in the dining room.)

Upon returning to the table suggest a drink to the customers. Be sure to ask if they have any questions or would like to sample any draft beers to aid in choosing, etc. (Use discretion here, if the table is a older couple obviously of drinking age, We card EVERYONE WHO APPEARS TO BE UNDER 40, suggest a cocktail off the menu or a draft beer.)

Before leaving the table suggest an appetizer to customers. Have an item in mind starting your shift and think about how you are going to suggest it, and use that for every table. It will be easier to pick one or two things and repeat the process for every table. Not everyone will order it, do not get discouraged and stop suggesting. (Feature 1-2 appetizer to the table.)

Take the customers drink/appetizer order and place it into the POS.

Return with the table's drink order and see if the customers are ready to order. Ask for an Appetizer order again if they weren't ready to order one previously. (If the table has ordered an appetizer return with enough plates and napkins for all members of the table immediately. Pre-placing these items will save you steps and time! This is something we will watch your service for.)

Take the customers order and collect menu's, Enter the order into the POS. (After entering the tables order and if they placed an appetizer check to see if it is in the window or how far off the ticket is.)

Return to the table with the tables appetizer/order and make sure everything is correct. USE TRAY JACKS! Try to never have to use tables to set down ANY trays. You are absolutely not allowed to set trays on a table where customers are sitting, or where there is still trash from a previous table. Setting trays on tables also results in forgetting they are there and leaving them. Using tables is a bad habit.

Return to check in with your table within 2 minutes of presenting their food to make sure everyone is satisfied with their order.

Check your table periodically to refill drinks, get extra dressings,etc. Return immediately to the POS to add these items so you do not forget. You are required to keep POS entry organized so that checks do not need reorganized before you can cash out a table. Leaving check organization until the end on the table will result in chaos for your cash outs and you will make mistakes.

When the table is about halfway through their meal feature the dessert menu and milkshakes and suggest a dessert option. Don't wait until they are finished with

their food as most of our servings are large and they will be full should they finish the entree. Suggesting desert now will get it in their mind before they get full and get their sweet tooth aching.

When a table appears to be through with any dish ware throughout any part of the meal offer to remove them. This is called Pre-bussing and makes the table much more comfortable to the customers. Cluttered tables = lower sales and will also make you final bussing step much more involved. Come time the customers get up to leave, all that should remain are glasses and dessert ware.

(Pre-bus)

After the whole table is finished ask to see if there is anything else you can get for them.

(If a table does not ask for their check and the customers are finished with their meals and drinks and are not getting any more refills gently ask if they are ready for the bill and that there is no rush on it.)

Return to the POS and print their final bill after reviewing it to be sure it is complete and accurate. Deliver the bill to the table and notify customers that you will collect it from them at the table. We never want to see your tables approaching the counter for anything, ESPECIALLY to cash out. This will probably ensure a lower tip and a word from management!

If customers are paying with cash, NEVER ask if they need change. Simply deliver the correct change to the customer and complete your farewell statement. The customer may tell you to keep the change when they hand you their payment, but you are never to ask if they need change or assume the change is a tip! If we hear you asking this question we will have a word with you about it.

If a customer hands you a tip or signed Credit Voucher whether in or out of a check presenter, never examine your tip where customers can see you. Do this once you are out of the dining room.

**NEVER TALK ABOUT TIP AMOUNTS OR ANY OTHER ASPECT OF YOUR EXPERIENCE WITH CUSTOMERS.** Do not discuss good or bad things about your customers to other staff or customers. We suggest you do not do this outside of work either as these types of comments will make their way around the dining room. If customer Matt hears you talking about customer Jon, Matt will assume you are going to talk about him once he leaves as well.

When returning with cash change or credit voucher slips remind the customers of an upcoming event and thank them for dining with us in your own wording.

(Pens Games, Wing Night every Monday night, Last Call Trivia every Friday night @7pm)

The customers should always get the right of way when moving throughout the business. Always yield to their path. Do not look like you are flustered, in a hurry or rushing. never run in the restaurant, it just means you're not managing your time correctly.

**REMEMBER:**

The small things matter.