

# ◀ TAVERN ON THE POINT ▶

## STEPS OF SERVICE- SERVER

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1. *Tavern on the Point Team arrival Time and Pre-Shift:* lunch shift between 9:00-10:30am, dinner shift between 3:00-5:00pm
  - a. Side work and table polishing.
  - b. Family meal: 4:30
  - c. Pre-Shift Meeting: 5:00
  
2. *Dining Room Table Set Up*
  - a. TOOL BOX:
    - i. Share Plate - polished
    - ii. Napkin – proper fold or roll-up
    - iii. Roll-up: 2 Forks, 1 Knife (placing on table with business-end up, and tightly rolled)
    - iv. Water Glass – polished
    - v. Wine Glass – polished
    - vi. Cheese Caddy – clean, polished
    - vii. Salt & Pepper Shakers – clean and filled
  
  - b. Additional Table Top Items:
    - i. Serviette
    - ii. Wine Coasters
    - iii. Marking Trays
    - iv. Decanters
  
  - c. Table Placement for locations that use *Roll-Up's*: (Taylor, Naperville, Deerfield.)
    - i. Symmetry is very important – please note
      1. All tables and chairs are uniform and in a straight line
      2. All table settings are symmetrical across the table
    - ii. Table Condiments as follows:
      - i. ????
    - iii. Water glass should be to the right of the top of the roll-up (2:00)
    - iv. Wine glass should be placed to the upper left side of the water glass (1:00)

3. *Non-Verbal Communication*: this is an essential element of successfully executing service. Constant eye contact amongst team members is required to ensure everyone is on the same page and can anticipate a guests' needs. Together with eye contact and hand signals, we can throw each other perfect passes for a slam-dunk at every table!

a. **HAND SIGNALS**

- i. *Water Preference*: Wiggling fingers up for sparkling water
- ii. *I need Help*: Hand across your chest, or 2 taps center of chest
- iii. *V.I.P.*: Index and middle finger pointed in a "V" upright next to your heart
- iv. *Fresh appetizer plate/next course plate*: Frisbee throwing motion
- v. *Clean table*: 2 finger hand gun and sweep
- vi. *Manger*: 2 taps on shoulder
- vii. *Drop Check*: pen script in air
- viii. *Need to talk*: 1 finger tapping mouth

4. *Tavern on the Point Team PRE-SHIFT Meeting: 5:00*
- a. You must be on time, in uniform with a notebook, pen, wine opener, and lighter. Be prepared to take notes and ask questions.
  - b. Your appearance is very important, please have CLEAN pressed pants and shirt, vest, apron, tie, and polished work safety slip resistant shoes.
5. *Guest Arrival: Guest arrives at table -*
- a. All available service staff nearby, along with the host, shall assist in pulling out seats for the guests and wishing an initial greeting.
  - b. HOST: Shall hand each guest a menu after they have been comfortably seated. Never should menus just be tossed on the center of the table or stood on their side being leveraged between the table condiments. The menus retain precious information about our offerings. Use *GOOD TABLE MANNERS!*
  - c. If a server has received a *chit* from the Host regarding relevant information, it must be noted and entered in the POS immediately.

Water Order – briefly inquire if anyone would like bottled water or tap

- i. “May I bring you sparkling, bottled or tap water?”)
- ii. **SPARKLING OR STILL BOTTLED WATER:**
  1. If the guest orders bottled water, communicate this information to server
  2. Glassware: wine glass for each person sharing the bottle
  3. DONOT put ice in the glass
  4. DONOT put a straw in the glass
  5. DONOT put a lime or lemon on the rim or on the side.
  6. SERVICE: pour from the bottle in your right hand and pour on the guests right.
    - a. Try to pour to ladies/elderly first if possible.
  7. POUR: slowly as to not splash and only pour about 1/2 way.
  8. If you need to reach across the table, excuse yourself. Never put your elbow in guest’s face
  9. Place the bottle on the table with the label facing the guest, on a wine coaster.
- iii. **TAP WATER:**
  1. If the guest orders TAP water, retrieve the pitcher from the bus station.
  2. Glassware: water glasses on table
  3. Water Pitcher: make sure the pitcher is free from fingerprints, and has ample ice.
  4. SERVICE pour from the pitcher in your right hand and pour on the guests right.
  5. Try to pour to ladies/elderly first if possible.
  6. POUR: slowly as to not splash and only pour about 2” from top of glass.
  7. If you need to reach across the table, excuse yourself. Never put your elbow in guest’s face
- iv. Replace the pitcher in the bus station.
  1. At this point - Remove any extra unused table settings, and adjust candle, etc. accordingly
  2. If bread basket was not brought with on initial water greet, return with piping HOT bread.

7. **THE GREET:**

- a. Table Talk: This is our moment to take control and welcome guests to our table. Make them feel comfortable, break the ice!
- b. Address the table by welcoming them to (*location NAME*), and by telling them your name!

8. **The Drink order:**

- a. Announce any beverage Specials ??
- b. Drink Order – briefly inquire if anyone would like to place a cocktail order (or if they came from the bar “May I freshen up your drinks?)
- c. Wine List – Find out who will take charge of the wine list and take a moment to guide them through the list. Aid if needed.
- d. Make beverage recommendations for cocktails, wine and beer
- e. Your descriptions should be accurate, don’t just guess, because you will lose your credibility with the table.

Through training you should have mastered these:

- i. 3 facts about each wine by the glass
- ii. The main liquor of the cocktail, along with its story
- iii. Definition of the beer styles offered, story of each brewery
- f. Writing down the order:
  - i. Position numbers
  - ii. Repeat the order back to the guest to ensure accuracy.
- g. Drop any specialty glassware, check that the glass is polished, no fingerprints. Glass should be set down at the 1:00 position to the left of the water glass.
- h. All beverages/glassware must be delivered on a tray!

i. POS– Ring before you Bring!

- i. The first round should be rung in immediately and served all in less than 3 minutes!
- ii. Make sure you added correct modifiers to beverages, starting with liquor base
- iii. Use appropriate button for size:
  - 1. Tall / Mix = 1.5 oz pour
  - 2. Rocks/ Neat = 2 oz pour
  - 3. Manhattan = 2 oz whiskey (which includes the 1 oz vermouth) (\$3 upcharge)
  - 4. UP/ MARTINI = 4 oz pour with a \$3 upcharge

j. Delivering Drinks:

- i. The first order of drinks should be rung in immediately and served as quickly as possible – maximum of 3 minutes from the order to the table.
- ii. Pick up your drinks at the service bar.
- iii. Make sure that drinks are properly garnished.
- iv. All beverages must be delivered on a tray.
- v. Arrange drinks on tray in order of position number.
- vi. Standing to the right of the guest, place drinks between the 1:00-2:00 position, (to the left of the water glass) open handed. *Never show the backside of your hand. Always practice GOOD TABLE MANNERS!* New
- vii. beverage of the same will always be placed closest to the water glass. This is so the guest/ server have easy access to the water glass, and for removal of finished beverages. Otherwise the simple format below shall be followed for multiple styles of beverages.



- viii. If the guest will be having many styles of wine and does not want to part with one of the selections, please refer to the following beverage flow format:



- ix. When placing drinks on the table, announce what you are serving, ex. "Tito's and Tonic," or "Story Point Chardonnay."
  - x. While you are serving drinks, this is an appropriate time to check in about questions on the wine list or food menu.
9. **SPEL**– This is where your personality and tableside manner really shines! Take the guests on a tour of the menu, highlighting one item from each section. Please have a personal greet for each table, with exception to the specials, as so you don't sound robotic. Adjust for repeat guests.
- a. When describing certain menu items, also mention additions, or adjustments that can be made.
    - i.?????
10. **WINE SERVICE**
- a. The Bottle wine order can never happen too early. Guests want to have wine in their glass before the first food hits the table. Once the first course arrives for some guests, the wine is too late!
  - b. Taking the order – Point to the wine the guest has ordered, using your index finger (always keeping your point to the right of the price) while repeating it back to the guest. Get all the facts!
  - c. If multiple bottles are ordered, always consult with the host as to the serving order of the wines.
    - i. "are all of your guests starting with the white, or will some of your guests be beginning with the red?"
    - ii. "Will you be enjoying the Pinot Noir first, and then following with the Syrah?"
    - iii. "Shall I set glasses for both vintages of the Chateau Latour, so that you may enjoy them side by side?"
  - d. **RING-SET-RETRIEVE**
    - i. **RING** in the wine order with a position # of the host
    - ii. **MARK THE TABLE FOR SUCCESSFUL WINE SERVICE**
      - 1. Set the appropriate glassware, clean, polished.
      - 2. Set the table with a wine coaster and decanter.
      - 3. Always assume that an older expensive wine will be decanted. It is a *SHOW* at the table.
  - e. Proper Presentation
    - i. Hold the bottle in your hand as if you were cradling a baby.
    - ii. Always have a serviette underneath the bottle while presenting to the host.
    - iii. Address the host stating:
      - 1. **Name of the winery / Producer**
      - 2. **Name of the single vineyard or the cuvee name.**
      - 3. **Grape Varietal(s).**
      - 4. **Region or the Appellation.**
      - 5. **Vintage of the wine.**
    - iv. **REMEMBER:** The label always faces the guest!
    - v. For a bottle with a cork: always cut from the second indentation near the top of the bottle. Never the first, because when cutting the foil, it may become jagged and when pouring it will splash wine on the table or guests. Also, you don't want the wine to ever touch the capsule, because it may taint the flavor.
    - vi. Place foil and screwcaps in your pocket, place cork on the table for inspection.
    - vii. Use your serviette for drips!
    - viii. Pour a taste to the host, about 1 oz.
    - ix. Pour ladies first if you can, only pouring about 2.5 oz in each glass. Guests want to swirl and savor the wine.
    - x. Place the wine bottle on the wine coaster, with the label facing the guest.
    - xi. With the guest's permission, the cork is removed and placed in your pocket. **WHY?** We don't need corks rolling around on the floor. "I will remove the cork for you"
    - xii. **PLEASE** be present to pour additional wine from the bottle in the near future. That is the **FULL PACKAGE** of wine service. Always practice **GOOD TABLE MANNERS!**

- xiii. REPEAT from above: If the guest will be having many styles of wine and does not want to part with one of the selections, please refer to the following beverage flow format:



11. **TAKING THE ORDER- Food Order – First Course:**

- a. Take the Food Order:
  - i. Ask if the guests have any questions about the menu, and if they are ready to order their first course.
  - ii. Specials/ fresh seafood, oysters available
  - iii. Appetizers
  - iv. Make appropriate suggestions and upsells with confidence and enthusiasm.
  - v. Repeat the order back to the guest to ensure accuracy.
  - vi. Always ask the table if anyone has dietary restrictions or allergies that we should be aware of, if they have not mentioned. Our menu items do not list every ingredient and possible allergen.
- b. *Use proper position numbers* for each table to ensure accuracy when placing items in front of the guest. Never skip an empty seat; if the seat is unoccupied, the seat number does not change. We want to avoid any embarrassing moments and mishaps. *Remember:* the guests have chosen Tavern on the Point, and we want to provide excellence in hospitable service!
  - i. Position #1 = will always be closest to the *Kitchen*, no matter where you are in the restaurant.
- c. ALLERGY PROCEDURE
  - i. NOTIFY KITCHEN & MANAGEMENT
    1. Speak directly to the Chef “Chef May I?” (the Chef may be busy and please don’t interrupt)
    2. FIND OUT IF THE ITEM CAN BE MADE WITHOUT THE ALLERGEN
  - ii. HOW TO RING
  - iii. SLIP TO FILL OUT
  - iv. CHECK IN WITH GUEST DURING FOOD DELIVERY
- d. Remove any menus from the table that will not be needed.
- e. Mark the first Course:
  - i. Make space for larger items so the runner can carefully place the item on the center of the table.
  - ii. Use a MARKING TRAY to place additional serving utensils now: share plates, oyster forks, tabasco sauce and lemons, etc.
  - iii. *The guest must have everything they need prior to the food arriving.*
  - iv. *Does the table need refills on their drinks?* Try to get another drink down before the appetizer arrives.
  - v. If the table is ready, try to take the entrée order before the appetizer arrives.
  - vi. Remove Dinner Menus! This is a visual cue that the entrée order has been taken.
- f. Placing the Order: POS– Follow “Toast Proper POS Procedure”
  - i. **SLOWDOWN!** Take a moment to gather your thoughts and take a deep breath. This is where most of the mistakes happen. Be careful to go down your notes line-by-line on your waiter’s pad to ensure that everything is accounted for.
    - i. **Do not ring in food items unless the table is properly prepared!**
    - iii. Use proper seat position numbers.
    - iv. Count the number of orders on your pad, to the number of orders you have on the screen for your table. This is to guarantee that an order has not been missed. Nothing worse than trying to rush out a missed item, and the rest of the table is waiting! No one likes to wait. Two minutes may seem like 15 minutes to someone who is waiting.

- g. Proper Timing & Coursing
  - i. Use proper food item modifiers so shared items are sent together, entrees, etc.
  - ii. Use judgement when ordering, for some items may have a longer ticket time
  - iii. If items are shared, communicate and course according to guests' preference. A good rule of thumb is:
    - 1. Cold Apps
    - 2. Hot Apps
    - 3. Salads
    - 4. Entrees

## 12. SERVE THE APPETIZERS

- a. Everyone is responsible for running and delivering food.
- b. Check the line regularly to see if any food needs to be run.
- c. Prepare the tray for delivery once the order is complete.
- d. Position #1 is the 12:00 position on the tray, place the ticket under that plate, position #2 is to the right of the ticket. Continue placing food items clockwise around tray.
- e. Make note of any special accommodations or alterations to the ticket and note position numbers.
- f. Never take out an incomplete order.
- g. Carry out all food on a tray, setting it down on a tray jack, near the table, taking care to set tray in least obtrusive area possible.
- h. Server should be available to provide assistance serving, or if neighboring server is available.
- i. Never auction off food. That is just plain *BAD TABLE MANNERS!*
- j. Server will ask guests if they would like to be served from the *SHARED APPETIZER* dishes.
  - i. If guests accept, carefully place one modest portion onto their plate. After serving, place the dish between the guests who are sharing it.
- k. Server may split an item on the tray, if it is a little messy, and serve at this point.
- l. Serve food items from the left of the guest using your left hand, OPEN HAND SERVICE!
- m. If a plate is Hot, notify the guest – “Please be careful, this plate is very *HOT!*”
- n. Follow the “Tavern on the Point Table Talk” when setting items down
  - i. It is imperative that the servers and the runners know their position numbers and where the food is going. Do not go to the table unprepared. Check the ticket! Maintain professionalism!
- o. Before leaving the table, always wish them a pleasant meal. Never use the word “Enjoy” by itself. Be more creative.

## 13. THE CHECKBACK

- a. The Check Back needs to be done by the server on all courses
- b. The check back must occur with Two Minutes, Two Bites
- c. It is fairly common that this is the time guests will have additional needs (condiments, etc)
- d. Ask intelligent and correct questions – never ask “IS EVERYTHING ALL RIGHT?” This puts a connotation in the mind of the guest that there may be something wrong. Be Positive!
  - i. Is there anything else I can bring for the table?
  - ii. Do you have everything you need right now?
- e. Always survey the table for what service is needed before walking away. No Empty Glasses!
- f. Be aware of non-verbal cues that the guest may not be enjoying their meal, or it may not be what they expected.
  - i. If you notice a problem, don't ignore it.

## 14. RECOVERY

- a. Mistakes are going to happen – it is how we fix them that sets us apart from other establishments. We want to do everything we can to keep the guest happy and make their experience with us a positive one.
- b. The key to correcting a mistake – The Four A's:
  - i. Acknowledge that a mistake has been made

- ii. Apologize – if it was your mistake, own up to it. You will show that your sincere and it will help you gain credibility with the situation.
- iii. Act – get what they need as quickly as possible
- iv. ASAP- Tell – a manager
- c. There will be times when an item needs to be made immediately:
  - i. Item was made incorrectly
  - ii. Server rang the wrong item
  - iii. Server forgot to ring an item
  - iv. Another guest has joined the table
- d. **REFIRE** Procedure
  - i. Go to the kitchen and fill out a Re-Fire Ticket
  - ii. Always notify a manager immediately with a printed ticket to hand to them
  - iii. The manager should deliver the remake/new item to the table to ensure satisfaction
  - iv. Always check back to the guest with the Re-Fire, *Two Minutes-Two Bites*

15. **CLEAR** the Course:

- a. Remove plates
  - i. The server/server assistant can remove any plates from the center of the table.
  - ii. Always ask: “May I remove your plate,” “Would you like me to package that to go Home.”
    - 1. *Never say “are you finished?”*
  - iii. Do not remove plates unless it is obvious that all guests are finished.
  - iv. If you are asked to clear by a guest, then do so.
  - v. Always clear from the right with your right hand, placing soiled plates into the left hand.
  - vi. Never reach in front of the guest.
  - vii. Clear quietly. If you are dropping silverware, then you are clearing incorrectly.
    - 1. Lift the plate first, then the silver.
    - 2. Never stack plates on the table.
  - viii. Place all dirty dishes on the tray and bring to dish room.
  - ix. Remember the rule in the dishroom: “Like with Like” when stacking on the dish tray
- b. Crumb the table (or wipe or ???)
  - i. Using a small plate and a crumbing tool, begin crumbing from the guest's left side (if possible)
  - ii. Always crumb away from the guest and in small strokes. Make sure the crumbing plate is clean. Remember to crumb throughout the course and not just after the Entrée course.
  - iii. Do not over crumb. This is not to be an intrusive procedure.
- c. Silverware replacement – use your Marking Tray. Never take soiled silverware from a guest's plate and lay it down on the table. Always take away any used silver and replace it if needed.
  - i. **REMEMBER:** always touch silver from the bottom third!
- d. If a glass is not completely empty, ask the guest if it may be removed.

16. **TABLE MAINTENANCE\*\* THROUGHOUT SERVICE**–

- a. Table should be maintained and kept clear of dirty glasses, cocktail stirrers, fruit, etc.
- b. Water glasses should be kept full until the guest leaves the restaurant.
- c. If guest ordered soda, server should ask if a refill is needed.

17. **TAKING THE ORDER- Food Order – Second Course – Salad / Pasta order**

- a. Repeat above steps:
  - i. Mark the Table
    - 1. Share plates (stacked at end of the table, some locations runner brings on tray), Pasta Spoons
  - ii. POS
  - iii. Serve the Course
  - iv. The Check Back
  - v. Clear the course

#### 18. *TAKING THE ORDER- Food Order –Entrée Order*

- a. Ask if the table has any questions about the menu or specials and if they are ready to order.
- b. This is a wonderful time to engage guests and offer suggestions.
- c. Never trust your memory, have your order pad ready
- d. Address each guest individually, taking the time to listen and to repeat back the order.
- e. Be sure to ask for additional information when necessary, ex. "The chef recommends medium rare for your salmon, do you prefer another temperature?"
  - i. If guests are sharing an item, and the kitchen allows it, offer to have the chef split it in the kitchen, or suggest you'll take care of it table side.
- f. Always ask the table if anyone has dietary restrictions or allergies that we should be aware of, if they have not mentioned. Our menu items do not list every ingredient and possible allergen.
- g. Remove all menus
- h. Mark the Table – using your MARKING TRAY
  - i. Fresh silverware
  - ii. Steak Knives
- i. POS
  - i. Check with the kitchen before making "Special" requests, even though in most cases this will be okay.
  - ii. Modify the food item with the appropriate notes and clarify anything with the expeditor/runner that may be confusing.
  - iii. Notify the kitchen of any allergen or dietary restrictions, and make sure it is aligned with the proper position number at the table.

#### 19. *SERVE THE ENTRÉE ORDER*

- a. Everyone is responsible for running and delivering food.
- b. Check the line regularly to see if any food needs to be run.
- c. Prepare the tray for delivery once the order is complete.
- d. Put ticket to the center top of the tray with position #1 to the right of the ticket.
- e. Make note of any special accommodations or alterations to the ticket, and note position numbers.
- f. Never take out an incomplete order.
- g. Carry out all food on a tray, setting it down on a tray jack, near the table, taking care to set tray in least obtrusive area possible.
- h. Server should be available to provide assistance serving, or if neighboring server is available.
- i. Never auction off food. That is just plain *BAD TABLE MANNERS!*
- j. Main dishes should be dropped first.
- k. Side dishes will be dropped after all main dishes are on the table.
- l. Server will ask guests if they would like to be served from the given side dishes.
  - i. If guests accept, carefully place one modest portion onto their plate. After serving, place the side dish between the guests who are sharing it.
- m. Server may split an item on the tray and serve at this point, or debone fish.
- n. Follow the "Tavern on the Point Table Talk" when setting items down
  - i. It is imperative that the servers and the runners know their position numbers and where the food is going. Do not go to the table unprepared. Check the ticket! Maintain professionalism!
- o. Before leaving the table, always wish them a pleasant meal. Never use the word "Enjoy" by itself. Be more creative. .... "enjoy your Salmon," "enjoy your Filet"

## 20. Clear the Course

- a. This is where everything should be pulled off the table except for their water glass, and whatever beverage they are still enjoying. While crumbing the table (server/ or server assistant), the server should be talking about coffee service. Never let plates pile up on the table.
- b. **LEFTOVERS**
  - i. Offer to wrap any uneaten portions.
  - ii. If the guest has left a significant amount untouched on their plate, confirm it was to their satisfaction.
  - iii. Always use appropriate containers and bags for left overs.

## 21. Coffee Service

Position: Server and Server Assistant

- a. Brand for ground coffee and espresso beans is **????**
- b. Bring together if possible, otherwise for larger groups, mark the table with sugar and cream.
- c. The coffee cup is to be placed on the right side of the guest, with your right hand, 5:00 from the water glass, handle at 3:00.
- d. If it is a coffee refill, pour from the right using your right hand. Do not lift the cup from the table.

## 22. HOT TEA SERVICE POINTS

- a. Introduce brands and varieties of tea. – **????**
- b. Bring a cup and saucer, to be placed on the right side of the guest, with your right hand, 5:00 from the water glass, handle at 3:00.
- c. Teapot: place it on the right of the cup and saucer, at 1:00, and the handle should be at 2:00.
- d. Make sure to notify the guest that the teapot and handle are hot.

## 23. THE DESSERT ORDER

- a. Get the tables attention by asking if they are interested in dessert. After writing down the coffee order, the server should hand out dessert menu's and highlight a few of their favorites. Remember, this is an opportunity to build your checkaverage.
- b. Make a recommendation
  - i. Be descriptive and accurate, creating a mental picture of the item. Make the dessert sound enticing.
  - ii. Speak with a lively, enthusiastic, positive tone. Believe in what you're saying.
  - iii. Always be aware of your surroundings. LISTEN! There may be a birthday, anniversary, or some other special occasion. An unexpected candle with (a mini cannoli) goes a long way. ....
- c. Take the dessert order in the same manner as the food order.
  - i. Pay attention to possible allergens. Allergies are commonly related to the dessert course. Check with the chef as needed, to assure the guests that the dish selected is appropriate.
- d. At this point the server may suggest after dinner drinks to go along with their dessert. To help promote an after-dinner drink, offer to split it for the guests. A guest may skip dessert, and these can act as a "Liquid Dessert."
- e. Mark the table – using your MARKING TRAY
  - i. If one guest is only having dessert, bring a spoon for everyone! Someone may taste or change their mind and place a dessert order.
- f. Enter in POS
  - i. Ensure an accurate position number for the birthday guest
  - ii. Run the dessert yourself for a more personalized touch.
- g. Deliver the Dessert
  - i. Unless ordered for a specific position number, dessert plates should be served at the center of the table.
  - ii. Announce the name of the dessert as you set it on the table. Guests should never have to question what they are being served.

#### 24. CLEARING DESSERT

- a. Dessert can be cleared as the guests finish, without waiting for everyone to be finished.
- b. Always clear from the right, and shift into your left hand the dirty dishes.
- c. Check table: water refill, another drink?

#### 25. DROP THE CHECK

- a. Never present the check until the guest requests it or directed by a manager. Ask the guest if they would care for anything else.
- b. Print the check, review it for accuracy.
  - i. At this point, the table should be as clear as possible.
- c. Place check in a check presenter.
- d. *You must say "Thank You!" 4 times (variations on the same theme)*
  - i. When you present the check.
  - ii. When you pick up the check.
    1. If a credit card declines, handle the interaction with the guest discreetly and gracefully.
  - iii. When you return the credit card voucher or change. Automatically bring the change.
    1. Never assume the change is yours.
    2. When returning the credit card voucher, thank the guest by using their last name.
  - iv. When you pick up the signed voucher or the cash tips.
    1. Make sure the credit card voucher is filled out and signed before the guest leaves. Be discreet and do this out of sight of the guests. Remember, this is YOUR responsibility.
    2. Never count money in the dining room.

#### 26. THE LAST IMPRESSION

- a. ENTIRE TEAM
  - i. Farewell!
  - ii. Keep an eye on the table for signs that the guest is preparing to leave.
  - iii. Pull out the banquette/chair
  - iv. Offer to help them with their coat on
  - v. Check to be sure nothing has been left behind.
  - vi. Offer assistance for a future reservation.
  - vii. Invite them back.
  - viii. As the guest is leaving – everyone who they pass must say good night and thank them for dining with us!
  - ix. TAKE ALL OF YOUR NOTES (DOTS) THAT YOU COLLECTED DURING THE SERVICE, to an Open Table screen and enter! (or save for the end of the evening prior to checkout)
- b. REMEMBER: We always will treat each experience like we are giving that "First Impression".