

Table Service Checklist

Must be to table within 2 minutes of seating

SO-1 Greeting-Introduction-Drink Order

NN-1 Personal Greeting

"Hi, my name is It will be my pleasure to serve you today. Have you dined with us before?"

**First time guests or "VIPS" need special attention.*

NN-2 Offer our Feature Iced Tea or Lemonade.

"Can I start anyone out with a refreshing _____ Iced Tea or Lemonade?"

**Take all drink orders by seat.*

NN-3 Suggest a specific appetizer

"Would anyone or perhaps the table like to share an order of delicious _____"

They are my favorite."

SO-2 Drink Delivery & Entrée Order

NN-4 Inform the guests of the Manager Feature.

"Our manager is featuring the _____"

It pairs great with _____."

**Take all orders by seat. Suggestive sell when appropriate.*

Mushrooms w/steaks. Loaded with potatoes.

**Enter meals into POS immediately after taking order.*

Table Service Checklist

Must be to table within 2 minutes of seating

SO-1 Greeting-Introduction-Drink Order

NN-1 Personal Greeting

"Hi, my name is It will be my pleasure to serve you today. Have you dined with us before?"

**First time guests or "VIPS" need special attention.*

NN-2 Offer our Feature Iced Tea or Lemonade.

"Can I start anyone out with a refreshing _____ Iced Tea or Lemonade?"

**Take all drink orders by seat.*

NN-3 Suggest a specific appetizer

"Would anyone or perhaps the table like to share an order of delicious _____"

They are my favorite."

SO-2 Drink Delivery & Entrée Order

NN-4 Inform the guests of the Manager Feature.

"Our manager is featuring the _____"

It pairs great with _____."

**Take all orders by seat. Suggestive sell when appropriate.*

Mushrooms w/steaks. Loaded with potatoes.

**Enter meals into POS immediately after taking order.*

SO-3 Entrée Delivery (By seat. No auctioning)

**Steak Verification*

**Appropriate condiments*

SO-4 Quality Check (60 second check back)

**Recooks take top priority*

**Always get a manager involved
with recooks.*

SO-5 Entertainment

**Offer coffee or hot tea if beverage
purchased.*

SO-6 Check Presentation.

**When finishing or while
enjoying dessert. Stand check presenter up.*

SO-7 Personal Farewell (Hand back credit card)

**Highlight and point out web survey*

"Thank you Mr. Smith. Please come again soon."

Hoss's (7) Service Opportunities

Within the (7) S.O. are the **Four Non-Negotiables**

****Be observant of your guests' verbal and non-verbal Communication. Our goal... Total Guest Satisfaction.***

SO-3 Entrée Delivery (By seat. No auctioning)

**Steak Verification*

**Appropriate condiments*

SO-4 Quality Check (60 second check back)

**Recooks take top priority*

**Always get a manager involved
with recooks.*

SO-5 Entertainment

**Offer coffee or hot tea if beverage
purchased.*

SO-6 Check Presentation.

**When finishing or while
enjoying dessert. Stand check presenter up.*

SO-7 Personal Farewell (Hand back credit card)

**Highlight and point out web survey*

"Thank you Mr. Smith. Please come again soon."

Hoss's (7) Service Opportunities

Within the (7) S.O. are the **Four Non-Negotiables**

****Be observant of your guests' verbal and non-verbal Communication. Our goal... Total Guest Satisfaction.***