

**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 Shareable**

*“Would anyone or perhaps the table like to share an order of delicious \_\_\_\_\_ . They are my favorite.”*

**NN-4 Inform the guests of the Manager Feature.**

*“Our manager is featuring the \_\_\_\_\_ . It pairs great with \_\_\_\_\_ .”*

**\*Now, ask the guests if they need more time to decide or are ready to order now. If ready, proceed with taking their order. If not, excuse yourself and get their drink order.**

**SO-2 Drink Delivery & Entrée Order**

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

*Mushrooms w/steaks. Loaded with potatoes.*

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*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.**

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