

STEPS OF FUZZY SERVICE

Step 1. Greet the guests with a smile as they walk through the door. “Hi, welcome to Fuzzy’s! How are you doing today?” Make them feel welcome and give them all of your attention.

Step 2. Take the guest’s order. Take the time to engage them and walk them through our menu. “Is this your first time in Fuzzy’s? Well, let me tell you about our menu! All of our menu items are made fresh to order. My favorite is our _____ I highly recommend you give that a try . . . etc.” Our menu can be a little intimidating to first timers! It is your job to put them at ease, and help them make the best choices. Do not be afraid to ask the guest questions, or even to repeat themselves if you feel that you may have misheard them. And as always be polite as possible, at all times.

Step 3. UP SELL! Nine times out of ten, the guest will buy the larger drink or an appetizer if charismatically suggested by YOU, the cashier. Things to up sell: Chips & Queso, Salsa, Guacamole, large drinks. Also see Up Sell sheet. Recommendations never hurt, and are usually always appreciated.

Step 4. Always CLEARLY repeat the order back to the guest in detail. Before ever choosing Dine in or To Go. This procedure ensures accuracy and places you in the clear if any error were to occur on the order. Once the order has been repeated back and confirmed by the guest, don’t forget to ask, “For here or to-go?”

Step 5. Be aware of received tender, giving appropriate change, processing credit/debit payments, and keeping up with receipts. We accept cash, all major credit cards, and Fuzzy’s gift cards, but NO CHECKS of any kind. Any bills higher than a \$20 must be checked for authenticity. Place the guests’ change directly in their hand.

[Make sure to always discount the orders for military, police, firefighters, and employees. Be sure to only discount the employee food. When opening a tab always keep the guest’s credit card under the register until it’s time to close out using the last name as the tab name.]

Step 6. Put in the correct pager number when the screen pops up, then give them the pager. Let them know the pager will go off when their food is ready and they will go up to the big window to pick up their food. Also hand over the small appetizer ticket if purchased. Inform the guest what to do with the appetizer ticket! (Take up to the window now to get their apps so they can snack on them while waiting for the rest of their food)

Step 7. Thank the guest! Thanking the guest is equally as important as greeting them! If a credit card is used place the receipts in the correct place (tip/no tip) basket.

Once everyone is out of line it's time to get off the register and check on the store.

- Walk the floor and make sure the guest is satisfied with the food and the experience.
- Clean empty tables and make sure the dining room is organized and well-kept.
- Check trash
- Make sure ice is full
- Change sanitizer buckets/towel (if dirty)
- Wipe down trays
- Sweep
- Restrooms (every hour!)
- Make sure drink station is fully stocked (Lids, straws, sweeteners, lemons/limes etc.)
- Check to see if the coffee/tea are full and fresh
- Check patio
- Enter tips

Steps of taking a Call-In order:

When taking call-in orders over the phone, always answer before three rings. "Thank you for calling Fuzzys Taco Shop _____(city), this is _____(your name). How may I help you?"

The guest can tell your mood by the sound of your voice, so don't forget to say it with a smile!

Once you are finished taking their order, up sell, read the whole order back, get their name, press Call-in, get name & send, write their name, and then give them a ballpark figure of time they can expect the food to be ready for pick-up depending on your store volume and size of order. (usually around 5-15min)

If you are in the middle of taking a guest order and the phone rings, kindly ask them to wait just a moment, answer the phone, then politely ask if it is alright to put the guest on the phone on hold until you have completed the order with the guest in person. No payment will be taken over the phone.