

Serving

Big Picture: Provide fast and Accurate service (**Care for the Guests**). No meals piling up with no runners (**Guest Perception**).

Core 4: Create Eye Contact, Share a smile, Speak with a Friendly Tone, and Always say “My Pleasure”

Core Values: We are Purpose Driven, Care for People and Partnerships, We Pursue Excellence, We are for our Product.

1. Show the flow of the restaurant and where the orders are made/where they get placed after being bagged. Do the same process with drinks and show where they get placed after finished.
2. Explain the order-stuffing process/how to read stickers in order to determine how many sauces/napkins/straws the order will receive.
3. Explain how to read the stickers to determine the destination of the order. (Go over the following parts of the sticker and what they mean).

Guest Name

Destination (Dine In)(Carryout)(3rd Party)(Delivery)(M-Carryout)(M-Dine In+Table Number)(Curbside)(Drive-Thru)

Additional Information (Table Marker)

4. Begin serving with the team member, walk them through the order with them by your side. Once you have shown them a certain type of order they should be able to copy what you have shown them. When an order with a different destination comes up walk them through how to serve it. They should be able to stuff all orders at this point on their own, we are just helping them understand where to bring the orders/how to read the stickers.

Demonstrate, Imitate, Repeat

(Show the team member how to complete a certain order, have them imitate what you do, and repeat that for each different type of order).

As you go through the serving process go over the 5 steps to mastery:

Speed (Guests)

1. We want to serve hot and fresh food. Fries have to be handed out as soon as they are pulled out from the warmer.

Order Accuracy (Guests/Team)

1. Verify it is the right guest name (Ex: 2 orders with the same name). There may be multiple people with the same name and description so verify the order.
2. Verify correct drinks are being handed out. The drinks should have the corresponding sticker on the bag. Drinks that have stickers with only drinks on them should be handed out immediately. Train team members to be aware of the drinks on the counter and check for single-drink orders.
3. Verify that stuffings are in the bag, they may be separated between bags or placed all in one.

Guest Perception (Team)

1. Clean counters/floors. Behind the Counters. Guest side of the counter as well.
2. Drinks and meals look organized. Group meals together on trays or close to each other.
3. Help guests with sauces and refills. Pay attention to guests around the counter and check in with everyone. (May I refresh your beverage? Are you waiting on an order? What was the name of your order? How may I help you?)
4. Go over the Core 4 and how it has a huge effect on guest perception.

Communication (Team/Guests)

1. Verbal, if you are missing something talk to drinks or passer, if there is no passer go directly to the bagger.
2. Non-verbal, put orders on trays with drinks or group orders/drinks together for servers to run out.

Multi-Tasking (Guests)

1. Take multiple orders at a time. This helps especially for orders with the same destination area.

Food Safety topics to go over:

1. Proper hand washing, following all hand washing steps.
Team Members can transfer disease-causing bacteria and viruses to food and each other when they do not engage in good health and hygiene practices.
2. No Bare hand contact with ready-to-eat foods.
Team Members can transfer disease-causing bacteria and viruses to food and each other when they do not engage in good health and hygiene practices.
3. Cannot work if symptoms are present: Vomiting, diarrhea, jaundice, sore throat with fever.
Team Members can transfer disease-causing bacteria and viruses to food and each other when they do not engage in good health and hygiene practices.
4. A pest prevention program is effective for flies inside the restaurant.
5. Hand Washing sinks are only for hand-washing and not to be used for dumping anything into. Sinks are for hand washing and nonhand washing material in the sinks can cause bacteria build-up.

*It is essential that food safety is addressed, clarified, and quizzed on every training especially serving due to it being on their first day. Everything in orange explains why we follow these food safety practices.

Other Tasks for Serving

1. Greet guests as they walk through the door.
2. Refresh guests' beverages at the end of the counter.
3. Sweep and mop.
4. Wipe down the third-party shelf.
5. Wipe down the counters on the front counter.
6. Stock condiment counter.

Pro Tips

1. Use elevated language such as "May I refresh your beverage?" or "How can I serve you?" or "Thank you for your patience".
2. Examples of closing statements Dine-in: "Enjoy your meal", "Let me know if there's anything I can do for y'all" or Carry out/mobile: "Have a good morning/day/afternoon!".
3. Be very aware of what is happening around you.
4. Pay attention to guests in the carry-out area, if you think they've been waiting longer than they should be, check on their order, and inform them if there's a

delay and what we are waiting on with an estimated time. If a guest is impatient or frustrated by a wait, offer a substitution.

Serving Review

1. Go over Core 4- Create Eye Contact, Share a Smile, Speak Enthusiastically, Always say my pleasure.
2. Go over order tags on the side of the bag and how to verify what is in the bag and how to tell if there should be more than one bag (big orders, hot+cold food, kids meals).
3. How many drinks and desserts the order has, and how to identify everything.
4. Avoid “turn and burn”
 - a. Greet the guest, confirm their order, ask if they need anything else, and send them off with a fond farewell (instead of simply giving them their food and walking away aka turn and burn).
 - b. Dine-in guests- Use table marker descriptions to find the guest, use their name and confirm the order.
 - c. Carry-out guests- Look for clothing descriptions, use their name, and confirm their order.
 - d. Serving the food to guests is your #1 priority but it doesn't mean you ignore everyone else.

Go over the training binder as well as complete the JOLT Checklist. Once training is completed verify that the Team Member can execute the above and sign off on the JOLT checklist.