Customer Service Flow Chart for Dinning Customers

1) Customer Arrives

2) Customer is acknowledged immediately Even if busy at the times let them know you or someone else will be with them shortly. - Never leave a customer waiting!

3) Customer is asked if they are just drinking or both drinking and eating

If customer is Eating and Drinking:

4) Has the customer reserved a table?

IS IT READY? Take the customer over to a table with their menus

IF NOT: Offer drinks within the bar area Ensure these drinks are paid for or put on the correct tab.

Once the table is ready take the customer over with their menus.

5) Do they have drinks?
IF NOT: offer a drinks order or ask if they would like a few minutes

6) Take the drink order

Prepare the drinks

Take the drinks over

7) Ask customer if they are ready to order or would like a few more minutes

8) Take customers order
UPSELL: any items such as starters, onion rings, sauces etc

9) Read customers order back to them to ensure this is correct

10) IS THERE A WAIT ON FOOD?
Ensure this information has been passed onto the customer.

Note the time of check taken + wait time.

11) Check all food is correct and presented well. If this is not the case, make the chef aware you are not happy and explain what changes need to be made.

12) Take food to table

If there are children try to take children's meals first

13) Once food is served check:

- sauces/condiments
- every person has a meal
-meals are correct
- offer more drinks
- remove any rubbish / glasses / spare cutlery

OFFER ADDITIONAL DRINKS IF DRINKS ARE LOW

ACTION APPROPRIATLEY

14) After 2-3 minutes check back
- ensure all food/drinks are ok
RESPOND APPROPRIATLEY dependent of the circumstance and the issue. (seek you managers advice if you are unaware of what action to take)

OFFER ADDITIONAL DRINKS IF DRINKS ARE LOW

15) Are the customers finished?

- ensure the table is cleared timely.

- Ensure the table is fully cleared this includes all knives and forks, spoons and gravy boats sauces etc.

16) Once the table is fully cleared take the dessert menu over and offer our full range of hot drinks.

GIVE A FEW MINUTES

17) Return to the table

If the customer wants desserts etc take the order and repeat steps 7 - 15

18) If the customer does not want desserts or upon clearing the desserts away

Offer the bill, prepare the bill and take over to the table with after dinner mints.

(double check customer does not want coffee's)

19) Once the payment has been made ensure the customer is thanked

20) As the customer is leaving ensure we give the customer a farewell and an additional thank you, e.g. good bye and thanks for coming.

Smile / be your best / give a reason for the customer to come back / go the extra mile / push customer to leave reviews on social media / better service = better tips!