



## Tell-Show-Do-Review

### Door/Wisely Situational topics to discuss:

- Family needs 2 highchairs – where can you seat them and where can't you seat them
- 30 top walks in – what do you do? Where can you seat them?
- Guest is in a wheelchair/scooter
- Elder guest/service dog
- 15 top with 1 wheelchair & 1 high chair, where to seat them?
- Line of guest at the door, lots of open tables, only you up there...
- Several 1-2 tops walk in, on a wait, bar top is not full
- To go order now wants to sit down and eat
- Wisely iPad not responding
- Guest approaches podium, saying they were skipped in line
- Server rotation
- Guest say they remotely added themselves to the list & they are not on your list – how would you handle this situation?
- Explain why server rotation is important
- Double seating a server, what to do?
- Notify the wrong party, what to do?
- Lose power and on a wait
- Guest asks for table in “closed” section, what do you do?
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