

 <b>Guest Service Event &amp; Time Line Summary</b>	Target Time	
1	<b>Door Staff, Greeter, Manager, Server - Anyone</b> - Door is opened for guest & guest is welcomed to Hideaway Pizza	
2	<b>Greeter/Seater</b> welcomes guests Grabs Menu Visits with guest as they escort guest to table Places Menu on table in front of each guest, pointing out the Lunch Specials States "Your server _____ will be right with you - enjoy"	1 min
3	<b>Server</b> greets table Asks if the guest had time to review lunch menu & takes drink order Asks guests if they have any questions/needs more time to look at menu * YES - answer any questions - then tell them you will go grab their drinks * NO - take order - Suggest Specific Appetizer/Salad	1-2 mins
4	<b>Server</b> enters any food ordered so far Returns to table with drinks	2 mins
5	<b>Server</b> takes order, repeats back Suggests appetizer if not ordered Asks about split checks	2 mins
6	<b>Server</b> immediately enters entire order By entering all at the same time, gets all food going so it can go out as soon as it hits counter - even if out of traditional App, Salad, Entrée order. Don't hold unless instructed by guest.	Total 1 min
7	<b>Servers, Expo, Manager - Anyone</b> - Lunch menu salads to be delivered to table after order has been put in POS	2 mins
8	<b>Servers, Expo, Manager - Anyone</b> - Lunch menu pizza/apps delivered to table after order has been put in POS - The goal is to have everything ordered to tables within 10 mins average (except dessert)	8-12 min avg
9	<b>Server</b> prints check and returns to the table with it, checking if food ordered is great, drop check for their convenience. *Everything taste Great? *I already printed your check NO rush - I will be your cashier when you are ready.	1-2 mins
10	<b>Server</b> watches for signal they are ready to pay - picks up check, pre-busses, and gives box for leftovers if needed	depends on guest eating time
11	<b>Server</b> returns with check and change if needed; mentions Esurvey, thanks guests for dining with us & tells them to have a great day	1 min, if ticket is not split
12	<b>Greeter, Seater, Manager, Servers - Anyone</b> - Thank guest as they pass and open door for them and tell them to "Have a Great Day". *Guest to enter, eat, and leave the door within 35 mins	35 mins total