



Situational Server

1. What to do when you arrive to your shift.
 - a. Your section reflects you.
2. Talk about how to stay organized while taking orders, in case they want split checks later...
 - a. Use a new page each family
 - b. identify something with each guest
 - c. ringing a large top order – put in bar drinks & apps – press send and stay continue placing rest of order – only do this with large groups
 - d. how to stay organized & importance of server book organization
3. Checking server set up every time...both side
 - a. make a pretend dirty stack, put a post-it notes on the bottom of a plate, see if they catch it
4. How to handle complaints or messed up orders
 - a. let mgr know ASAP
5. Section expectations
 - a. start with small section and the size & number of tables increase as we see fit
6. To-go orders changing into dine-in guests
 - a. Get order transferred to you for payment
 - b. Serve food _____
 - c. Treat them as you normally would
7. Double & Triple sat, we try not to ever do this, but what are some steps that you could take to multitask, in the event this happens?
 - a. Greet both tables, back to back
 - b. Grab drinks for both tables
 - c. Get setups for both tables
8. 2 guests & 1 in restroom – other at table...orders 2 alcoholic drinks
9. No window shopping at expo line, running food is everyone's job
 - a. Teamwork makes everything run smoother
 - b. It's not your food, it's the GUESTS food
10. Guest asks you a menu question and you don't know the answer
11. Two guest orders 2 glasses of the same wine...what could you suggest?
12. Guest already intoxicated when they are seated, how do you handle?
13. How many alcoholic beverages per hour? How many shots per visit?
14. Carrying out schooners and beer flights
15. Just got sat, your food in expo window to run, and another of your tables wants to cash out...what steps can you consolidate?
16. Talk about importance of adjusting guest count if all party doesn't show, or is more guests join & tell importance. Where can you find button in the POS?
17. Make them do practice dialogue of proper greeting the table & suggestive selling of items

18. Importance of prebussing
 - a. Clean table faster once guests are gone
 - b. It's part of service, clearing away unwanted items
19. Anticipating guest's needs
 - a. Refills
 - b. Boxes
 - c. Napkins
 - d. Dipping sauces
 - e. Ticket drop
20. Multitasking your section, Internal clock of your tables
 - a. Knowing the timing it takes to make food, be looking for your table's order
21. Asking for help BEFORE you need it
 - a. If you feel like you are getting behind, kick it into the next gear
 - b. Don't be scared to ask for help, it could save time & mistakes from happening later
22. Caution areas – corners and busy areas
 - a. Pick up stuff off the floor when you see it
 - b. Waitstations/Expo area/Cash area/Bar area
23. Don't bug the door staff about getting tables
 - a. They are taught to stay in rotation – leave them alone
24. Bar – clean & dirty dishes
25. Closing your section
 - a. This is your area that you 'rented' for the shift, clean up & stock up for the next server to come in
 - b. Cleaning, stocking, sweeping, sanitizing
26. Server checkout process
 - a. Be thorough
 - b. Turn your checkout into a manager, don't just place on the desk and walk away
 - c. Front face your cash when turning it in
 - d. Cannot do checkout until you have done your side work & section
27. Guest's with allergies
 - a. Never guess about food products
 - b. Check food labels
 - c. Ask a manager to help if you cannot find the information
28. Engage children
 - a. Give kid's dough to play with
 - b. Happy kids = Happy parents
 - c. Address the like an adult
 - d. Offer kid's tattoo
29. Bring a bank with you
 - a. Not waiting for change on first cash table
 - b. Store coins in small bag/purse to reduce noise