|  |  |  |  |
| --- | --- | --- | --- |
|  | Status |   Standard  | Action Required |
| **HOST / HOSTESS** |  | Host greets and welcomes guests immediately |  |
|  | Host smiling, friendly, has positive interaction with guests |  |
|  | Host gives accurate wait times  |  |
|  | Guests seated efficiently and courteously |  |
|  | Host announces features / specials as menus are presented |  |
|  | Telephone is answered promptly |  |
|  | Guests are recognized and thanked as they leave |  |
| **DINING ROOM** |  | Guests are greeted at the table within 60 seconds |  |
|  | Features / specials described; personal recommendations made |  |
|  | Drink order arrives within minutes |  |
|  | Appetizer order arrives within minutes |  |
|  | Soups & salads delivered within min. |  |
|  | Entrées arrive within minutes of order |  |
|  | Food problems are promptly reported to kitchen personnel |  |
|  | Return to table with specific entrée questions within minutes |  |
|  | Desserts arrive within minutes of order |  |
|  | Check presented within minutes |  |
|  | Cash or credit card picked up within m minutes |  |
|  | Change / credit card returned within m minutes |  |
|  | Tables reset within minutes |  |
|  | Owner or manager on the floor |  |

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| --- | --- | --- | --- |
|  | Status |  Standard | Action Required |
| **DINING ROOM** |  | Teamwork and cooperation is utilized in all areas of food & beverage delivery |  |
|  | Timely beverages refills |  |
|  | Replace soiled tableware |  |
|  | Permission asked before refilling beverages prepared to taste (coffee, iced tea) |  |
|  | Guests are addressed by name whenever possible |  |
|  | Ash trays are emptied as needed |  |
|  | Reading material is available for single diners |  |
|  | Garnishes are added to doggie bags |  |
|  | Service staff is neat and well groomed |  |
|  | Uniforms are within guidelines, clean and pressed |  |
|  | Service staff is smiling, friendly, courteous |  |
|  | All sidework is completed before and after each shift |  |
|  | Adequate levels of tableware and food items are always available  |  |
|  | Tableware is held by handles, not eating surfaces |  |
|  | Tables are properly maintained, pre-bussing functions are performed |  |
|  | Dining room area is clean |  |
|  | Service staff is proficient at all necessary POS functions |  |
|  | Table & seat numbering system is utilized (no “who gets what?” questions at table) |  |
|  | A system is in place to get hot food to the table “hot” and cold food to the table “cold” |  |

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| --- | --- | --- | --- |
|  | Status |  Standard | Action Required |
| **DINING ROOM** |  | Everyone in party is served at the same time |  |
|  | Complimentary dessert (or something) for guests celebrating special occasions  |  |
|  | Guests are thanked for their patronage |  |
|  | Guests are invited back on a specific day for a specific reason |  |
|  |  |  |
| **BAR** |  | Guests are greeted within 60 seconds – beverage napkin set |  |
|  | Bartender friendly, encourages positive interaction with guests |  |
|  | Garnishes are fresh and cut according to house specs |  |
|  | The proper garnishes are used in each drink |  |
|  | Standardized recipes are used  |  |
|  | The proper sized glassware is used |  |
|  | All drinks are properly iced |  |
|  | A jigger is used at all times, no free pour |  |
|  | Bartender recommends specialty drinks when appropriate |  |
|  | Sales are rung up before drinks are prepared |  |
|  | Juices and other bar supplies are dated and properly rotated |  |
|  | Chilled beverages are maintained at the proper temperatures |  |
|  | Tip jar is kept away from cash drawer |  |