

Checking guest satisfaction

1. Check that uniform is neat and clean, no tears or stains, name badge worn, well groomed.
2. Find out which tables have already been checked by the restaurant manager and any special comments or remarks.
3. Find out name of guest.
4. Introduce yourself and greet the guest warmly using their name “good morning / afternoon/ evening, Mr Caw, how is your meal?
5. if everything is fine thank the guest and leave, “ thank you Mr Caw for dining with us, I hope to see you again soon”
6. in case of problem apologise, offer an alternative and take action, “ I’m sorry you do not like the veal, Mr Caw the lamb is very good, I can bring you some right away”
7. Inform the restaurant manager and the waiter of the problem.