



Customer Service

- “Are you still enjoying your dish?” or “May I take your plate?”
- “My pleasure”
- If you’re unsure ask Penna or Irina
- Walk straight and tall with both hands behind your back if you are waiting. This avoids you accidentally bumping the guest. Lean in when listening so you don't have to ask guests to repeat themselves.
- Women wear white, men wear black. Have clean slick back hair. No loose hairs!



Menu Knowledge

- If a guest asks “what is that?” Have a basic understanding of what we are serving so you can answer the question.



Table Setting and Presentation

- Take a good look at the table setting, silverware and glassware so that you know how things need to get placed. The table should always look pristine.
- Keep tables clean of dirty dishes, utensils, and extra garbage
- When placing new silverware, place it properly and nicely in the correct spot, during that time, take away anything that doesn't belong.



Handling Guest Complaints

- Stay calm and listen
- Find and offer a solution if unsure ask Penna or Irina
- Follow up to confirm the problem was solved.



Time Management

- Everyone be at the venue on time!
- 8-10 servers walking together at all times. Follow Irina's instructions on where to serve.
- After serving, walk back to the kitchen or the Lead immediately. Do not go socialize.

- If there is a complaint, let the guest know that you will send someone over to handle it, then relay the complaint to Penna or Irina for them to handle.
- Please treat this as you would a job. If you need to go to the bathroom, please wait until your break or ask Penna or Irina before leaving.

We will need 8 volunteers to serve appetizers.