

Guest Service Checklist

	<p>G stands for Greet – To make a positive first impression with every guest. Employees should greet every person as soon as they walk in the door and even when not directly working with them.</p>
	<p>U is for Understand – To understand and anticipate guests' needs, employees should listen carefully to their requests and body language, and respond effectively and efficiently. Try to stay ahead of their needs which is always something that a guest would appreciate.</p>
	<p>E is for Eye-contact – Making eye contact lets guests know they are important. Remember that positive body language is just as powerful as the spoken word, avoid crossing your arms or having barriers in front of your body.</p>
	<p>S stands for Speed of Service – in our fast-paced restaurant, it's important to prioritize tasks, always putting our guests' needs and their safety at the top of the list. Take always into account to adhere to sanitary and safety regulations no matter how busy we get..</p>
	<p>T is for Thank You – A personalized and sincere "thank you" will let guests know they're appreciated and encourage them to return again.</p>

And remember to always check on guests while and after delivering drinks, appetizers, main meals, and dessert drinks.