



BIENVENUE · STANDARD

GUEST EXPERIENCE TRAINING

The Free Service Checklist

CHECKLIST SÈVIS GRATIS · USE IT EVERY SHIFT

Good service is a skill. Practice this list every day and your guests will feel it. *(Bon sèvis se yon konpetans. Pratike lis sa a chak jou epi kliyan w yo ap santi li.)*

The Service Core 4 · Every guest, every time

1. Eye contact

Gade moun nan je

2. Smile

Souri

3. Enthusiasm

Antouzyasm

4. "My pleasure."

"Avèk plezi."

Before the shift · Anvan chif la

- ☐ Entrance and tables are clean
Antre a ak tab yo pwòp
- ☐ Menus are clean and ready
Meni yo pwòp epi pare
- ☐ Everyone knows today's specials
Tout moun konnen spesyal jodi a
- ☐ Uniforms clean, name tags on
Inifòm pwòp, badj non sou ou
- ☐ Phones away during service
Telefòn sere pandan sèvis

When a guest walks in · Lè yon kliyan antre

- ☐ Greet within 10 seconds
Salve yo nan 10 segond
- ☐ Eye contact and a real smile
Gade nan je ak yon vrè souri
- ☐ Welcome them. Say it out loud
Di yo byenvini. Di li fò
- ☐ Guide them, never point
Mennen yo, pa janm lonje dwèt

Taking the order · Pran kòmann lan

- ☐ Suggest a drink or a side
Sigjere yon bwason oswa yon akonpayman
- ☐ Repeat the order back
Repete kòmann lan
- ☐ Tell them how long it will take
Di yo konbyen tan sa ap pran

During the meal · Pandan manje a

- ☐ Check back within 2 minutes
Tounen tcheke nan 2 minit
- ☐ Refill drinks before they ask
Plen vè yo anvan yo mande
- ☐ Clear finished plates fast
Retire asyèt fini yo vit

If there is a problem · Si gen yon pwoblèm

- ☐ Listen. Do not argue
Koute. Pa diskite
- ☐ Say sorry once, clearly
Di padon yon fwa, klè
- ☐ Fix it fast or call a manager
Ranje li vit oswa rele yon manadjè
- ☐ Thank them for telling you
Remèsye yo paske yo di w

The goodbye · Orevwa a

- ☐ Thank every guest by the door
Remèsye chak kliyan bò pòt la
- ☐ Invite them back: "See you soon"
Envite yo tounen: "N a wè byento"
- ☐ Last word is warm, always
Dènye mo a toujou dou

Book a Free Assessment Call

Want us to train your team? We come to your restaurant. (Vle nou fòme ekip ou a? Rezève yon apèl gratis.)

www.bienvenuestandard.com

(631) 520-1287 · WhatsApp

info@bienvenuestandard.com