



Staff Checklist

Taking an order at the table

When speaking to customers

- ☐ Call customer 'sir' or 'madam' or by name - Mr Brown, Mrs Smith
- ☐ Remember 'PLEASE' - Politeness, Listening, Effort, Attitude, Smile, Enthusiasm

Providing the customer with accurate information

- ☐ Know what menu items and special offers are available
- ☐ Give detailed descriptions of dishes and cooking methods if requested
- ☐ If in doubt, check with your manager or supervisor
- ☐ Know what other services are available

Identifying customer requirements correctly

- ☐ Listen to the customer
- ☐ Ask questions
- ☐ Make suggestions

Recording the order

- ☐ Write legibly
- ☐ Note any special requirements
- ☐ Confirm the order back to the customer

