Real Talk: Be yourself and have real conversations with others

Ask a better question: Make genuine conversation and asking questions that get to know your customers

Variety

Ice Cream: Going the extra bit eg water  
Notice the small stuff: The small things like kids, dogs etc  
Give a spoon(shit): caring what the customers environment is eg clearing dishes

Follower: Follow through what you say to the customer  
A Team Player: Everyone works together to make the customer a regular customer and introduce the guests to other team members  
Nannas and Nobodies: connecting with the old people and nobodies along with extending the service to other people as well  
Shake it off: Just shake off the bad