Day 4

**Service training**

* Hostess training
* take the reservation
* Welcome guest
* farewell guest
* group reservation
* In house guest
* Walk in guest
* how to take the reservation
* Telephone etiquette

**How to take reservation**

**G: Guest H: Hostess**

**H:** Good morning! JAAN restaurant! XX Speaking!How may I help you?

**G:** Yes! I’d like to make a reservation.

**H:** Certainly sir! May I have your name?

**G:** Yes. Rick.

**H:** How to spell that, Mr. Rick.

**G:** r-i-c-k.

**H:** Thank you. When would you like to come?

**G:** This week Thursday night .what is your opening hours.

**H:** We are serving dinner at 6:30 to 10:00.

**G:** Great! Make it 9pm.

**H:** 9pm, how many people are there in your party?

**G:** Six.

**H:** Yes, six people. Would you prefer smoking or non-smoking area, Mr. Rick?

**G:**  Smoking area.

**H:** May I have your contact No. , Sir / Madam?

**G:** Yes, 110110110.

**H:** Fantastic! Any special requests (Birthday or Anniversary)?

**G:** No.

**H:** Thank you very much Mr. Rick, may I repeat your reservation. Thursday night at 9:00, 6 people at smoking area. Your contact No. is 110110110. Is that correct?

**G:** yes.

**H:** Thank you for calling, Mr. Rick. We are look forward to seeing you.

**G:** Thank you.

[Guest hanging-up the phone first]

Farewell Guests

Standard: Performed by: ALL STAFF

标准：

* It’s important to bid a fond farewell to the guests when they’re leaving by all the staff.

在客人离开时员工给予热情的道别是很重要的

* “Thank you for your visit. Have a nice afternoon / evening.”

“谢谢在我们餐馆用餐，下午/晚上愉快”

* Ensure eye contact and maintain correct posture.

保持微笑和眼神的注视

* Farewell the guest with a big smile

微笑着与客人道别

Procedures:

程序：

1. Once the guest has finished the meal and asked for the bill, immediately go to cashier and print/take bill

如果客人用餐完毕要求买单，应迅速到收银台打印帐单

1. Always check the bill before presenting it to the guest – any mistakes fix them straight away with the cashier or manager on duty

在向客人出示帐单前应先核对——如有错误应马上告知收银员或当值经理

1. Present the bill to the guest

向客人出示帐单

1. Receive the payment and quickly take to casher and bring back change, credit card receipt to the guest table as soon as possible

收款后迅速地交至收银台，并将找零和信用卡收据交还客人

* Very politely and quickly. Guests don’t like to wait for anything, especially their bill. As it is the last thing to be done after the guest meal it usually has a lasting impression.

礼貌迅速。客人们不喜欢等待，尤其是他们的帐单。作为用餐的最后环节它通常会给客人留下持久的印象

1. Always say thank you when you get the payment from the customer.

收到客人的买单后，千万要记得道谢。

1. Look at the guest’s body language, when they present to go, always help customers move chair and lady is first.

观察客人的肢体语言。如果他们示意离开，帮他们移开椅子。女士优先。

1. Check the table in case anything left behind while guests stand up and start to leave

在客人站起来,准备离开的时候,查看客人是否遗忘东西.

1. Ensure you are facing the guests when you show the way to the entrance. Lead the way when showing the way out.

确定你在为客人引路的时候面对客人, 而且走在客人前面,

* Ensure the distance between you and guests is reasonable.

注意你和客人之间的距离

1. Ask if guests have anything in the cloak room. If so, please deliver it to guest .

问一下客人他们是否有寄存外套，如果有，请给客人拿来。