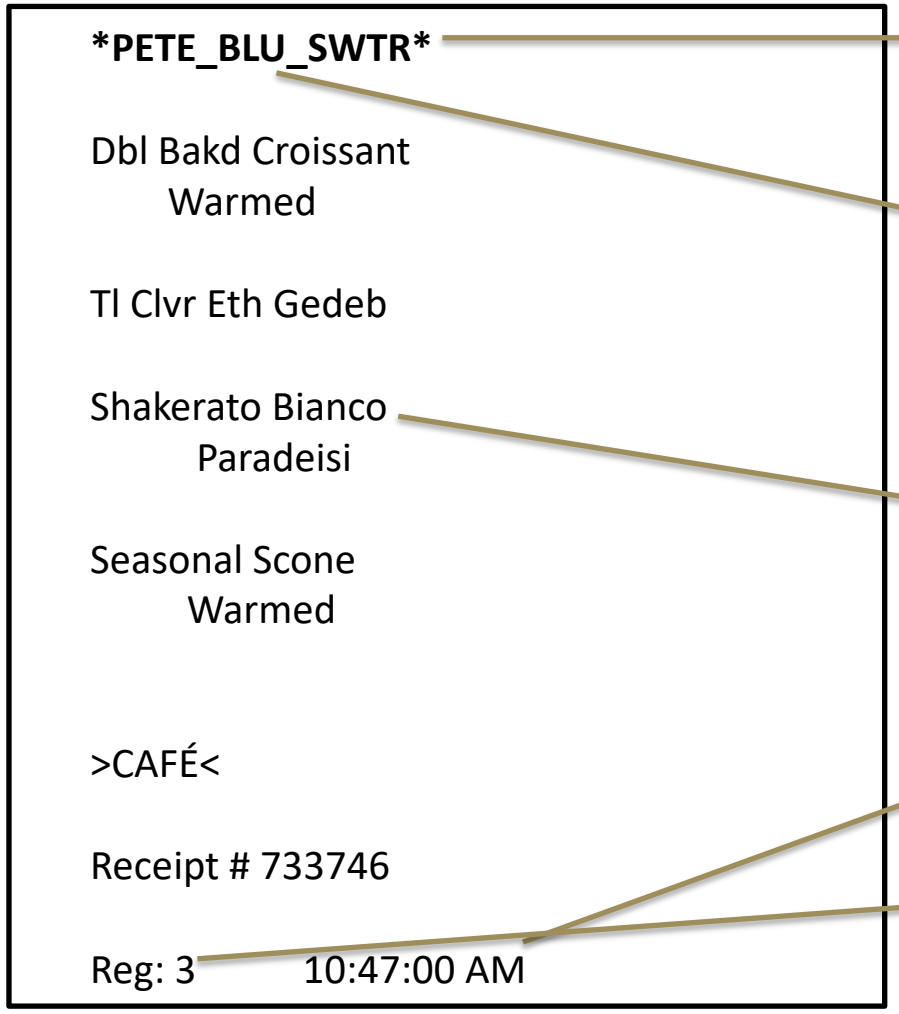
JOB AID- CHIT SYSTEM STANDARDS- *DECONSTRUCTING*



- Customer name & identifier or customer name and table number

Why: Allows for the seamless delivery of completed orders

- Identifiers *must* always be based on articles of clothing <u>not</u> physical or personal appearance

Why: Protects the integrity of the customer experience with objectivity and consistency

- Detailed contents of order

Why: Ensures order is fully completed before delivery. Coordinates order "firing" with a goal of all items finishing together

- Time of order entry

Why: Tickets should be completed as quickly as possible

- Register order was taken from

Why: Identifies a clear partner to direct potential follow ups to

JOB AID- CHIT SYSTEM STANDARDS

VEEVECK_2G_REDHAT

Dbl Bakd Croissant
Warmed

Tl Clvr Eth Gedeb

Shakerato Bianco
Paradeisi

Seasonal Scone
Warmed
To Go Modifier

>CAFÉ<

Receipt # 733746

Reg: 3 10:47:00 AM

- Identifiers *must* always be based on articles of clothing <u>not</u> physical or personal appearance.

Why: Protects the integrity of the customer experience with objectivity and consistency

- Names *must* be spelled in a manner that ensures proper pronunciation (phonetically)

Why: Honors the customer by taking time to ensure their name is pronounced correctly

If partner cannot complete a phonetic identifier, the partner must verbally transmit the proper pronunciation to the expeditor role

- If customer orders items "to go" partner must state "2G" in the chit identifier column directly after guest name

Why: Maintains order accuracy

"To Go" key code modifier must only be used for single items and implies that all other items will be defaulted to "For Here"

JOB AID- CHIT SYSTEM STANDARDS-*IDENTIFIER CODES*

COLORS

Black: BLK

Green: GRN

Blue: BLU

Brown: BRN

Orange: ORG

Yellow: YLW

Purple: PRP

Gray: GRY

Red: RED

White: WHT

***ITEMS**

Shirt: SHRT

T-shirt: TEE

Sweater: SWTR

Hat: HAT

Pants: PTS

Button down: BDWN

Tie: TIE

Dress: DRSS

Jersey: JRZY

Shoes: SHU

Jacket: JKT

Suit: SUIT

Glasses: GLAS