

E A T A L Y

COMMUNICATING WITH SIGN LANGUAGE

RESTAURANT SERVICE EXCELLENCE

Every Second Counts

During busy times, being able to communicate effectively without disrupting the ambiance of the restaurant will make your shift easier and less frustrating.

The Challenge...



Challenge

- A full dining room means a high volume of both people and noise
- Getting a co-worker's attention without physically moving to them or yelling their name
- Communicating needs efficiently during a busy service

What we can do...

- Make eye contact with teammates as you move through the dining room
- Learn a few signs for common situations



Asking for Help

- Move your hand with index and middle finger extended to your chest, just below the opposite shoulder
- Make eye contact with another team member
 - If you need help, this team member will make their way to you for further information
 - If someone asking for help makes eye contact with you, do your best to get to them quickly
- Use this sign when you're busy with a table and you notice something that needs attention or support asap

Water Service



Tap



Tap 2 fingers on your wrist



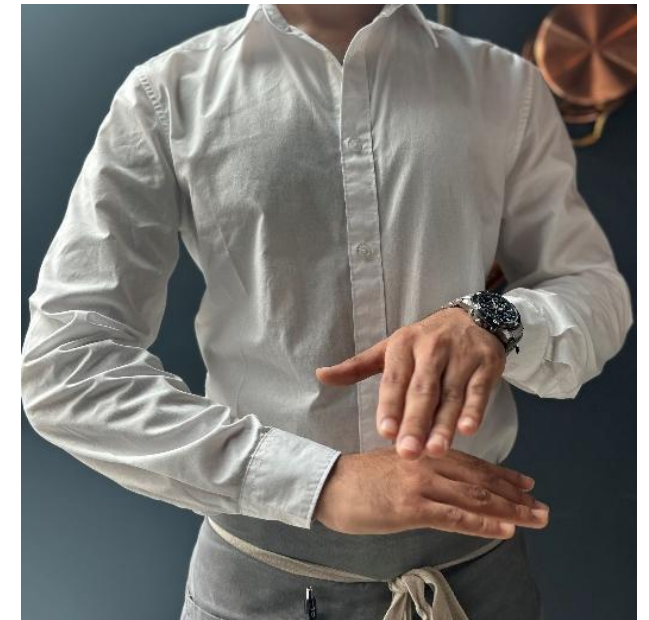
Sparkling



Wiggle your fingers upward like bubbles



Still



Make a flat hand, palm down, and move it slightly left and right

Eye Contact

- The key to sign language communication
- Helps to convey a request for assistance
- Keep an eye out for coworkers who are asking for help

Acknowledge

- A nod or a thumbs up
- Lets the other person know that you are available and on your way
- Person requesting help can return their attention to their table as you respond

Respond

- If you know what the person needs, make it happen
- If your teammate is simply asking for assistance, make your way to them as quickly as you safely can

Let's practice!

Communicating Using Sign Language