

E A T A L Y

EXCELLENCE IN SERVICE

REVIEWING SERVICE STANDARDS



Why are we meeting?

We are kicking off a new initiative to clarify our service standards in restaurants across ENA

Our goals:

- Revisit our purpose when it comes to service
- Introduce our new Technical Learning schedule within pre-shift
- Prepare the team for how we will keep our service alive and fresh

Why go to a restaurant?

Why not just make food at home?

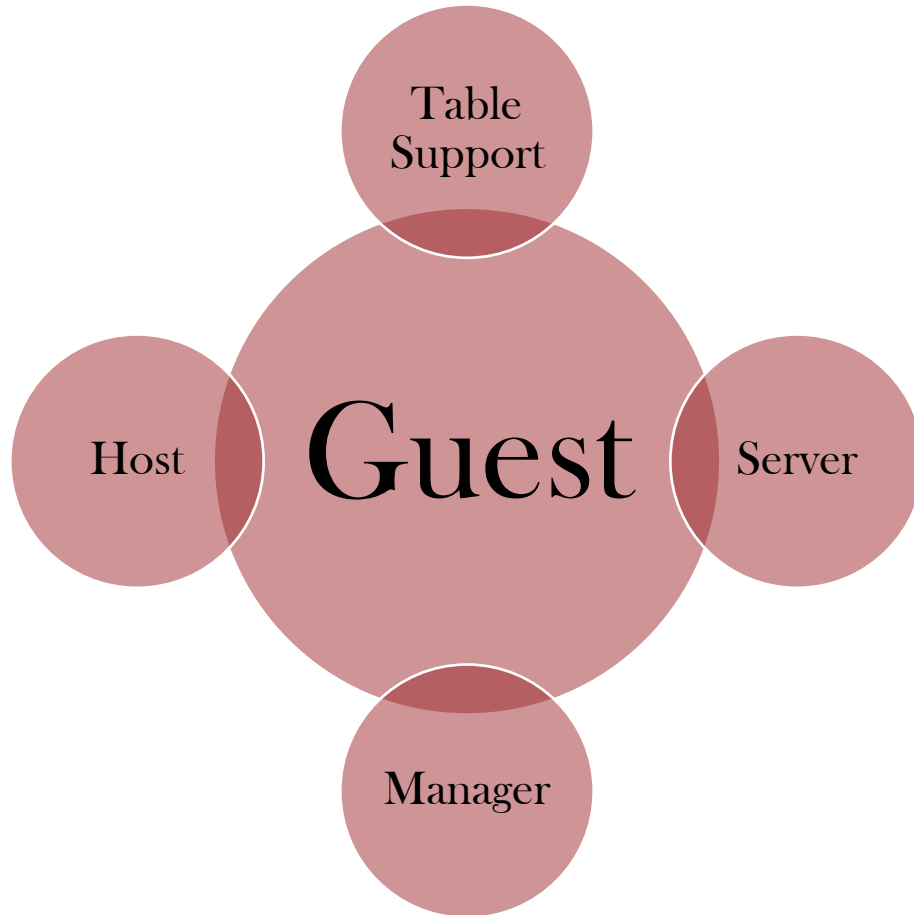
“People will forget what
you said, people will forget
what you did, but people
will never forget how you
made them **FEEL...**”

Maya Angelou

How do we want our guests to feel throughout their experience?



The Front of House TEAM



Host

- First & last impression
- Communicates if first impression isn't ideal

Server

- Primary point of contact throughout meal
- Communicates with table support throughout

Table Support

- Liaison between kitchen and table
- Communicates with server throughout

Manager

- Oversees & supports
- Problem solver

Pre-Shift Technical Learnings

- 10–15-minute hands-on training sessions at each pre-shift
 - They will all include role playing!
- 2 topics per week
- Builds and sets standards
- Coaching and support



Technical Learning Preview

Do one now with everyone!

What do you think?