

EATALY

SERVICE STANDARDS

Purpose: the purpose of our service standards is to provide a personal, professional, natural, and engaging experience for our guests. Every interaction should reflect warmth, attentiveness, and a genuine desire to create a memorable dining experience. Our goal is to anticipate needs, exceed expectations, and cultivate a welcoming environment that ensures guests feel valued and respected at all times.

1. Provide personal/professional, natural, and engaging service.
2. Staff acknowledge the guest when appropriate and reasonable.
3. Be accommodating to the guest's mood, time, and situation.
4. Staff should be smiling at guests, always maintaining a gracious and natural tone.
5. Setting a pleasant and joyful experience for guests.
6. If known, the guest's name is used naturally as a signal of recognition.
7. Image sets the tone. All staff should be well-groomed and wear professional, clean, and well-fitted uniforms. Staff should look and behave professionally.
8. Greet guests immediately and positively acknowledge others waiting at restaurant entry. If reserved, guest's table is ready at the appointed time.
9. The guest's seating area (table, chairs, and surrounding floor) is clean and in excellent condition. The menu is presented in pristine condition, free of stains and water spots and not damaged.
10. The table is greeted within less than two minutes and appropriate beverages are offered.
11. Staff should speak confidently about all elements of the food and beverage menu, the restaurant concept, and can capably answer

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- questions about the entire store or obtain assistance from another staff member.
12. Listen to guest preferences and provide customized suggestions based on thorough product knowledge. We do not say no to any guest without a proper and equivalent alternative.
13. Channels of communication among staff are consistent and complete – one does not have to fully repeat themselves and requests are conveyed to the appropriate members of service/kitchen staff.
14. The first drinks are served within less than 5 minutes of ordering, unless otherwise advised by a server
15. All items ordered are served accurately and server/runner should never auction off drinks or food.
16. Ascertain satisfaction and inquire about further needs when appropriate. The pace of the meal is consistent; the guest does not have to wait or wonder when the next step of service will occur.
17. All proper cutlery is provided throughout the meal (including sharing utensils)
18. Suggest second beverage before the guest re-orders, when appropriate top-up beverage before empty. If declined, empty glasses are removed promptly from table
19. Guests have everything they need and nothing they don't. Table is thoughtfully maintained throughout the meal, soiled dishes removed promptly, vacated tables are swiftly cleared.
20. Glassware, plates, cutlery and serving pieces are in excellent condition, completely clean and hygienic in appearance.

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21. The presentation of the bill is prompt and accurate. Table must be cleared of all un-necessary items.
22. Offer a sincere thank you/farewell upon departure using guest's name when known.