

E A T A L Y

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# WATER SERVICE

RESTAURANT SERVICE STANDARDS

What challenges do you face with water service?

# The Challenge...

## Challenge

- Guests generally expect water with their meal
- It can be easily misconstrued - cost vs. complimentary
- Sometimes you don't find out the issue until the end of the meal

## What we can do...

- Be very clear on our offerings and service standards

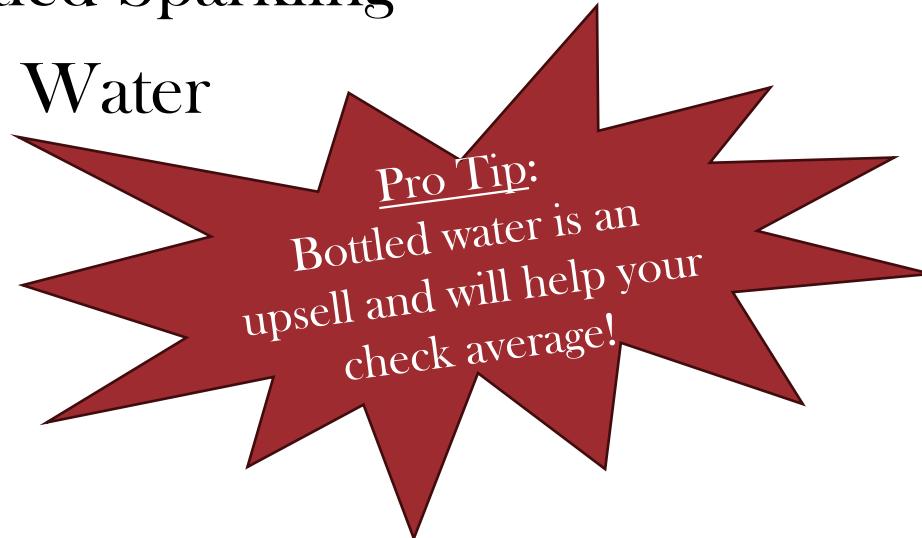


# Water Service - The Standards

The first team member to touch the table offers water, whether server, table support, or host.

## We offer...

- Bottled Still
- Bottled Sparkling
- Tap Water



## Ways to ask...

- “Do you have any preference between bottled still and sparkling water? Or would you tap water?”
- “For water this [evening/afternoon], would you prefer sparkling, still, or tap?”
- Would you like sparkling, still, or tap water?

\*Important Note - If table support takes the water order, communicate to the server to input in Salido

# Water Presentation & Maintenance

## Presentation

- Have open body language toward the guest
  - Don't reach across or have your back to them
  - "Pardon my reach" if there is no option
- Hold the bottle from the bottom half
  - Label facing guest (is a nice touch)
  - If you need to hold the glass, hold in the bottom half to not touch where the guest's mouth touches

## Maintaining Water at the Table

- Leave the bottle at the table for self-service
  - If you are at the table, pour for them (all roles)
- If bottled water is low (1/3 left), offer to order another
- If tap water is low (1/3 left), bring another bottle



### Pro Tip!

Pouring water is an effective way to touch the table without having to interrupt a conversation. If the guest needs something, they will ask. If not, they can continue their conversation.

# Let's Practice!

Water service