

E A T A L Y

# GREETING & THANKING

RESTAURANT SERVICE STANDARDS

Why do we greet?

# How do we greet – Full Team

- Smile!
- Eye contact
- Warm and professional
- Brand right
- Share your name when appropriate
- Introduce others when appropriate
- Ciao, hello, Buongiorno
- Welcome to\_\_\_\_\_
- My name is \_\_\_\_\_ and I'm here to take care of you
- I'm \_\_\_\_\_, and I'll be your \_\_\_\_\_ today.

## The 6/3 Rule:

If a guest comes within 6 feet of you, smile!  
If a guest comes within 3 feet of you, greet!

# Greeting by Position

## Host

- Warm hello
- Do you have a reservation?
- What else might they need?
- Share any information you may learn (handover)

## Server

- Warm hello
- Find out any information you may need
- Opening spiel
  - Have you dined with us before?
  - Introduce to the concept

## Table Support

- Warm hello
- I'm here to support you. Your server is \_\_\_ and they will be right with you.

Why do we thank?

# How do we thank – Full Team

- Smile!
- Warm and professional
- Brand right
- Invite the guest back
- Grazie! See you soon!
- Thanks for joining us!
- I hope you had a lovely time today, thank you for coming!
- Thanks again, let me know if you need \_\_\_\_ for next time! We'll be happy to accommodate.

## The 6/3 Rule:

If a guest comes within 6 feet of you, smile!  
If a guest comes within 3 feet of you, thank!

# Thanking by Position

## Host

- Thank each guest as they leave
- Final touch point on their way out
- Invite the guest back

## Server

- Final thank you and send off as you remove the check from the table
- Utilize the 6/3 rule as you see guests leaving
- Invite the guest back

## Table Support

- Utilize the 6/3 rule as you see guests leaving

# Let's practice!

Greeting & Thanking