EATALY

Using Salido for Teamwork
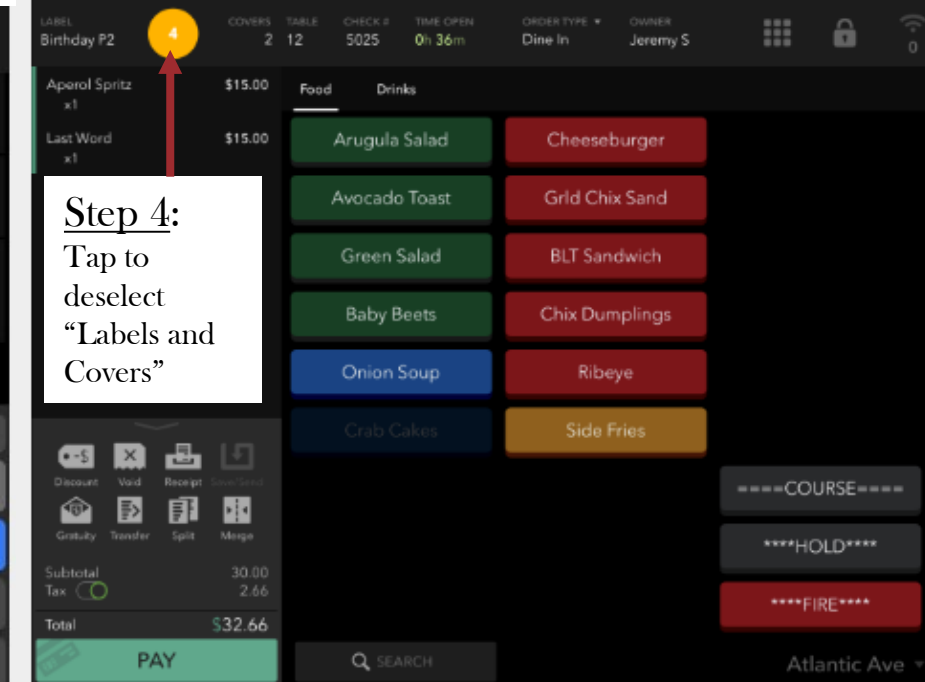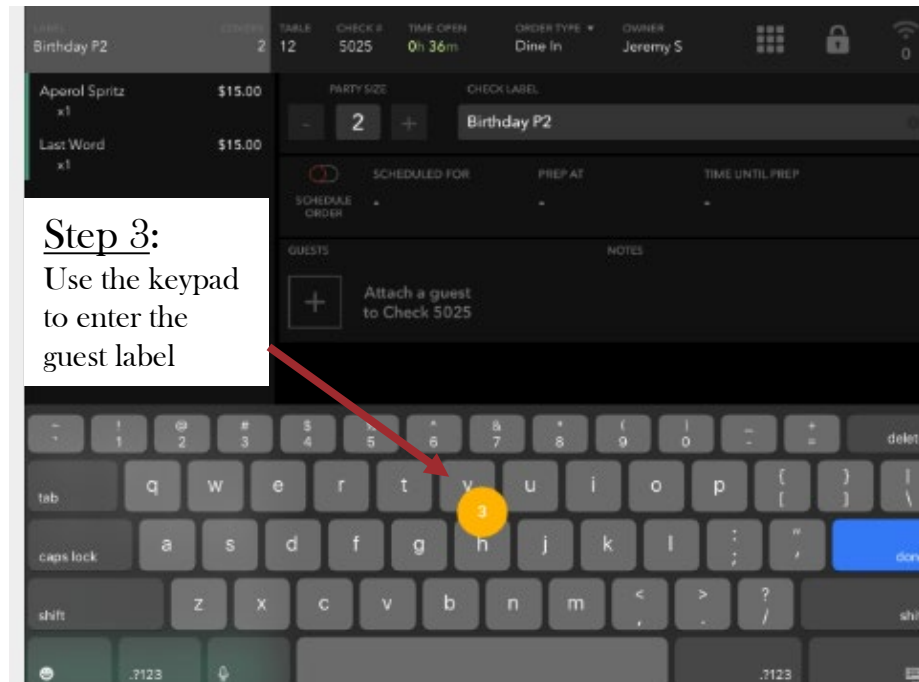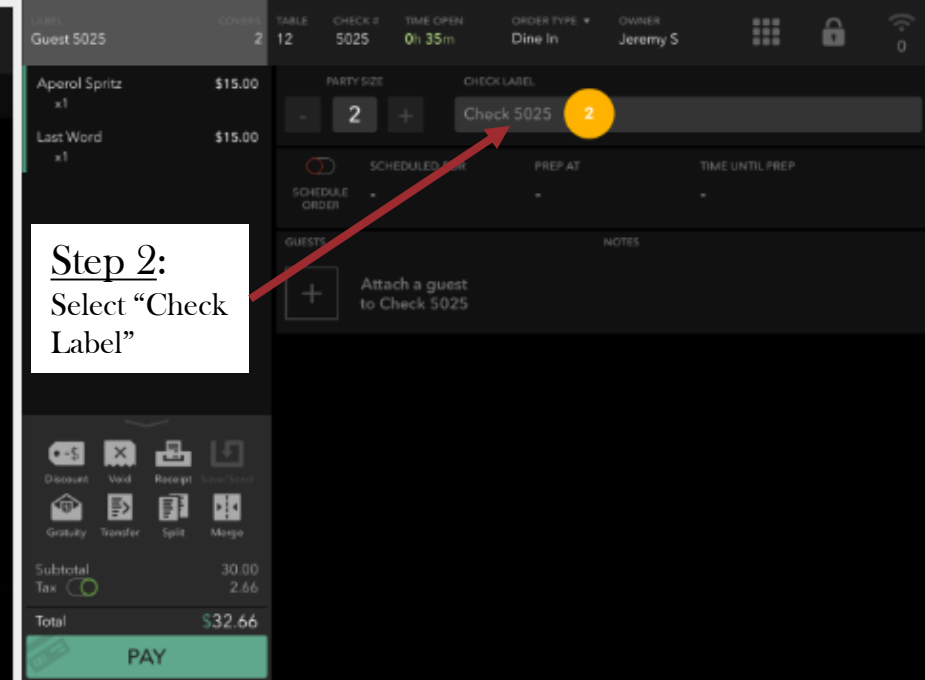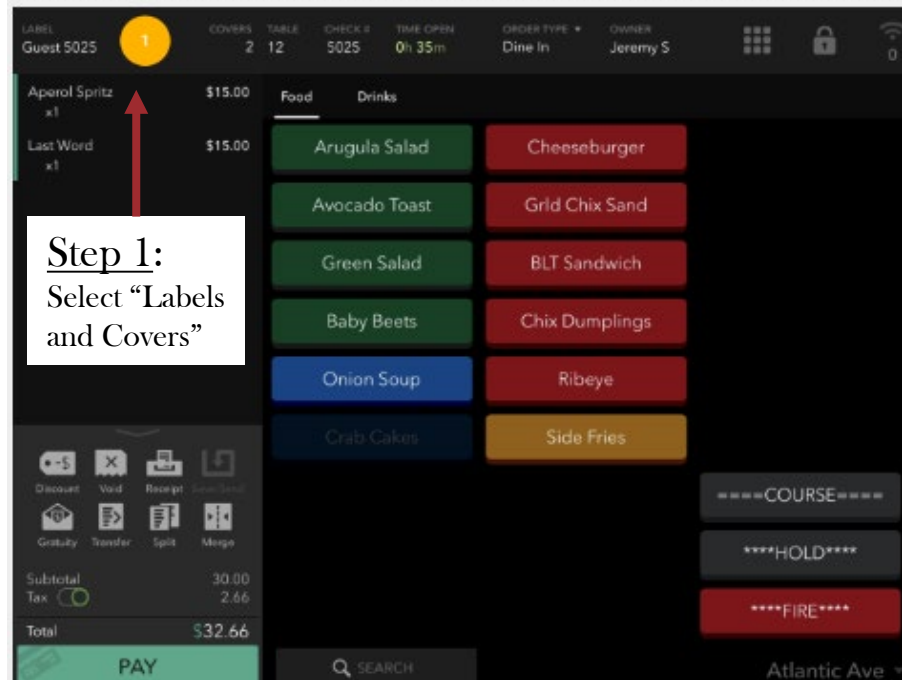
Restaurant Service Standards

Why is it important to be diligent and accurate when inputting orders in Salido?

1. Guest Labels

Guest Labels in Salido print on every ticket the kitchen receives for that table.

Best used for communicating:

- VIPs

- Allergies

- Special Occasions

Step 1: Select "Labels and Covers"

Step 2: Select "Check Label"

Step 3: Use the keypad to enter the guest label

Step 4: Tap to deselect "Labels and Covers"

2. Covers

Everyone MUST input the accurate number of covers on EVERY check.

1. Helps us coach your performance.

2. Ensures accurate reporting for Eataly North America and Eataly Global.

Example:

Table of 4 spends $100.
- Average cover = $25

You put 1 instead of 4 covers
- Average cover = $100 (wrong X)

What this means:
- Server will show an amazing FAKE number.
- We won't know if we hit our goals because the data is incorrect.

3. Inputting Orders

NO TICKET / NO DRINK
(OR FOOD)

- All items require a ticket
  - If you don't ring, the table won't receive the item, Eataly won't receive the payment, and you won't receive the tip for that item(s).

- Enter orders **immediately**
  - The longer you wait, the more you could forget.
  - Don't "stack tickets."
    - Food doesn't drop with appropriate timing
    - Kitchen cannot make all tickets at once – stagger them!

- Enter orders **accurately**
  - Always double-check before sending to the kitchen.

4. Position Numbers

Benefits

- Runners can do their job properly by placing plates in front of the right guest without "auctioning."
- Discreet communication without gesturing or specifically mentioning the guest.

Details

- Know your position 1, then proceed clockwise around the table.
- Items that are shared are marked as "table" to
  - Indicates to the runner that the item will be placed in the center of the table
  - Runner knows to bring serving utensils

5. Complete Orders & Coursing

Complete Orders

Input all courses at one time
(dessert can happen at the end)

Benefits:

- Fewer tickets to the kitchen

- More control over timing

Coursing

Separating the complete order into courses

Otherwise, items will go out as ready

Benefits:

- Can be more precise with what comes out and when

- Provides optimal dining experience

- Utilize the "hold" button if your guests request a slower pace

Takeaways...

1. Add Guest Labels to communicate VIPs, allergies, and special occasions.

2. All covers must accurately represent the number of guests at each table.

3. All food and drinks must have a ticket.

4. Enter orders in immediately and accurately.

5. Utilize position numbers to enhance the guest experience.

6. Suggest that guests order all courses at once.

7. Course the meal when inputting the order.