

E A T A L Y

PRESENTING CHECKS

RESTAURANT SERVICE STANDARDS

Why is it important to present the check properly?

Bringing the Check to the Table

When to bring the check...

- When the table is halfway through dessert
OR
- When the guest answers “no” to “May I bring you anything else?”
OR
- When the guest requests that you bring the check

How to approach...

- Make sure the check is accurate before approaching the table
- When you can, have the check already printed when you approach and on your person for efficiency and speed
- Do not be *afraid* to drop the check
 - If there is nothing left to bring, there is no harm in dropping the check
- If the check is requested, be sure to make the process as quick as possible

Check Presentation

- Have a *clean* printed check
- Clip to a *clean* postcard
- Drop the check face up



Collecting Payment

- Credit card payments
 - Always bring a pen
 - Take the signed check before the guest leaves to make sure it is signed properly
- Cash payments
 - Always bring exact change
 - We never assume the change is the tip
 - We never ask if the change is the tip

Once payment is complete, warmly thank the guest.

Let's Practice!

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