

What Sets Us Apart- Superior Service

Superior Examples	Inferior Examples
Server ensuring station is 100% before shift begins.	Server failing to ensure that his/her station is 100% before the shift only to find out later that it was not.
Being on time and in uniform, ready for pre-shift "line-up" each day at 1045am & 415pm.	Rolling in whenever they feel like it and getting ready in the restroom.
Addressing guests as ladies, gentleman, sir, miss, ma'am, or by last name.	Addressing guests as "You guys", "Y'all", "Dude", "Foolios" etc.,.
"Welcome to Mash'd!! Is it going to be one for lunch?"	"Welcome to Mash'd! Just one?"
Greeting each table with confidence and sincerity while displaying a genuine smile.	Bringing personal baggage, preconceived notions, or a sour attitude to the table.
Doing everything possible to support your neighbor with table maintenance, greet times, and watch for visible distress. Mutual accountability!	"Not my table, not my problem."
Every time you drop by a table, take something away to properly maintain full hands. Mutual accountability!	"It'll buss itself" or "The busser will get it"
Introduce each item as it is presented to each guest and follow through with service.	Drop and run.
Meet and exceed guests needs by doing things without being asked. "Just Fill It".	Waiting for the guest to ask.
"It's my pleasure."	"No problem" " Sure"
Asking "Is everything excellent?" or "Is everyone 100% satisfied with their entrées?" or "Is the Gyro Platter fantastic?"	"How is everything?"
Positive communication and professionalism on the expo line and on the floor. Remember, you're always on stage.	Speaking negatively on the expo line (voices carry) or discussing internal issues on the floor.
When a guest asks about the restroom, escorting the guest to the restrooms.	Pointing.
Removing the plate when a guest is finished.	Neglecting to notice when a table is finished eating and waiting for the guest to push the plates to the side.
Anticipating the guest's need for more pita, soda, water, salad dressing and bringing it to the table before being asked. Just Fill it!	Waiting for a guest to ask for more.