

RED FLAGS:

Guest has to get up from the table to get something.

- Whenever a guest has to leave their table to get silverware, a drink, condiments, or anything else, this is a sign that they have been getting slow service.
- Be sure to apologize, get whatever they need quickly, and inform a manager.
- If another server is taking care of their need you can go to inform the manager of the situation while they are being taken care of.

Guest does not finish their food, does not ask for a to-go box, and does not rave about it.

- This is an indication that the guest did not like their food.
- You should always check back with the guest within 2-3 minutes of dropping off the food to see if they enjoy it. However, some guests don't like to complain and won't tell you that something is wrong. This green flag should be seen as non-verbal communication, telling you they didn't care for the dish.

Floor chart is not written or updated.

- This is a manager's responsibility and needs to be up to date at all times.
- If you see that the floor chart is not done, or that it hasn't been rewritten after cuts have been made, be sure to let the manager know.
- Every table should be in a server's section (including patio) at all times.

Guest waits at the front door to be greeted.

- A guest in our restaurant should never have to wait to be greeted at the front door. It makes a terrible first impression.
- Any time you see this happen be sure to apologize for the wait and have a manager visit the table.

There is a messy table, empty drinks, or lack of pre-bussing.