

ACT ONE — START STRONG

- 1 Greet the guest (45 sec)**
Introduce yourself // Set coasters/bev napkins // Use OpenTable chits to personalize
- 2 Log special attention (real-time)**
Log allergies, celebrations, dietary needs, kids // Offer sending kids' food early
- 3 First round (2 min)**
Suggest a drink by name // Water only if requested // Ring and send immediately
- 4 Offer a starter by name (5-7 min)**
Name it, paint the picture // Ring and send immediately // Shared plates

*Frame the table - ensure the table is ready before every course
Set silverware, clear clutter, make a landing zone*

ACT TWO — THE MAIN ACT

- 5 Guide through the menu**
Use macros/sourcing stories // Take order by seat, confirm details // *Ring away from the table*
- 6 Suggest the next round**
Suggest next drink by name // Nudge toward wine if it fits
Frame table before entrées
- 7 Deliver entrées (10-14 min)**
Run with urgency, full hands // Place silently, no announcing
- 8 Quality check by name (2 min/2 bites)**
Check in by name and dish // Fix mistakes fast, notify MOD
- 9 Final prebus**
Clear plates and glassware // Offer to pack up to-go // Reset before offering dessert

ACT THREE — FINISH STRONGER

- 10 Offer dessert & after-dinner by name (4 min)**
Name it, describe it // Ring immediately if ordered // Return check if declined
- 11 Suggest a beverage to go**
Offer a drink for the road // Seal to-go alcohol properly
- 12 Present the check (timely)**
Drop cleanly, no pressure // Close out immediately // Continue water, coffee and tea service until they leave
- 13 Fond farewell**
Use guest's name // Warm goodbye, reason to return
- 14 Update guest notes**
Log preferences, allergies, celebrations // Pass to host for OpenTable

30/30 RULE to reset your section: 30 sec to bus, 30 sec to reset

