



Bob Chinn's Steps of Service

Part 1/Intro Phase

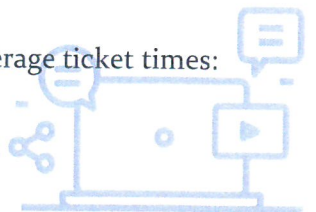
- Greet or acknowledge guests within 30 seconds of their seating(Be conscious, 2 minutes of unacknowledgement feels like 10 minutes to them)
- Smile and always be warm and inviting.
- "Hi my name is Dan and I'll be taking care of you today, Have you dined with us before?"
- If "yes" Great!, Welcome Back!, Take a look at the menu and I would be happy to answer any questions that you may have. Can I get you started with a drink? Suggest specific Alcoholic and Non-Alcoholic beverages. Craft Beer, Wine, Mai Tai, etc.
- Retrieve drinks garnish appropriately and return to table(2-4 minutes).
- If 'No" well "Great, Welcome to Bob Chinn's" I'll be happy to go over the menu with you, offer some suggestions, and answer any questions that you may have" At this point start thinking about bringing out the crab tray as well.
- Same as above, Can I get you started with a drink? Suggest specific Alcoholic and Non-Alcoholic beverages. Craft Beer, Wine, Mai Tai, etc.
- Retrieve drinks garnish appropriately and return to table(2-4 minutes).

Part 2/Pre Ordering Phase

- "Before we get started with our famous garlic rolls, are there any allergies or dietary restrictions that I need to be aware of?"
- If "No" proceed to talk about our world famous rolls and retrieve them for the guest.
- If "Yes" answer any questions that they may have about their allergy concerns and explain to the guest how the process is handled and followed closely throughout their meal.
- After determining allergies or dietary restrictions talk about our rolls and retrieve them for the guest.
- Upon returning to the table this is a good time to ask the guests if they have any email birthday coupons today. If they say "Yes they have one" It's a good time prior to them ordering, to inform them that the coupon is not good on Specials, Alcohol, Kids Meals, and Previous Discounted Items.
If they say "No or usually What is that? It's a great time to explain the program to them and to get them signed up.

Part 3/Placing the Order

- At this point inform guests of the featured items, offer specific suggestions of both appetizers and entrees, and answer any questions that they may have.
- Take the guests order, keeping in mind any allergies that they may have and follow the appropriate procedure in placing the order into the POS using the appropriate seat #'s.
- Place appetizer and entrée orders at the appropriate time keeping in mind the average ticket times:
Appetizer: 8-12 minutes Entrée: 18-22 minutes
If these times are not being met it is your responsibility to notify a Floor Manager.



Part 4/Mark the Table

- Prepare for the food to arrive
- Make sure the table is clean, and anything that is not being used is removed from the table.
- Anticipate guest needs: condiments, flatware, refills etc.

Part 5/Delivery of Food

- Remember we do not auction off food, it is your responsibility to place the food down at the appropriate seat position
- Place food down on the table
- When finished Ask "Is there anything I can bring you right now?"

Part 6/Checkback

2-Bite Checkback, check back with the guest after 2 bites to ensure quality and enforce Bob's Guarantee

Part 7/Table Maintenance

Check beverage levels, offer another round of drinks, remove unused plates, glasses, napkins etc. Guest should have in front of them only what they are using.

Part 8/Clear the Table

When guests are done with their entrees remove their plates and anything that they are not using.

Part 9/Desserts and Coffee

Offer dessert and coffee referencing the dessert menus on the table, don't forget to mention our desserts are made in house. If guests order dessert retrieve and deliver within 2-4 minutes.

Part 10/Check Presentation

Thank the guests and ask them if they are Loyalty Members. If they are not explain the program and the benefits of being a member.

Let them know you will take the bill when they are ready.

Part 11/Prompt Check Reconciliation

Guests do not like to wait long for their bill to be processed after a delicious dinner.

Process payment and Loyalty points and or redemption within 2 minutes of taking their payment.

Retrieve check from table prior to them leaving to ensure charge slip is correct and accurate.

Part 12/Farewell

Always thank the guest for coming in, give them your name and let them know that they can request you when they return.

