

How to welcome a customer at the restaurant ?

Equipment : a cloakroom and tickets

Techniques :

Remarks: the way you welcome a guest influences the sales. It is as important at the arrival of the customer, as it is during his(her) meal, or as when he goes away. The dress, the behaviour, the attitude of the staff but also the cleanliness of the premises, are going to be important elements to successfully welcome a guest.

STEP 1 : **Get in touch with the customers**

How ?

- Open the door
- Walk towards them
- Welcome them
- « welcome in our restaurant
Madam, Sir »

What to pay attention to ?

It is the very first contact with the customer, the first impression that we are going to give him(her) and which will condition the meal.

It is necessary to stop your activities , as possible, to get in touch with the customers.



STEP 2 : **Take care of the customers**

How ?

- Ask them if they have a reservation
" do you have a reservation ? "

If they have reserved :

- under what name ?
- For how many guests ?

If they have not reserved :

- Make them wait and check the availability.
- if possible, offer the customers the choice between the tables availables



Step 3 :

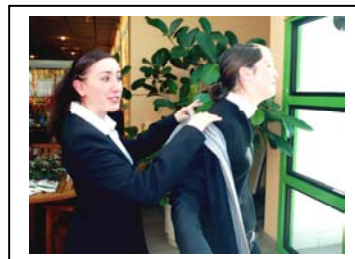
Go on taking care of the customers

How ? :

- Suggest him(her) taking his(her,) clothes
- « Shall I take your coat ? »
- Help him(her) to get rid of it
- Give him(her) a ticket
- « Here is your ticket »

What to pay attention to ? :

The ticket will make it easier to find the customer's clothes. The restaurant owner is responsible for the cloakroom.



Step 4 :

Take leave of the customers

How ? :

- Accompany them to their table
- « this way, please »
- Help them to sit down
- Wish them a pleasant meal
- « I wish you a pleasant meal »

What to pay attention to ? :

- observe where the customers are going to sit down to be able to help first and foremost the women to sit down
- Pull the chair
- Push it away
- help the second customer

