

## Service Standards Checklist (page 1/3)

Current Status	Standards	Action Required	To Be Completed By
	<b>Host / Hostess</b>		
	Host greets and welcomes guests immediately		
	Host smiling, friendly, has positive interaction with guests		
	Host gives accurate wait times		
	Guests seated efficiently and courteously		
	Host announces features / specials as menus are presented		
	Telephone is answered promptly		
	Guests are recognized and thanked as they leave		
	<b>Dining Room</b>		
	Guests are greeted at the table within 60 seconds		
	Features / specials described; personal recommendations made		
	Drink order arrives within ___ minutes		
	Appetizer order arrives within ___ minutes		
	Soups & salads delivered within ___ min.		
	Entrées arrive within ___ minutes of order		
	Food problems are promptly reported to kitchen personnel		
	Return to table with specific entrée questions within ___ minutes		
	Desserts arrive within ___ minutes of order		
	Check presented within ___ minutes		
	Cash or credit card picked up within ___ minutes		