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ProActive Meal Service

Asking the right questions will assist you in providing and pacing of your ServPoints™ to Guests and lead to an Amazing Guest Experience. This intelligent step will create smooth and flawless Guest Quality Checkbacks (GQC).

GQC – Section 2 of 7: Timing's Everything — ProActive Meal Service

An example from the guests' point of view: You are in mid-sentence and the server delivers the meals and then departs, or as most guests perceive "disappears." You then notice something is missing, a side of fries, or the sauce or condiment that you requested. Often, it is something as simple as a utensil or extra napkins. This causes a delay in your immediate enjoyment of the item at the proper serving temperature. Does this sound familiar to you? *Let's see what ProActive Meal Service action a server can take to prevent this type of service delay.*

ProActive ServPoints: Your name has been called and you're standing at the pick up line waiting. Prior to serving an order, be ProActive by reviewing the following points:

• Are each course and order complete? All main entrees and accompanying side items should be served in unison. *Don't keep guests waiting because of a missing item.*

• Were the guests' special requests addressed and complete? When a guest has taken the time to make a special request, e.g. sauces on the side, no onions, crisp french fries, *it's usually the first thing they notice when their order is delivered.*

• Is the table prepared in advance of delivering each course? Servers should deliver and place in proper table position all necessary service items, e.g. special silverware, signature steak knives, seafood shell crackers, and side plates prior to serving the course. You know what the guest purchased prior to serving. *There is no excuse for missing service items that cause the ServPoints of Service to be slowed or choppy.*

*Build your **PerformanceSkills**™ to deliver an **Amazing Experience** to every guest.*

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