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Timing Quality Checkbacks

Plan to deliver properly timed ServPoints™ and you are that much closer to providing an Amazing Guest Experience. Remember that service timing is everything to guests. Make it a top priority. Your guests will appreciate the effort you make.

GQC – Section 3 of 7: 2 Bites, 2 Sips, 2 Minutes No Exceptions!

Checkback Timing and Table Approach: If a guest has ordered a steak or another thick “center of plate” menu item, after serving position yourself nearby to observe the table. After the guest cuts into the item, **observe the guest’s reaction** to gauge whether the item is cooked to the proper temperature or doneness and if the guest is satisfied. Observe and “read” the facial expressions and body language of your guests.

ServPoints Mental Clock: As a world-class server, you must perfectly time your duties and ServPoint interactions with your guests. *Return to the guests’ table for the quality checkback using the following rules of thumb:*

- **2 Bites, 2 Sips, 2 Minutes, No Exceptions!**
- When you approach the table to perform quality checkback or additional service you should visually check the table before guests even know you’ve arrived. Plan your movement around the table and where you will position yourself to speak.
- When you’re a few steps from the table, “pause a beat” to acknowledge the interruption you are making to meal or conversation. Pause again before speaking. Smile and make eye contact with everyone in the party. Be alert and observe how the entrée is being consumed. Is everyone eating? Do they appear satisfied and happy with their meals? Again, just being observant will often tell you more than your guests might tell you, due to embarrassment or politeness. **Always be prepared to quickly provide the solution for any situation.**

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

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