

Pre-shift Template/Guidelines (English)

Date:

Time:

Service staff (attendance)

- ☐ Attendance complete

Assign sidework (daily tasks)

- ☐ Use expo markers to check off your list

Verification work materials

- ☐ Pen (5)
- ☐ Wine steward
- ☐ Lighter
- ☐ Apron
- ☐ Distribution of notepad
- ☐ Name tags

Uniform verification

- ☐ Pants
- ☐ Shirt
- ☐ Belt
- ☐ Attached hair
- ☐ Nails

Preshift service staff discussion (interactive session) :

- ☐ Previous discussions /refresher
- ☐ How to handle a difficult customer and scenarios, describe a "winning" scenario
- ☐ Discuss updates & changes that can be made to help improve the venue's performance and cadence
- ☐ Learn something new about foods and drinks in the house:
 - ☐ Most popular drinks in the house
 - ☐ Recipes
- ☐ Daily food and drink specials
- ☐ 86 items (Items that are almost out of stock)
- ☐ Assign table section
- ☐ About today
 - ☐ Assigned food runner & captains
 - ☐ Dish of the day
 - ☐ Natural juice of the day
 - ☐ Currency rate of the day

Announcements:

- ☐ Upcoming events and special logistics information
- ☐ Quantity of guests/ guests expected
- ☐ Push Shisha and Cigar sales
- ☐ Expectations
 - ☐ Always ring up your orders on the POS before bringing them to the guest so you don't lose track of your sales
 - ☐ Do not forget to add garnish/instructions when ringing up the orders on the POS
 - ☐ Communicate, help each other, be happy, and speak loud and eloquently so the guests can hear you
 - ☐ Leave your problems at home
 - ☐ Help each other out as soon as possible
 - ☐ On slow days pay attention to details, converse, and get to know your customers more.
 - ☐ Don't forget to close your tables before leaving

Captain Personal speech

- ☐ Sales goals / daily sales competition goals and rewards
- ☐ Words of encouragement/ observations