

Greeter Training List

Name of Employee: _____

Date: _____

Trainee / Trainer (initial each area covered)

____ / ____ General orientation: host station, menus, kid menus, GF menus, to go menus, seating chart, reservation book, crayons, catalogs, silverware, iced drink pitchers, extra trays, and all the refills that staff may need to use (napkins, to go boxes, etc)

____ / ____ General orientation of sniffing bar and merchandise – know what each piece of merchandise is and how it works.

____ / ____ Catalog (great way to know what merchandise we have, and teas we sell)

____ / ____ Keeping your workspace clean, constant wiping (no drinking or eating at the host station)

____ / ____ Chore lists by the tea station (general overview)

____ / ____ Being prepared – double check to go boxes, bags, napkins, straws, tin foil, etc.

____ / ____ Help customers looking at teas and merchandise. Be able to suggest products and teas if needed.

____ / ____ Do not have personal conversations with other employees – customers are all around you!

____ / ____ Control crowds – send customers to back hallway if waiting list is more than 2 tables. (Ballston Spa only)

____ / ____ Clean rag – only use clean rags to wipe down tables. Get a clean one every morning.

____ / ____ Have a bottle of table spray at front host station as well as the back for dual cleaning positions.

____ / ____ Always greet customers with a smile, “Welcome to The Whistling Kettle.” and within 15 seconds of walking into the restaurant.

____ / ____ Ballston Spa- Read the 7 page greeter/seating policy manual. Learn HOW TO SEAT using the best layout. Trainer should go over the manual with the trainee so each table is told its best uses.

_____ / _____ Note the handicapped spots on the seating chart.

_____ / _____ End of day chores should be done facing the doorway at table 1.

_____ / _____ Know the specials of the day and the menu for customer questions.

_____ / _____ Answer all phone calls. Know answers to typical questions SUCH AS:

_____ / _____ Reservations; 15 minute call ahead seating

_____ / _____ Hours; driving instructions; our website www.thewhistlingkettle.com; we have a menu online & driving instructions online; holiday hours; taking to go orders, callers for Kevin, taking messages, put on hold if you are in the middle of seating someone, etc.

_____ / _____ Know our seating policies – be confident when seating people. Know the seating chart & server sections (3 & 4 server) by heart. Already have a plan in your head before the next table walks in, for where you'll seat a 1-2 top, 3-4 top or 5-8 top. This way you won't have to think as much when the customer is staring you down.

_____ / _____ If you are on the phone & the customer on the phone is asking lots of questions, put them on hold until you have greeted all the customers at the door. The customers who are present and ready to spend money take priority.

_____ / _____ Make a paper in the morning to organize the distribution of tables among the servers by color. As you seat a customer at a table, mark the table with a single slash. Once the server has been notified, mark with a cross. It is key you notify servers so that tables are not overlooked. If you have the seater notify servers, make sure they have a list and confirm with you that they have notified all the servers.

_____ / _____ Understanding the need for speed and efficiency. Utilize the seater/busser/runner when you have multiple tables to be sat. Pass the menus & silverware to the seater and tell the customer, "please follow _____ to your table. Have a great lunch!" When you need help, ask for assistance!

_____ / _____ Buss tables when you need to, but never go into the kitchen. Stay out front at all times. Keep trays stocked up front so you can fill them up at a dirty table. Leave them on the table or move to another dirty table so you can wipe. The seater/busser will bring the full trays into the kitchen. (Make sure you have gone to the bathroom before your shift begins since it may be too busy to go till after the lunch rush. When you do need to use the bathroom, make sure you tell someone to 'man' the podium.)

_____ / _____ Restock sniffing bar area – are there gift cubes missing? Are there special teas that Kevin/Meahgan want in tins or 4oz bags? Ask if you do not know.

_____ / _____ Restock and dust merchandise each morning. Know where back up merchandise is! If you take the last piece, let the manager know so they can make a note for reordering. Also note that most teapots come with a box. Do not take the display... get a boxed item for the customer. If we do not have any more boxed items, find the empty box and sell them the display (no discounts on the display).

_____ / _____ To go orders, CO2 sodastream, bulk tea and merchandise purchases – send to the back cash register. Although note that you can help them get the merchandise. The sample tea bags they get themselves (note they can use the baskets if there are many), but the tea tins and 4oz, 8oz & 16oz bags are by the register.

_____ / _____ Accepting incoming shipments (where to place – in basement on internet order table)

_____ / _____ Customer asks for tea we don't have; Special orders; Unable to answer question. Seek help if you do not know. Don't make up answers.

_____ / _____ Taking last item of something - i.e. labels, paper, etc. Communicate!

_____ / _____ Knowing & understanding banking system. Must have own bank at all times. Must be able to ring out customers in case you get moved to tea tender. Also, you may be moved to tea tender if he/she goes to bathroom, therefore you must always have your bank even if you are greeter. All purchases must be put into the POS system and a receipt given to customer.

_____ / _____ What to do when slow? (dust, clean, refill customer drinks, ask manager but don't lean)

_____ / _____ Cell phone use.

_____ / _____ Dealing with problematic customers; If you need to get a manager.

_____ / _____ Come into work ready to work. Opening chores need to be done in uniform, as we do have customers walk in before opening. Can change in bathroom before clocking in.

