

TRAINING PROGRAMS

RESTAURANT PERSONNEL

PART VI

7 Ways to Get A Good Raise.....

Certainly you get your monthly salary from the so-and-sos, whom you know already too well. But keep in mind that the one who can really raise your take-home pay is the customer. So if you want to get a raise, deary, you better shine up to the guest who really pays you your bucks.

There is the golden way: in seven simple steps.....

1. Greet him like you mean it

The very first thing you do when you go to that table, you smile and give him a cheerful "good morning", "good afternoon" or "good evening". We are mighty glad he's come, you ought to be even gladder. Remember, he's going to tip you according to how good we make him feel, so give yourself a break, and start off by making him feel welcome and at home.

2. Set him up right

Plate mat, order form, condiments, etc..... all there? All right, get him his water and silverware... and be sure you check it before you give it to him, in case the dishwasher goofed. But don't make a production of inspecting it, or you'll have everybody in the dining room looking for lipstick smudges on their cups and glasses. Be sneaky about it.

3. Be sure the order is right

If he wants to order himself, let him. But let him know you would be able to suggest him something really exquisite. If he orders himself and gets it all loused up, don't make him feel like a damn fool. Chances are hi's never been a waiter /waitress. Get your order working as soon as you can.

4. Bring him something right away

Sure, the steak has to be cooked. But the salad doesn't and neither does the shrimp cocktail or the soup. Give him something to nibble on. Let him have some action, fast. It will keep him from getting impatient. And smile and say something.

5. Make an entrance with the main course

Whether it's a \$4.00 waikiki sandwich or a \$14.00 minute steak, it's what he picked from the menu, and it's darned good. So don't put it down before him apologetically. Make it be a big event. And smile and say something. Remember.

6. Check back on him

Steak cooked right? Tender? More water? More coffee? And now dessert: Deary, don't ask the guy if he's going to have dessert. Ask him what he will have for dessert. You'll sell ten times as many, and make your checks bigger. And on every contact, smile and say something.

7. Invite him back

Unless he turned out to be complete so-and-so and you actually hope he chokes, tell your guest you hope he enjoyed his meal. And if you can do it without making him think you are trying to pick his pocket, tell him you enjoyed having him eat with us. This doesn't mean you have to burst into tears and tell him, between jobs, that waiting on him was the greatest experience of your life. Just make the guy feel like coming back; that is all. He might develop into the greatest call customer that ever came down the pike.

END OF PART VI