

 **Non-Negotiable Steps of Service and Hospitality**

* **Guests will be greeted at the front door with a smile.**
* **Guests escorted to their table seated and then presented with menus.**
* **The host will point out daily specials and the beverage menu on the table.**
* **Servers will greet their guests in under two minutes.**
* **Servers will lead with daily specials, seasonal beer information and their favorite appetizer.**
* **All guests will be merchandised an appetizer to start with, sharable for larger groups, smaller sized for under four guests.**
* **All guests will be made aware of upgrades to their choices such as cheese or onions on a French Dip, sweet potato fries for a side, sub a wagyu burger.**
* **All tables will be merchandised a dessert. Mud pie is a can’t miss.**
* **All guests will be thanked for dining with us and asked to return soon.**