The goal of this course is to teach managers how they can make certain that every guest – both internal and external – leaves happy, even during the busiest of shifts. This course focuses on the general guidelines for positive and productive guest interaction, including how to see the dining room as the guest sees it, how to use Quad Vision and the Observe, Prioritize, Act method to successfully manage shift challenges while maintaining the time to build relationships with guests, and how to use the Resolve + 1 method to turn unhappy guests into loyal guests.

HIGHLIGHTS

- Presents the importance of taking the time to build relationships with each guest
- Explains how to use Quad Vision and the Observe, Prioritize, Act method to manage the dining room
- Demonstrates using Quad Vision to quickly see the details of each area
- Presents guidelines for positive, productive guest interaction, including touching every table, connecting with guests, being attentive without interrupting, and using the Resolve + 1 method
- Identifies how to view the dining room as the guest sees it throughout the normal shift that can prevent managers from interacting with their guests