

1. Greet and Welcome Customers
 1. You greet customers three ways:
 1. "Hi welcome to MABEL's."
 2. "Hi welcome to MABEL's. Someone will be right with you."
 3. "Hi welcome to MABEL's. How many are in your party?"
2. Ask customer how many are going to be in their party.
 1. If you can seat them - sit them.
 2. If you can not seat them - take their name and phone number and give them an estimated wait time.
 3. If they are just here for coffee or scooped ice-cream point them in the direction of the counter.
 4. If customer says they are there for shakes: "Are you here for crazy shakes or milkshakes?"
 1. For Crazyshakes: "All of our Crazyshakes are dine in only."
 2. For Milkshakes: point them in the direction of the counter.
3. Once you sit the table say either:
 1. Host: "Your servers today are: _____ & _____. Our specials today are _____ and our soup of the day is _____. Your server will be right over to take your drink order. Enjoy your meal."
 1. *Go to table within 2 minutes of that table sitting down.*
4. Server: Introduction
 1. "Thank you for choosing MABEL's today. My name is _____. I am your server today. Is today your first dining with us?"
 2. Customer Answers with No: "Well thank you for driving all the way here. Some personal recommendations I have for you are _____ burger _____, _____ sandwich _____ and _____ salad _____. Do you know about our crazyshakes?"
 1. Customer Answers with No: "Our Crazyshakes are our custom made mega milkshakes with everything on it. From cake to donuts to rock candy. Here is our crazy shake menu. Please let me know if you have any questions."
 3. Customer Answers Yes: "Awesome. Thank you for coming back."
5. Server: Take Drink Order
 1. "What can I get everyone to drink? We have Coke products, tea, wine, beer, coffee."
 1. *Get drink order*
6. Server: Take Drinks to Table.
 1. "Can I interest you in an appetizer? Our _____ are super amazing!"
 1. Yes: Take Order
 2. "Are you ready to order or do you need a few minutes?"
 1. We are ready: Take Order.
 2. We need time: Come back in 3-5 minutes

Order of Operations for FOH

3. If Busy: “Are you getting crazy shakes today? If you would like we can put that order in now to make sure that you do not have to wait long. Though, they may come with your meal or before it. Do you want to put them in now?”
7. Server: Put in Order
 1. Put Appetizer in First and Send to the Kitchen
 2. Put in order and Send to Kitchen
8. Server: Refill Drinks
 1. Refill Drinks and Take Napkins to Table before Meal
2. Server: Take Food to Table
 1. “Does everything look right?”
 1. Yes: Perfect, enjoy!
 2. No: Remedy Situation
 1. *Check on table After 2-3 minutes*
9. Server: Check on Table
 1. “How is everything tasting? Can I get you anything?”
 1. *Check on table after the first person finishes*
10. Server: Clear Dishes
 1. Clear the dishes in front of customers who are finished eating.
 1. *Once the last person is finished eating offer dessert.*
11. Server: Offer Dessert
 1. “Are we getting Crazyshakes, ice cream or any desserts today?”
 1. Yes: Take Order and Put in
 1. Refill Drinks and Bring Extra Napkins before Shakes come
 2. Take Shakes
 3. Clear Shakes as they are done.
 2. No: Clear rest of the plates: “I’ll be right back with the check.”
12. Server: Payment
 1. “I’m going to leave the check here for you - no rush at all.”
 2. Collect Payment
 1. Cash: Return with Small Bills
 2. Credit Card: Print Receipts
 3. Gift Card: Follow Gift-card Procedure
 3. “Thank you for coming to MABEL’s today! We hope you come back and see us!”
 1. *Once Table Leaves*
13. Server: Clear Table
 1. Take away Plates, Cups, Silverware
 2. Wipe Down Table
 3. Dry
 4. Reset for next customer