

FUZZY'S TACO SHOP **SERVE-smart** STEPS OF SERVICE: Achieving Guest Satisfaction 100% of the Time



SMILE AND GREET GUEST

Greet the guest within 30 seconds of the guest walking through the door. Make eye contact, be loud and fun and make sure you're smiling.

EDUCATE GUEST

Educate the guest on our Baja-style menu. Ask the guest if this is their first visit, for the Fuzzy's Taco Shop menu can be intimidating to the first timer. Listen to the guest's questions and engage with specific knowledge and suggestions. Your personal enthusiasm set the stage for an amazing meal experience. Educate on dietary preference and allergens as needed.

RECEIVE ORDER

Receive the guest's order and take the time to accurately place the order in the POS. Clarify details with the guest and know how to modify accordingly. Always be polite, but never be afraid to ask the guest to repeat themselves.

VOLUNTEER AN UPSELL AND a BEVERAGE

Volunteer an upsell to enhance the guest's meal. An upsell is the suggestion of a specific food item that. This could be an LTO item, an appetizer or simply queso to smother their burrito. In addition, always offer a beverage – preferably a cold beer or Fuzzyrita if the guest is over 21!

ECHO ORDER

Echo the guest's order, including all modifications, back to them to ensure their order is accurate before sending to the kitchen. When serving groups, it is best to echo each guest's order individually. After order accuracy is confirmed, remember to ask if the meal is for here or to go.

SECURE PAYMENT

Ensure all coupons, comps, promos or Loyalty rewards are entered PRIOR to accepting payment. Receive tender accurately, ensuring credit cards process completely or cash amounts are correct. Hand correct cash change directly into the guest's hand. Retain credit card receipts for end of day processing. Note, we do NOT accept checks as a form of payment. Hand every guest a copy of their receipt and make special note of the bar code that is tied to our fun Loyalty app where guests can rate their visits and earn rewards.

MOTION GUEST

Motion the guest through their steps of pick up. Let them know where they will receive their food and how to know their meal is ready. Hand the appetizer ticket to the guest separately from their payment

receipt and explain where the guest can pick up their appetizers immediately. Direct the guest to the location of the drink station as well as how to pick up any alcoholic beverages if applicable.

ALERT THE GUEST

Alert the guest of your name and your offer to help them with anything they may need to enhance the guest experience. Every member of the Fuzzy's Service Crew has is responsible for driving the guest experience and achieving guest satisfaction 100% of the time. Here at Fuzzy's, it is our goal to turn every guest into a fan! Whether you are selling orders at the POS, assisting guests with pick up at the expo window, or ensuring the dining room is full of good vibes, YOU are the host of the party! Treat every guest as your favorite loyal regular and they will become just that!

REACH EVERY GUEST WITH A TABLE TOUCH

Reach out to every table after the guest has received their meal and have sampled their food. Engage and communicate with the guest to gain valuable feedback on their food and overall experience. Ask the guest specific questions such as, "Is your queso fresh and hot?" or "How are you enjoying your Baja Taco?" If the guest has any questions or needs, address them before the guest leaves the shop. If the guest has a complaint, remember to B.L.A.S.T. Believe, listen, acknowledge, satisfy and thank. Always know when to engage in the support of a manager. Before leaving the table, remove empty dishes and serving trays. Remember, exceptional guest service always includes eye contact and a smile.

THANK GUEST

Always thank the guest for choosing Fuzzy's Taco Shop and offer the invitation for the guest to return. Be sure to catch them on their way to the door and just like the welcome, be loud, fun and make sure you're smiling!