



GREAT SERVICE  
ACADEMY



## 6 STEPS OF SERVICE

- 1. Greet the guest**  
30 seconds  
*Smile!*
- 2. Take the order**  
Suggestive sell  
*Engage!*
- 3. Present the order**  
Speed of service  
Drinks 7 mins  
Meals: Cafes 15 mins, Restaurants 20 mins  
*Enjoy!*
- 4. Follow up**  
5 minutes  
*Gain feedback!*
- 5. Clear the table**  
3 minutes  
*Drinks or dessert!*
- 6. Thank the guest**  
Invite the guest back  
*Positive impression!*

## THE COFFEE CLUB<sup>®</sup>

- L** **Listen**  
to what the customer has to say.  
*Put yourself in their shoes.*
- A** **Acknowledge the issue**  
Show empathy and inform  
them of the action you will take.
- T** **Take action.**  
Deal with the issue immediately.  
*Make a decision to improve & act.*
- T** **Thank the guest**  
for providing feedback. *Ensure  
they are happy with the outcome.*
- E** **Encourage**  
the guest to return to TCC.  
*Use experience to build a  
relationship with the guest.*