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**SECTION 11**

STEPS

OF SERVICE

# SWEET JESUS STEPS OF SERVICE

At Sweet Jesus, we strive to execute on a consistent and perfect guest experience every single time we serve a customer. To this end, all employees should learn / master the following steps of service.

## AT THE TILL

1. If there is no line, greet guests as they walk into the store in a friendly manner and direct them to our menu. (Hi welcome to Sweet Jesus! Our detailed menu is \*location\* if you need any help deciding. Please let me know if you have any questions or if I can make a recommendation, and let me know when you are ready to order.)
2. If a line is in process of forming, politely direct guests to where they can queue in an orderly fashion and ensure all guests in line are aware of the menu. (Hey everyone welcome to Sweet Jesus! If all guests can line up \*location\* so that we can serve everyone in a timely manner that would be fantastic. You’ll find our menu \*location\* if you wish to make a decision while you wait!)
3. If a line has already formed and is moving in an orderly fashion, greet guests as they approach the cash, or call them up to the cash as is necessary. (Hi there welcome to Sweet Jesus! How are you today?/I can assist the next guest in line who is ready to order at this cash)
4. Inquire what the guest would like to order, and assist with any questions they may have regarding the menu. (Are you all set to order? Or did you have any questions regarding the menu?....OK Great, what can I get for you today?)
5. Key in each item on the order, ensuring the guest specifies size & cup/cone for each. (Great, would you like your Banging Brownie in a Biggie or Smallz today? … and would you prefer that served in a cup or a cone?)
6. Repeat order back to guest to ensure it is correct, including sizes and cup/cone. (OK, so I’ve got \*list full order\* is that everything today?)
7. If the guest wishes to add more items repeat steps 5. And 6.
8. If the guest is finished ordering, take their name for the order and give them their total due. Process payment. If they are paying credit/debit always ask if they need a receipt. (Can I please have a name for the order pick up? … Great! Your total after taxes is XX.XX, will that be cash or card today? … here’s your change/do you require a receipt?)
9. Lastly direct the guest to where the order pick up station is. (Thank you very much! You can pick your order up \*location\*. The cone artists will call your name when it is ready!)

## AT THE HAND OFF COUNTER

1. As orders are completed call the item and the guest’s name informing them their order is finished. *(\*name\* your \*item\* is ready!)*
2. After the last item on each order is handed off wish the guest well and thank them for their business. (*Here’s your Banging Brownie! Thanks for visiting, enjoy your ice cream!)*