



Store: \_\_\_\_\_

Team Member: \_\_\_\_\_



## 2 Signature Service Module

Total Time 1 days (2-4 hrs)	Course/Topic	Trainer/ Manager	Trainee initials	Date	Passed/ Completed
Module Guide Review 90 min	<b>Signature Service Module Review</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Module Video 10 min	<b>Shakey's® Signature Service Video</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Module Quiz 20 min	<b>Signature Service Quiz</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	____ %

<b>General Comments</b> (Recommendations, areas for improvement, etc.)	<b>General Score</b> <input type="text" value=""/> % <b>Passed</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
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Team Members are responsible for providing great guest service to each guest that enters a Shakey's® Restaurant. At Shakey's® our Team Members follow our Shakey's® Signature Service to provide a fun and welcoming environment to our guests.


**Description of training:** The Signature Service Module is part of the Shakey's® Training Program. The Training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to guest service. The training also contains a summary of the basic practices of Shakey's® Signature Service and Signature Service activities. The Signature Service Module has been designed to provide all Shakey's® members with tools and training materials to guarantee thorough training of Signature Service.

The Team Member will review the **9 basics skills** of Shakey's® Signature Service. This module will review how to welcome and greet a guest and guest resolution.

<b>2-4 Days (8-16 hrs)</b>	<b>Training Program</b>
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20 min	Signature Service Module Guide Review	Resource	Main Goal:
 Review Training- Station Guide	1 Shakey's® Signature Service Sequence 2 Suggestive Selling 3 Guest Resolution L.A.S.T. 4 Overview of positions responsibilities when it comes to Signature Service	Station Guide	The trainee will review all standards of the Shakey's® Signature Service process.

Comments:

Module Video 10 min	Module Video	Resource	Main Goal:
 View Training- Video	Signature Service Video	Video	The Team Member will review the video to gain a better understanding of Shakey's® Signature Service.

Comments:

▷ **Instructions:** Complete before taking Signature Service quiz.

**Note:** The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

**1. Shakey's® Signature Service Outlines:**

- The "touch points" for each guest interaction.
- The definition of guest service.
- What bad guest service is.

**2. Who does Shakey's® Signature Services begin with?**

- Busser
- Cashier
- Bartender

**3. What is the order of the 9 steps of Signature Service?**

- 1 Smile
- 8 Inform
- 9 Thanks
- 2 Make eye Contact
- 3 Welcome
- 4 Listen
- 5 Suggest
- 6 Repeat
- 7 Ask

**4. Why is important make "Eye Contact" with the guest?**

- Let's the guest know you are acknowledging them.
- Means that we are listening to them.
- Means we see them, but we are not acknowledging them.

**5. What is an appropriate way to greet and welcome our guests?**

- "Hi, how are you?"
- "Hi, how you doing?"
- "Hi. Welcome to Shakey's®, how may I help you?"

**6. What is the 2<sup>nd</sup> step of Shakey's® Signature Service Sequence?**

- "Thank"
- "Listen"
- "Repeat"

**7. What does it mean to "Suggest"?**

- Offer ideas to our guests for additional items or beverages.
- Giving the guest a take-out menu.

**8. What does "Repeat" mean in the 6<sup>th</sup> step of the Signature Service Sequence?**

- Repeating back the order to confirm accuracy.
- This step is not necessary
- Repeating back the guest's total.

**9. How would a Team Member "ask" the guest if they would like additional items with their order?**

- "May I get you anything else?"
- "Is that it?" or "Is that all."
- "Anything else?"

**10. What does "Inform" mean in the 8<sup>th</sup> step of the Shakey's® Signature Service Sequence:**

- Inform the guest of their total and ask how many plates they need.
- Inform the guest of the total their purchase and direct them to the next steps of the Shakey's® Signature

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Service.

**11. What does the Signature Service do in the 9<sup>th</sup> Step?**

- Gives guest their food
- Thanks the guest for coming to Shakey's®
- Says What may I help for you?

**12. How can a Team Member be successful when it comes to up-selling?**

- Check the menu.
- Has knowledge of menu, listens to the guests order, and observes the groups size.
- Wait for the guest to order more items.

**13. What are the three type of guests that visit Shakey's® each day?**

- Regular guests and new to Shakey's® guest.
- Regular guest.
- Regular guests, occasional guests, and new to Shakey's® guest.

**14. What does it mean to "up-sell"?**

- Check the menu.
- Has knowledge of menu, listens to the guests order, and observes the groups size.
- Wait for the guest to order more items.

**15. What should you do if you do not know the response to a guest's inquiry?**

- Ignore them.
- Apologize and tell them you do not know the answer.
- Let them know you will find someone who can better help them with the answer.

**16. What are some situations where a guest might become dissatisfied with their service? (Give 3 examples)**

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**17. What should you do if you cannot handle a guest issue?**

- Call the Manager on duty to help.
- Walk away from the guest.
- Tell the guest it is not your fault.

**18. Write a short phrase or key words that you can use in each part of L.A.S.T.:**

LISTEN \_\_\_\_\_

APOLOGIZE \_\_\_\_\_

SOLVE \_\_\_\_\_

THANK \_\_\_\_\_

**19. True or False: Shakey's® Signature Service should be only be conducted during Bunch of Lunch Hours:**

False Shakey's® Signature Service should be practiced at all times.

**20. Who is responsible for providing Shakey's® Signature Service?**

- Every Team Member in the restaurant.
- Mangers.
- The Cashiers.



# Manager Certification Check List




2

Signature Service

<b>Total Time</b> 60 min	<b>Employee</b>		<b>Store</b>		<b>Date</b>	/	/
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**Instructions:** Manager will review Team Members knowledge of Shakey's® Signature Service

 <b>Review</b> 60 min	<b>Manager Verification Check List</b>
	<p>The manager will that the Team Member has a thoroughly understand and the expectations of Shakey's® Signature Service.</p> <ol style="list-style-type: none"> <li><b>1. Understands the expectations of Service</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</li> <li><b>2. Has a complete understanding of the 9 Steps of Guest Service</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Smiles, makes eye contact, welcomes, listens, offers, thanks and says goodbye; supports others Team Members when needed.</li> <li><b>3. Signature Service Sequence</b> <ol style="list-style-type: none"> <li><b>a. Smile</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to smiles when welcoming a guest.</li> <li><b>b. Eye Contact</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to always make an eye contact.</li> <li><b>c. Welcome</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Knows the correct Shakey's® phrases to greet guest: <input type="checkbox"/> "Hi, welcome to Shakey's®®. How may I help you?" <input type="checkbox"/> "What can we start with you" <input type="checkbox"/> "What would you like to begin with?" <input type="checkbox"/> "Welcome Mr. Jones. Are you going to have your usual buffet?"</li> <li><b>d. Listen</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Knows that they must listen carefully our guests</li> <li><b>e. Suggest</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Knows the proper way to suggest items to guest.</li> <li><b>f. Repeat</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to repeats guest in order to prevent mistakes from happening.</li> <li><b>g. Ask</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to always ask the guests "What else may I get for you?" NOT, "is that it?" Or "is that all"</li> <li><b>h. Inform</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to always inform the guest of the total their purchase. Calls them by name if they pay wit credit card. Marks the coupon and survey on their receipt. Verbally acknowledges the amount given.</li> <li><b>i. Thank</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to always thank to the guests when leaving the restaurant</li> <li><b>j. Guest's Situations Resolution</b> <input type="checkbox"/> Yes <input type="checkbox"/> No Knows the Shakey's® Problem Solving System (L.A.S.T.).</li> </ol> </li> </ol>

Total Time	Name of Manager/Trainer Certifier	Trainee initials	Passed/ Completed
			_____ % <input type="checkbox"/> Yes <input type="checkbox"/> No

**General Comments** (Recommendations, suggestions for improvement, etc.):