



Manager Certification Check List




2

Signature Service

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

 <p>Review 60 min</p>	<p>Manager Verification Check List</p> <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"> 1. Understands the expectations of Service <input type="checkbox"/> Yes <input type="checkbox"/> No 2. Has a complete understanding of the 9 Steps of Guest Service <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. 3. Signature Service Sequence <ol style="list-style-type: none"> a. Smile <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to smiles when welcoming a guest. b. Eye Contact <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to always make an eye contact. c. Welcome <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?" d. Listen <input type="checkbox"/> Yes <input type="checkbox"/> No Knows that they must listen carefully our guests e. Suggest <input type="checkbox"/> Yes <input type="checkbox"/> No Knows the proper way to suggest items to guest. f. Repeat <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to repeats guest in order to prevent mistakes from happening. g. Ask <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" h. Inform <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. i. Thank <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to always thank to the guests when leaving the restaurant j. Guest's Situations Resolution <input type="checkbox"/> Yes <input type="checkbox"/> No Knows the Shakey's® Problem Solving System (L.A.S.T.).
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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.):