



Hospitality Training Checklist

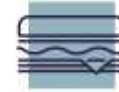
Table Service Restaurant

Trainee

Date

(first day of training)

Activity	Trainer Initials	Trainee Initials	Date Completed	Activity Observed*
Principles of Hospitality – Explain and Discuss				
<input type="checkbox"/> Hospitality versus Service				
<input type="checkbox"/> Impact on the guest experience				
<input type="checkbox"/> Having a Hospitality Mindset				
<input type="checkbox"/> Showing Hospitality toward fellow team members				
<input type="checkbox"/> “Assume the Best”				
<input type="checkbox"/> If appropriate, seek ways to build rapport and personal connection				
<input type="checkbox"/> Goal is to serve, delight, build loyalty				
Table Greeting				
<input type="checkbox"/> Smiles & eye contact				
<input type="checkbox"/> Welcome & recognize everyone at table				
<input type="checkbox"/> Personal, not scripted				
<input type="checkbox"/> Be present; not rushed or distracted				
<input type="checkbox"/> Read the table – what experience do they want				
<input type="checkbox"/> Appropriate body language, vocal tone, level of enthusiasm, facial expressions				
<input type="checkbox"/> Make guests feel welcome, important, special, that they are in friendly, capable hands				
Order Taking				
<input type="checkbox"/> Smiles & eye contact with each guest				
<input type="checkbox"/> Focused, not rushed				
<input type="checkbox"/> Make appropriate recommendations, what guests may genuinely enjoy				
<input type="checkbox"/> Handle special requests graciously				
<input type="checkbox"/> Reinforce guest decisions when appropriate				
Checkback				
<input type="checkbox"/> Ask specific questions; never “How’s everything?”				
<input type="checkbox"/> Be genuinely interested in responses				
<input type="checkbox"/> Guests will sense you want to make everything “perfect”				
<input type="checkbox"/> Handle requests, issues graciously				
<input type="checkbox"/> If issues, “thank them” for telling you				



your LOGO here

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Table Service Restaurant

Activity	Trainer Initials	Trainee Initials	Date Completed	Activity Observed*
Check Presentation				
<input type="checkbox"/> Be certain no additional orders to place				
<input type="checkbox"/> If not apparent, tactfully ask if more than 1 check				
<input type="checkbox"/> Deliver check at appropriate time				
<input type="checkbox"/> Assure guest(s) "whenever you are ready"				
Deliver Receipt / Change				
<input type="checkbox"/> Write "Thank you", note of appreciate on receipt				
<input type="checkbox"/> Tell them what a "pleasure" it was to serve them				
Farewell				
<input type="checkbox"/> Thank them for their visit				
<input type="checkbox"/> Wish them a good day, afternoon, evening				
<input type="checkbox"/> Invite them back				
Ongoing Hospitality Practices				
<input type="checkbox"/> Attention to detail				
<input type="checkbox"/> Anticipate needs – be proactive, not reactive				
<input type="checkbox"/> Recognize and connect with kids				
<input type="checkbox"/> Personalize, personalize, personalize				
<input type="checkbox"/> Match each guest's pace				
<input type="checkbox"/> Always appear relaxed, in control, pleasant				
<input type="checkbox"/> Always show you care				
<input type="checkbox"/> Looks for ways to do more than expected				
<input type="checkbox"/> Always watch your voice tone and body language				
<input type="checkbox"/> Never be excessively chatty				
<input type="checkbox"/> Always think and act like a "professional"				
Hospitality Mindset				
<input type="checkbox"/> Respectful, caring, empathetic, courteous				
<input type="checkbox"/> Make guests feel you are "on their side"				

* "Activity Observed" is dated when trainer observes employee performing activity in a satisfactory manner.

Signed by manager and primary trainer when training is completed.

Manager's Signature

Date:

Trainer's Signature

Date:

****KEEP IN EMPLOYEE'S PERSONNEL FILE****