



# Dining Room

Training and Policy Manual:  
Chick-fil-A Yoder Plaza and Kiln Creek

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## Preface: *The Vision*

### “Creating “Remark-able” Dining Experiences”

People in our culture eat out so often that the dining experience has become, in many cases, forgettable, even regrettable. This will not be the case when they eat at the restaurant where you work. We all need to be asking ourselves, “How good do I want to be?” Do I want to be just average, or do I want to be the best?

Many things have to come together to ensure that the guest has a positive experience. They must receive quality food and be served quickly by friendly people in a restaurant that is clean, inside and out. When guests dine with us, they are temporarily residing in our restaurant, and the cleanliness of their surroundings greatly impacts their dining experience. This is where you come in...will they be impressed enough by the dining room, restrooms and parking lot, or will these areas detract from their overall experience?

A large part of how a guest feels about Chick-fil-A is dependent on you! Your job is one of the most important in the restaurant. How you perform and how you treat the guest will determine whether or not they will have a “Remark-able” dining

experience and become raving fans. It should always be “your pleasure” to give people “*Remark-able*” dining experiences by giving your best effort, all day, every day.

## Topics in this Manual

- Serving the Customer
- Guest Communications
- Cleaning Supplies and Tools
- Tables & Chairs
- The Floor
- Bathrooms
- The Parking Lot and Landscaping
- Trash
- Playground
- Foyers
- Hi-Chairs
- Glass
- Stocking
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## Serving the Guest

You probably know now that each of us is to respond to every guest that thanks us with “My Pleasure”. This includes everyone who works in the dining room. It truly should be “Our Pleasure” to help these people who have chosen to dine with us and therefore make our jobs possible. Here are some ways you can surprise and delight our customers:

- **Speak to Guests** - Greet people as they enter and develop the habit of being conversational with our them. Every guest should be greeted at some point during their visit. Thank them for choosing Chick-fil-A, ask them how their meal was and if there is anything you can do to assist them. Smile and make eye contact with them. This type of behavior is considered very uncommon in our industry and has a huge impact on how our guests feel when they are with us.

- **Help People That Have Their Hands Full** - It is a requirement that we assist mothers with children, the elderly and the disabled to their tables. Carry their trays to and from the table, bring condiments to them, carry high chairs etc. Help parent with small children by providing the placemats for their table. It's a good idea to go ahead and put the placemats in place on the table for the family. Opening doors for guests is also always a nice touch. Refreshing beverages for our guests is a great act of "2nd Mile Service". It is also a requirement that customer with large orders are assisted by carrying their orders out to their car. This includes all catering and tray orders. Be on the lookout for all of these situations and be very proactive in your assistance.
- **Respond to Accidents or Guest Requests Quickly** - Spills are inevitable in the restaurant and it is our responsibility to quickly clean up as well as replace the guest's order and/or beverage. If someone is hurt, help every way you can and notify the manager. If a child is hurt, help with ice or first aid and then give the child a kid's ice cream for free. Check with mom of course, and don't leave out a brother or sister. Always inform a manager of any accident. In some cases an accident report may need to be filled out and filed with our insurance company; the manager will know how to do this.
- **Table Touch Ins** - It is a requirement with every guest that we "Check In" with them at least once and see if they need a refreshed beverage or any other assistance. While doing this it is important to "read" the guest. Some guests like to chat and others would prefer to not be disturbed. You can get a "read" on that when checking in with them. Avoid interrupting conversations. If guests are deeply engaged in a conversation it can be annoying to interrupt them. Try to "read" the situation and choose an appropriate time to check in.
- **Take Trays to the Trash for Customers** - Everyone appreciates having their table cleared. Look for opportunities to remove trays and trash from tables and to "Intercept" customers on their way to the trash can. Never ask if you may remove their "Trash", you want to simply "Remove" their trays or "clear their table". One of the ways I do this is by

simply asking, “May I get some of this out of your way?” Most people really appreciate this. This is also a great time to present the guest with a mint and thank them for coming.

- **Always Step Out of the Way** - Always let guests go by first, try not to step in front of a guest but always step aside for them. Ask the dining room leader to demonstrate this.
- **Help Guests Who Have A Problem** - If a guest has a problem with their food or experience, help them get the problem fixed and always apologize. Use the L.A.S.T. principle. Listen, Apologize, Solve and Thank them for letting us know.
- **Ask Guests “Uncommon” Questions** - It really impresses our guests if we ask them things like: “Did you enjoy your meal?” or “Do you have any suggestions?” or “How could we have served you better?” These types of questions are not asked very often in our industry and can help set us apart from other quick service restaurants. We can also garner great ideas to improve their experience.

## Guest Communications

It is very important when we are interacting with our guest, that we use proper wording. Below is a list of words or phrases that you should not use and suggestions on phrases and words that should be employed.

### Do Not Say:

- “Want any condiments?”
- “Can I take your trash for you?”
- “Hi”
- “Goodbye” or “See ya”

### Do Say:

- “Would you care for any sauces?”
- “May I remove your tray for you?”
- “Welcome to Chick-fil-A!”
- “Thank you for coming in!” / “Have a great day/evening!”
- “Good Morning!”
- “Good Afternoon!”





## Cleaning Supplies and Tools

The supplies you use are important in doing quality work. We make changes in these supplies from time to time so be prepared to be flexible and learn how to use them when we change. Keep all of your supplies & tools in the supply cabinet when not in use. Please strive to keep the supply cabinet clean and organized.

- **Table Turners** – These are used for cleaning the tables, chairs and booths.
- **Multi-Surface Cleaner** - This is used for all kinds of cleaning. Make sure the bottle is labeled properly. Use this to clean tables and chairs at closing or when you need to remove spots or stickiness. This product can also be used to clean glass.
- **Bathroom Disinfectant** - Disinfectant is not a cleaner, it is a disinfectant, use it in the bathrooms, playground and after accidents.
- **Degreaser** - Use this to remove marks on walls and tables that general purpose cleaner won't remove. Also use it on grease and oil.
- **Broom, Dustpans & Mops** - When the brooms become worn out let a manager know so we can replace them. Don't use a broom from the kitchen that may have grease or oil on it. Rinse out your dustpan as needed and don't leave them in the way of customers. Tuck them away in the supply cabinet. Mops- use a mop that is set aside for the dining room, don't use greasy mops from the kitchen. Use the sponge mop for small spills and spots. Rinse out mops and mop buckets after using them or before you leave.



## Tables and Chairs

Clean tables and chair are an absolute necessity. The goal is to have the table and chairs cleaned within 2 minutes after a guest gets up. Seeing guests cleaning their own table before they sit down is totally unacceptable. This activity requires considerable hustle and awareness. If you find yourself get behind, ask for help. Having clean tables and chairs is a **PRIORITY**.

- Always wipe down the table first, then the chairs or booths. Make sure the table tent and vase are clean, neat and properly positioned. Do not put table tents over the flower vases; this does not look as neat as a vase and table tent separate. A two-seater table gets only a vase or a table tent but not both; there just isn't enough room.
- Clean seats and reposition them as necessary. Sweep up any crumbs from under and around the table.
- Always be moving around the dining room and looking for dirty tables.
- It is very important to be mindful of the guests near you when cleaning. It is easy to become overly focused when cleaning an area and not be aware of guest's needs around you. Remember, we want to serve them first and make sure their experience is "*Remark-able*". If you are cleaning an area and notice a guest needs help carrying their tray to the trash receptacle or is in need of sauces, simply leave the table turner and packet on the table you are cleaning and help them. Once you are done providing "2nd Mile Service", you can go back to cleaning the table.



## The Floor

A clean floor is very important factor to the perception of the restaurant being clean. The sight of dirt, crumbs, spots, and trash jumps out and these things are noticed. Sweep often, pick up trash, mop up spills and spots as needed.

- "Always" put out wet floors signs before you mop, when there is a spill or when it's raining place one near each entrance.
- As good stewards we must protect our guest from slips and falls. After you mop or clean up a spill, dry the floor as best you can (using dry mops or dry towels), and leave a wet floor sign out until after the floor is completely dry. If there is a spill, put out the wet floor sign before you go get the mop.
- Please do not leave wet floor signs out after the floor is dry. Quickly wipe them down and store them out of sight.
- When business slows in the afternoon, mop areas as needed. Mop only small sections at a time (10 foot by 10 foot), don't mop a big area at once, this would increase the chances of a

slips and falls. Also, people will walk all over a wet floor making it dirty again. Use the floor cleaner and hot water for mopping. As the water gets dirty replace it.

- Do not leave boxes, ladders, trashcans or other items on the floor and in the way of customers.

## Bathrooms

Guests are delighted by clean bathrooms. They consistently comment on the cleanliness of our restrooms and are quick to point out any problem. The goal is to check the bathrooms every 15 minutes. Pick up all trash from the floor, wipe off sinks and mirrors with paper towels, push down or take out trash, wipe water spots from walls, trash cans, etc. Clean toilets if needed, and fill soap, towels and toilet tissue if needed. Use disinfectant on toilets and sinks.

If you are cleaning a bathroom for the opposite sex, knock on the door and loudly say “Maintenance”. Saying this twice is a good practice. If there is no answer, proceed to open the door slightly and say “maintenance” again without looking in. Keep the door propped open and place the “Clean Restroom Sign” at the entrance while you are cleaning it. Remember to always be respectful of customers when you are cleaning the restrooms.

## Parking Lot and Landscape

The goal is to clean the lot and landscaping once every hour. You will be amazed at how fast trash accumulates in the lot. The lot is our guest’s first impression of our restaurant so it’s very important that we keep it clean.

Never walk by trash; pick it up even if it’s “not your job”. It is extremely impressive when a team member takes the initiative to pick up trash when walking from their car to work.

Napkins and papers are always blowing into bushes and flowerbeds, so you must look for these. The system I use to be thorough is this:

Go out to the circumference of our property (shrubs/ tree line) and circle the building at the outer edges of the lot then keep circling the lot closer to the building until you are done. Don’t forget to check drive through. A thorough lot



cleaning takes about 10 minutes, hustle out there, it's not time for a leisurely stroll and the dining room will need your attention when you return.



## Trash

Trash cans fill up quickly because we are very busy. Push down trash frequently and you won't need to change them as often. Also wipe the front and the sides of the container down with a table turner as needed. When a trashcan is full, swap it with the spare and then remove the bag in the kitchen, tie it off and put it in the trash cart. Rinse out the cans as needed and then insert a new bag. Check all cans at once so you won't need to make several trips. Do not leave full bags of trash on the floor for customers to trip over. Do not leave carts in view of the customer. Also store rolls of trash bags out of sight of the customer.



## Play Area

Our play area is a major attraction and it actually brings us business. Parents expect a clean and safe play area. Check this area every 30 minutes or if it's busy, more frequently. Sweep the floor and check for spills and trash in the play area. Also the glass needs cleaning at least once during your shift, fingerprints are common.

If there is a problem with rowdy kids or safety issues, do what you can to politely resolve the problem. If you think you might need help, get a manager.

Always be friendly and fun with children, they are our future customers and they often decide where mom brings them to eat.





## High-Chairs

The high chairs and booster seats are not hard to clean but often they are overlooked in restaurants. For parents, it is totally unacceptable to go to a restaurant and have a child sit in a dirty chair. Wipe them down, & put them back. Check them often because customers will put them back dirty and you won't know unless you check. Wipe down the seats, legs, backs, and anything that is dirty. Use general purpose cleaner for difficult smudges and sanitize everything else. If a child has an accident in a high chair, clean it using the **body fluid cleaner/sanitizer**.



## Glass

Glass can sparkle and shine or it can be dull and dingy. To achieve the sparkle and shine it needs to be cleaned a few times throughout the day. Use glass cleaner and paper towels to avoid streaks. Never use wet rags that have been used other places because in most cases streaking will result. Wipe up any residual glass cleaner from floors, walls and trim as it will leave a stain if you don't.



## Foyers

The foyers or entrances are just as important as the foyer to your home. You wouldn't want guests to enter your house through a dirty foyer. It is the first thing customers experience when they enter and the last thing when they leave. The foyers often get over looked and treated as storage areas and not as "well-groomed" entrances. Do not leave boxes, cleaning supplies, trashcans, and carts in the foyers. Keep the table and table cover clean and keep the floor swept and mopped. Dust any furniture as needed. Vacuum the rugs at least twice per your shift and as needed. Keep the glass doors cleaned and make sure you clean the glass doors before you leave your shift. Pay attention to the corners and baseboards in the foyers, as these often get dirty.



## Stocking

It is important to keep the condiment stand stocked so guests have what they need. However, do not focus on replenishing the cabinet area when the priority areas need attention. The priority areas are always “2<sup>nd</sup> Mile Service”, tables, floors, bathrooms and the parking lot. Remember don’t leave boxes out when you are stocking and don’t store extra boxes on the floor or in view of the customer.

## Closing

- Review and use the dining room closing checklist to ensure everything gets done.
- Make sure all tables and seats are clean! Do a double or triple check to be sure.
- At or near closing is a good time to clean something that is difficult to get to when guests are around. Make note of things that need cleaning and try to get to them during this time.

Taking pride in how clean you the leave dining room, restrooms and parking lot when you close it is essential to delivering a “Remark-able” dining experience.

Thank You for all you do to be “**Remark-able**”!

*Kevin Harrison*