



// WORKFLOW

MOMENTS OF CONTACT



1

GREETINGS WELCOME!

- Proactive: welcome your guest and help them out!
- Good afternoon, welcome! Nice to meet you.
- Do you want a place in the sun or shade? Coffee or lunch?
- What is the best place for the guest?
- Inform the guest about Jamezz



2

FIRST ORDER (DRINKS OR SNACKS)

- The guest orders through Jamezz himself
- Offer the guest your help when it doesn't seem to work
- Make sure the guest ordered if it's taking too long
- Because the guest orders himself, doesn't mean there's nothing to do for him.



3

PRESENTING THE DRINK (ORDER)

- Does it look good? Is it complete? Is it ready to serve?
- Greet the guest and make eye contact
- Name what you serve
- Enjoy your drink!



4

PRESENTING THE FOOD (PIE, SNACKS, BREAD)

- Is it complete? Cutlery? Napkins?
- Greet the guest and make eye contact
- Name what you serve. Explain!
- Inform the guest of the possibility of ordering additional drinks through Jamezz.



5

SECOND ORDER (LUNCH, DINER, DRINKS)

- Inform the guest about ordering food through Jamezz
- Tell them your favourite choice
- Make sure the guest ordered if it's taking too long
- Reassure guest about receipt of order



6

CHECK (HOW IS YOUR GUEST DOING?)

- Is he enjoying his lunch, diner, food, drinks?
- Inform the guest of the possibility of ordering additional drinks through Jamezz.
- Sunburn? Phone charger? Local tips?



7

BILL AND PAYMENT

- Paid in advance? Go to step 8.
- Is the bill still open? Check if everything is correct.
- Explanation of the payment process
- Guests who want to pay want to leave quickly.



8

GOODBYE

- Pay attention till the end
- Did they leave anything behind?
- Thank your guest and say him goodbye
- Make sure you're ready for your next guest.