SAFE SERVICE PLAYBOOKS

Audience

- Owner / Operators
- Managers
- FOH and BOH team members

About the course

Customers need confidence that you are doing all the things to keep your employees, the food, and guests safe.

The course will help your team adapt and sustain new behaviors, so they can confidently and consistently maintain safe service practices.

This course is available in video or interactive microlearning course format.

Business goals

- Develop and sustain safe service behaviors
- Reduce complaints
- Increase customer confidence and loyalty

Success metrics

Included with this course are templates and instructions to benchmark and measure:

- Knowledge lift
- Sustained behaviors
- Business impact

Course Title: Safe Service

This course will help your team adapt and sustain new behaviors, so they can confidently and consistently maintain safe practices to keep the food, employees, and customers safe.

The course includes instruction, interactive exercises, and realistic practice scenarios, to help your team understand why the policies and procedures are important, and how to deliver safe hospitality.

Key Learning Objectives:

- Understand sanitation theater and practice safe service hygiene
- Confidently and consistently de-escalate difficult situations
- Understand and execute best practices for maintaining safe indoor and outdoor dining, contactless pickup, and delivery
- Effectively address customer questions and concerns via phone
- Recognize opportunities to enhance the customer experience and increase sales

Module Title	Summary	Audience
Safe Service	Safe service introduces the concept of sanitation theater and best practices for maintaining a safe dining room, outdoor seating area, contactless pickup, and delivery. Includes telephone skills.	FOH/MGR
Skillbuilder: Safe Service Practice Scenarios	Real world practice scenarios for guiding customers on the phone and in the restaurant.	FOH/MGR
De-escalating Difficult Situations	How and what to do when it becomes necessary to de-escalate a difficult situation with an angry or frustrated guest.	FOH
Skillbuilder: De-escalation Practice Scenarios	Real world practice scenarios. Examples of de-escalation techniques that can be used to address COVID-19 related behaviors.	FOH
Bonus Content: CDC Guidelines and Recommendations	CDC Recommendations: • COVID-19 Precautions and Preventive Measures • How to Mask • What is Social Distancing? • What is Contact Tracing?	ALL

Course Title: Safe Service

This course will help your team prepare to confidently and consistently deliver safe hospitality.

We will help your team understand why safe service policies and procedures are important, and how to deliver safe service and de-escalate difficult situations.

Module 1: Safe Service

Safe service introduces the concept of sanitation theater and best practices for maintaining a safe dining room, outdoor seating area contactless pickup, and delivery.

- What is sanitation theater?
- Practicing safe hygiene
- Safe service for curbside and delivery
- Safe service for on-premise indoor and outdoor dining
- Optimizing sales opportunities
- Phone etiquette and delivering a safe service message effectively
- Managing expectations
- Sharing FOH duties

Module 2 Skillbuilder: Safe Service Practice Scenarios

Explore scenarios to practice keeping your team and customers safe.

Module 3: De-escalating Difficult Behaviors

This module will help your team understand why and how to de-escalate difficult situations.

- Not wanting to wear a mask or maintain safe distances
- Non-compliance of safe service mandates or policy
- Threatening an employee or customer
- Wanting to argue and "be right"
- Aggressive actions towards an employee or customer

Module 4 Skillbuilder: Practice de-escalation Techniques

Real world practice scenarios that can be used in a shift meeting or self-directed learning. Examples of de-escalation techniques that can be used in different situations.

Module 5: Bonus Content: CDC Guidelines and Recommendations

This module will reinforce preventive measure, and help your team understand why certain precautions and preventive measures can help limit the spread of COVID-19 to themselves and others.

- CDC Recommendations
- Why Masks Work
- How to Wear a Mask
- What is Social Distancing?
- What is Contact Tracing?