



Grumps Differentiators

Differentiators are Service Points that Grumps employees do on a regular basis that set us apart from the competition to create the "Grumps Experience" and ultimately will help with Tips.

- Introducing yourself & Offer Peanuts - "Hi! My name is [name]! I'll be your server today."
 - Helps to develop a personal relationship with the customer, they know *who* to ask for if they need something, helps make more money
- Read order back & proper disbursing of food
 - Ensures that we are delivering the correct food to the right customer
- Refills
 - Try asking "What'cha drinking? I'll refill that for you" "That drink is getting low, let me get you a refill" Instead of "Would you like a refill?"
- Two-Bite Rule
 - Follow-up after customer tastes food
- Pre-Bussing
 - Makes cleaning up faster after guest leaves & it subtly suggests that we need the space
- Offer/Educate ex. Jal Ketchup, events, high chair, booster seats, crayons, color sheets, etc, if applicable
- Full hands in, full hands out (entering/leaving kitchen)
 - Shows you're moving with purpose
- Thanking at customer departure
 - Shows that we appreciate their visit and enhances the Grumps experience
- Bathroom checks (clean & functioning)
 - Nasty bathrooms=customers won't come back
- Proper cleaning & blocking of tables
 - Wipe down all items: ketchup bottles, salt & pepper shakers, and re-block the table
- "Please, Thank You, You're Welcome"
 - Sometimes we have manners!