Server and food and beverage

Know before you serve

One-page sheet | For: Servers, lounge and in-room dining staff

Before service

1. 🏠 Open **Home**. Read the **86 list**. These items are gone today.
2. 🥜 Tap ☰, then **Allergy alerts**. Know who is allergic.
3. ⭐ Tap ☰, then **Guest preferences**. See what VIP guests like.

A guest complains

1. ➕ Tap **+ New**.
2. ✍️ Type what happened. Example: “Cold soup, table 4.”
3. 😣 Set **Type** to **Guest complaint**.
4. 💬 Write what you did: “New soup. Said sorry.”
5. 📨 Tap **Create request**.

A tray in the hallway

1. ➕ Tap **+ New**.
2. 🍽️ Tap the quick pick **Tray pick-up**. Or type “tray outside 412”.
3. 📨 Tap **Create request**.

Do a job

1. 👆 Tap the job. Tap **Take it**.
2. ▶️ Tap **Start**.
3. ✔️ Tap **Resolve**. Write one line.

If something is wrong

- 🚫 Guest wants an 86 item? Offer the item in **Suggest instead**.
- 🥜 Not sure about an allergy? Ask the chef. Never guess.
- 😕 Stuck? Ask your manager.

Why this helps you: you know the answers before the guest asks, and your manager can help with an unhappy guest.