

SERVICE STANDARDS · ALL ROLES · DAY-1 READY

The EH Ten

Ten universal service standards every hospitality professional should know. Master these and the rest of service takes care of itself.

1. Tailor to your guest.

Read the table before you say a word. Every table tells you how to serve it.

2. Greet within 60 seconds — with a smile.

Acknowledge every table within a minute, warmly, and set a beverage napkin.

3. Suggest drinks by name.

Recommend specific beverages, tailored to the table — never a generic "something to drink?"

4. Suggest shareables by name.

Recommend specific starters to share, tailored to the table. Spiel, don't list.

5. Ask about dietary restrictions.

Every table, every time. It's hospitality and it's safety.

6. Pre-set utensils before the course arrives.

The guest should never reach for a fork that isn't there.

7. Pre-bus and keep the table clean.

Clear as you go. A clean table is a calm table.

8. Suggest dessert & after-dinner drinks by name.

Offer the finish intentionally — "can I tell you about tonight's dessert?"

9. Clear the table before the check.

Nothing left but beverage glasses and napkins when the check lands.

10. Use the guest's name. Thank them. Say goodbye.

The last impression is remembered as much as the first. End it warmly, by name.

The floor is the classroom. Hand this to every new hire, and hold every shift to it.