

Preshift card for restaurants

Fifteen minutes before doors. The room, then the guests one table at a time, then one topic.

1. THE ROOM

Covers	Large parties	Allergies and restrictions	Out of stock	Who is where

2. THE GUESTS (EVERY RESERVATION WITH A NOTE)

Table	Who and why they are here	What we know	What we will do for them

3. TODAY'S TOPIC

Topic number	The example from last week	What we will try tonight

THE THIRTY TOPICS

1. What does good enough look like at your station, and when did we settle for it?
2. Each table is a judge. Which table did we lose last service, and when?
3. What crossed the pass yesterday that should not have, and who caught it?
4. One thing you do before service that no one sees.
5. When the kitchen is in the weeds, what does the standard give up first?
6. In the first three minutes, how do you tell celebration from work from a hard evening?
7. A guest last week who wanted to be left alone, and how we knew.
8. What did a regular order that was different, and did anyone ask why?
9. Which note in tonight's book do we trust least?
10. What did a guest say on the way out that we should have known on the way in?
11. The last plate that went back: what happened in the sixty seconds after?
12. Who on the floor can fix a problem without a manager, and what can they not fix?
13. A complaint we heard out fully before we answered.
14. What would it take to correct and compensate before the guest has to ask?
15. Which mistake have we now made twice this month?
16. Who was corrected in private this week, and did the corrected work come back?
17. What did the newest person on the team notice that the rest of us missed?
18. Name the colleague who covered for someone last service.
19. What is the calmest kitchen you have worked in, and what made it calm?
20. One thing a mentor showed you with their hands rather than told you.
21. Where did the last new idea on the menu come from?
22. What did you notice outside work this week that could reach a guest?
23. Which dish are we most proud of tonight, and can every server say why?

24. What would a diner remember from tonight if everything went to plan?
25. Which part of our service could any good restaurant copy, and which could they not?
26. Who here wants to run a kitchen or a floor one day, and what are they learning tonight?
27. What has someone handed over to you that they used to hold alone?
28. What keeps you in this work on the hard nights?
29. What does the guest get here that they would not get at home?
30. If you ran this meeting tomorrow, what would you want the room to talk about?