

SOMETHING DIFFERENT — GRILL —

Serving People Intentionally



MAKE EYE CONTACT

Eye contact makes people feel heard. It creates a connection, and makes you look more confident. It also makes communication easier and more effective.

SHARE A SMILE

People who smile or laugh often will tend to be happier, more energetic, and healthier. It also creates connection with other people. Smiling releases dopamine, endorphins, and serotonin in your brain and the brain of others creating a transformational experience.

SPEAK ENTHUSIASTICALLY

How do you greet your best friend when they come into your home? What is your tone like? Are you talking to your guest like your talk to a friend? Are you talking to the guest like they're a stranger?

STAY CONNECTED

Have a story ready to talk to people. Have a favorite food item to recommend and talk about. Compliment the guest. Treat them like your friend/family.

HOST



Hear the guest

Listen to what they have to say. Listen to the underlying need.



Observe their body language

Is there anything we can offer them to make them more comfortable?



Serve their Needs

Can we make it happen in under \$10? Is it a reasonable request?



Thank them!

We have jobs because of our guests! If you're not comfortable thanking them, we start back at H.

TRANSACTIONAL HOSPITALITY

This is just being nice. It's the bare minimum in hospitality.



TRANSFORMATIONAL HOSPITALITY

What can we do to make this person's day better? What would make your day better?