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|-----------------------------------|---|---------------------|
| 1 Greet the guests | ✓ | Good evening madam. |
| 2 Ask if there is a booking | | |
| 3 Ask for the name | | |
| 4 Check the booking details | | |
| 5 Offer the guests a coffee | | |
| 6 Offer cloakroom service | | |
| 7 Offer a choice of seats | | |
| 8 Apologise and explain problem | | |
| 9 Suggest seats | | |
| 10 Show the kitchen to the guests | | |
| 11 Show the guests to their table | | |
| 12 Present the menu | | |