

- a 1. Greeting
- 2. Asking for the date
- 3. Asking for the time
- 4. Asking for number of guest
- 5. Asking guest waiting to check
- 6. Asking for name |
- 7. Asking phone number
- 8. Confirm detail information
- 9. Thanks guest and say goodbye
- 10. Ask if guest have a booking
- 11. Ask for cloakroom service
- 12. Show the table to guest
- 13. Apologize guest when the restaurant doesn't have tables near the window
- 14. Present the menu