

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