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		

LIVEWORKSHEETS