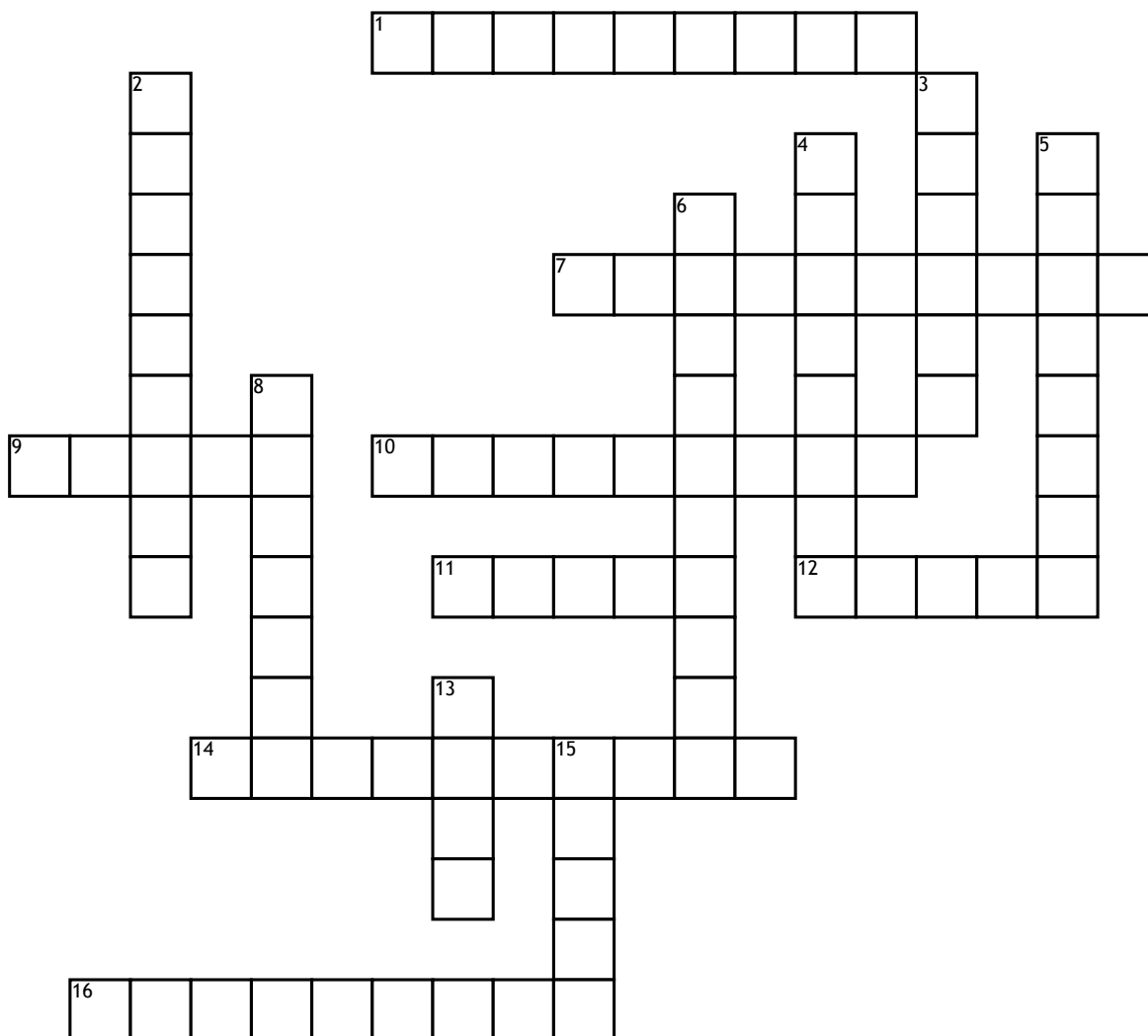


Name: _____

Date: _____

Front of house



Across

1. If a customers complains what should you do first _____.

7. Customer _____ are dealt with the manager

9. Service with a _____.

10. □ Have a good working _____ of the business

11. Handle glasses by their _____ and silverware by the handles.

12. Always serve the customers on the right side and _____ the plates from the left side.

14. _____ is part of the front of house.

16. You want to provide _____ service.

Down

2. When you have served the customer their meal after a few minutes you should make sure that they are _____ with their meal.

3. Be _____ at all times.

4. Check if any customers are not _____ to anything.

5. Steam polish with _____, glasses and cutlery to get rid of any water marks.

6. First _____ that will create lasting impression.

8. You get ready for _____.

13. Don't take an empty plate from one guest whilst the others are still eating the same course _____.

15. The customer is always _____.