The Nine Principles of Remarkable Service
Combining Hospitality and Service Skills for Remarkable Service

**Remarkable Service is Courteous, Friendly and Welcoming** – When guests are met by friendly, welcoming hosts, they are assured that they can relax and enjoy their meal.

**Remarkable Service Instills Trust** – Dealing with guests in a straightforward and honest manner puts them at ease.

**Remarkable Service Comes from Knowledgeable Servers** – When servers share their knowledge with the guests, it assures them that they won’t miss something special.

**Remarkable Service Depends on Effective Communication** – The art of communication consists of transmitting just the right amount of information exactly when it is needed.

**Remarkable Service is Performed Efficiently** – Careful attention to mise en place (having everything in its place), an intelligent economy of motion and a cooperative attitude make the server’s job easier to perform.

**Remarkable Service is Well-Timed** – Remarkable servers anticipate the needs of the guests.

**Remarkable Service is Flexible** – A good server recognizes that sometimes the rules must be bent a little in the interest of the overall quality of the guests’ dining experience.

**Remarkable Service is Consistent** – The key to achieving long-term success is the consistent delivery of the best possible service to every guest – every day, every week, every month and every year.

**Remarkable Service Exceeds Expectations** – The best service is constantly improving service.