

REHEARSAL GUIDE



Performing Effective Shift Meetings
Role Play Scenarios
Games and Contests

Welcome to A Role in the Show!

These games are designed to be used in pre-shift meetings to support A Role in the Show.

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REHEARSING WITH ROLE PLAYS

What I **hear**-I **forget**
What I **see**- I **remember**
What I **do**- I **learn**

One of the best methods for helping staff to gain confidence and increase performance is through role-playing. Role playing is simply an informal re-enactment of a real life situation. You pose a question that stimulates thought and leads to possible answers. With Role Plays, your cast can rehearse real life situations in a safe environment, without negatively affecting your audience.

The role play examples included in this guide provide a starting point that can be adapted to suit specific situations in your restaurant.

ROLE PLAY INSTRUCTIONS

- ☞ To initiate a role play, divide the group into desired teams and brief the teams on their respective roles.
- ☞ Make sure that your instructions are clear.
- ☞ Be sure to inform them of any time considerations, and how the role-play will be evaluated.
- ☞ Keep the discussion on track, and be ready to assist if the discussion trails off into silence.
- ☞ Watch how each individual participates, and be sure to complement good responses.
- ☞ Take every opportunity to help build confidence in your team!
- ☞ Always have the last word, summarise and reinforce key points, and close the role-play session on a high note.
- ☞ Thank the participants for their input.
- ☞ Be ready to offer a story, quotation, or call for action which will reinforce and stimulate additional thoughts on the topic covered.
- ☞ Once you have followed these steps, you will be on your way to presenting effective training sessions.

ROLE PLAY - ANTICIPATING NEEDS

A HELPING HAND

A family of four are approaching the front door of the restaurant. The husband is pushing a stroller, and the wife is holding the hand of the other child.

Manager/Director Tips:

- Ensure the cast understand your policy for dealing with children
Discuss ways the cast can offer assistance, including
- ▶ holding the doors and providing seating in the waiting area
 - ▶ high chairs and booster seats
 - ▶ special children's menus

NOT THIS TABLE

A party of three are being led to their table, when they pause and look around before being seated and ask for a different table.

Manager/Director Tips:

- Ensure the cast understand your policy for seating guests
Rehearse ways the cast deal with guests unhappy with their seating
- ▶ offer alternative table
 - ▶ explain why alternative table cannot be offered at this time
 - ▶ suggest options that can be offered for future bookings

ROLE PLAY - SUGGESTIONS AND RECOMMENDATIONS

BUSINESS LUNCH

It is lunchtime. Four well-dressed business people are discussing work rather intensely. How could you most effectively suggest a starter to these guests?

Manager/Director Tips:

Encourage wait staff to suggest starters at lunch

A fast and simple item may be an appropriate suggestion.

Feature a light, non-spicy starter at lunchtime.

Ensure that the featured starter is a good match for other popular lunchtime items

FIRST TIME LUCKY

A party of four has just entered the restaurant for the first time. They mention this as they are being seated. Use menu knowledge and appealing words to suggest signature dishes- items that are a speciality to your restaurant

Manager/Director Tips:

Ask wait staff to demonstrate how you could use the fact that this is a first time visit as an extra opportunity to help the guest.

Highlight the items unique to your restaurant (from the competition). Describe how your restaurant is unique in your area. Encourage wait staff to suggest house specialities.

ROLE PLAYS - SUGGESTING WINE

TABLE FOR TWO

Two people have just finished their starters and are ordering their main course. One person orders a grilled fish, the other a steak. How could you suggest a wine they both may enjoy?

Manager/Director Tips:

Encourage wait staff to ask questions.

If the fish comes with a rich or spicy sauce, a lighter red wine would complement both main course dishes.

If one person prefers white wine, suggest several wines by the glass or half-bottle.

For instance..."You can enjoy a glass now, and one with your main course"

The same goes for the other person. Point out red wines by the glass or half bottle, by name.

A ROMANTIC COUPLE

It is 9:00pm. A couple has just finished their main course, and are trying to decide whether they have room for dessert. What wine/dessert combination could you suggest to finish off this romantic dinner?

Manager/Director Tips:

The couple is out for a good time, don't rush them! Suggest the most luscious chocolate dessert, 2 forks, and 2 glasses of a full bodied red, or Cabernet. Strawberries and Cream with Champagne is also a romantic choice.

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