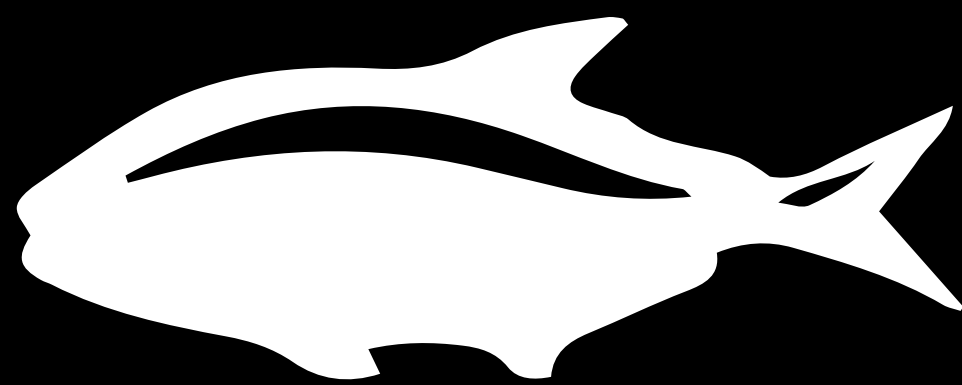
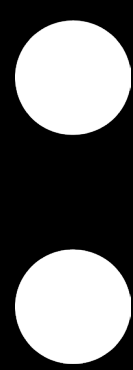


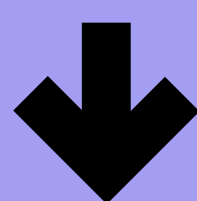
# STINT



# ISLAND POKÉ

## Steps of service

Here's a handy guide to help you get started with the Island Poké Stint Team.



# Welcome to Island Poké!

From the moment customers step into the restaurant, you should ensure you're providing an exceptional experience!

The Island Poké team have 5 steps of service that are good to remember:

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**1. Warm welcome**

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**2. Engage**

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**3. Suggest**

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**4. Look out for  
your customer**

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**5. See you again soon!**

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# 1

## Warm welcome

Be friendly, sincere and always maintain eye contact. Try to vary your greeting from customer to customer, it should not be a repetitive formula!



### Things to say:

“How are you? Good to see you today!”

“Good morning / Good afternoon, thank you for coming in!”

“Hi, good to see you again”  
*(if you recognise the customer)*

“Welcome - thanks for visiting today!”



### Things to avoid:

“Hi, what would you like?”

“Hello.”

“How can I help?”

# 2

## Engage

Don't assume customers have been to Island Poké before! Guide and help your guest with their order, as it might be their first time visiting.



**Always ask the customer if they have any allergies.**



**Things to say:**

“Would you like one of our Island Bowls or would you prefer to build your own?”

“Do you know what you're after?”

“Do you need any help with your selection?”

“Do you need any help at all, do you know how we work?”



**Things to avoid:**

“What do you want today?”

“How can I help?”

“What can I get for you?”

# 3

## Suggest

...and don't tell! It's all about what's good for the customer, not just for the business.



### Things to say:

“Can I suggest some avocado or a boiled egg with your bowl for an extra £1?”

“Have you tried the Miso Aubergine, it's a house favourite!”

“Can I tempt you with one of our brownies today?”



### Things to avoid:

“Do you want a premium topping for £1?”

“Any extra ingredients?”

“Anything else?”

# 4

## Look out for your customer

Island Poké genuinely want to find ways to get better value for their guests.



### Things to say:

“Don’t forget to collect your reward points by scanning your Island Poké App”

“Have you got the Island Poké App to collect your Poké Perks today?”

“Do you have our loyalty scheme? “

“Do you know how it works?”

Do you know about Poké Perks?”



### Things to avoid:

“Do you have our app?”

“Do you collect stamps for Poké Perks?”

“Do you want to scan your stamp?”

# 5

## See you again soon!

Make sure you offer a warm, sincere and heart felt goodbye to leave a positive lasting impression on the customer.



### Things to say:

“Enjoy your bowl and thank you for coming!”

“It was great to see you again, and thanks for coming back!”

“Let me direct you to my colleague for your payment and have a nice day”

“See you soon, enjoy your day”

“It has been great seeing you today”



### Things to avoid:

“Thank you”

“Bye.”

“Next!”



# Remember to be Stint SHARP to get a 5 star rating:



## S **Start on time**

We recommend arriving at least 5 mins early to make a great impression! Check in with the QR code.



## H **High Speed**

Do your tasks as efficiently as possible! And don't go on your phone.



## A **Attitude**

Be proactive, smiley and happy to do any task. Ask if you need help.



## R **Reliability**

Don't cancel a Stint with less than 24hrs notice, and don't leave your Stint early if it's not an emergency.

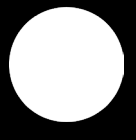


## P **Prepare for your Stint!**

Make sure your uniform is nice and clean, and plan your journey. All the info you need is on the app!

[Check out our Stint SHARP video too](#)





# Got questions?

Our team are always happy to help!



## Help Centre

We have a range of helpful articles available in our online [Help Centre](#).



## Live Chat

Why not test our brand new Live Chat? Simply open the app and go to:

**Account > Help > Live Chat**

# STINT