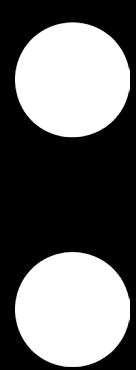


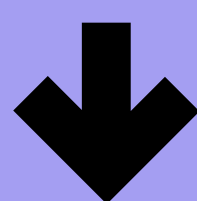
STINT



LINA STORES

Induction Pack

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



Welcome to Lina Stores!

Lina Stores have been trading in London for over 75 years. From cured meats to cheeses to antipasti, they aim to offer our guests the best that Italy has to offer.



Get to know their brand values...



Community is at their heart

They've fed homesick Italians and hungry Londoners since 1944!



Happiness is their pride

In true Italian spirit, they believe in the warmest welcome and the widest smile.



Celebrating the best of Italy

They provide the highest quality artisanal products from their trusted partners in regional Italy.



Engaging in opportunity

They recognise potential and grow together with their team and partners.

Steps of service:

1

Setting the scene

Look over their menus to familiarise yourself, and make sure to remember their specials, menu changes and any other key info from the briefing. Take a breath – you are ready for an great service!

2

A warm welcome

Remember to greet customers with a smile, ask how they are and whether they've been to Lina Stores before (never assume someone has).

3

Making the order

Make orders, don't take them! Take control of the experience, offer advice and guide guests towards the right quantity and mix of dishes. Note your order on the pad, read it back and iron out any uncertainties before you leave.

4

Keeping an eye out

Your guests will be thoroughly enjoying themselves by now, however always be easily accessible to top them up or help if they have issues.

5

Dessert and afters

Once the table is totally clear of empty dishes, guests are ready to be softly persuaded into enjoying a dessert.

Always take the dessert menus over. Whilst placing them at each guest let the table know your favourite choice of dessert and after dinner drink.

6

Prompt payment / fond farewells

When a guest requests the bill, they're focusing on leaving the restaurant already. Let's help them make that happen and complete a great service. Don't assume someone has already said goodbye. 100 goodbyes is better than none!



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