

## Drop-n-Go

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### Introduction:

Drop-n-Go is a procedure that, when used correctly, helps ensure Dining Room cleanliness standards are met. Our Guests have told us that sitting in a Dining Room with dirty, un-bussed tables is a huge disappointment and can cause them not to return. Clean restrooms and drink refills are also in the top three service-related complaints by Guests. The food can be excellent, but if there are cleanliness and/or service issues in the Dining Room, we may end up losing that Guest.

When managers hear Drop-n-Go, many think of only the busiest days. Drop-n-Go may be a scheduled position on a very high volume day. However, Drop-n-Go can also help on a slower day when dealing with shorter-term issues (e.g., when a large party or unexpected bus of Guests leaves) or when the Line speed is slowing down because Guests are waiting for tables to be cleared. Drop-n-Go can be used in short, unscheduled segments—in 15-minute intervals—and still make a positive impact on the Dining Room.

When necessary, call for Drop-n-Go. The Meat Cutter, a Hot Cook, Prep Person, GEA, or Line Person can be placed in the Drop-n-Go position for 15 minutes to help get the restaurant back on track. When the Dining Room is clearing out, there will generally be less demand on the Buffet or Line area, at least for a few minutes.

Guests especially hate having to look at a table full of dirty dishes. Servers will sometimes bus dirty dishes to a clean table, rather than take them directly to the Utility area. That table quickly becomes filled with dirty dishes, what is commonly referred to as a “Mother Ship.” Drop-n-Go can help prevent that from happening.

If you are walking through the Dining Room and see tables not being pre-bused, the likelihood of Servers creating a Mother Ship increases dramatically. Set up a quick Drop-n-Go station and let the Servers know it will be up for only 15 minutes. This will enable them to quickly get caught up on bussing without negatively impacting Guest service.

### Directions:

You are responsible for maintaining the FOH service and cleanliness standards. Use the chart below to record when you saw Drop-n-Go implemented and instances when you recommended that Drop-n-Go be implemented. Enter this information in the Drop-N-Go Comment Box on the online syllabus.

Day of Week/Shift	Drop-n-Go Implemented	Drop-n-Go Recommended	Person Assigned to Drop-n-Go	Notes