

HOW TO RUN THE DAILY AVERAGE CHECK HUDDLE

5-7 Minutes. One Focus. Better Guest Recommendations.

THE DAILY HUDDLE FLOW

RECOGNIZE → LISTEN → FOCUS → PRACTICE → COMMIT

1 min

2 min

1 min

2 min

30 sec

BEFORE THE HUDDLE

Choose ONE focus item.

Know:

- Why recommend it/why guests want it
- What it pairs well with
- Where it fits in the guest experience
- When is the best opportunity to recommend
- One natural phrase the team can use
- Yesterday's performance or guest feedback

2. WHAT'S WORKING

Allow the team to speak first.

ASK:

"What are guests responding to?"

"What language or technique worked?"

1. START WITH A WIN

- Spotlight a team member who created a strong guest recommendation opportunity yesterday.
- Highlight the specific behavior worth repeating.
- Generate dialogue by asking the team if there's anyone they want to recognize.
"I want to give a shoutout to ____ because each time I passed his/her section, they were enthusiastically recommending ____"

3. TODAY'S FOCUS

Introduce today's ONE priority.

Team should know:

WHAT → WHY → PAIR → WHEN → WHO

Keep it brief. Don't give a product lecture.

4. TODAY'S RECOMMENDATION MAP

Pick ONE interaction from today's map. Practice how a recommendation can naturally fit in the moment.

ROLE	WHEN TO RECOMMEND	WHAT TO RECOMMEND	TRY SAYING...
Host	Waiting/Seating	Specialty Beverage	"While we get your table ready would you like to try _____?"
Server/Cashier	Start of Order	Appetizer	"If you'd like something to share, the _____ is one of our popular starters?"
Server/Cashier	Entree Order	Premium Side/Add-On	"The _____ pairs really well with that entree if you'd like to upgrade?"
Food Runner	Food Delivery	Sauce/Add-On	"Can I bring you an extra side of _____ to go with that?"
Manager	Table Touch	Dessert	"If you're thinking about dessert, the _____ has been one of our guest favorites?"

NOTICE → CONNECT → RECOMMEND

NOTICE an opportunity

CONNECT the recommendation to the guest's order/needs

RECOMMEND something specific and relevant

5. TODAY'S COMMITMENT

Agree on ONE behavior everyone will practice.

Instead of:

"Sell as much as possible."

Commit to:

"Offer today's focus item when it naturally fits the guests order."

Example: "Today let's look for natural appetizer opportunities when guests are ordering entrees."

END-OF-SHIFT QUICK CHECK

Take 60 seconds to review:

- Average check vs goal
- Focus item performance
- What worked
- What to carry forward

Use what you learn to shape the next huddle.

MANAGER REMINDER

A guest saying "No, thank you" doesn't mean the recommendation failed. Coach the QUALITY of the interaction, not only whether an item was sold.

The goal: helpful recommendations that improve the guest experience and create opportunities to grow check.