**Introduction**

Following the steps of the Guest Journey helps us showcase our hospitality to every Guest, every day. We want to make sure our Guests feel so at home that they keep coming back for more.

It’s important for every employee to know and understand the steps of the Guest Journey. Even though you may be more involved in some steps than others, everyone should work together to create memorable moments for our Guests.

The six steps of service in the Guest Journey start the minute the Guests walk through the door until the moment they leave. In this training, we’ll review the second step of the Guest Journey and discuss the goals our Cashiers will accomplish with every Guest.

**Selling from the Heart**

The second step of the Guest Journey is Selling from the Heart. Selling from the Heart is the time for our Cashiers to wow our Guests and accomplish these four goals:

1. Greet
2. Introduce
3. Validate
4. Deliver

**Greet:** Every Guest should be greeted with eye contact and a genuine smile as they approach the Cashier. When greeting your Guest, you should start the conversation by asking “Have you been to Nando’s before?” If it’s your Guest’s first-time dining with us, offer to give them a menu tour. A menu tour is when you walk our Guests through our menu and tell them we’re known for our flame-grilled PERi-PERi chicken, point out our PERi-ometer, and explain the categories on our menu including our Starters, Handhelds, Desserts, and Cocktails.

Once you’ve finished the menu tour or if the Guest has been to Nando’s before, you’ll ask “Are you dining in or taking out?” If a Guest is taking out, you’ll be prompted to ask the Guest for their name before you take their order.

**Introduce:** While the Guest is telling you their order, you’ll use this time to determine the additional menu items that would complement their order. To do this, you can either upsell or suggestively sell a menu item.

**What’s the difference between upselling and suggestively selling?** Upselling is when you suggest an add-on item to their order. For example, if your Guest orders our PERi Chips as their side item, you can ask them if they would like to add PERinaise or PERi Ranch to go with their PERi Chips. Suggestively selling is when you suggest a new menu item to a Guest. For example, if your Guest asks you for a recommendation, you could suggest one of our newer menu items to them. To keep our menus interesting, we occasionally add new items to our menus that you can upsell to our Guests.

These suggestions should be genuine and shouldn't feel pushy. We call this step Selling from the heart because it should feel like a conversation, not a sales pitch.

**Validate:** Now it’s time to validate. When you’re interacting with a Guest there are two things you should validate before you send their order to the back. First, you should validate their ID if your Guest orders alcohol. If your Guest orders one of our alcoholic beverages, before you proceed with their order, you’ll use BEPSI and validate their ID.

Next, once the Guest finishes placing their order, you’ll validate their order and repeat it to them. Doing this ensures order accuracy and the Guest’s satisfaction. Repeating a Guest’s order may seem like a small task, but it's a big deal to our Guests. Incorrect orders lead to frustrated Guests and there's a chance they may not want to order from us again. This Guest ordered a Wing Platter and two Natas. When they got home, they realized they didn’t get the PERi Ranch for their wings or the Natas they ordered. Now they are angry and may not order from us again. Validating a Guest’s order, helps us to prevent those mix-ups and keep our Guests coming back for more.

If your Guest is dining in, you’ll then be prompted to ask for their table number before you proceed to the payment screen. Once you receive their payment, you’ll hand them their receipt and point out the sauce station. You should mention your favorite flavor and encourage them to take some of the sauce bottles to their table if they are dining in.

**Deliver:** This step only applies to our dine-in Guests. If a dine-in Guest orders a beverage, you should prepare it and deliver it on a tray within five minutes of ordering.

**Knowledge Check**

1. What’s the first question a Cashier asks their Guest after they greet them?
   1. “What would you like to order today?”
   2. “What’s your name?”
   3. “Are you dining in, picking up, or taking out?”
   4. “Have you dined with us before?”

Correct: Cashiers should start by asking if they’ve dined with us before so they will know if they need to ask the Guest if they would like a menu tour.

1. If your Guest orders PERi Chips, what menu item could you upsell to them? Choose all of the correct answers.
   1. PERinaise
   2. A bottle water
   3. Naughty Nata
   4. PERi Ranch

Correct: If your Guest orders PERi Chips, you could upsell PERinaise or PERi Ranch with their order.

1. True or False. Before you take a Guest’s payment, you should repeat the Guest’s order.
   1. True
   2. False

Correct: Before you take a Guest’s payment, you should repeat the Guest’s order to ensure order accuracy.

1. True or False. Any food or beverage the Cashier makes should be delivered to a Guest’s table after 10 minutes.
   1. True
   2. False

Correct: Any food or beverage the Cashier makes should be delivered to a Guest’s table within 5 minutes.

**Summary**

Here at Nando’s, we don’t just serve crave-able meals; we serve memorable experiences. Our Cashiers play a big part in making this happen. This is why Selling from the Heart is an important step of the Guest Journey.

Click end to exit this training.