

# CUSTOMER JOURNEY

1

## Place your booking!

Email: [kpa.bookings@keele.ac.uk](mailto:kpa.bookings@keele.ac.uk)

Call: 01782 734228

To keep you all safe we have had to reduce our capacity, during food service pre-booking is essential! Limited spaces may be available on arrival during non food service hours if you spontaneously decide to pop by!

2

## Come on in!

**Please enter the building via the main door following the signed one way route. You may have to queue so please maintain social distance!**

There are some bright stickers on the floor showing where you should queue! Please don't ignore these and have your face masks on!

3

## Meet our door host!

**The lovely door host will take you to your table.**

They will also give you a track and trace form which is compulsory to fill out. On arrival they will also ask you to sanitise and not remove your mask until seated!

4

## Meet our floor host!

**Soon enough our floor host will be with you to take your order!**

The superb floor host will then come and take your food or drink order. They have a very busy role so please give them some time to get around to you!

5

## Sit back & enjoy!

**The floor host will provide you with table service so your orders will arrive at your table!**

Then we just ask that you sit back and enjoy your food and drinks! If you need anything further make sure you give the floor host a little shout when they are nearby!

6

## Part with your money

**When you are ready to leave the floor host will direct you to the payment area.**

Payment for the items which you have had will then be required. The floor host will guide you to the till when it is clear - we only want one of you there at a time please! We will be accepting card, cash and Keele card payments.

7

## Leave us - to return again soon!

**When you are finished you will need to exit via the one way system!**

This is through the door at the rear of the building and is clearly signposted. Ask a staff member if you are unsure! Please sanitise on your way out! We hope to see you again and stay safe!

