

ORGANIZE A CARE BLITZ

We can help you involve your work colleagues or friends. A *Care Blitz* builds on the *Unexpected 20* idea and adds community. All of you show up with an *Unexpected 20* to give to a person who is dealing with a specific crisis. Our Big Table team identifies the person and works with both you and the manager to plan the surprise.

ADOPT A RESTAURANT

Gather a group of friends who will adopt one restaurant in your neighborhood. Use these suggestions and then get creative. Examples: look for ways to celebrate birthdays, show up with pizza just before closing.

ADDITIONAL CARE TIPS

When you go through a **drive thru** window, greet the person taking your money and thank them. | Treat **hotel desk staff** with extra grace. They take the brunt of what goes wrong in a hotel and don't get paid well to do it. | At the end of a meal, if the restaurant has an **open kitchen**, thank the cooks.



BECOME A BIG TABLE CHAMPION

Help us turn care for the working poor into a nationwide movement. Sign-up on our website to give monthly and ask for a *Champion Starter Kit*.

Big Table cares for the working poor in the place with the highest concentration of need in the nation — the restaurant and hospitality industry



Discover why all the most vulnerable work in such high numbers in restaurants and hotels.

www.big-table.com

CONNECT WITH US

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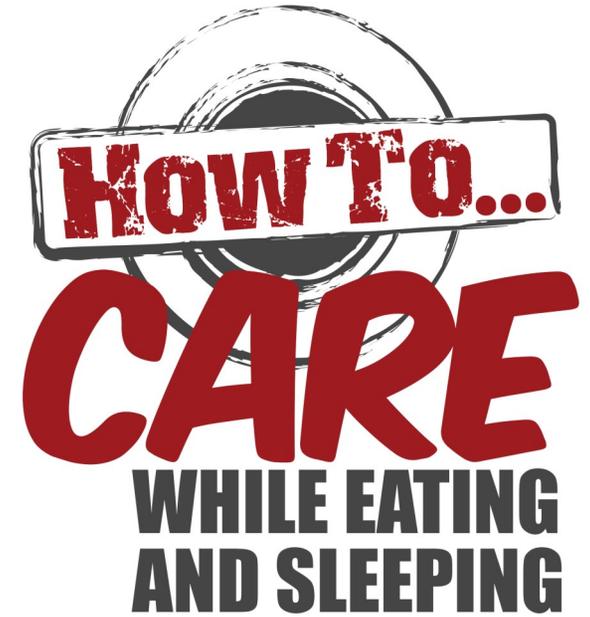


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A **BIG TABLE** GUIDE TO DINING OUT AND STAYING IN HOTELS

BEHIND THE SMILES

Those working in restaurants and hotels make up the largest single employment group in the nation and **hidden behind their smiles is the highest concentration of need anywhere in the country.**

PRACTICAL WAYS TO CARE

BUILD RELATIONSHIPS

TWO MINUTES AT A TIME

Each time you go into a restaurant or hotel, carve out a few extra moments to look staff in the eye and honestly engage. Introduce yourself and be intentional about the questions you ask. Then pick up the conversation the next time you see them. Just be aware of how busy they are.



Consider timing your visit early or late — away from peak hours.

NAMES, NAMES, NAMES

When you introduce yourself, ask for their name and how they are. Use their name naturally but never in a patronizing or suggestive way. Be sure to say goodbye and thank them using their name. Give them a sincere and specific compliment if possible. If service was rough, ask if it has been a tough day.

TURN YOUR PHONE INTO A RELATIONSHIP ASSISTANT

Create an address book entry by restaurant or hotel and enter the names and details of everyone you meet before you leave. Then review your notes for 15 seconds before you walk in the door the next time.



Nothing communicates real care more than remembering names and details.

BECOME A SERIOUS TIPPER

Treat tips as a way to surprise and honor your servers. 20% should be a minimum and look for opportunities to give more. If you have the money to do so, ask what was the biggest tip they received that day (or week or month) and top it just for fun. When you stay at a hotel, leave a \$5.00 tip per night in the room with a note thanking the housekeeper — they have one of the worst jobs in the hotel and receive little appreciation.

WRITE RECEIPT NOTES

With your tip, write a personalized ‘thank you’ on the restaurant copy of the receipt using your server’s name. Not only will they see it, but their manager will see it too when the receipts are reconciled.

TARGET YOUR DOLLARS

One of the best ways to care is simply to focus — pick a few restaurants, coffee shops, or bars and become a regular. If you travel often, use the same hotels. Methodically get to know names. Attend to details and

comments and make notes (again... using your phone). Ask about their child’s game or a special event they mentioned the next time you visit. Plan your visits when they are less busy (early or late) so they can talk without slowing down service to other customers. Look for creative ways to truly become friends with those on the staff. Show up with homemade cookies for the whole staff near the end of a shift.

CARRY **LOADED** UNEXPECTED 20s

This is probably the most fun you will ever have with a twenty dollar bill. Big Table has small tip envelopes we call *Unexpected 20s*.

Request several through our website and carry one or two in your wallet or purse loaded with a twenty. Then watch for an opportunity to give it to someone in the industry. That might be a housekeeper, cook, front desk employee, bus boy, etc. The goal is to give it to someone not expecting it.



Look for someone having a hard day. Or enlist your server to help — promise them a good tip and then explain the *Unexpected 20* idea and ask him or her to give it to the person having the worst day. If you have kids, they love helping decide who to give it to — they may even want to deliver it.

Our website even has a “Do It Yourself” *Unexpected 20* template on it for you to download and print out.