

6. Do's & Don'ts + Seater's Cheat Sheet

DO:

- Arrive early and scan for seating gaps.
 - Escort all guests to their seats.
 - Smile and stay aware of body language.
 - Whisper when speaking during service.
 - Respect preferences (aisle, back row, etc.).
 - Coordinate with other seaters and greeters.
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DON'T:

- Point and say "over there."
 - Leave your post without coverage.
 - Draw attention or speak loudly during service.
 - Overcrowd rows beyond comfort.
 - Block aisles or emergency exits.
 - Sit or disengage before release.
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Seater's Cheat Sheet

Helpful Phrases:

- "Welcome in! Let me walk you to your seat."

- “We’ve got space right up front—come with me!”
- “I’ll find a spot for you—one moment.”
- “Would you prefer a seat near the back or front?”

Things to Remember:

Task	Tip
Full Sections	Signal other seaters or alert the lead
Late Entry	Wait for a non-distracting moment
Families	Prioritize keeping them together
Overflow	Know the backup options (balcony, lobby, etc.)

Quiet Signals to Use:

- Raised index finger = “Need help”
- Open hand = “Seats available here”
- Head nod or wave = “Bring guests this way”