

What is Core 4?

The **Core 4** is how you approach every Guest interaction by creating eye contact, sharing a smile, speaking with a friendly tone, and always saying “My pleasure,” when thanked.



Create eye contact

Making eye contact gives the Guest your full attention, showing you are ready to serve and care.



Share a smile

A genuine smile shows appreciation for the Guest choosing your Restaurant.

A smile adds warmth and creates connection.



Speak with a friendly tone

Words are important and the way you say them matters.

Use a positive, natural tone that shows honor, dignity, and respect for all Guests.



Always say, “My pleasure”

Truett taught us that when a Guest says, “Thank you,” we say, “My pleasure.”

