

How to get 5 stars as a Host



Marugame has some guidance for you on how to smash your Host Stint. Read these instructions carefully and then go get that 5 star rating!

This role is all about being outgoing and showing off your personality...

Make sure you're enthusiastic and energetic in all of your interactions.

Your goal is to excite customers and introduce them to Marugame, so please ensure that you smile and engage with their customers.

Don't forget to be proactive and avoid standing around. If it's quiet, approach and engage passersby!

What to do if:

- 1. A customer approaches or has stopped at the shop front or menu:**
Introduce them to Marugame and say "Hi, welcome to Marugame, have you eaten here before?" If needed, explain the order process.
- 2. It's quiet or there's fewer customers entering:**
Approach passersby and say hello! See if they're interested in hearing more about Marugame. You can also hand out leaflets.
Let customers know that signing up to Marugame's Club gets them two free tempura on sign up, valid for 7 days.
- 3. A customer or delivery driver looks confused at the entrance:**
If they're collecting an order, direct them to the kiosk. If they're looking to eat in or unsure of what Marugame is, explain the concept.

Bonus tip:

If you happen to have a Stint on a Tuesday, it's 3 for 2 on their tempura - another great offer to shout about!

W.A.R.M Service

Welcoming

Warm and inviting. Smell and see our fresh food. Friendly, happy Chimu.

Accessible

Guided and encouraged, feeling at ease and made to feel at home.

Recognise

Recognise our customer's needs and adapt to meet them. Thank our regulars and club members.

Magic moments

Create Kando at every opportunity. Provide those little magic moments that lift spirits.