

# TASK ANALYSIS

TASK ANALYSIS FOR 2 PERSON ONE COURSE CASUAL DINING EXPERIENCE, PRESUMING RESTAURANT SELECTION HAS BEEN MADE		
I	enter restaurant	7
	<i>if greeted by host and with dining companion</i>	
2	greet host	8
3	request a table for 2, if necessary give name for waiting list and/or specify desired seating location (booth, by the window, in the lounge, by the TV), if reservations were made inform host of this (if a table is available proceed to [5])	9 10 11
4	wait, perhaps observe dishes being received and consumed at other tables and/or discuss with companion, perhaps get a drink at the bar	
5	follow host as (s)he shows you your table	
6	navigate restaurant	
		<i>if companion is not yet present</i>
		12
		13
		14

15	follow host	40	observe kitchen staff if visible
16	navigate restaurant	41	comment on service if particularly impressive or inept
17	observe other diners, converse with host (proceed to [22])	42	deride the music that is playing
	<i>if seating is self service and with companion</i>		<i>if going to restroom otherwise proceed to [48] or [53] if food is at table upon return</i>
18	navigate restaurant		
19	observe other diners (proceed to [22])	43	excuse from table
	<i>if seating is self service and meeting companion</i>	44	stand up and look for restroom
		45	navigate restaurant
		46	enter restroom
20	navigate restaurant	47	return to table
21	locate companion (proceed to [22])		
22	take place at table (side by side in booth, across from each other at table and chairs, back against wall, in corner, for best view of kitchen, dining room, TV), if necessary await companion		<i>(a diner left alone during a companion's absence may also)</i>
		48	observe restaurant and other diners
		49	look at dessert, cocktail or wine lists
23	if table is unclean await attendant to clean it up or inform host or server	50	look out window
		51	fidget with utensils and salt & pepper shakers at table
24	converse with companion	52	continue conversing with companion
25	look at menu	53	arrival of food
26	greet server and upon enquiry for drinks proceed to [30] or:	54	place napkin on lap, unwrap cutlery if necessary
		55	pick up cutlery, if dirty exchange with server
27	look at cocktail menu and/or	56	begin eating with chosen utensils when all parties orders have arrived
28	ask about specials and/or		
29	ask for suggestions		<i>if order is incorrect otherwise proceed to [60]</i>
30	order drinks	57	inform server
31	discuss menu with companion	58	encourage companion to begin eating before meal cools down
32	receive drinks	59	share dish with companion or pick at companion's dish
	<i>if not yet ready to order otherwise proceed to [36]</i>	60	season dish if necessary
33	respond to server's enquiry for food with a request for more time	61	acknowledge companion, converse, even with full mouth
34	clink glasses, sip drinks		
35	look at menu		<i>if something is required otherwise proceed to [64]</i>
	<i>service's enquiry to order</i>		
36	order and return menus to server	62	get attention of service
37	sip drinks	63	request desired item
38	converse with companion		
39	observe and gossip on other diners		

- 64 when finished with meal wipe mouth  
with napkin, lay cutlery and napkin  
down on plate, play with leftovers
- 65 comment on meal to companion, wait for  
server to collect dishes
- 66 finish drinks
- 67 respond to service's request for anything  
else
- 68 request the tab
- 69 wait to receive the bill
- 70 receive the bill and check for orders and  
total
- 71 if one person is paying argue and  
exchange pleasantries or split bill
- if paying by credit card otherwise if paying  
with cash proceed to [76]*
- 72 place card(s) with bill and await server's  
return to collect card(s)
- 73 if splitting the bill inform server of  
amounts for each card
- 74 await server's return with credit card  
receipts
- 75 indicate total and amount for tips and  
sign receipts
- if paying with cash*
- 76 place cash with bill
- 77 if change is required, await server's return  
and request change
- 78 collect belongings, stand up, brush  
crumbs off of clothing and exit