



## **Restaurant: Group Readiness Checklist**

This check list has been created to help you review what might be needed for your restaurant to become group ready or enhance your existing group tour experience.

### **Business Overview**

- Open regularly with set times/hours
- Can accommodate group sizes of 25+ (full motor coach of 54 pax) easily
- Offers advanced group reservations or blocked bookings
- Provides consistent year-over-year menu and experiences
- Provide guaranteed pricing and availability for group bookings, ideally up to 12-months in advance
- Has a designated contact person for tour operators and group bookings
- Dedicated group tour brochure or one-sheet with group details
- High-quality photos and logos available for tour operators, if needed
- Website includes a section for tour operators
- Listed in local or regional DMO group travel guides
- Offers virtual FAM tours or hosts live familiarization visits, if needed
- Applicable licences, insurance, and food & safety regulatory compliance
- Has a crisis/emergency response plan that includes group tours
- Walkways, elevators, and ramps compliant with accessibility standards
- Have contingency plans for time for last-minute changes (due to traffic, client cancellations etc.)

### **Service Expectations**

- Offer a high-quality dining experience consistently
- Maintain up-to-date, accurate information about your menu, hours, and services on all platforms (website, brochures, social media)
- Have positive customer reviews and testimonials available
- Ensure your dining experience can be reliably repeated for a group series or multiple bookings
- Train staff to be friendly, engaging, and knowledgeable about group needs
- Respond promptly (within 24 hours) to booking inquiries, confirmations, and any issues

## Group Dining

- Offers group-friendly dining areas (, sections, private room, semi-private)
- Groups can sit at various table set ups (long tables or benches are not preferred)
- Provides group menus with fixed pricing (pre-set, buffet, or limited à la carte)
- Offers meal options for special diets (vegetarian, gluten-free, allergies, etc.)
- Has the ability to serve meals within a set timeframe (e.g., 60–75 minutes)
- Have water glasses already poured and table set up prior to group arrival
- Offers a tour escort/driver complimentary meal policy
- Tour groups are greeted on arrival (by host or manager)
- Accessible restrooms with sufficient capacity to handle groups
- Timed coordination to avoid overlap with other large groups, if needed

## Pricing & Payment

- Offers group rates or special group menu pricing for tour operators
- Accepts multiple forms of payment (credit card, cheque, EFT, tour vouchers)
- Can provide invoices and receipts tailored to group tour operators
- Understands and can comply with travel trade contract terms
- Provides tiered menu rates if applicable (student, senior)
- Can handle group deposits, if applicable
- Booking confirmation turnaround time within 24 hours
- Able to provide inclusive rates (ability to break out tips, and/or taxes if asked)

## Motor coach capacity

- Dedicated space for motor coach drop-off and pick-up on-site
- Offers designated parking for buses (on-site or within walking distance)
- Turning radius into venue can accommodate large a motor coach
- Restaurant entrance overhangs can accommodate a large motor coach

## Optional Enhancements

- Provides entertainment or live music for groups (if applicable)
- Can offer off-hours service or buyouts for private group events
- Provides storytelling, cultural/culinary tie-ins, or local product offerings, if able
- Reviews group processes and adjusts based on operator feedback

A standard 56 seat motor coach typically measures around 13.72 meters (45 ft) in length and 2.59 meters (8 ft 6 in) in width, a height of approximately 3.81 meters (12 ft 8 in).

The average radius needed for a coach to turn is 10-14 meters, 35-40 feet.