

TOPIC 3 F&B Guest Reservation Operation

Prepared by Cheryl Y.



Opening and closing checklists are incredibly important assets for servers. Referencing a clear-cut yet thorough list makes it easier for everyone to ensure that the business is operating smoothly and ready for service.

Checklists reduce forgetfulness, decrease human error, shorten the amount of time it takes to complete a task, and increase the quality of each task's execution. Plus, who doesn't love the satisfaction of ticking off accomplishments as they're completed?

Making sure that there's a server opening and closing checklist to follow will help keep your establishment neat and clean. According to research by P&G Professional, 85% of customers agreed that dining in a clean restaurant is just as important as food quality.



We put together examples of server opening and closing checklists to help you stay organized and keep your space sparkling. Some duties and additional side work may not be applicable to your establishment, so use these examples as a guide when creating your own customized version.

Once you highlight the items that apply to you, you can rest assured that the bulk of your restaurant opening and closing duties checklist will be covered.



Prepared by Cheryl Y.

Opening Checklist

Before you're officially open for the day, you want to make sure your staff can get in and get the restaurant set up. Start with these key tasks:

- Turn on lights and music.
- Turn on your Point of Sale system.
- Sign in or punch in.
- Refill receipt paper.
- Take count of any money in the register.
- Sweep or vacuum floors.
- Remove chairs from tabletops and position them neatly around the table.
- Ensure that all chairs and tables are sturdy.
- Place table settings.
- Stock every station with clean glassware and silverware.
- Fill water pitchers.

- Reference reservations list and be aware of any special requests or other notes regarding the upcoming service.
- Check with the kitchen about daily specials or other changes to the menu.
- Make sure bathrooms have been cleaned and restocked with essentials, like soap and toilet paper
- Flip the sign on your door from "Closed" to "Open."

Closing Checklist

When it's time to close up shop for the night, you want to do as much prep as you can so that the restaurant will be ready for the next day's opening. Here are some of the most important items for your restaurant closing checklist:

- Flip sign on door from "Open" to "Closed."
- If your front door is glass, wipe it down to remove fingerprints.
- Wipe down and sanitize menus.
- Wipe down and sanitize tables, counters, booths, high chairs, booster seats, and any other open surfaces.
- Refill condiments, salt, pepper, and sugar.
- Restock paper napkins.
- Place chairs on table.
- Empty all water pitchers.
- Clean and sanitize soda dispensers.
- Dry off all freshly-cleaned glassware and silverware.
- Put glassware and silverware away.
- Fold table linens and napkins.
- Take out trash, spray bins with cleaner, and replace with new bags.
- Wipe down and sanitize bathroom counters and sinks.

- Turn off coffeemaker; clean and sanitize.
- Tidy up the coffee station and re-stock, if needed.
- Print out end-of-day report.
- Close out the register.
- Sweep, vacuum, and/or mop floors.
- Count inventory in refrigerators.
- Ensure that no food is left out.
- Clean and sanitize refrigerators and dessert cases.
- Ensure all refrigerators and dessert cases are set to 40°F.
- Wipe down kitchen sinks and restock soap and paper towels, if needed.
- Make note of anything that the next day's staff should know for their service.
- Punch out.

Laminating these checklists and making them visible in your restaurant's workstations ensures that staff will always be reminded of the tasks at hand. It might also be helpful to keep dry erase markers nearby so that servers can cross off each item as it is completed. Depending on the staff size, duties can be divided between everyone, or they can rotate.

When your staff is more efficient, your restaurant operations are sure to run smoother. Keeping things organized and tidy allows for a more positive experience for customers and gives your staff the opportunity to clock out earlier at the end of the night, ultimately reducing your labor costs and increasing your profits. Now, who wouldn't want that?

Check List

Types of Check list :

Shift :

- > Opening
- > Closing
- > Handover

Area Check List :

1. Operational :
 - a) Bar
 - b) Cashier
 - c) Station / Section
 - d) Event - Event order
2. Non-operational or periodically
 - a) Inventory - daily
 - b) Inventory - monthly
 - c) Inventory - quarterly
 - d) Inventory - yearly

Prepared by Cheryl Y.

Server Sidework Checklist

ECglobal
Academy

Opening Sidework Functions

Week Starting	MON	TUE	WED	THU	FRI	SAT	SUN
Station 1 — Wait Station:							
Clean & wipe down wait station							
Stock & ice drawers/sk & cream							
Stock sugar & sweeteners, coffee, decaf, tea, bottled drinks							
Stock glasses, straws, napkins, coffee cups & lids/cups							
Cut lemons & limes							
Ice down generators							
Wipe coffee & tea							
Place backup beverage containers and CO2 tanks ready to replace empties							
Server Station 2 — Food To Go Area:							
Stock to-go area with to-go containers, napkins, cups, lids, plastic foodware and to-go bags							
Fold to-go plastic foodware with napkins, salt and pepper packets, ice with rubber band							
Insert to-go menus into to-go bags							
Server Station 3 — Tables:							
Take down chairs							
Clean & wipe table tops							
Clean & wipe chairs & booths							
Align & straighten chairs							
Check floor & sweep/mop if necessary							
Station 4 — Table Tops:							
Set tables — Runners, glassware, napkin							
Refill salt & pepper							
Clean condiment bottles							
Stock sugar, sweeteners, ketchup, table sauce							
Find additional napkins							
Clean & setup centerpiece (flowers / candles)							
Place clean serviettes on tables in smoking nook							

Table Reservations Procedure For Restaurants

Answering the telephone:

Wish the caller as per the time of the day:

- Good (morning / afternoon / evening). Roof Top Restaurant Albert speaking.
How may I help you?

Acknowledging a reservation request

- Certainly Mr. **David**, (use name if whenever known)
- Yes of course sir or madam, (use name if known)

Taking the table reservation details:

Standard questions

- May I have your name, please?
- When would you like book your table?
- A table for how many guests?

- Where would you like to sit?
- Do you prefer a smoking area? (Only applicable if your restaurant has separate smoking area / zone)

When you check the reservations book

- Please excuse me, (name), while I check the reservations.
- Please allow me to put your call on hold, while I check the availability.
- Just one moment, please (name), while I see what we have available.

Returning to the caller

- I'm sorry to keep you waiting, (name).
- Sorry to keep you on hold, (guest Name)
- May I have your (mobile number), please?

Confirming the details

- May I please repeat the table reservation details, A table for (2) (this afternoon / on Sunday, 31 October) at (2.00 p.m.) in the name of (Mr. David). And your (telephone number) is (123456789). Is that details correct?

Saying goodbye

- Thank you very much for calling, Mr. David. We look forward to seeing you then. Have a great day ahead.

When a table is not available or where the guest wants one

- I'm afraid we don't have a table at that time. Would (2.30) be suitable?
- I'm afraid we don't have a table available there at that time. But there is a table available (say where) then. Would that be suitable?

Offering an alternative

- May I help you to reserve a table at another of our restaurants instead?
- Perhaps you'd like to have (lunch) in the (Wok Restaurant), where there will be a buffet this afternoon.

Process for reconfirming a restaurant table reservation request:

Standard reconfirmation

1. Good Morning, Mr. David. This is Albert from the *Roof Top* restaurant speaking.
2. I would like to reconfirm your reservation for a table for 2 this afternoon at 02:00 p.m.
3. Thank you very much for making the reservation and we look forward to being of service to you and your (guest) this evening.

Reconfirmation of a table reservation with a special request

- Good afternoon, Mr. David. This is Albert from the *Roof Top* restaurant speaking.
- I would like to reconfirm your reservation of a table for 2 this evening at 7:00 pm.
- A birthday cake with the wording "Happy Birthday to Betty" has been arranged for tonight.
- Should you have any other request, please let us know.
- Thank you very much for making the reservation and we look forward to being of service to you and your (guest) this evening.

Managing Restaurant Reservations

There is no fast escape nor magic formula to ensure you are not facing a risk of walk-ins searching for a table while your restaurant reservations still remain plentiful.

But, the thing is, what makes restaurant reservations seem significant in the operation? And, how to manage restaurant reservations?

Having the reservation organized to how you want it turn out to be actually make it easier for you to know the arrival of guests who come in advance to your restaurant, and run the diner services smoothly.



The first thing that you need to do is to prepare a floor layout for customers.

You can plan to organize and arrange the seat tables according to the quantity of people you expect for, or directly aiming for larger parties.

Besides, with the collection of information given to you regarding how many customers are coming in or need to be fed, actually make it easier for your kitchen staff, servers and host to plan efficiently to match to your customers' needs.

Meanwhile, the walk-in guests are also able to get their seats and not wait in a queue for a period as you need to achieve a balance between reservation and walk-ins people.

As a consequence, this may help you to minimise the quantity of open tables yet still increasing in your restaurant's daily earnings.

But still, you need to gear up your game and take several steps to enhance the restaurant overall operations process.

Check out them below, to get some tips.

1) Sending Email to Prospective Diners as Reminder.

A common issue that almost all restaurants experience. That's when there is a no-show diner during the last minute.

However, there is an alternative to shove off this attitude by requesting a confirmation to the customers. A simple email reminder through an online tool, to ask them the status of their table reservation.

At the same time, we are sort of reminding them about the reservation because sometimes there is a huge gap between the booking time and the day where these customers should show up.

2) Impose a Charge

Try to give a lesson to the customers who never show up on time or for no-shows at all.

You may start to charge these customers a certain amount to portray you have a strict no-show restaurant policy too.

This might make several customers uneasy as they need to stick to the restaurant policy, but on a bright side, you may avoid the scenarios and revenue decline.

3) Offer Incentives

Offering something nice, like a discount to customers as portraying that you're appreciating the customers' presence to show up on time for their table reservation.

When the customers are pleased with your service, they might want to boast about it in their social media.

This absolutely motivates the other diners to come to your restaurant on time, or according to their table reservation time schedule.

4) Delegate Reservation Duties to Specific Staffs

A better approach to avoid your restaurant experiencing double booking and lost reservation is to designate responsibility to a few of your employees for each shift.

Your employees should be alert on such things; the requirements of booking a table, monitor the booking schedule, and find out the availability for dinner, brunch, hi-tea, and many more.

5) Research on Average Dining Time per Table

You should know how vulnerable it is to conduct research before you agreed to take any reservation from customers in the future.

All you need to do is to find out the quantity of tables in your restaurant and what is the average dining time per table.

This has to be done or your customers might need to queue for their tables for too long.

Side note, excessive dining time and having open tables for some period may cause a negative impact towards your bottom line.

6) Call Ahead Seating

This tactic might work on someone who wants to make their table reservation over the phone, while they are making their way to your restaurant's location.

Nowadays, people are more engaged with apps, instead over the phone. This is why people prefer to book online, which is easier and faster.

7) Keep Some Tables Free

Letting a few tables free during the peak hours is fine. Thus, the walk-in customers might be thrilled to get a few tables to themselves for diners although they are not making reservations beforehand.

This method somehow prevents the unwanted scenarios where several guests may show up out of nowhere, and might clash with other reservations that have been made.

8) Use an Online Reservation System

Should start to make use of an online reservation system as one of the convenient ways to book for tables at your restaurants and check out empty tables for walk-in customers in advance.

Conclusion

Concisely, there are several benefits to focus on while managing your restaurant reservations efficiently, as it actually brings advantages to your restaurant and customers too.

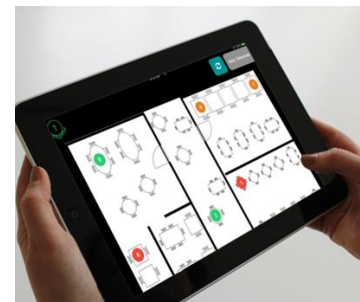
But, not going to deny that optimizing the restaurant reservation can be quite challenging.

Thus, you should properly address the restaurant management to achieve a success for your F&B business.

Have you heard about Integrated **POS solutions**? A **POS system** provides you with up-to date data regarding all the customers that you had dining at your restaurant.

Slurp provides features such as **Table Management** and **Waiter App** that suits the best to help you with future reservations and walk-ins.

Slurp! Table Management enables you to set up your own layout that fit to the events, by using Slurp's simple interface and you can keep the entire restaurant's layout in the system device. Now, isn't that a convenient way on how to manage restaurant reservations?



Prepared by Cheryl Y.



Meanwhile, for the **Slurp Waiter App**, it alerts the waiter to receive and manage pending orders or bills instantly using Slurp devices. No more bell calls or waving hands though!

Last but not least, have you heard that a proper customer management might help increase profit? If so, how is it done?

The more customers come and buy from you, the more likely you have a high possibility to achieve your business goals.

Thus, you just need to do some investment in your customer acquisition for you to exceed investment in retention too.

The booking sheet is

- The electronic or manual form used to record the guests' reservation details, for example:

Outlet name:								
Guest name	Tel. no	Date	Time	Total Cover	Meal type/ promotion	Booking status	Remarks	Staff name



Topic 4

F&B Guest Service Operation Function

Different Types of Food and Beverage Services in Hotels / Restaurants

There are many different types of food and beverage service types or procedures, but the major category of the food service is

- 1) Plate Service
- 2) Cart Service
- 3) Platter Service
- 4) Buffet Service
- 5) Family style service.

Below is the list of different type of food and beverage service followed by **hotel, resorts, restaurants, fast food establishments** etc.

1. Table Service / What is a Table service?



- Table service is considered as a border category of service style which consists of English Service, American Service, Pre plated Service Etc.
- In this type of f&B service, the guest is seated at the table with laid cover and orders from the menu.
- The guest has to be greeted with an eye contact and a warm welcome.
- The server or waiter should normally address the guest by sir or madam.
- If the server knows the guest name then they should address the guest by their Surname and title.
- Assist the guest in seating as per the number of persons or any special requests.
- While seating the guests the least desirable areas like the tables near to side stations, kitchen, dishwashing area etc. to be only offered is all other tables are full.
- The menu to be presented after opening to the women first, then the host and clockwise for other guests.
- Special attention to be given to kids.
- When serving the guest orders the server or waiter should have a good understanding of who ordered what dishes.

2. English Service / What is a English Service / Family Style F&B Service?



- English service requires the food to be placed on large platters or in large bowls.
- These food portions are then delivered to the guest's table by waiters/servers.
- Once the host checks and approves the food the same is placed on the table.
- The guests then pass the food around the table and serve themselves.
- In some cases, the host may also ask the waiter to serve the food.
- This is a common type of F&B service style as the ease of service and waiters shouldn't be highly skilled.
- The Family style F&B service is easy to implement.
- The servers or waiters shouldn't be that much skilled.
- This type of service also requires little dining area or space. There is a higher or rapid table turnover rate with this type of service.
- One of the major disadvantages of the family style service is the difficulty to control the portion sizes.
- This is because the last guest who gets served may not get enough item if other guest had taken more.

3. French Service / What is a French service?



- French Service is a very detailed and highly skilled type of service.
- It is very elaborate and expensive type of service.
- The chefs demonstrate culinary skill, by preparing meals in front of the guests.
- Normally all fine dining restaurants follow this type of service.
- VIP's and VVIP's are also given this kind of service style.
- Plated entrees are served from the right, all other courses from the left.
- Beverages are served from the right.
- French Service style is very expensive because it involves professional waiters to the server properly and slowly.
- The ambience and decor of the restaurant are always in high luxury.
- All diners are given the individual attention and they enjoy.

4. Buffet Service / What is a Buffet Service?



- Buffet service displays food in a chafing dish on counters or tables.
- Guests or customers help themselves to pick up as many and as many items, they would like to eat.
- Plate and cutlery (fork and spoon) is kept at the starting of the buffet counter.
- There are servers behind the counter who helps the guests with serving the food from the chafing dish to the plate.
- Buffet can be a simple food spread to very elaborate food, beverage, starters, dessert, and salad presentation.
- The staff should consistently keep the buffet containers full.
- In some kind of buffet setup like sit-down buffet serves to serve the food to the guest sitting the table.
- There are on the spot cooking in some buffet counter eg. counters which cook the displayed fish or meat, or counters for pasta etc.
- Guest are also allowed to replenish any item they prefer.
- Special attention and planning are required for buffet layout.
- The recommended number of guests one a buffet counter can server is 70 - 75.
- The number of buffet counter and the banquet layout to be decided as per the total min guaranteed guests who will attend the party.
- This type of service is recommended for large gathering or party.
- The banquet staff should maintain cleanliness and order during buffet service.

5. Room Service - What is a Room Service / In Room Dining Service?



- This type of f&b service as per the name suggest is provided in the guest room.
- The room service menu should match with the guest needs, expectations and hotels operations.
- Guest make food and beverage order from the room telephone, interactive television or hotels mobile app.
- Maximum of the room service orders in a hotel is for breakfast.
- For small orders the room service tray is properly laid out is used for serving the guest.
- For large orders, a room service trolley is used for serving.

6. Silver Service / What is a Silver service?



- The service style is similar to the French Service and Guèridon Service.
- The difference is an elaborate sterling silverware is used for the food and beverage service.
- Due to the fact that silver cutlery and crockery are expensive, EPNS (Electroplated Nickel Silver) service ware is used most commonly in hotels and restaurants.
- Only fine dining or speciality restaurants use silverware due to the high investment and maintenance cost.
- In this kind of service, the food and beverages are served in silver cutlery and cookery.
- The table is normally set with sterling silverware.
- All food is portioned into silverware from the kitchen itself.
- The silver platters are kept is the table side station normally with hotel plates.
- During serving the waiter present the food to the host for approval and serves to the guests.
- A service spoon and fork is used for serving.

7. American Service / What is an American / Pre-plated service?



- One of the most common and widely accepted kinds of food and beverage service.
- The servers take guests orders in the dining area.
- The order is sent to kitchen staff via KOT (Kitchen Order Ticket).
- Food is prepared and pre-plated in the kitchen itself by the chef.
- The server or bus person bring the food to the restaurant and placed on side stands.
- Pre-plated food is then served to the guests by the server.

8. Russian Service / What is a Russian service?



- Similar to the French Service but faster and less expensive.
- Display and presentation are the major part of this service.
- Whole joints, poultry, game, fish etc. are elaborately garnished and dressed.
- After presenting to the guest the server or waiter portions or carve them and serve to the guests.
- Normally only one server is required per table.
- No extra space is required for the equipment like the French F&B service type.
- Ideally suited for banquet service with the fixed menu.

9. Cart Service / What is a Guèridon Service / Cart Service?



- In this type of F&B Service partially cooked food from the kitchen is brought to the service area in a Guèridon trolley.
- The Guèridon trolley has a portable heating unit for completing the cooking process.
- A wide variety of fish, meat and poultry is either cooked or flamed (flambéed) in the trolley.
- **Chef du rang** is responsible for taking orders, serving drinks and preparing food at the table.
- In a large hotel, **Commis du rang** assists the Chef du rang.
- Both the Chefs should know how to use a spoon and fork for serving the cooked food to the guest.
- The prepared food should be garnished as per the standards before serving.
- This type of F&B service can be only implemented on a well planned and designed dining room.
- The Food is always served from the right hand side of the guest.
- All the fixtures furniture, layout etc. should be compatible with the elegant service style offered.
- Guèridon Type of F&B service provides highly personalised guest service.
- High level of customer satisfaction as the dishes are prepared, carved or flamed in their presence.
- Good merchandising device.
- The average Spending power is high.

10. Snack Bar Service / What is a Snack bar service?

- A Tall stool is placed on a counter so the guest may order and eat at the counter itself.
- A menu card is presented or the guests can choose the food directly from the display counter.
- In some restaurants, the available items are simply displayed on a blackboard or LCD monitor.
- This kind of service is normally followed in BAR and Pubs.



11. Self Service / What is a Self Service?

- In this type of Food and Beverage Service the guest/customer is required to help himself/herself.
- Normally food is either kept on a counter or buffet.
- The customer picks up the required food from the buffet.
- Payment is either done prior to the food pickup or after food is picked up.
- The layout for such F&B service type should be done for free guest flow.



12. Mobile Pantries / What is Mobile Pantries?

- These are moving food preparation pantries installed in service elevators.
- Orders taken by the order takers are passed on to the moving pantry.
- The food is then prepared and served on the appropriate floor.
- There are other types of mobile pantries where the food is prepared in the main kitchen and then send to the floor with a mini mobile pantry.
- In-Room Dining staff picks up the food from the floor and serve to the guest room.



13. What is Automatic or Conveyer Belt Service?

- Food and beverage are served to guest via a conveyer belt.
- Guest makes the order via the restaurants or hotels mobile app after selecting the table or seat number.
- Food is then delivered via a conveyer belt to the table.
- There are restaurants with continues conveyer belt circulating around the counter, chef places the prepared dishes on the conveyer belt. Eg: Sushi Restaurant.

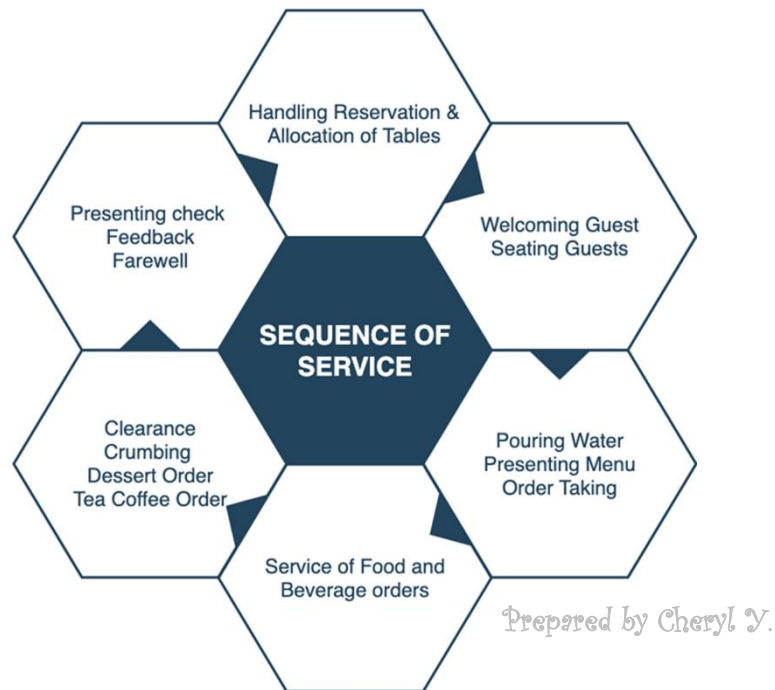


14. Robotic Service / What is Robotic Service?



- This type of service is often found in Casino's and Luxury Cruise Liners
- Guest makes the order on an interactive touch screen after scanning their room key card.
- Selections are made from the touchscreen, which is then sent to the robotic arms processors.
- The order is then prepared by the Robotic arm and placed on a small conveyor belt.
- Payment is automatically charged to the guest room account.
- Smartphones with the hotels or cruise liners mobile app installed are also used for selecting the orders.
- Normally these type of Robotic arm is used to prepare cocktails and mocktails in BAR.

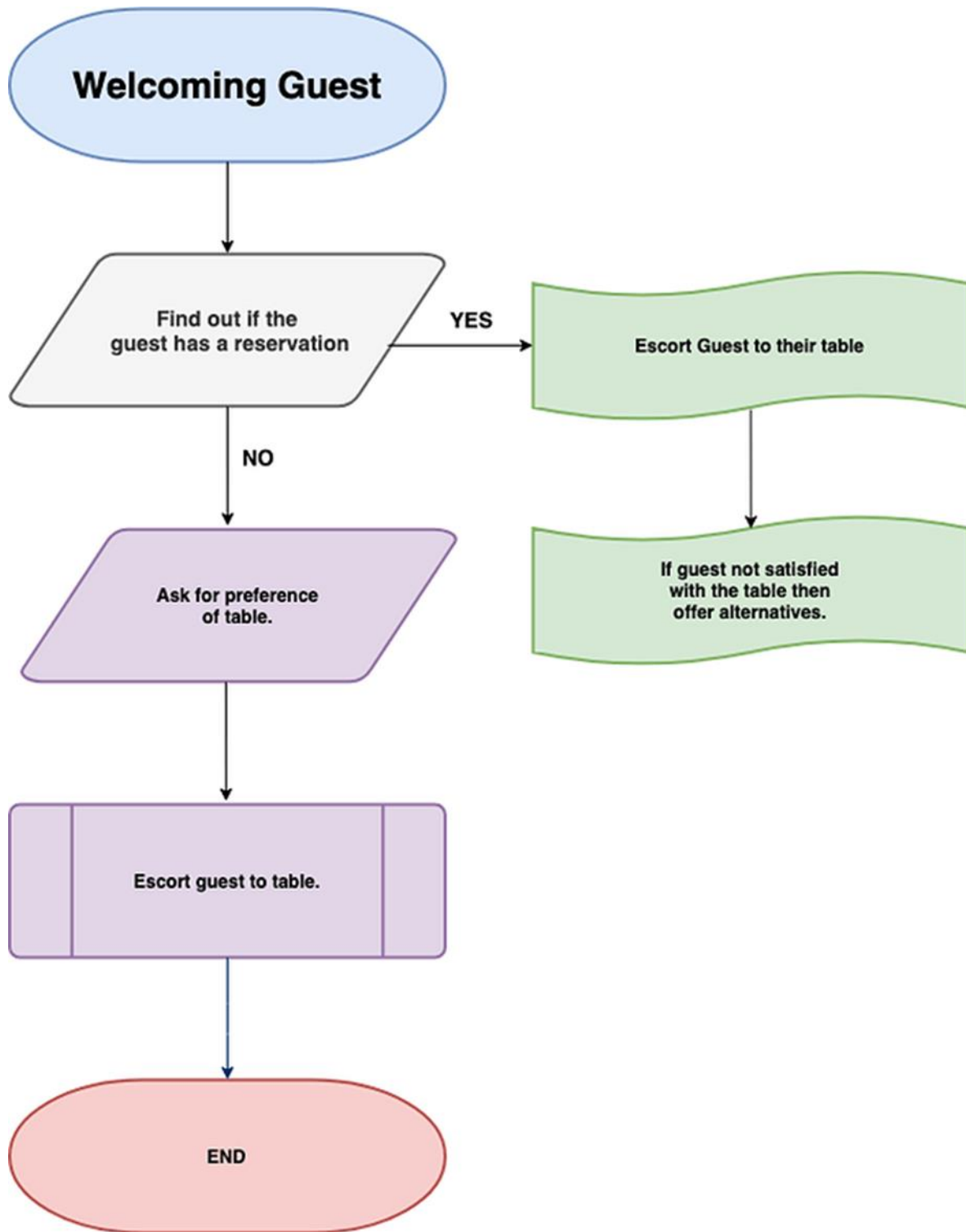
Restaurant Service Sequence / Cycle



SEQUENCE OF SERVICE IN RESTAURANT

Courtesy is one of the most essential aspects of restaurant service, so is a degree of formality, especially in upmarket operations. Efforts must be made to ensure a relaxed and welcoming atmosphere with a warm, friendly and efficient service provided with politeness.

The sequence of service is referred to as the order in which a waiter provides service to guests from the time the guest enters the restaurant to the time he leaves the restaurant. Preparation to deliver satisfying service begins before the guest steps into the restaurant with activities like handling reservation, allocation of the table, F&B service, farewell etc... Once the guest arrives in the restaurant there is a certain sequence that is followed to make his/ her meal experience pleasant.



Basic Food & Beverage Service Rules

There are basic principles in food & beverage service that a waiter must know & follow:

1. In service always walk on the right side.
2. Never make an abrupt stop whilst walking (The waiter behind you may run into you).
3. Always walk forward not backwards.
4. The service napkin is either on the service station or in the vest pocket.
5. The left hand holds the plate, the right hand serves it.
6. When food is served by the waiter at the table from a platter onto a guest plate, the service is done from the left.
7. When food is pre-plated the service to the guest is usually done from the right, though modern convention permits service from the left also.
8. Beverages are served from the right.
9. Soups are served from the right unless it is poured by a waiter from a large tureen into a soup cup in which case it is done from the left of the guest.
10. Bread & butter are served from the left.
11. The fish bowl is served from the left.
12. Ladies are always served first, the oldest before the youngest.
13. Never reach across a customer. Hence, when a guest is present at the table, all items & equipment on the right of the guest must be placed from the right & items on the left from the left.
14. Always clear plates when all customers have finished eaten.
15. During clearing or moving food to another plate, slightly turn away.
16. Clearing is done the same way then serving, clockwise & from the right.
17. Never turn your back to the guest whilst talking or working in front of him.
18. Hot dishes from the menu are served on a hot plate, cold items from the menu is served on a cold plate.
19. For birthday, anniversary or honorable events in general, the honored person is always served first. But if it is a hosted dinner, the host is always served last.
20. Kids are always served first when accompanied by their parents.

21. Always serve Cutlery & glasses from a service tray.
22. Each drink is served in its respective glass type.
23. Never carry more than four plates when clearing tables.
24. Bread plate, butter, salt & pepper is cleared after main course, unless cheese is served for dessert.
25. If cheese is ordered, clean cutlery is to be set.
26. After main course is cleared always use a table crumbler. (Table crumbler)
27. The host or person ordered the wine always tastes the wine, unless the person wishes that another guest tastes the wine.
28. White wine & Champagne is opened on the table or for Champagne in the hands but never in the wine cooler.
29. White wine & Champagne is served with a wine/ service napkin to avoid temperature increase & for protection.
30. The label faces always the guest when opening a bottle.
31. If wine is served out of a wine rack/ holder (not decanted wines), wine glasses are taken out touched on the stem & slightly turned before pouring.
32. Wines are to be tasted by the host before decanting.
33. An ashtray is full & to be cleared after one cigarette bud.
34. For Guèridon service; always use both hands to serve each item on the guest plate.
35. For banquets; always remove the napkins after coffee service.
36. Never ever place a service tray or cleared plates on a set, clean or by guests used table.
37. Dome covers are removed straight back to the kitchen & not left on the guest table.
38. Always use large spoon & fork for service cutlery (service by platters, on buffets).
39. Sauces, condiments or bowls are always served with an under plate & doily(桌巾).
40. Wine capsule is opened below the lip.
41. Don't turn the bottle when opening the bottle with a corkscrew.
42. Always remove all empty glasses before coffee is served.

Basic F&B Service Sequence



1. Welcoming guest(s) – check the reservation & confirming
2. Led and seating the guest(s)
3. Check comfort and seating arrangement
4. Serving water
5. Presenting menu
6. Taking order (Food & Beverage Product Knowledge)
7. Suggestive selling (Know your menu and food pairing)
8. Repeat order(s)
9. Placing order(s) to system and kitchen.
10. Setting up setting / adjusting setting according to order(s)
11. Unfold napkin
12. Serve drinks (if any beverage order)
13. Serve bread and butter (for western food) or setting up accompaniment for (Asian food)
14. Quality checking
15. Food presentation
16. Serving food / meal
17. Check guest satisfaction – Feedback
18. Offer dessert and after dinner drink
19. Clearing and crumbing table
20. Presenting bill
21. Thank the guest(s)

Prepared by Cheryl Y.



Unfold napkin for guest

Menu Courses

The courses of meal around the world vary in number from as small as just one to as wide as 17, in case of a traditional French meal. The courses are divided according to what food one eats. There are different food profiles according to the country's culture and customs. Generally, there are at least three courses of a meal –

Starter

In this course, a welcoming appetizer that induces hunger is given to the guests. Also, the guests can prefer soups accompanied with the bite-size savory snacks as side orders in this course.

Main Course

During this course, main dishes with vegetables or meats accompanied with rice and breads are served. In some cultures, such as Indian, the main dish is accompanied with salads.

Dessert

This course signals the end of meal and is usually had with a cup of coffee.

Salads form an important part of diet in France. A typical French meal has an addition of Salad Course. It is often accompanied by other courses such as Fish Course and Cheese Course. There are cultures where people prefer to take one dish meal with no elaborate and distinguished courses of food.



Wine Order Taking

1. Present the Wine List



When all guests are seated, follow these steps to present the wine list:

- **Hand each guest a wine list** - Present the wine list to each guest from their right side. Never place a wine list on the table. Instead, hand a list to each guest personally when they are comfortably seated.
- **Help guests with questions** - Be prepared to answer any questions related to food pairings, wine quality, and wine vintages.
- **Take the order** - After the table has chosen a wine, repeat the order back for confirmation.
- **Wines by the glass** - Orders for individual glasses of wine are sent to the bar. After the bartender pours the wine, deliver the single glass to the table along with any other beverages. Single glasses don't require the full wine service.
- **Wine bottles** - Depending on the method of wine storage your restaurant uses, a manager may need to unlock a wine cabinet to retrieve full bottles.

2. Prepare the Wine Glasses

After the table has ordered a wine bottle, you'll need to choose the right glassware. Wine glasses are designed to enhance the style of wine you're serving. Retrieve the glasses and prepare them for service while the guests look at their dinner menus.

- **Select the wine glassware** - Choose wine glasses that coordinate with the style of wine, whether it's red, white, or sparkling.
- **Inspect the glassware** - Make sure each wine glass is free of chips, stains, or blemishes.
- **Polish the glassware** - Always give the wine glasses a final polish with a clean cloth. Make sure not to leave any fingerprints on the bowl of the glass. Wearing gloves can help with this.
- **Place the glassware on a tray** - Once the glassware is clean and polished, handle it by the stem and place it on a tray.
- **Deliver the wine glasses** - Place a wine glass to the right of each guest, being careful to only touch the stem. The position of the wine glass should be identical for each guest. If a guest refuses the glass, discreetly take it away.

3. Wine Serving Temperature

Each style of wine should be served at the appropriate temperature. Follow this general temperature guideline:

- **Red Wine Temperature** - Serve red wine just below room temperature at 62 to 68 degrees Fahrenheit. If your red wines are stored without temperature control, consider chilling them slightly before serving to bring the temp down a few degrees.
- **White Wine Temperature** - White wines and roses should be served chilled to between 50 and 60 degrees Fahrenheit.
- **Sparkling Wine Temperature** - Keep sparkling wine stored at 50 to 55 degrees Fahrenheit, but serve it chilled to 40 to 50 degrees Fahrenheit. If guests order a bottle of sparkling wine, chill it immediately to bring the temp down.

Food Order Taking

Take Order(s)

- From ladies / host first
- Always carry a notepad and a pen with you.
- Stand at a convenient distance from the guest(s)
- Make useful recommendations while taking order
- **Take the beverage order first, then starter, main course order & dessert.**
- Note the courses separately : with a line, seat number
- Repeat the order
- Inform rough estimation of timing required to prepare the food.
- Present dessert menu (if dessert menu is separated from the main menu) after the guest has finished the main course.
- While taking the order, inform the guest about the time that will be taken to prepare the food.
- Offering after dinner drink. (After meal hot beverage)
- Change cutlery according to guest(s) order requirement using serving tray.



Steps to Take Order

1. Write down all the points on the order pad:
 - Date
 - Time order was taken.
 - Server's name.
 - Table number.
 - The number of covers.
 - Seating positions.
 - Know the numbering system for the chairs at each table. For Example, chair number 1 at each table is typically the chair closest to the door or some other landmark in the restaurant.
 - Always take the orders of children first, then women and then men.



2. When you are writing, you must ensure that it's:

- Neat and clear.
- Write the order no.1 on the first line of the order form.
- Readable.
- Accurate.

3. Setting up the order pad:

- Split the order pad with a horizontal line through the middle.
- Write the orders in the corresponding places on the order pad.
- Beverages in the upper half of the order pad.
- Food items in the lower half.
- Do not forget seat numbers.
- Be familiar with the hotel's list of abbreviations used.
- Always take the orders in a clockwise pattern.
- Always stand up straight as you take orders.
- Do not rest the order pad on the table.
- Look at each guest when he or she is ordering.
- Watch for any hesitation in making a decision and offer suggestions if required.

4. Writing down Food orders:

- Server courses in the following order, unless guests request a different order.
- Appetizers / Cold starters.
- Soups.
- Hot starters.
- Salads.
- Main course (for red meat, don't forget to mention the cooking point).
 - ☐ Starches (if there is a choice to be made between e.g. French fries, rice, pasta etc.)
 - ☐ Cheese
 - ☐ Dessert
 - ☐ Cordials
 - ☐ Coffee

5. Writing down Beverage orders:

- Aperitifs
- White wine
- Red wine

- Sodas
- Mineral water
- Coffee orders are taken at the very end of the meal.

6. Check order:

- All requests have been entered.
- The number of items entered should correspond to the number of guests.
- Check with the chef or your supervisor if the order is not being prepared in a reasonable amount of time.

7. Other Points to note while taking orders:

- Don't make the guests wait without an explanation for any delay in service.
- Take the help of another server in case you are busy at the time of food pickup.
- Each guest in a part or table should be served at the same time.
- Make sure you know the items on the menu and the beverage list.
- Some guests may request that an item is prepared in a way not listed on the menu.
- Write all special requests or preparation methods clearly and pass this information to the kitchen.
- Any special requests which you are not familiar with please cross check with the chef before confirming to the guest.
- Repeat each completed order to the guests, especially if there are special requests, preparation methods or service requested by the guests.
- Use standard abbreviations which are logical and clear for all staff in order to save time in order taking.

Suggestive Selling Techniques

Restaurant sales can be unpredictable. Certain establishments seem to always have lines down the block, but factors like time of year, competition, changing trends, and the economy can hit even the most successful restaurants.

For what can be such a fickle thing, who'd think that a tried-and-true technique like suggestive selling would still be such a surefire way to boost sales? Especially one rooted in the old industry adage: "Would you like fries with that?"

Suggestive selling really does work, though, which is why restaurants return to it time and time again as an easy way to increase average check size and get more out of every order.

Something they didn't realize they wanted or needed, then we are succeeding. That's the only determining factor — do right by the guest, be on the guest's side. If we are doing this, we never 'sell' anything, and instead we build trust and loyalty."

Know your product

- The name and pronunciation
- The ingredients
- The method of cooking
- The portion size
- The sauces and accompaniments
- The replacement
- Offer slow moving item but highly profitable items.
- Consider availability and non-availability
- Suggest beverages to go with their meal.
- Offer specialty of the day / house.
- Offer second servings of the item ordered.
- Suggest long drinks and fresh juices.
- Inform guest of food portioning for possible adjustment with their order(s)

Repeat Order

- Sir / ma'am, may I repeat your order please?
- You have ordered XXX (quantity e.g.) pieces, bowl, bottle, plate) of XXX (dish name)
- Doneness (rare, medium rare, medium, medium well, well done) only for steak items e.g. > beef / lamb
- Sauces (lemon better sauce, tartar sauce for fish, Black pepper or mushroom sauce for meat / mint sauce for lamb, thousand island sauce / French dressing / vinaigrette dressing for salad)
- Drinks (alcohol / non-alcohol, hot / cold / iced)
- Extra's (side sides / extra topping / sauces)
- Portion(s) (small, medium, large)
- Which would you like to be served first?
- Would that be all sir / ma'am?
- Thank guest sincerely. (Thank you for ordering. Your order will be ready in 20-30 minutes time. While waiting. I will serve your drink first / you some bread and butter first - if western food is ordered)

Service of Beverage

- Beverages are served first.
- Always serve beverages from the right of the guest.
- While the guests are waiting for their meal, bread and butter must be served immediately.
- Waiting staff must ensure that the same is replenished as soon as it is over.
- The guest should not have to ask for it.
- Before serving the food the waiters must ensure that the cover is appropriate, should it need to be changed then it must be done before the food comes to the table.
- This must be done discreetly, ensuring minimum intrusion and disturbance to guest and with minimum cluttering. Food order must be announced before the service.

Checking Quality Orders

- Check if prepared food is within standards
- Check portioning based on standards
- Check preparation based on guest's request
- Check plates used
- Check cutlery set-up on the table
- Check condiments needed
- Prepare all serving gears

Presenting Food

- Excuse yourself from the guest whenever presenting any food or beverage.
- Present to guest through the correct serving side (follow sequence or protocol of service)
- Confirm or repeat order while laying items on the table.
- Inform guest of his / her preference and how it has been prepared.
- Offer assistance after serving, "is there anything else I may assist you with sir /ma'am?"
- Thank guest (Enjoy your meal / drink sir / ma'am)

How to crumb down a table

- When the guest has finished his main courses and you are ready to crumb down the table. Please follow the procedure below.
- The waiter approaches the guest from the left hand side.
- The waiter should be holding the crumber on top of a small silver platter in his left hand.
- When you have the guest attention that he is aware that you are there. Hold the crumber in your right hand and roll the unit back and forth over the crumbs on the table. Do this action until you have gathered all crumbs into your holder.
- When completed place the unit back on to your platter and excuse yourself from the table.

- It is important that during this action you do not disturb the guest on the table.
- The crumbing down of the table must be done within no longer than five minutes of after the clearing of the mains.
- The crumbing down must be done prior to the dessert menu is given.



Dessert order / Tea Coffee Order

- Similar procedure as order taking a waiter can take the opportunity to suggest after dinner drink such as coffee or tea during lunch time or Liqueurs or and other digestive as dinner time.



Presenting the Check

- Checks must be presented only when asked.
- The waiter must bring the check-in a neat and tidy folder.
- Guest comment card should be in the folder.
- A pen must be given along with the checks folders.
- When the guest is leaving the folder must be removed very discreetly
- Tips must never be solicited (ask for or try to obtain).

Presenting the Bill

- Secure bill from the cashier
- Check details of the bill
- Excuse yourself and present bill to guest(s) with bill holder.
- Check that the guest's signature is correct for "charge bill"
- Thank guest and excuse yourself
- Forward bill to the cashier for posting



Prepared by Cheryl Y.

Mode of payment

- Cash - Count the amount in front of guests to prevent any discrepancies and to ensure correct amount received.
- Credit Card - Check validity such as expiry date
- Post to room - Ensure person who check-in and person who sign the bill is the same owner.
- Post to event account - Only organizer are allowed.

Guest Feedback

- Taking the Feedback from the guest about the food and service.
- Asking about overall dining experience, food, beverage or service...

- If need to take action, inform to supervisor or manager on duty to highlight guest's concerns immediately or thanks the guests if they gave positive feedbacks.

Farewell

- This is as crucial as welcoming the guest.
- Guest must be helped in getting up by pulling out the chair for them.
- Should be assisted with coats / shawls.
- Must be thanked, Must be welcomed again. Eg: "Look forward to welcoming you back to the restaurant", "We hope that you visit us soon".



Prepared by Cheryl Y.