

TOPIC 3 F&B Guest Reservation Operation



Before we start our Reservation Operation, let's us have a look at our check list



CHECK LIST





FOH □
□
□

BOH □
□
□



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

Server Sidework Checklist

Opening Sidework Functions

Week Starting _____	MON	TUE	WED	THU	FRI	SAT	SUN
Station 1 — Wait Station:							
Clean & wipe down wait station							
Stock & ice down milk & cream							
Stock sugar & sweeteners, coffee, decaf, tea, bottled drinks							
Stock glasses, straws, napkins, coffee cups & saucers							
Cut lemons & limes							
Ice down garnishes							
Brew coffee & tea							
Have back-up beverage canisters 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 silverware and to-go bags							
Fold to-go plastic silverware with napkin, salt and pepper packet, tie 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 — flatware, glassware, napkin							
Refills salt & pepper							
Clean condiment holders							
Stock sugar, sweeteners, ketchup, table sauces							
Fold additional napkins							
Clean & setup centerpieces (flowers / candles)							
Place clean ashtrays on tables in smoking section							



Magic Word

1. Greeting
 - Good morning (00:01 to 11:59)
 - Good afternoon (12:00 to 16:59)
 - Good evening (17:00 to 23:59)
2. Welcome / welcome back
 - Welcome to XXX coffee house / XXX restaurant / XXX hotel!
3. Name
 - Use person's name if you know him or her
 - Use sir, ma'am
4. Say something nice about the guest / offer assistance / wish them pleasant stay
 - You are looking great with your new hair style / color of the cloth / dress!
 - How may I assist you ? How may I help you?
 - Please allow me to assist you / help you....
5. Thank the guest
 - Thank you
 - Hope you enjoyed your stay / meal
 - Looking forward to seeing you again
 - Have a pleasant journey / day / evening
6. Say please, thank you, you're welcome, is my pleasure..... Certainly, sure
7. Say excuse me, I'm sorry. My apologies...
8. Use yes rather than yeah
9. Say it with smile
10. Greet guests whenever and where ever you see them.

16 words and Phrases That Keep callers Cool



- Hello!
- Good morning!
- May I help you?
- I'm sorry to keep you waiting
- Please
- Excuse me
- Thank you for waiting
- I'd be happy to do that for you
- It was nice talking with you
- Is there anything else I can do for you?
- I'm very sorry
- It's been a pleasure to serve you
- You're welcome
- Thank you
- Thank you for coming in (or calling)
- We appreciate your business



How to Take Restaurant's Reservation?



- Greet (morning / afternoon / evening)
- Phone rings must not exceed 3 rings before pick up.
- Mention your name (This is Joanne)
- Offer assistance (How may I assist you?)
- If you are asking guest to hold the line : One moment please, I will transfer your call / will you please hold the line for a while? ... When you pick up the call again... Do mention, Sorry to keep you waiting ...Or thank you for waiting..
- Ask question? - proper tone of voice and language
 - Obtaining guest's name and contact number and mention guest name
 - Date and timing of reservation
 - No of pax
 - Preferences - Need special menu / set menu / pre-order / baby chair / special arrangement for birthday cake / flower / singing etc.
 - Acquire email address - if needed for correspondence of arrangement
- Repeat the information
- Thank the guest
- Let the guest hang up the phone before you hang up.
- Ensure all the reservation detail is recorded in reservation book and brief out during briefing / inform supervisor on duty.



Handling Reservation & Allocation of Tables

- Reservations are accepted in fine dining or speciality restaurants; coffee shops do not accept reservations.
- Following points must be noted while taking down a reservation:
 1. Name of the guest
 2. No. of pax
 3. Time of reservation
 4. Contact number and name of the booker
 5. Any special request / requirement
 6. Table preference
- Reservations for the day are discussed during the briefing prior to the meal period; allocation of tables is done at this time.
- Allocation of tables is done prior to the arrival of the guest and a note of the same is made on the reservation register, so that:
 1. The guest can be seated on the appropriate table, as per request or occasion.
 2. All restaurant staff are aware of the same, thereby eliminating confusion and ensuring a smooth and professional welcome.
 3. Ensuring optimum seating levels in the restaurant.





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 (拼盘服务)
4. Buffet Service
5. Family style service



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 if 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 décor of the restaurant are always in high luxury.



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 (Eat all you can)
- 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, desert, salad presentation.
- The staff should consistently keep the buffet containers full.
- In some kind of buffet setup like sit-down buffet serve 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 serer 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.

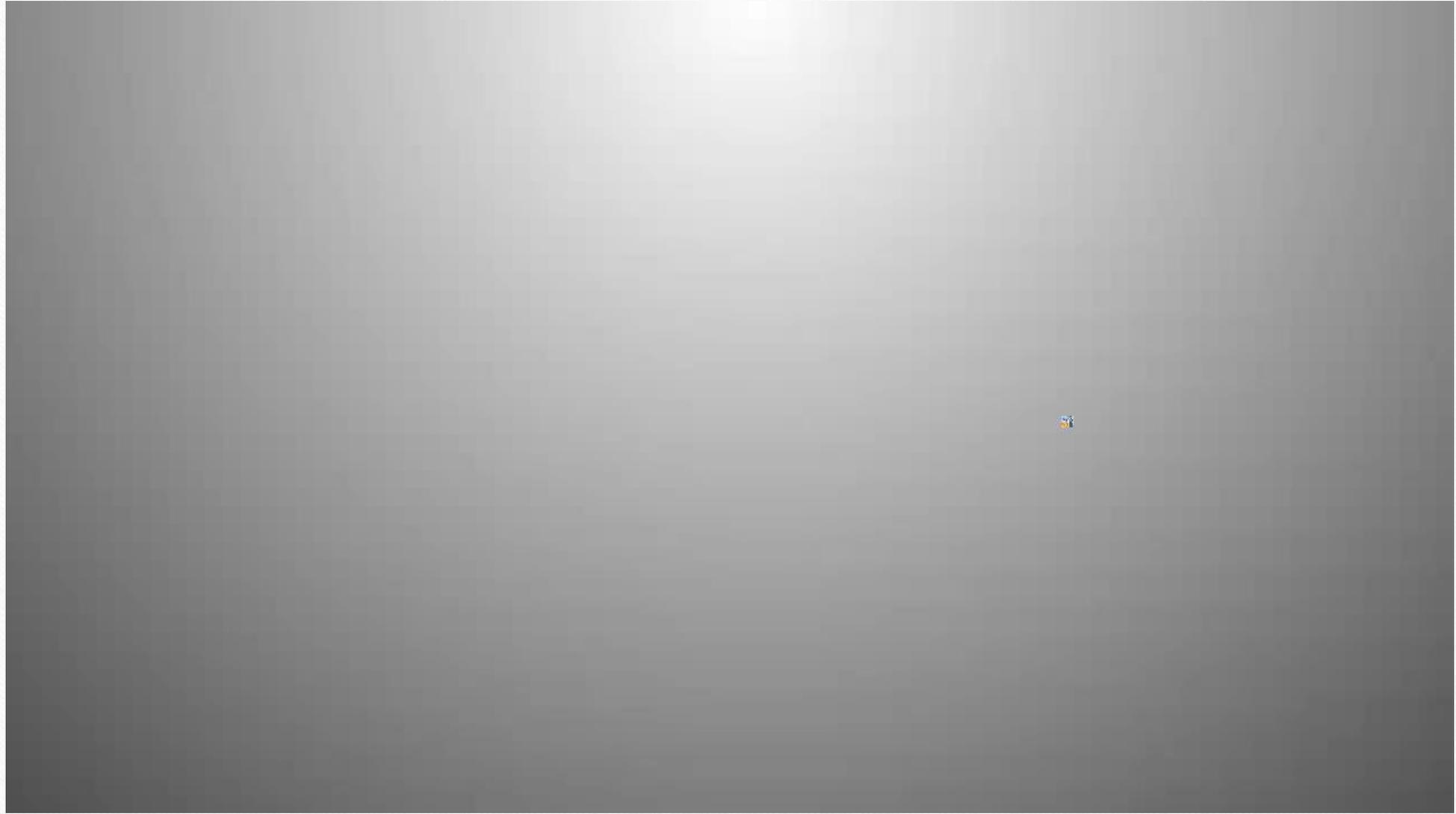


Basic F&B Service Sequence

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)



Basic F&B Service Sequence



Main Course

- What is the main course? A heavy Food. Sometime people have only this dish. It can make the eaters get full after having a main course. The dishes belong to main course like meats, fishers, rice, pastas, poultries etc.
- Normally all main course never serve cold except people request to prepare.
- Most main course contain a lot of protein. So it can make more calories for human.



Dessert & Sweet

- What is dessert? All kinds of sweet dishes. Usually people have it before finish their meal time such as pastries, fruits, ice cream, etc.

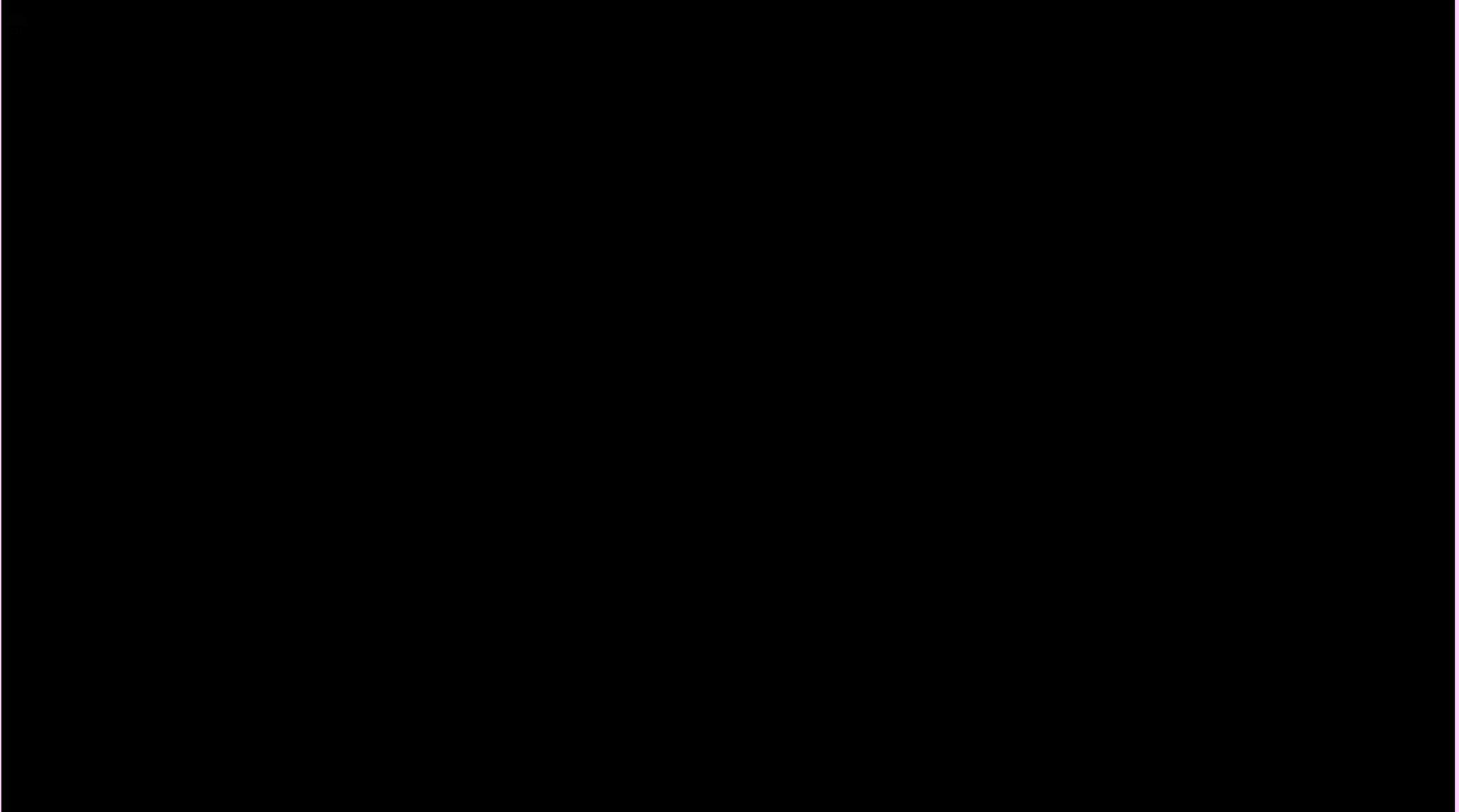


Prepared by Cheryl Y.

9 courses menu



Different service style



Wine Order Taking



- Present the wine list.
- Approach the guest, or host if applicable, from the right side and present her/him the wine list with your right hand.
- Recommend the appropriate wine.
- *NOTE** : Red wine is more suitable for red meat, e.g. beef or pork dishes and white wine is more suitable for white meat or seafood dishes, e.g. chicken, fish and shellfish.
- Step back at an appropriate distance.
- When the guest has ordered, repeat the order and thank the guest before leaving the table.



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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.



Steps to Take Order

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



Steps to Take Order

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.

Types of Doneness

The Ultimate Steak Guide



Blue

seared outside, 1 minute each side,
ensure all edges are sealed.
100% red centre.
Internal Temp: 10-29°C.
Should feel spongy with no resistance.



Rare

seared outside, 2 1/2 minutes each side.
75% red centre.
Internal Temp: 30-51°C.
Should feel soft and spongy with slight resistance.



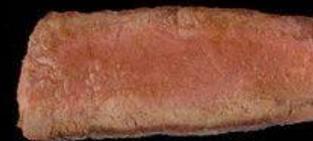
Medium Rare

seared outside, 3-4 minutes each side.
50% red centre.
Internal Temp: 57-63°C.
Should feel fairly soft, fairly spongy and slightly springy.



Medium

seared outside, 4 minutes each side.
25% red centre.
Internal Temp: 63-68°C.
Should feel fairly firm and springy.



Medium Well - (Past the point of no return)

5 minutes each side.
Slight hint of pink.
Internal Temp: 72-77°C.
Should feel firm with a slight spring.



Well Done - (Waste of a good quality steak)

6 minutes each side.
100% brown throughout.
Internal Temp: 77°C+.
Should feel very firm and will spring back quickly.

Raw



Rare



Medium Rare



Medium



Well Done



Suggestive Selling Techniques

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)



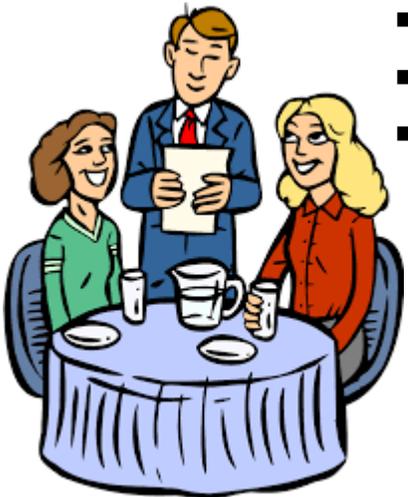
I can recommend today's special ____.
Allow me to recommend _____. You will certainly like it. It is delicious.
Have you tried our ____? It is juicy and delicious.

Prepared by Cheryl Y.

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.



Prepared by Cheryl Y.



Unfold Napkin & Adjusting Table Setting



Checking Orders

Quality Check

- 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



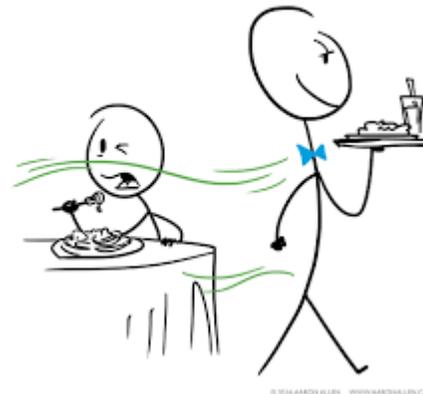
[Learn How to Set a Formal Dinner Table](#)

Presenting Food



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)



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Clearing / Crumbing Table

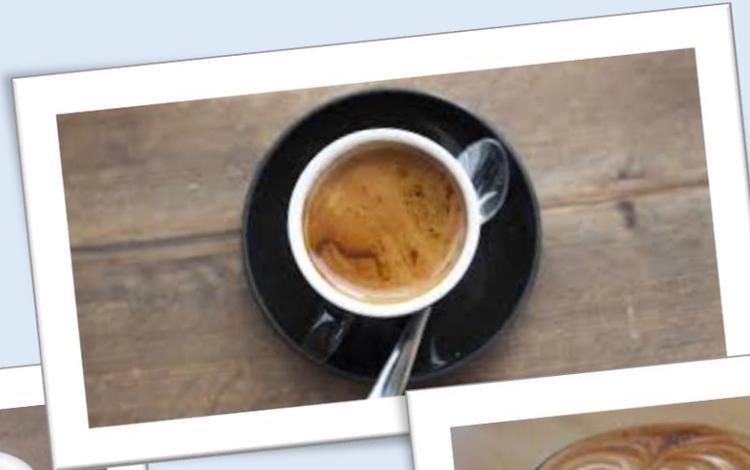
- Clearing Table
 - Knows when to clear the soiled dishes or empty plates / glasses
 - How to hold plates, tray, decoy system
- Crumbing Table
 - Knows when and how to crumb the table
- Checking guests satisfaction
 - Knows when is the right timing to check on guests' satisfaction



Prepared by Cheryl Y.

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.



Prepared by Cheryl Y.

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

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.

Attain guest feedback

- Obtain guests comment
- Attend guests comment
- Record



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".

