

Ehab Rashwan

The
Brilliant Basics To
Exceptional Service

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A Fine Dining Service Guide

*This book offers step by step instructions to
provide excellent service.*

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Exceptional Service Guide*

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Preface

This book consists of some of my experiences and knowledge with respect to hospitality. For many years, I had an ambition to write a book to help people in the hospitality industry to serve customers better. With over two decades of experience in this field, I felt I would do better justice by bringing out this book. I wanted to provide something substantial at absolutely no cost. Finally, I made up my mind to write a book with the basics of providing quality service. I have applied my experience and practical knowledge into this book.

This book is organized into 13 chapters and covers everything from greeting visitors to serving them food and other items. It focuses on many crucial things like welcoming, providing the menu, serving them with wine, food, water and coffee –tea in the end. In addition, it will guide the service provider with the proper way of behaving with the customers. I have written many more books, which provide extensive information. The titles include Restaurant Operation Guide, New Waiter Training Manual, Bar & Lounge Guide, Kitchen & Stewarding Operation Guide, Room Service Operation Guide and Excellent Service & up Selling techniques. What I am providing in this book is just 1% of the information contained in other books. They are very concise and anyone can understand easily. You can find more information about the other books by visiting my website <http://www.restaurant-data.com/>. I appreciate the help offered by my friend Giuseppe without which the book would not have been possible. I am very thankful to him. I intend to produce more free –books in the coming years

Introduction

One of my friends is the owner and manager of a very large and successful restaurant, which retains its charm and beautiful ambience in Rome. One part of the restaurant is a buffet serves -for all-day dining with international cuisine in a relaxed and casual atmosphere; the other part is exquisite fine dining with Italian Signature cuisine.

He is very passionate about educating and coaching his valuable staff members in order to improve them such that it results in their growth. He has learned to apply special interpersonal skills to inspire others that drive them towards growth, which in turn helps him to grow as well. His approach is simple and effective. He makes them realize their responsibility and guides them to reach their goal.

This book focuses on the basic skills needed for service. It is given in conversational style, any new service provider can learn basic skills with ease.

The first thing that the waiter must learn is -

The Basic ways to treat your guests so they will want to come back

Good service is to provide your guests with something more than what they expect, and excellent service is to ENJOY providing your guest with something more than what they expect and create a memorable experience through a positive service mindset. Say for instance, a child will be happy to get a chocolate and the happiness will have no bounds if you present an ice cream. You should not provide good service as your duty but it must come from within. You should relish every moment when you are serving someone.

How should one do that?

The following should be done-

- ✚ Great them with a smile and offer an appropriate hospitality comment
- ✚ Use their name – it makes them feel important & special
- ✚ Maintain eye contact – it shows care and interest
- ✚ Avoid the use of the word "No" – always offer an alternative
- ✚ Go the extra mile – our guests expect it
- ✚ Ensure a quality product and efficient service
- ✚ Maintain a clean and healthy environment
- ✚ Escort guests as much as possible otherwise provide clear directions
- ✚ Speak to our guests in a friendly, enthusiastic and courteous tone and manner.
- ✚ Take personal responsibility to get their special requests done quickly and efficiently.
- ✚ Anticipate guest's needs and resolve their problems tactfully

- ✚ Be professional in appearance.
- ✚ Keep the guest's space neat and clean
- ✚ Thank the guest for choosing our restaurant.
- ✚ Increase your product knowledge
- ✚ Always greet them with a smile
- ✚ Be gentle in your approach
- ✚ Always be polite and handle things with patience
- ✚ Never get irritated during working hours
- ✚ Be sensible and quick

--END OF THE CHAPTER--

1. Welcoming Guests in the Restaurant

Hostess should be well groomed and be present at all times during working hours at the entrance of the restaurant. She should acknowledge guests arrival with a bright smile on her face and pleasant eye contact, while stepping forward towards the guest. Hostess must greet guests by their names (if available) with a courtesy bow. Children should be acknowledged and greeted individually by name (if available).

If guest's name is not known, hostess should confirm name by asking politely "You are Mr. or Mrs....?"

Once the name is known, she should say:

"Welcome to (name of outlet), Mr./s (name of guest)".

Hostess will escort guests to the table, showing the way to guests with open palm hand, while walking side by side or at a slight distance in front, by saying: "This way please, Mr./s (name of guest)". Hostess must suggest aperitif by saying: "Would you like to sit at the bar for an aperitif first or would you prefer to go straight to your table, Mr./s (name of guest)?"

She should follow the guest's response and acknowledge by saying: "With pleasure Mr./s (name of guest), this way please"

Hostess should enquire about guest's preferred section of the restaurant, by saying: "Would you prefer a smoking or a non-smoking section of the restaurant, Mr./s (name of guest)?"

Hostess must engage in a light conversation tone with the guests while escorting them. It should be natural and conversational way (not overburdening with excessive conversation – conversation could be on guests stay, which activities guests have enjoyed so far, etc.)

Hostess must pull out the chair lightly from the table, and offer them to sit. Disabled persons should be approached first, women and then men.

Hostess should assist the guests such that they are comfortable and should push the chair gently forward and ask: "Please Mr./s (name of guest), are you comfortably seated?"

For first time guests, in case a child is present, hostess must propose a high chair as appropriate, and ask: "Would you like me to bring a high chair Mr./s (name of guest)?"

Hostess should unfold napkin on the guest's lap, from the right hand side, ladies first then gentlemen, with a smile and eye contact.

For subsequent visits to the restaurant, high chair is automatically offered to guests without asking.

Hostess must ensure that guests are promptly seated and that the correct number of place settings are in place. Hostess should inform guests that their order will be taken right away by saying: "Waiter would take your order right away, Mr./s (name of guest)".

Hostess should also wish guests a pleasant meal experience and retire with a courtesy bow along with a smile saying: "Please enjoy your (meal) Mr./s (name of guest)".

Hostess should advise headwaiter/waiter whether guests have already had an aperitif at the bar, in order for the headwaiter/waiter to propose aperitif to guests as appropriate.

Hostess should present herself well to the guests, should be calm, polite and appealing to the guests.

--END OF THE CHAPTER--

2. Presenting the Menu & Taking Food Order

Headwaiter/waiter should approach the table with a smile and pleasant eye contact, and must greet guests by saying: "Good (time of the day), Mr./s (name of guest), I am (name of staff), your (headwaiter or waiter)".

The Headwaiter/waiter must introduce the theme of the evening/day by saying: "Welcome to our ... (name of theme) evening, / day Mr./s... (Name of the guest)"

In case guest does not go to the bar for an aperitif, the headwaiter should propose aperitif to guests by saying: "Would you care for an aperitif, Mr./s (name of guest)?"

Headwaiter/waiter must ensure that menus are in excellent condition (depending on location), stands on the right hand side of the guest, with the menu opened on the first page and holding it by the top, should present to the ladies first while maintaining eye contact by saying:

"Please allow me to present you our (name of theme menu/menu of the day) Mr./s (name of guest)".

Headwaiter/waiter should introduce any one of the specialties of the day (as applicable).

Headwaiter/waiter must retire from guests table for a few moments (3-5) minutes, allowing guests to study the menu, by saying: "May I leave you to look at the menu, Mr./s (name of guest)? I will be back for your order in a short while."

In case of unavailability of specific items, guests are advised accordingly, by saying: "Mr/s (name of guest), I do apologize, unfortunately we do not have (name of item) today".

Headwaiter/waiter should return to the guests table with a smile and pleasant eye contact and ask if they are ready to place their order, by saying: "Mr/s (name of guest), are you ready to place your order?"

Headwaiter/waiter has to stand on the right hand side of the guest, women first, while smiling and maintaining eye contact and should take the order.

Headwaiter/waiter has to highlight verbally at least one menu item as a house special or seasonal specialty, by saying: "May I recommend the specialty of the day (name of dish)?"

- Headwaiter/waiter takes children's order first (if any), followed by women's and finally the host's.

- Headwaiter/waiter writes down guest's orders on docket, numbering each person's order, and highlighting any special requests.

- ✚ Headwaiter/waiter clearly labels all children's menu portions on the food order docket.
- ✚ Headwaiter/waiter repeats orders and collects menus from the right hand side, women first by saying: "May I repeat your order, please Mr/s... (name of guest)? Mrs (name of guest), you have ordered (chosen menu), and Mr... (name of guest) you have ordered (chosen menu)".
- ✚ Headwaiter/ waiter ensures that guests names, numbered orders, table number, number of persons, waiter's name, date and time of order appear clearly on the order sheet.
- ✚ Headwaiter/waiter retires from guests with a courtesy bow and a smile, thanking guests for their choice and wishes them a pleasant day/evening by saying: "Thank you Mr/s (name of guest), have a pleasant (time of the day)."

--END OF THE CHAPTER--

3. Inviting Guests to Buffet and Explaining Buffet Specialties

A. BREAKFAST BUFFET:

Breakfast buffet is always available from 06h30 to 10h30.

Chef ensures that:

- ✚ A la minute cooking is always featured.
- ✚ A minimum of five fruit juices is always available.
- ✚ The buffet displays at least 14 high quality freshly baked bakery items.
- ✚ Every buffet features healthy selections (low calorie, low fat), vegetarian selections, and are labeled accordingly; dishes containing pork and alcohol are clearly labeled.
- ✚ Appropriate dishware and cutlery (including child-friendly service ware and serving utensils for each dish is clean, convenient, and readily available.

Headwaiter/waiter/hostess invites guests to help themselves at the buffet, with a smile and eye contact, by saying: "Mr/s (name of guest), May I invite you to our buffet? Our Chefs will be delighted to assist you with your choice".

Headwaiter/waiter escorts guests and explains the different buffet sections available while smiling and maintaining eye contact: "Please Mr/s (name of guest), on this side, we have a selection of (name of juices), and on this side we have a selection of (name of Danish/pastry...),... Please help yourself".

In case of any children at the buffet, waiter assists them first.

Headwaiter/waiter has good knowledge of the food ingredients and preparation mode, Highlighting house specialty or seasonal fruits, as appropriate, by saying: "May I suggest (name of specialty dish/ seasonal fruits), Mr/s (name of guest)?"

When waiter or other restaurant staff is nearby and not otherwise occupied, he offers to Carr guests plates from buffet to table with a smile and pleasant eye contact, by saying: "Please allow me to bring your plate to your table, Mr/s...(name of guest)". Priority is given to children, as appropriate. (Offer only, do not remove the plate from the guests).

Daily newspapers are available on the buffet and waiter offers to bring them, in the appropriate

Language, to the guests table by saying: "May I bring you today's newspaper, Mr/s (name of guest)?"

Headwaiter/waiter retires from guests' table with a courtesy bow and a smile, wishing guests a pleasant day, by saying: "Thank you Mr/s... (name of guest), enjoy your breakfast and have a pleasant day".

During breakfast, each table is visited by Restaurant Management at least once, and senior management is visible.

B. LUNCH & DINNER BUFFETS:

Chef ensures that:

- ✚ A la minute cooking is always featured on all buffets.
- ✚ All bakery items are freshly baked in the hours before each meal period.
- ✚ No dish is less than half-full, is fresh and appealing in presentation; and is discreetly and swiftly restocked.
- ✚ Every buffet features healthy selections (low calorie, low fat), vegetarian selections, and are labeled accordingly; dishes containing pork and alcohol are clearly labeled.
- ✚ Every buffet features child-friendly selections.
- ✚ Every buffet is permeated with a fresh cooking aroma such as baking bread, roasting coffee, roasting or grilling.
- ✚ Appropriate dishware and cutlery (including child-friendly serviceware), and serving
- ✚ Utensils for each dish are clean, convenient, and readily available.

Food preparation staff proactively assists guests and exhibit very detailed knowledge of all food dishes in a timely manner, without rushing the guests.

Headwaiter/waiter/hostess introduces the buffet theme of the day by saying: "Today/tonight, we have a (name of theme) buffet."

Headwaiter/waiter invites guests to help themselves from the buffet, with a smile and keeping eye contact by saying: "Mr/s (name of guests), May I invite you to the buffet? Our Chefs will be delighted to assist you with your choice..."

Headwaiter/waiter escorts guests and explains the different buffet sections available while smiling and maintaining eye contact: "This way please Mr/s (name of guests). May I explain tonight's/today's specialties ...On this side, we have a selection of (name of dishes) and in this corner we have a selection of (name of house specials...). Please help yourself".

Headwaiter/waiter has good knowledge of the food ingredients and preparation mode, highlighting house specialty or seasonal dishes, by saying: "May I recommend (name of specialty dish), Mr/s (name of guest)?"

When headwaiter/waiter or other restaurant staff is nearby and not otherwise occupied, he offers to carry guests' plates from buffet to table (priority being given to children, as

Appropriate) with a smile and pleasant eye contact, by saying: "Please allow me to bring your plate to your table, Mr/s (name of guest)".

Headwaiter/waiter proposes alternative to buffet, accordingly with guests' preference, by saying: "Mr/s (name of guest), if you prefer, we also offer a set menu or an à la carte menu."

Headwaiter/waiter retires from guests with a courtesy bow and a smile, and wishes them a pleasant (time of the day) by saying: "Thank you Mr/s (name of guest), enjoy your (lunch or dinner)".

Each table is visited by Restaurant Management at least once and senior management is visible.

Staff must remain readily available, not making unnecessary trips to the table, or repeating the same question.

--END OF THE CHAPTER--

4. Presenting the Wine Menu and Taking Wine Order

Wine waiter ensures that the wine menu is clean, approaches guests' table with a Smile and pleasant eye contact, and extends greeting in the guests' language (as communicated by headwaiter/waiter) by saying: "Good ... (time of the day), Mr/s ... (name of guest), I am ... (name of staff), you're... (Sommelier or wine waiter)".
Sommelier/wine waiter stands on the right hand side of the host,
Presents the wine menu opened on the first page and holding it by the top, while maintaining eye contact by saying: "May I present you our Wine Menu Mr/s (name of guest)?"

In case, guests already made use of reading glasses to read the menu, Sommelier/wine waiter automatically offers reading glasses to guest within 2 minutes of offering menu. Sommelier/wine waiter is knowledgeable about the wine list and able to explain the wine menu, describe grape varieties as well as the overriding flavors and aromas (the 'nose'), by saying: "Mr/s (name of guest), do you wish to have some explanations about our wine list or would you like some recommendations?"

If yes -sommelier/wine waiter recommends by saying: "May I recommend a (name of wine) with your (name of food ordered)?"

If no - sommelier/wine waiter retires from table for a few moments (3-5) minutes, allowing guests to peruse the wine menu by saying: "Please make your choice, Mr/s... (name of guest), I will be back for your order in a short while."

Sommelier/wine waiter comes back to guests' table with a smile and keeping eye contact and asks the host if he/she is ready to place the order by saying: "Mr/s (name of guest), are you ready to place your order?"

Sommelier/wine waiter stands on the right hand side of the guests, women first, while smiling and maintaining eye contact and takes the order.

Sommelier writes down the guests' order clearly on the docket, repeats the order while Confirming the vintage year and appellation of the wine and collects menu from the right hand side, by saying: "May I repeat your order please Mr/s (name of guest)? You have ordered (name of chosen wine), from (name of wine region), vintage year...)."

Sommelier/wine waiter ensures that the wine ordered is legibly printed with all details (name of wine, bin number, year etc.) and that table number, room number, waiter's name, date and time of order appear on the order sheet in a legible manner.

Sommelier/wine waiter informs guest politely that the wine ordered will be served immediately by saying: "Your (name of wine ordered) will be served right away Mr/s (name of guest)".

Sommelier/wine waiter retires from guests with a courtesy bow and a smile, thanks guests for their choice and wishes them a pleasant day/evening before retiring by saying: "Thank you very much Mr or Mrs (name of guest), have a pleasant (time of the day)".

--END OF THE CHAPTER--

5. Serving Bread and Butter

Prior to approaching guests' table for bread and butter service, waiter ensures that bread basket is clean (as applicable), contains a minimum of 4 breads, some related to the restaurant's concept (as applicable), and bread is fresh and warm.

Waiter checks whether butter is chilled and neatly placed in a butter dish (depending on the concept, it could be dips or oil).

Waiter ensures that within 5 minutes of guests seating, the latter are presented with the variety of fresh bread and butter.

Waiter places butter dish on the table, between the side plate and centre of the table, by saying: "Please Mr/s (name of guests), our (name of butter)".

Waiter presents the selection of bread from the left-hand side of the guests, ladies first, with a smile and pleasant eye contact, recommending, as applicable, any house specialty by saying: "Mr/s (name of guest), may I present you our selection of home-made breads? We have (name of bread selection).

Waiter acknowledges guests' choices and serves bread accordingly by saying: "Certainly, Mr/s... (Name of guest)" and proceeds to serve Bread from the left-hand side of the guests, women first, on the side plate, using a service spoon and fork.

4 Waiter retires from guests with a courtesy bow and a smile, by saying: "Thank you Mr/s (name of guest), have a pleasant (time of the day)".

During meal period, particular attention is paid to ensure timely offering of bread again, as appropriate, without guests prompting by saying: "Mr/s (name of guest), would you care for some more bread please?"

Waiter enquires about guests' satisfaction with a smile and eye contact by saying: "How did you enjoy our homemade bread, Mr/s (name of guest)?"

--END OF THE CHAPTER--

6. Serving Water

Headwaiter/waiter mentions the different types of water (a minimum of 3 still water and 2 sparkling water) available upon taking order with a smile and pleasant eye contact by saying: "Mr/s (name of guest), would you prefer sparkling, or mineral water please? We have available (brand names of water)".

Headwaiter/waiter enquires about guest's preference by asking: "Would you prefer your water chilled or at room temperature, please?"

Headwaiter acknowledges and confirms guest's choice by saying: "Certainly, Mr/s (name of guest), a (brand name of water) for you".

Waiter approaches guests' table with the bottle of water in an ice bucket, 3/4 filled with ice and water, and places the bucket on a wine stand near the guests' table, with a smile and eye contact, within 2 minutes of guests seating.

Waiter places a clean wine cloth folded in four, lengthwise on the wine bucket and proceeds to open the bottle as follows:

- ✚ Takes out bottle of water from the wine-bucket and wipes it nicely with wine cloth, without allowing any dripping.
- ✚ Opens the bottle in front of the guests, serves on the right hand side of the guest, (unless logistically not possible), children and ladies first and finally the host, by saying: "May I pour some (still or sparkling) water for you, please Mr/s...(name of guest)?"
- ✚ Acknowledges guest's request and pours in the water glass 3/4 full, lifting up the bottle and twisting it.
- ✚ Re-caps the bottle and places it back into the ice bucket.

Waiter retires from guests with a courtesy bow and a smile and wishes them a pleasant ... (time of the day), by saying: "Thank you Mr/s (name of guest), have a pleasant (time of the day)".

During meal period particular attention is paid to ensure that whenever the glasses are less than 1/2 full, these are refilled without guest prompting, by saying: "Would you care for some more water, Mr/s (name of guest)?"

--END OF THE CHAPTER--

7. Presenting Wine & Champagne

1 Sommelier/wine waiter brings the bottle of wine (white or rosé) or Champagne ordered to guests' table, chilled at the right temperature in an ice bucket, 3/4 filled with ice and water, and places it on the wine stand, with a smile and pleasant eye contact.

For red wines, sommelier/wine waiter brings the bottle to guests' table in an appropriate wine basket. Red wine is served at a temperature of 15-19 degrees Celsius.

For white, rosé wine and champagne:

Sommelier/wine waiter should proceed as follows:

- ✚ Must approach the host from the right
- ✚ Should take a folded wine cloth in the palm of his left hand
- ✚ Must place the base of the bottle on the wine cloth
- ✚ Holds the bottleneck with the right hand, label facing the host and presents the wine by saying: "Your bottle of (name of wine and vintage if any), Mr or Mrs (name of guest)".

For red wine: Sommelier/wine waiter proceeds as follows:

- ✚ Must approach the host from his right
- ✚ Holds the basket in the left hand ensuring the label is facing the host.

After guest has inspected label, waits for the host's approval and acknowledges guest approval by saying: "Thank you Mr or Mrs (name of guest)".

For Champagne, White or Rosé wine -sommelier/wine waiter places the bottle in the wine bucket.

For Red wine -sommelier/wine waiter places the bottle in the basket/wine holder on the table, prior to opening it.

OPENING OF WHITE AND ROSE WINE BOTTLE

Sommelier/wine waiter stands next to the wine stand, facing the guests, holds the bottle firmly while keeping it in the bucket and proceeds to open the bottle, with a smile as follows:

- ✚ Uses the knife of the corkscrew set and cuts the foil capsule neatly around the neck, under the lip of the bottle.
- ✚ Removes the foil capsule and puts it in his pocket.
- ✚ Inserts the screw into the centre of the cork and twists it in a
- ✚ Clockwise direction carefully until screw is 3/4 inserted in the cork.
- ✚ D) Places the lever on the lid of the bottle, holds it tightly with the left hand and pulls upwards with right hand firmly and slowly to make sure that the cork does not bend.
- ✚ Once the cork is pulled 3/4 out of the bottle, uses fingers of the right hand, holding the bottle in his left hand, to remove the cork, ensuring there is no "pop" sound.
- ✚ Unscrews the cork from the corkscrew
- ✚ Ensures that no particles fall in the wine
- ✚ Removes the bottle from the bucket

- ✚ Wipes the bottom part of the bottle to avoid drips.
- ✚ Pours wine for the guest/host who has chosen the wine to taste.

OPENING OF RED WINE BOTTLE

For red wine, sommelier/wine waiter stands next to the host, holds the red wine basket/red wine holder, while keeping it on the table, with the left hand and starts to open the bottle.

- ✚ Uses the knife in the corkscrew set to cut the foil capsule neatly around the neck, under the lip of the bottle -removes the foil capsule & puts it in his pocket.
- ✚ Inserts the screw into the centre of the cork and twists it in a clockwise direction carefully, until the screw is 3/4 inserted in the cork.
- ✚ Places the lever on the lid of the bottle, holds it tightly with the left hand and pulls upwards
- ✚ With the right hand firmly and slowly to make sure that the cork does not bend.
- ✚ (Note: For long type corks, e.g. Burgundy, pull the cork 1/2 way and twist again the screw and pull up the cork completely).
- ✚ Once the cork is pulled 3/4 out of the bottle, uses right hand fingers,
- ✚ Holding the bottle in the left hand, to remove the cork, ensuring there is no "pop" sound.
- ✚ Unscrews the cork from the corkscrew
- ✚ Ensures that no particles fall in the wine
- ✚ Sommelier/wine waiter pours the red wine for the guest/ host who has chosen the wine to taste.

OPENING OF CHAMPAGNE BOTTLE

Sommelier/wine waiter stands next to the wine stand, facing the Guests and proceeds to open the bottle as follows:

- ✚ Removes the bottle from the bucket
- ✚ Approaches the host from the right
- ✚ Takes a folded wine cloth in the palm of his left hand
- ✚ Places the base of the bottle in the wine cloth
- ✚ Holds the bottleneck with the right hand, label-facing guests and presents the bottle to the host.

Upon host's approval,

- ✚ Holds the bottle of champagne firmly in the left hand removes the lead cap with the right fingers and puts the cap in the waistcoat pocket.
- ✚ Opens the champagne (muzzle) by putting the left hand's thumb firmly on the top of the cork and twists the bottom of the bottle.
- ✚ Allows the cork to go out smoothly without a "pop" sound puts the cork in the waistcoat pocket and tilts the bottleneck away from the guests' table.

TASTING & POURING OF WINE

Sommelier/wine waiter offers the host to taste the wine after opening of the wine bottle, with a smile and eye contact, as per the following steps:

- ✚ Holds the bottle in the right hand, label facing the guests
- ✚ Keeps the thumb around one side and fingers around the other

- ✚ Holds a wine cloth in the left hand
- ✚ Keeps bottle height 2 cm from the rim of the glass.
- ✚ Pours a little wine (1/5 of glass) and offers the host to taste by saying:
 - ✚ "Mr or Mrs (name of guest), for your approval, please".
 - ✚ Waits for the host to approve
 - ✚ Checks guest's satisfaction by saying: "Mr or Mrs (name of guest), is the wine to your satisfaction?"
 - ✚ Starts pouring for women first, then male guests, and lastly the taster
 - ✚ For red wine, sommelier/wine waiter holds red wine glass (never touch the glass) by the stem with the left hand, while pouring the wine with the right hand.
 - ✚ If the host does not approve the wine, sommelier/wine waiter offers to change the wine
 - ✚ Immediately and extends an apology by saying: "Mr or Mrs (name of guest), I apologize for the inconvenience; please allow me to change the wine immediately".
 - ✚ Identifies guests who will have wine, before proceeding with pouring of wine
 - ✚ Pours from the right hand side 1/2 – 2/3 of the wine glass, label always facing the guests, women first and guest/host who has chosen the champagne last, by saying: "May I, Mr/s (name of guest)?"
 - ✚ Places the bottle back in the bucket (for white & rosé wines).
 - ✚ For red wine, places the wine basket on the table.
 - ✚ Checks on the wine glasses during the meal and refills glasses as soon as the latter are 1/3 full, by saying: "Excuse me, may I pour some more wine for you, Mr/s (name of guest)?"
 - ✚ Sommelier/wine waiter withdraws from guests with a courtesy bow and a smile, and wishes
 - ✚ Them a pleasant day/evening before retiring, by saying: "Mr/s (name of guest), have a pleasant (time of the day)".

TASTING & POURING OF CHAMPAGNE

Sommelier/wine waiter offers host to taste champagne after opening of bottle, with a smile and eye contact as follows:

- ✚ Moves to the right hand side of the host.
- ✚ Ensures that the right thumb is on the green of the bottle and supported by the four fingers, and holds the champagne flute by the stem with the left hand while pouring the champagne.
- ✚ Pours slowly 1/3 flute of champagne and offers it to the host to taste
- ✚ By saying - "Mr or Mrs. (name of guest), for your approval, please".
- ✚ After host's approval, identifies guests who are having champagne, serves women first, and the guest/host who has chosen the champagne, last.
- ✚ Pours slowly up to 3/4 flute of champagne
- ✚ Twists bottleneck 45° at the end of pouring, to avoid dripping.
- ✚ Uses a nicely folded wine cloth held in the left hand to catch any dripping.
- ✚ Places the bottle back in the wine bucket after serving, and refills flutes whenever they are 1/2 full (unless specified otherwise by guest).

For champagne, sommelier/wine waiter holds champagne flute by the stem (never Touch the glass) with his left hand while pouring the champagne with the right hand.

Sommelier/wine waiter withdraws from guests with a courtesy bow and a smile, and wishes them a pleasant day/evening before retiring by saying: "Mr/s (name of guest), have a pleasant (time of the day)".

WINE BY THE GLASS

Sommelier/wine waiter ensures that wine ordered by the glass is poured at the table after presentation of the label, and tasting of the wine as per above standard.

Sommelier/wine waiter approaches the table within one minute of empty glasses, makes his intention known, and enquires whether guests would like another glass of same or different wine by saying: "Please, Mr/s (name of guest) would you care for another glass of the same wine or would you prefer a different wine? May I recommend (name of wine and grape variety) which will be excellent with the Next course (fish, meat....)?"

SERVING A SECOND BOTTLE OF WINE

Sommelier/wine waiter proceeds with a smile and pleasant eye contact as follows:

- ✚ Places new glass for tasting, next to the host's existing glass
- ✚ Approaches the host from the right and presents the second bottle of wine as per standard, by saying: "Please Mr/s (guest name), your bottle of (name of wine and vintage if any)".
- ✚ Opens wine as per Opening of Wine Standard upon host's approval.
- ✚ Sommelier allows the host to taste new bottle.
- ✚ Pours gently one fifth of wine in a fresh glass with a smile and pleasant eye contact by saying: "Mr or Mrs (name of guest), for your approval, please".
- ✚ Waits for host's approval by saying: "Mr or Mrs ... (name of guest), is the wine to your satisfaction?"
- ✚ Sommelier serves the second bottle of wine, with a smile and pleasant eye contact.
- ✚ On approval from the host, refills all glasses with a smile and pleasant eye contact, women first as per 'Tasting & Pouring of Wine standard'.
- ✚ Pours wine last in host's glass (not in tasting glass).
- ✚ Places the bottle back in the bucket
- ✚ Refills the bucket with ice and water as required and wipes the outside surfaces of the Bucket.
- ✚ Refreshes and/or refolds the wine cloth and places it back on the wine bucket.
 - Removes the empty bottle from the bucket
 - Removes the tasting glass on a tray
 - For red wine: places the wine basket on the table.

- ✚ Removes empty red bottle of wine from table.
- ✚ If second bottle of wine is of a different type or vintage from the first bottle, change the entire glassware on the table.
- ✚ Clear empty glassware from the table.

--END OF THE CHAPTER--

8. Serving Food Items

Waiter verifies food items in the kitchen following Headwaiter's order and instructions as per guests' specifications and ensures that first course is served 5 to 10 minutes after order taking and every subsequent course is served within 10 minutes of clearing. Waiter carries food carefully from the kitchen to the restaurant on a service tray and places the tray in an orderly manner on the side station.

Waiter verifies again each item ordered and ensures without asking that correct food item is served to the correct guest, ladies and children first, from the right hand side with a smile and keeping eye contact and announces the dish by saying: "Mr/s (name of guest), your (name of dish)".

Waiter ensures that hot dishes are served hot and cold dishes are served cold. Waiter ensures that condiments, side dishes (sauces, vegetables...) are offered or served simultaneously with the food by saying: "Mr/s (name of guest), please find some (name of condiments, sauces, vegetables...) to accompany your (name of dish)".

Waiter ensures that guests do not need anything else before retiring by saying: "Would you care for anything else Mr/s (name of guest)?"

Waiter retires from guests with a courtesy bow and a smile, thanks guests for their choice and wishes them "Bon Appetite" before retiring by saying: "Thank you Mr/s...(name of guest), enjoy your... (Lunch or dinner)."

Headwaiter/restaurant manager discreetly checks on service at each sequence of the meal and ensures that guests are enjoying their meal and that pace of meal is convenient and appropriate by saying: "Mr/s (name of guest), how are you enjoying your (name of dish)?"

In case of delays in food service

Restaurant Manager advises guests apologetically about food service delay by saying: "Excuse me Mr/s (name of guest), your (name of dish) will be ready within the next (X minutes). I do apologies for the delay. May I serve you some more (bread, wine, water...) in the meantime, Mr/s (name of guests)?"

In case of food complaint, depending on the chef's availability, the latter deals with the service complaints himself. Otherwise, the chef ensures that he meets with the guests later.

Restaurant Manager approaches guests and listens attentively to them without interruption, while keeping eye contact by saying: "I do apologize for this inconvenience Mr/s (name of guest); I will do the needful immediately".

Clears the plate and offers an alternative while keeping eye contact by saying: "May I offer you another (name of dish), or if you prefer a (alternative dish), Mr/s (name of guest)?"

Acknowledges guests' request by saying: "Certainly, Mr/s (Guest name)".

Approaches guest's table and informs him/her of the time for the replacement dish to be served by saying. "Your (name of dish) will be ready in (X minutes), Mr/s (name of guest). Once again, please accept my apologies, Mr/s... (Name of guests)".Ensures that particular attention is given to guests and service recovery is followed up during whole meal service period.

Management is informed about service failure prior to guest's departure and ensures that guest is contacted and an apology is offered (as appropriate). Chef is visible during meal period and visits all the tables, particularly in the specialty and à la carte restaurants, to enquire if the food is to the guests' liking.Each table is visited by Restaurant Management at least once during the meal, senior Management is visible.

--END OF THE CHAPTER--

9. Clearing Tables and Adjusting Cutlery

ADJUSTING CUTLERY

Upon guest seating:-

Upon seating of children at a table, waiter automatically adjusts covers with appropriate child friendly serviceware.

Upon seating of guests at a table, waiter removes extra covers within 5 minutes of seating, as follows:

Waiter makes intention known by saying: "Mr/s (name of guest), May I remove the extra covers, please?"

- Removes all forks first then all knives and lastly the dessertspoon and places them on a service plate, then removes the side-plates and the napkins.
- Approaches table carrying a round tray in his left palm and proceeds with the removal of extra glasses/cups, by removing the wine glasses first followed by the water glasses.

Adjusting cutlery during meal period

Waiter verifies food ordered on the duplicate order form before adjusting the cutlery.

Waiter checks on service and adjusts cutlery according to guests' choice, when guests are helping themselves on the buffet.

Waiter politely requests guests' permission for replacement of second set of cutlery (if already been used during the meal) by saying: "Mr/s (name of guest), May I replace your set of cutlery?"

Waiter brings the right number of appropriate cutlery on a service plate, approaches the guests on the right, ladies first, with a smile and keeping eye contact and places knife on the right, moves to the left and places fork on the left hand side of the lady (in a clockwise direction) by saying: "Excuse me Mr/s (name of guest), may I...?"

Adjusting dessert cutlery after crumbing down table

Waiter approaches table carrying a service tray in his left palm and proceeds with the removal of side plate, butter dish, salt and pepper cellars and any other condiment containers with a smile and eye contact.

Waiter anticipates guests' needs upon dessert order taking, approaches guests' table to crumb down table from the right hand side of the guests, and makes his intention known with a smile and pleasant eye contact by saying: "Excuse me Mr/s (name of guest), may I..."

Waiter proceeds to crumb down table as follows:

- Ensures that a service plate and a crumb-scraper is used to crumb Down table.
- Starts from the right hand side of the guest and makes his intention known.
- Holds service plate with the left hand slightly below the edge of the table and holds crumb-scraper with the right hand.
- Crumbs down from the left to the right and brings down the dessertspoon.
- Moves clockwise to the left of the guest
- Crumbs down from the right to the left and brings down the dessert fork.
- Proceeds in a clockwise direction and in the same way for other guests

Waiter, once set of cutlery is adjusted, retires from the table with a courtesy bow, pleasant smile and eye contact, and wishes guests a pleasant meal experience by saying: "Mr/s (name of guest), enjoy your (meal period)"

CLEARING TABLES

Waiter observes guests during meal period, approaches the guests' table with a smile and ensures guests have finished their meal before clearing.

Waiter checks guest's satisfaction with a smile and pleasant eye contact by saying: "Mr/s (name of guest), how did you enjoy your (name of dish)?"

Waiter makes intention known and clears (children's plate first, if any) then woman's plate with the right hand, from the right hand side by saying: "Mr/s (name of guest), May I clear your plate, please?"

Waiter transfers soiled plate from right hand to left hand by placing first and second fingers under the plate, thumb on near edge of plate to balance, and third and fourth fingers protrude outside the top of the plate 'to receive another plate'.

Waiter places used fork well protected by the thumb, prongs upwards and the knife put at the right angle under the bridge of the fork.

Waiter removes second soiled plate.

Waiter places and balances second plate on the thumb, third and fourth fingers and base of hand.

Waiter uses knife or fork of the second plate to drop any leftover food into first plate, discreetly away from guests' view then transfers the knife and the fork to the first plate, placing them along with original knife and fork (Main Restaurant).

Plates are cleared without transferring of leftover from one plate to another (à la carte restaurant).

Waiter precedes the same very to clear other soiled plates.

Waiter thanks the guests and retires from the table with a courtesy bow and pleasant smile and eye contact by saying: "Mr/s (name of guest), Thank you very much".

Waiter withdraws from guests with a courtesy bow and a smile and carries the soiled plates to the side station.

--END OF THE CHAPTER--

10. Changing Soiled Napkins and Dirty Ashtrays

CHANGING SOILED NAPKINS

Waiter is attentive to guests' needs and on seeing soiled napkin on the guests' table or in case napkin falls on the floor, approaches guests' table from the left hand side and makes his intention known with a smile and pleasant eye contact, by saying: "May I change your napkin, Mr/s...(name of guest)?"

Waiter proceeds to change as follows:

- Holds two service plates with service gears in the left hand, one to place used napkin and the other with fresh napkin
- Picks up soiled napkin from table using service gears
- Places the soiled napkin on the empty service plate
- Holds the fresh napkin from the service plate with the service gear
- Places the fresh napkin on the lap of the guest

Waiter thanks the guests and retires from the table with a courtesy bow and pleasant smile and eye contact, by saying: "Thank you very much."

Waiter withdraws from guests with a courtesy bow and a smile and carries the soiled napkin to the side station.

CHANGING DIRTY ASHTRAYS

Waiter observes guests during meal period, checks ashtrays on table and approaches the guests' table with a smile to change them if there is more than one butt in the ashtray, while making intention known by saying: "Mr/s...(name of guest), may I change your ashtray please?"

Waiter proceeds to change dirty ashtray as follows:

- a) Approaches the guests' table with a clean ashtray on a service plate/tray
- b) Stands on the right hand side of the guest (unless logistically Not possible) and places the clean one on the dirty one.
- c) Removes both ashtrays from the table by holding them together with a firm grip and place them on the service plate/tray.
- d) Takes the clean ashtray and places it back on the table preferably on the right hand side of the guest.
- e) Covers the dirty ashtray with one fold of the service plate liner to prevent ashes from spreading on the table

Waiter thanks the guests and retires from the table with a courtesy bow and pleasant smile and eye contact, by saying: "Mr/s (name of guest), Thank you very much".

Waiter withdraws from guests with a courtesy bow and a smile and carries the dirty ashtray to the side station.

--END OF THE CHAPTER--

11. Serving Dessert

PRESENTING THE DESSERT MENU AND TAKING DESSERT ORDER

Headwaiter/waiter presents dessert menu within 5 minutes of clearing of main courses/cheese with a smile and keeping eye contact; asks guests whether they would like to have dessert right now or later by saying: "Mr/s (name of guest), would like to have a look at our dessert menu or should I come later, please?"

Headwaiter/waiter ensures that menus are in the right language, stands on the right hand side of the guest, presents the menu opened on the first page and holding it by the top, to ladies first, with a pleasant eye contact, by saying: "May I present you our (dessert menu) Mr/s (name of guest)?" Headwaiter/waiter informs guests of time/duration of preparation for special items.

Headwaiter/waiter ensures that a child menu is automatically presented and dessert items highlighted when there is a child dining, by saying: "We do also have a selection of desserts for children, may I present you with the menu, Mr/s (name of guest)/ or (child name)?" Headwaiter/waiter offers tea or coffee with dessert or after dessert.

Headwaiter/waiter offers reading glasses and torchlight to guest as appropriate, within 1 minute of offering menu, in case the guest has used the reading glasses before, by saying: "Mr/s (name of guest), may I present you again the reading glasses?"

Headwaiter/waiter retires from table for a few moments (3-5) minutes, allowing guests to peruse the menu by saying: "Please make your choice, Mr/s (name of guest), I will be back for your order in a short while".

Headwaiter/waiter comes back to guests' table with a smile and pleasant eye contact and asks guests if they are ready to place their order, by saying: "Mr/s (name of guest), are you ready to place your order?"

Headwaiter/waiter stands on the right hand side of the guest, women first, while smiling and maintaining eye contact and takes the order.

Headwaiter/waiter verbally highlights at least one dessert item as a house special or seasonal specialty or sister resorts specialty (to make the guest feel like they have more choice) by saying: "May I recommend you the specialty of the day (name of dish)?"

Headwaiter takes children's order first (if any) followed by women's and finally the host's. Headwaiter clearly labels all children dessert portions on the food order docket. Headwaiter repeats orders and collects menu from the right hand side, women first by saying: "May I repeat your order, please Mr/s... (Name of guest)? Mrs (name of guest), you have ordered (chosen dessert) and Mr (name of guest) you have ordered (chosen dessert)".

Headwaiter ensures that guests' names, orders, table number, room number, number of persons, waiter's name, date and time of order appear clearly on the order sheet in a legible manner.

Headwaiter retires from guests with a courtesy bow and a smile, thanks guest for their choice and wishes them a pleasant day/evening by saying: "Thank you Mr/s (name of guest), have a pleasant (time of the day)".

Headwaiter withdraws from the table by confirming that the desserts will be served immediately or at the convened time by saying- "Mr/s (name of guest), your dessert will be served right away/or at the (convened time)"

SERVING DESSERT

Waiter ensures that dessert cutlery is placed/ adjusted accordingly.

Waiter ensures that dessert is served 5 to 8 minutes of order taking, or according to the time agreed with the guest.

Waiter carries the dessert carefully from the kitchen to the restaurant on a service tray and places the tray in an orderly manner on the side station.

Waiter verifies again each dessert item ordered and ensures without asking that correct dessert item is served to the correct guest, ladies first, from the right hand side with a smile and pleasant eye contact and announces the order by saying: "Mr/s (name of guest), your (name of dessert)".

Waiter ensures side dishes (sauce, cream, cookies...) are offered or served simultaneously with the dessert, by saying: "Mr/s (name of guest), please find some (sauce, cream, cookies....) to accompany your (name of dessert)".

Waiter ensures that guests do not need anything else before retiring by saying: "Would you care for anything else, Mr/s (name of guest)?"

Waiter proposes a choice of hot beverages with a smile and eye contact by saying: "Would you care for (name of hot beverages... coffee, tea, espresso, cappuccino, infusion...) with or after your dessert, please?"

Waiter stands on the right hand side of the guest, ladies first, while smiling and maintaining eye contact and takes the order for hot beverages; and repeats order by saying: "Mrs (name of guest) is having a (name of beverage) and Mr (name of guest) is having a (name of beverage)".

Waiter retires from guests with a courtesy bow and a smile, thanks guest for their choice, by saying: "Thank you Mr/s (name of guest), enjoy your (name of dessert)".

Waiter withdraws from the table by confirming that the hot beverages will be served immediately or at the convened time, by saying: "Mr/s (name of guest), your (name of hot beverage) will be served right away/ or at the (convened time)"

Presenting the bill:

PRESENTING THE BILL

Team member maintains a discreet and attentive posture and pays close attention to guests' table when meal is over.

- Acknowledges guest's request for bill/instructions for billing by saying: "With pleasure, Mr/s... (Name of guest)".
- Enquires about guest's satisfaction by saying: "How did you enjoy your meal, Mr/s ... (name of guest)?"
- Acknowledges guests' feedback by saying: "Thank you Mr/s (guest name)".
- Retires with a courtesy bow while smiling and keeping eye contact

Team-member ensures that bill has been accurately itemized and totaled, bill is legible, machine-imprinted and clean, before presenting it in a clean folder (or equivalent) with hotel pen and proceeding to guests' table within 1 minute of request.

Waiter presents the bill folder on the right hand side of the guest/host (person requesting the bill) with a smile and eye contact by saying: "Please Mr or Mrs (name of guest)" and leaves the table with a courtesy bow, allowing the guest to peruse the bill.

Waiter returns back to collect and process bill/payment, within 4 minutes of guest making payment or signing, with a smile and pleasant eye contact.

- Takes one-step backward and verifies discreetly if payment is correct and guest has written his/her room number, name and signed the bill.
- Thanks the guests and retires with a courtesy bow, smile and eye contact by saying: "Thank you Mr/s ... (name of guests)".
- Bill charge is properly posted to guest's account as per resort billing procedure.
- In case of cash payment, a receipt is automatically offered, and correct change is returned (as applicable).
- In case of credit card payment, guests are invited to sign the credit card slip and a receipt is presented together with the guest's copy of the credit card slip (as applicable).

--END OF THE CHAPTER--

12. Bidding Farewell

Team-member maintains attentive posture, observes the guests in a discrete manner and identifies those leaving the restaurant.

- ✚ Approaches table, pulls out the chairs softly (children first, then women) and allows the guests to move easily out of the table by saying: "Please, Mr/s (name of guest)".
- ✚ Helps children first to move out of the high chair if in use.
- ✚ Helps guests to collect their belongings from the table (as appropriate), while smiling and keeping eye contact, by saying: "Please, Mr/s (name of guest)".
- ✚ Thanks the guests for their visit and bids farewell with a smile and a courtesy bow.
- ✚ Extends to guests an invitation to return while maintaining eye contact by saying: "Thank you very much, Mr/s... (name of guest), Have a pleasant ... (time of the day), we look forward to seeing you again".
- ✚ Makes a few steps with the guests, showing the way out from the restaurant with an opened hand and extended arm gesture and retires with a smile.

--END OF THE CHAPTER--

13. Tea & Coffee Service

SERVING TEA & COFFEE FOR BREAKFAST

Restaurant Manager ensures that:

- ✚ A minimum of eight varieties of tea (Tea bags) are available, including black tea and herbal tea.
- ✚ A minimum of four varieties of loose tea are available, including Ceylon, Indian & Chinese.
- ✚ A minimum of four types of coffee are available, e.g., mild, strong and decaffeinated. A selection of cappuccino, macchiato, latte, espresso etc., is also available.
- ✚ At least three types of milk are available e.g., low fat, skimmed and full cream.
- ✚ A minimum of three types of sugar are available including raw and low sugar option.
- ✚ Large tea/coffee cups are already placed on the table.

All service equipment should be clean, not worn and damaged. Once guests are comfortably seated, headwaiter/waiter takes order for hot beverages within 2 minutes of seating with a smile and eye contact by saying: "Mr/s (name of guest), would you care for tea or coffee please?"

If the answer is Tea, headwaiter/waiter suggests - "We have a selection of tea namely (names of tea), May I ask which one you would prefer Mr/s (name of guest)?"

Headwaiter/waiter also highlights the possibility of having loose tea, by saying: "Mr/s (name of guest), we also have loose tea if you prefer". Upon confirmation of guest's choice, headwaiter/waiter suggests "Mr/s (name of guest), would you like milk with your tea? We have low fat, skimmed and full cream milk, hot or cold. Which one would you prefer Mr/s (name of guest)?" If guests order coffee, headwaiter/waiter suggests - "Would you prefer filter coffee Mr/s (name of guest) or an espresso or cappuccino? We also have decaffeinated coffee, Mr/s (name of guest)".

Headwaiter/waiter acknowledges guest's choice with a smile and pleasant eye contact by saying: "Thank you very much Mr/s (name of guest), your order will be served immediately".

Guest is served within 4 minutes of ordering.

Waiter verifies each item ordered and ensures that correct beverage item is served to the correct guest, without asking, serving ladies first, from the right hand side with a smile and eye contact, announcing the beverage by saying: "Mr/s ...(name of guest), your ...(name of beverage)".

In case tea is ordered, Waiter ensures that he brings the following:

- ✚ Tea in teapot, with a handle cozy (as applicable) – (size of teapot according to number of guests)
- ✚ Milk in milk jug (size of milk jug according to number of guests)
- ✚ Hot water in water pot
- ✚ Three varieties of sugar in sugar bowl, including low sugar.
- ✚ In addition, according to guests' choice:
- ✚ Tea strainer if loose tea is ordered
- ✚ Honey upon guests' request
- ✚ Lemon with lemon squeezer upon guests' request

Team Member approaches guests' table and places teapot, water pot, milk jug and sugar in an orderly manner in front of the guest from the right hand side, while smiling and keeping eye contact by saying: "Mr/s (name of guest), your tea. Would you like me to pour it for you please?"

If guest response is affirmative, waiter asks guest his preference by saying: "Mr/s (name of guest), Would you like your tea strong or mild please?" Places milk jug on the edge of the round tray and pours milk first if requested (According to guest's preference) then pours tea into the cup by tilting the Beverage pot in a downward position without lifting it from the tray If weak tea is requested, pours hot water if tea without milk is requested, offers lemon or honey.

In case coffee is ordered, waiter ensures that he brings the following:

- ✚ Coffee in coffee pot (size of coffee pot according to number of guests)
- ✚ Milk in milk jug (size of milk jug according to number of guests) Three varieties of sugar in sugar bowl including low sugar.
- ✚ Approaches guests' table and offers to serve guests by saying: "Mr/s (name of guest), your coffee. Would you like me to pour it for you please?"

If guest's response is affirmative:

- ✚ Team Member places coffee pot on the edge of the round tray and pours coffee first, then pours milk into the cup by tilting the pot in a downward position without lifting it from the tray. Team Member places coffee pot, milk jug and sugar in an orderly manner from the right hand side in front of the guests In case guest orders espresso or cappuccino, the cup is brought on a tray then placed in front of the guest by saying: "Mr/s...(name of guest), your espresso/cappuccino."
- ✚ Team Members offers additional coffee, tea or other beverage within 1 minute of empty cup with a smile and pleasant eye contact by saying: "Mr/s...(name of guest), would you care for some more ...(name of beverage) please?"
- ✚ Team Member retires from guests' table with a smile and courtesy bow by saying: "Enjoy your breakfast, Mr/s (name of guest)".

SERVING TEA & COFFEE FOR LUNCH & DINNER

Outlet Managers ensure that:

Cups, saucers (small size) and tea/coffee spoons accompany the order. Service of tea and coffee is the same as for breakfast, detailed in section 1 above. A platter of petites fours/friandises/chocolate truffles/..., with a minimum of three varieties, accompanies each order.

SERVING AFTERNOON TEA

Restaurant Manager/Headwaiter ensures that afternoon tea set-up is completed and the team is ready for service at least 15 minutes prior to serving time.

Checks that table is set up with –

- Dessert knives and fork (cake fork)
- Tea cup and tea saucer with tea spoons (medium size)
- Dessert plate and dessert napkins
- Sugar bowls with three different types of sugar including low sugar option
- Jug of freshly squeezed lemon juice (on request)
- Jug of honey (on request).
- Checks the mise en place of buffet or trolley (as applicable)
- Pancake garnishes
- Cake and viennoiserie display
- Tea display

Headwaiter/hostess greets and welcomes guests within 30 seconds of arriving at the entrance with a smile and eye contact by saying: "Good Afternoon, Welcome to (name of outlet), Mr/s (name of guest)", and helps guests to seat comfortably within 1 minute of arrival

Headwaiter approaches guests' table with a smile and eye contact, and greets guests on being presented by hostess, by saying: "Good (time of the day), Mr/s (name of guest), I am (name of staff), your (headwaiter or waiter)", and presents the afternoon tea menu from the right hand side of the guest by saying: "Mr/s (name of guest), May I present our Afternoon Tea Menu please?"

Headwaiter explains the content of the menu in a knowledgeable way by saying: "Mr/s (name of guest), we have a variety of tea and coffee, namely (list of tea/coffee selection) as well as a selection of pancakes and pastries, namely (list of pancakes and pastries)".

Team Member takes guests' order as per standard FB101R: Presenting the menu & taking food order.

Team Member verifies all items ordered per guests' specifications and ensures that:

- Pancake is served with correct accompaniments.

- Cakes/mini sandwiches and ice cream are served within 4 minutes of ordering.
- Beverage is served within 4 minutes of ordering.
- Tea and Coffee are served as per service standard described in section 1 above.

Headwaiter proposes second drink within 1 minute of empty glass/cup by saying: "Mr/s (name of guest) would you care for another ... (name of drink)". Enquires discreetly about guests' satisfaction by saying: "How did you enjoy your afternoon tea Mr/s (name of guest)". Presents bill within 1 minute of request as per standard FB112R: Presenting the bill.

SERVING LOOSE TEA

Upon taking order for loose tea, waiter prepares the tea as follows:

- Service equipment and accompaniments and brings them on the service tray.
- Places cold milk jug, hot water jug, sugar bowl and tea strainer on a side plate on a service tray.
- Warms the teapot with hot water by rinsing it
- Pours fresh boiling water in teapot
- Adds 2 teaspoons of loose tea for a 35-cl teapot (1 teaspoon of loose tea per cup)
- Allows the tea to brew for 3 minutes (depending on tea type: 3 minutes for black tea, 4 – 5 minutes for Herbal tea).

Approaches table and places teapot, water pot, milk jug, strainer on side plate and sugar in an orderly manner in front of guest from the right hand side, with a smile and eye contact by saying: "Mr/s (name of guest), your (name of hot beverage), Would you like me to pour some tea for you please?"

If guest's response is affirmative, waiter enquires about guest's preference by saying: "Mr/s (name of guest), do you prefer your tea to be strong or mild please?" Stands on the right hand side of the guest, women first, places milk jug. On the edge of the round tray and pours milk first, if requested (According to guest's preference), then places the strainer on the cup's Rim, and pours tea onto the strainer into the cup by tilting the beverage pot in a downward position without allowing the tealeaves to get into the cup. Puts back the tea strainer on the side plate and offers choice of sugar By saying - "Would you care for sugar Mr/s (name of guest)" Retires with a smile and a courtesy bow by saying: "Mr/s (name of guest), enjoy your tea".

--END OF THE CHAPTER--

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