

## Steps of Service

### 1. Greet/Welcome the Guest

- a. Smile and always be warm and inviting.
- b. Introduce yourself to the table. "Hello, my name is \_\_\_\_\_. I'll be taking care of you this evening."
- c. Introduce the beverage menu to the guests, pointing out the "extensive wine selections."
- d. Offer water; suggestively sell bottled water "May I start you off with bottled sparkling or still water or would you prefer tap water?"

### 2. Water Service

- a. Pour water, ladies first if possible
- b. Bottled water
  - i. Pour with glasses on the table from the guests right.
  - ii. Twisting motion (similar to wine service) so that no water drips on the table.
  - iii. Place remaining bottle in middle of table with label facing the host (person that ordered).
- c. Tap water in pitcher
  - i. Pick up the glass from the guests right and pour away from the glass to not spill on the table.
  - ii. Wipe the bottom of the glass over sleeve or service cloth if any spills over the side of the glass.
  - iii. Make sure that you are the person refilling the water glasses and offering more bottled water throughout the meal. The guest should never need to refill their own glass.

### 3. Drink Order

- a. Ask if the guests have had some time to review the beverage menus.
- b. Suggestively sell, "May I start you off with one of our signature cocktails? Or maybe a bottle of wine for the table?"

### 4. Serve Beverages

- a. Serve all beverages from the guests right with a cocktail napkin, to the right of the water glass.
- b. If presenting a bottle of wine, follow proper wine service.

### 5. Food Order

- a. Inform guests of daily features
- b. Be descriptive. Use words like tantalizing, succulent, scrumptious
- c. Ask if anyone has any questions about the menu
- d. Suggest an appetizer by name as well as an entrée
- e. Take the order and remove all menus at this point.

### 6. Bread Service

- a. Fresh bread is offered to every table
- b. Bread should be warmed at the beginning of service based on the first reservation.
- c. Bread should be cut just prior to delivering to a table. Bread should not be pre-cut in the warmer, this dries it out.

### 7. Place/Stage the Order – Time Courses Accordingly

- a. We do not auction off food - seat numbers are mandatory and posted in the kitchen for review.
- b. Appetizers - 8-12 Minutes
- c. Salads - 8-12 Minutes
- d. Entrees 18 - 22 Minutes
- e. If these times are not being met it is your responsibility to notify a manager.

### 8. Mark Table

- a. Make sure there are condiments and utensils for certain food items (ketchup, steak knife, forks).
- b. We must always anticipate our guest's needs.
- c. Our guests shouldn't have to ask you for anything during their visit.

### 9. Delivery of Food

- a. Again, we do not auction off food
- b. Serve ladies first, then gentlemen by lowest pivot point number
- c. Serve all food on the guests left
- d. Ask, "Is there anything I can bring you right now?"

### 10. Check Back

- a. Two bites / Two minutes rule
- b. Ask specific questions about a dish, "Are you enjoying your Tuna Steak this evening?" "How do you like your Veal Milanese tonight?"
- c. Refer to your conversation, or something that you suggested to let the guest know that you

**11. Table Maintenance**

- a. Check beverage levels; offer another round of drinks or another bottle of wine.
- b. Remove unused plates, glasses, B&B's, wrappers, etc.
- c. Guest should have in front of them only what they are using.

**12. Clear Table after Entrees**

- a. Remove all plates, silver, and glassware from the guests right. Double Rs
- b. Remove everything the guests are not using or will not need for the next course.
- c. Do not stack dishes on the table or against your body-messy and looks sloppy.

**13. Desserts, Coffees, Cordials**

- a. Dessert menus must be dropped.
- b. Suggest specific desserts, coffees, after dinner drinks, etc.
- c. Desserts - 8-10 Minutes.
- d. Coffee / Cordials - 3-5 Minutes.
- e. Table Maintenance continues until the guest's departure.

**14. Check Presentation – Stand Presenter Up**

- a. Thank the guests.
- b. Let them know you will take the bill when they are ready.

**15. Prompt Check Reconciliation**

- a. Guests do not like to wait long for their bill to be processed after a delicious dinner.
- b. Process payment promptly within 2 minutes of taking their payment.

**16. Thank the guest again and invite them back soon!**

- a. Always thank the guest for coming in, by name if possible. Without them we wouldn't be here.
- b. Remind them your name and ask them for request you when they return.

**17. Table Turn**

- a. Immediately clean and reset once the guests have left.
- b. Use trays to carry clean silverware for reset.
- c. Inform host of the available table during peak business hours.