

Father in Heaven, Thanks thee for
this day that you've given us.

Thanks, thee for all the resources that we have to
make this discussion more efficient. We ask thee
for wisdom and guidance as we go through this
morning. We may have an interactive and
productive discussion this morning. We love you.
In Jesus name, Amen.

MOTIVATIONAL!



Food and Beverage Services NC II

Seating Guests



Walk ahead of the guests to lead them to their table.

SEAT THE GUESTS



After you have recognized the arrival of the guest and have welcomed and greeted them properly, you have to escort them to their table.

TIPS ON SEATING GUESTS

- Escort and seat guests according to table allocations.
- Utilize tables according to the number of party.
- Seat guests evenly among stations to control the traffic flow of guests in the dining room.
- Open cloth napkins for the guest when applicable.
- Serve water according to the standards of the food service facility.





Different seating arrangements should be made for different types of guests. Considerations should be given to:

- Customers who prefer smoking or non-smoking areas,
- Customers with small children,
- Customers with special physical needs,
- Customers with communication difficulties.

LEADING GUESTS TO THEIR TABLE

- Receptionist should show the way with open hands while politely saying, "This way, please, Mr./Miss (guest's name)."
- Walk either side by side with guests or slightly ahead at a comfortable pace.
- Be mindful of elderly or handicapped guests by adjusting the walking pace accordingly.



HANDLING GUESTS WITHOUT RESERVATIONS

- Ask how many guests are in the party.
- If a vacant table is available, lead them to it in a professional manner.



Guest Preferences:

- Accommodate seating preferences (e.g., smoking/non-smoking, bar, booth, garden) when possible.
- If not available, apologize and offer alternative options.

Seating Arrangement:

- Assign tables with enough space based on the number of guests.
- Groups with kids: Seat them near a wall or corner and offer booster seats or cushions.
- Couples: Guide them to seats with the best view.



Special Care for Guests with Mobility Issues:

- Seat senior citizens or guests with walking difficulties close to the hostess station.
- Offer assistance discreetly without drawing attention.

Proper Etiquette in Seating:

- Ladies: Always seated first, preferably against the wall
- Offer to pull out chairs for them.
- Hosts/Hostesses: Should be seated last in formal seating arrangements.



Introducing the Captain Waiter/Waiter:

- Once all guests are seated, the receptionist introduces the captain waiter or waiter.

Communicating Guest Needs:

- Inform the waiter about any special requests or important details (e.g., allergies).

Final Courtesy:

- Wish the guests a pleasant meal before leaving.



Welcoming the Guests:

- Make eye contact and stand erect when greeting guests.
- Introduce yourself by name and role (e.g., "Hi, I am [name], your Food and Beverage Service Attendant").
- Offer assistance to enhance their dining experience.

Personalizing Service:

- Observe guests' comfort levels and occasion to tailor service accordingly.

Handling Napkins:

- Unfold napkins and place them gently on each guest's lap with minimal handling.
- Avoid touching guests while placing napkins.
- If a guest seems uncomfortable, place the napkin on the chair's handrest instead.
- Some guests may prefer to unfold their napkins themselves.

Pre-Order Service:

- Offer water and bread rolls while waiting to take orders.

Table Selection:

- Avoid using a four-seat table for one or two guests unless necessary.

Seating Considerations:

- Seat loud parties in private rooms or towards the back to minimize noise.
- Elderly or handicapped guests should be seated near the entrance for convenience.
- Young couples prefer quiet corners with a good view.
- Well-dressed guests can be seated at the center to enhance the restaurant's ambiance.
- Accommodate guests' seating preferences whenever possible.



Seating Order:

- Assist ladies first, followed by gentlemen, and seat the host/hostess last.
- If children are present, they should be assisted first.

Chair Assistance:

- Pull back the chair for guests when they are about to sit.



QUIZ TIME!



If the statement is true draw (❤️) heart react and if the statement is false draw a (😢) sad emoji. You will have 10 seconds to answer honestly.

1. The receptionist should lead guests to their table with their hands in their pockets.
2. Guests should always be seated randomly, without considering their preferences.
3. Couples should be assisted to seats with the best view.
4. Elderly or handicapped guests should be seated as far from the entrance as possible.
5. The receptionist should introduce the captain waiter/waiter after all guests are seated.



If the statement is true draw (❤️) heart react and if the statement is false draw a (😢) sad emoji. You will have 10 seconds to answer honestly.

6. Loud parties should be seated near the quietest section of the restaurant.
7. If a guest has not made a reservation, the receptionist should ask how many are in the party before seating them.
8. The waiter should place napkins on all guests' laps, regardless of their comfort level.
9. Ladies should always be seated first and, if possible, against the wall.
10. A well-dressed party should be placed at the center of the dining area to enhance the restaurant's image.



THANK YOU!