

STEPS OF SERVICE

SEAT TO SIP

- | | | | | |
|------------------------------|--------------------------------|---|--|----------------|
| 1 | 2 | 3 | 4 | 5 |
| Welcome the members & guests | Offer water, then first drinks | Ask if there are any allergies we should be aware of, advise of 86's and specials | Take membership card. Place drinks order.
Use member's name | Deliver drinks |

SETTING THE SCENE

- | | | | | |
|--|--|---|---|--|
| 1 | 2 | 3 | 4 | 5 |
| Guide guests through the menu and begin taking the order | Offer additional smalls, sides or add-ons if appropriate. Enter order into Micros / Conker | Top up water (and wine) and remove any empty glasses from table | Prepare mise en place, offer additional drinks, advise on wine if requested | Deliver second drinks/ wine before the appetizers arrive |

TIME TO DINE

- | | | | | |
|---|--|--|---|--|
| 1 | 2 | 3 | 4 | 5 |
| Deliver appetizers, refresh water and drinks. Remove anything not needed from table | Fire mains away on Micros / Conker before clearing table | Top up drinks and clear appetizer plates | Refresh table – crumb, offer additional drinks if required. Ensure condiments and mise en place for second course | Deliver second course, double check for condiments and additions |

MAYBE SOMETHING SWEET?

- | | | | | |
|---|--|---|---|--|
| 1 | 2 | 3 | 4 | 5 |
| Clear second course plates, remove all condiments and salt & pepper | Crumb down the table, leave dessert menu with a recommendation | Take dessert and/or hot drinks order on Micros / Conker. Place mise en place. | Deliver dessert and hot drinks at time of request | Clear dessert plates and remove everything not needed from the table |

BYE FOR NOW

- | | | | | |
|--------------------------------------|------------------------------------|---|--------------------------------|---|
| 1 | 2 | 3 | 4 | 5 |
| Offer a second coffee or more drinks | Clear all empty glasses from table | Check bill, print and give when requested | Return to take a swift payment | Say thank you and goodbye as they leave |