Service Training

Day 3

* Taking orders
* Coffee tea
* Drinks
* Wine beverage
* Food
* Serving orders
* Service tea stander
* Service drinks stander
* Service wine
* Service food

Taking drinks order

Standard:

标准：

* Realizing when a customer is ready to order before they even look up or close the menu is a strong sign of great service when approaching on time.

鉴别客人是否已经准备好点单：观察客人是否将菜单合起来会是一个很好的信号，合起菜单时及时询问客人。

* Aperitif, Cocktails, Champagne will be offered to start when presenting the menus to the guests

开胃酒,鸡尾酒,香槟将提供给菜单之前时时呈现给客。

Procedures:

程序：

1. Take a captain pad and standard pen in hand before taking guest order

点菜时，要手持标准的点菜薄及

* Write down waiter number and date on order pad before you take order for customer.

在为客人点单之前，先写下服务员号码以及日期在点单本上。

1. Position yourself in a place where all guests can easily see you.

站在客人容易看见的位置上。

* Be courteous. Establish eye contact and carry smile.

要彬彬有礼，并适当与客人进行眼神交流，且要面带微笑。

1. Kindly ask guests if they would like to have some aperitif first. This will help restaurant increasing the revenue and get the relationship close to your clients.

询问客人是否需要开胃酒，这将帮助提高餐厅的收入，并且能将你和客人的关系拉近。

* Write down the order neatly as you proceed.

准确顺序整齐的记录下客人的点单。

* Do not rely on your memory, as it will affect the guest and the operations if you forgotten something.
* 不要仅仅依赖你的记忆力,因为它会影响客人心情和服务的流畅,如果你忘记了什么东西话。
* Use restaurant specified abbreviations to record the order.

请准确使用餐厅规定的缩写形式记录点单。

* Offer help to guests if they can’t decide on what to drink “ May I suggest … etc”

当客人不知道点什么菜的时候给予帮助“我可以给点建议吗？”等

1. Take orders starting with ladies, followed by gentlemen and lastly the host.

点单时，应先从女士开始，然后男士，最后主人。

Offer breadsand other small dishes to start with the drinks, and recommend what combines well depending on the drinks ordered.

* 提供面包和其他小吃与开始的饮料,并根据所点饮品推荐适合的食物。
* Order to be taken attentively and any uncertainly to be clarified immediately.

准确为客人点单，如有任何不清楚的地方，立即向客人询问清楚。

1. Recommend pre-starters and snacks to be enjoyed with the aperitifs ordered or before the food arrives

推荐客人来一些开胃菜搭配餐前酒或是在上主菜之前。

1. Repeat the order to the guests after taking the whole table’s orders.

给每个客人点完后均应重复点单以便确认

1. When taking second round beverage orders try to remember what drinks each guest was having and ask, “Would you care for the same again?”

点第二圈饮品时，应尽量记住客人刚才所点的内容，并征询是否在来同样的一杯。

NB: You will need to be completely familiar with what drinks are available.

注意：应熟悉菜单及餐厅能提供什么。

Taking food order

Standard:

标准：

* Realizing when a customer is ready to order before they even look up or close the menu is a strong sign of great service when approaching on time.

鉴别客人是否已经准备好点单：观察客人是否将菜单合起来会是一个很好的信号，合起菜单时及时询问客人。

* Food orders are taken in an accurate manner, without mistakes and disruption to the guests.

应使用正确的方法点单，不应出现错误。

* Must know which dishes are ready for quick service for guests in a hurry.

必须牢记赶时间的客人的点单是否在快速的准备并服务给客人。

* Vegetarian options for guests and main allergies

针对素食主义者询问出主要的过敏项目。

Procedures:

程序：

1. Write down waiter number and date on order pad before you take order for customer.

在为客人点单之前，先写下服务员号码以及日期在点单本上。

1. Position yourself in a place where all guests can easily see you.

站在客人容易看见的位置上。

* Keep a reasonable distance with customers when you take their orders, don’t be very close to them. Make them feel comfortable

在你为客人点单时，应当操持一定的距离，不能太靠近，要让客人感觉自在。

1. Ask and suggest drinks for them first then write what kind drinks they want at bottom of the order pad，

先询问客人要喝什么饮料，然后再记下

1. Ask and suggest food for them (name the most popular dishes), then write very clear on your order tickets, make mark for first course, second course, and third course etc

为客人推荐最受欢迎的菜式，然后为客人点单，并且非常清楚的写在点单本上，本且分道

1. Don’t forget to write customer’s special request when you take order, and communicate with kitchen / bar if necessary.

不要忘记记下客人的特殊要求，并且，与厨房或者酒吧沟通一下客人的要求

1. Don’t forget to **Repeat** the order to customers, this is important to say it clear and loud, repeat special requests as well

不要完记向客人重复一遍客人所点的内容和客人的特殊要求，并且口齿清楚，大声，

1. Write down table number, pax and time

记下餐桌号码，客人人数，以及点单时间

1. Don’t forget to spike order ticker after you deliver the drinks and food to customers, to prevent making double orders

不要忘记把已经服务给客人的酒水或者食物单化掉，以免发生重复点单的问题

1. Prepare condiments for customers

为客人准备食物的配料

1. Be aware timing of food and beverage come out, let your Supervisor know it takes longer than usual

控制好出菜，或者酒水的时候，如果比平时所需的时间久，必须通知当班的主管

NB: You will need to be completely familiar with what dishes are available.

你必须时刻了解的沽清情况。

**Service the tea coffee**

1. Please use your left hand to hold the tray, standing the right side of the guest, right foot is front, left hand is at the back

左手托托盘站立于客人右侧右脚在前,左脚在后。

2.Please gently talk to guest "Excuse me, sir/madam.Here is your order (tea)"

轻声地向客人说：对不起，打扰一下,这是您点的茶.

3. Please put tea cups in front of the guest(if the guest order teas);Also please make sure the tea spoon and tea cups handle are at 45 degrees, Chinese tea cup handles should be paralleled with table border

将茶杯放于客人正前方，并将杯柄与Tea spoon 摆成45°角，中式茶杯杯柄与桌边平行。

4. If the guests agree with it, please pull the drinks gently by using right hand, 3/4 is proper, do not be too full

用右手将茶壶连碟托起，轻轻倒入杯中，八分满为宜。

5.Please place tea pot and tea saucer at the up-right side, the tea pot handle should be paralleled with table border; Please place sugar bowl at left side, milk creamer at right side.

将茶壶连碟一同放于客人茶杯的右上方，壶柄与桌边平行。将糖缸、奶缸,按左糖右奶的标准。

6.Please announce to the guest that "This is sugar and milk".

摆入好并且向客人报名称。

7.Fianlly, please say "Please enjoy your tea, sir/madam.(or guest name)"

最后对客人说：“请您慢用”。

8. Please remember, Chrysanthemum has to come with ice sugar and tea spoon

菊花茶必须配冰糖及 Tea Spoon。

9. Please put the tea cups into warmer before serving, in order to make sure the tea is always warm.

茶杯要在开餐前放入保温箱中加热 以确保茶永远是热的。

10.Please announce the names of all food and drinks when serving to the guests

在为客人服务任何食品或饮品时,都必须报名称。

11.Please make sure of using traies all the time. And it should not be got in touch with the guests

在餐厅无论做任何服务都必须使用托盘，且托盘不可碰到客人。

12.Please stand at right side of the guest when serving

服务时应站立于客人右侧。

Serving Drinks

服侍酒水

Standard:

标准：

* Drinks MUST ALWAYS be served on time, look and taste great!

You, as the last person to see it before the guest, are responsible for its quality and presentation when serving it

酒水一定要即时送到，色香味俱全。

作为在客人拿到酒水前最后一个看到它的人，必须把关品质及卖相。

* Work together as a team and deliver drinks promptly

互相合作，把酒水在最短时间内送到客人餐桌上。

* Ensure they are served on clean glasses, and with the right garnishes on

确保酒水杯具是干净的，上面的装饰是正确的

* Don’t need to stand at the bar waiting for your drink while other customers need to get attended, you must learn how long each drink normally takes to be made,

不要在吧台旁干等你点的酒水，等待过程中留意别桌需要服务的客人，要记住每个酒水的预备时间是多久

* Keep always facing your section, and other customer service areas.

永远保持面向你的负责区域，及其它需要服务的区域。

Procedures:

程序：

1. Pick up the drinks from the bar counter by using a clean, lined tray.

用一个铺有托盘垫的干净托盘倒酒吧台取饮料。

1. Ensure the beverages you pick up are for your table – refer to the micros order

确保你所拿的饮料是你负责服务的台位上客人点的饮料 – 参照Micros的纪录。

1. Place the beverage on the tray, high/tall, heavy glass closer to yourself

将所有的饮料放在托盘上，高或者重的杯子要放在靠近自己的位置。

1. Check the appropriate number of straws, coaster, cocktail napkin before serving

在为客人上饮料之前，检查一下是否准备了足够的杯垫、吸管及餐巾。

1. Take order ticket from Micros with you.

从Micros中打出点饮料单，并带在身边。

1. Remember which drinks have been ordered by each of the guests, and serve accordingly starting from the ladies, followed around the table

* Hold the tray to your left while you place the beverage on the guest table

当为客人上酒水的时候，把托盘靠向自己的左边。

1. The order will be served exactly as requested and with no confusion about which beverages were ordered.

劳记哪位客人点了什么饮料。

Serving food

Standard:

标准：

All Associates must know the correct procedure to serve Western food, and use these procedures at all times.

所有员工必须了解正确的西餐服务程序并应保证任何时候均使用。

Procedures:

程序：

1. Anyone who is close to the table and notices the food arriving at the guest table; approach the food runner to help him to serve the dish for the guest.

在桌子附近的员工看见传菜员出菜时要帮助他上菜

1. Take food from the bussing tray carefully, make sure the tray is balanced and food decoration does not fall.

从托盘上小心拿下盘子时，确保托盘的平衡并检查菜式是否完好

1. One plate per hand.

一个手拿一个盘子

1. Serve dishes from the right, depending on situation.

若情况允许，从客人右边上菜

1. Condiments serve second and place at the upper left side of the guests from guest’s left side

后上调味品，从客人左边上，并放在客人左上方

1. Serve all ladies first and continue around the table.

给女士先上菜，再围着桌子依次上菜

1. Guest order will be served exactly as requested, and with no confusion about which items were ordered.

要按照客人点的单上菜，不要混淆客人的菜

1. This decision is important to ensure smooth service for the guest and prevent waiting and crossing each other’s pathway. (Example: Server Sue takes seats 1, 2 and Captain Bill takes seats 3, 4)

避免客人的久等和挡住客人的去路，流畅的服务是很重要的（服务员和领班分工服务的对象）

1. When serving, announce the dish with a one/ two word description: Your Caesar Salad, Madam.”

上菜时用一至两个词描述：您的凯撒色拉，女士

1. Courteous Manner: Please enjoy your lunch / dinner.

礼貌用语：请享受你的午餐/晚餐

To ensure that the customer is pleased with their meal, it is important that you serve the food exactly as the customer ordered it. If you have done your job thoroughly when taking the order, you should know exactly what the customer is expecting.

The kitchen will let you know as soon as the food is ready for service. It is important that you try to get the food to the customer as soon as possible as cold food is best served cold and hot food is best served hot.

为确保客人们对他们的餐点感到满意，最重要的是呈现在他们面前的餐点符合他们的所有要求。

服务员要清楚地把客人对菜肴的要求转告给厨师。厨房会在菜肴准备好后的第一时间告知我们。我们所需要做的是尽可能地以最快速度把菜肴传递到客人面前。保持食物的温度及新鲜度。

Before you take the food from the kitchen, you must quickly check the following:

在从厨房传递菜肴出去前，需要迅速检查：

* The dishes served must be identical to the dishes ordered by the customer.

1. 菜式是正确的

* The quantity of the food must be the same as the quantity ordered by the customer.

1. 菜肴数量是正确的

* Quality of food and food presentation must be up to the establishment’s standards. If the food is arranged on the plate in an attractive way, you increase the customer’s appreciation.

1. 菜肴品质到达我们餐厅的标准。记住，当菜肴摆盘及装饰是赏新悦目的，这会增加客人的食欲。

* The order you are taking must correspond with the table number on your docket.

1. 点菜时确保是正确的桌号。

* The chef must have met any special requests by the customer; e.g. steak cooked medium rare or vegetables in place of salad.

1. 厨师的出品必须符合客人的要求；牛排几成熟，烤蔬菜代替色拉等。

* There should be no food spilled on the rims of plates or underneath plates.

1. 不应该有食物痕迹在盘沿或盘子底部。

* Any garnishes or finishing procedures must be completed.

1. 最终装饰步骤达标。

FOOD SERVICE

上菜服务

1. Soup service

服务汤

* Ensure that the soup spoon is set up.

提供汤勺

* Make sure soup and soup bowls are at the correct temperatures, hot soup is hot and cold soup is cold.

西式汤有冷热之分，应保证冷汤用冷汤碗，热汤用热汤碗。

* Inform the guest to be careful of the hot soup.

服务热汤时应提醒客人小心烫手。

* Ask and serve condiments to the guest if needed ex. Cheese freshly ground pepper or Tabasco etc.

询问客人需要哪些小料，如：面包丁，芝士面包，胡椒碎，辣椒仔

* Ask guest if he/she needs more bread and serve if required.

随时询问是否需要添加面包。

1. Salad Service

服务沙拉

* Take the order and ask the guest if he/she requires any special dressings or condiments with the salad.

(blue cheese dressing, oil & vinegar dressing, French dressing, thousand island dressing, Italian dressing, etc.)

点单时询问客人喜欢什么汁酱或调料跟配沙拉。(蓝芝士汁、油醋汁、法汁、千岛汁、意大利汁等)

* Ensure that the appropriate cutlery is in place before serving the food.

提供相应的餐具。

1. Steak Service (Sirloin, Tenderloin, T bone steak, Rib Eye steak, etc.)

服务牛排(牛排分外脊、里脊、T骨牛排、眼肉等)

Ask the guest the following when taking the order 需询问客人下列要求:

* How they would like their steak to be cooked. (rare, medium rare, medium, medium well, well done, very well done)

烹调程度：生、三四成、五成、七八成、全熟、非常熟。

* What kind of sauce they would like with their steak (red wine sauce, fresh black crushed pepper sauce, bone marrow sauce,)

用跟配汁酱：红酒汁、黑胡椒汁、牛骨髓汁

* Ensure that the correct cutlery is placed (e.g. steak knife and dinner fork)

服务牛排刀、叉

* Serve the steak and ensure the dinner plate is hot.

服务牛排并保证盘子是热的。

1. Seafood service

服务海鲜

* Ensure that the correct cutlery is placed: fish fork and knife (main knife and fork for deep-fried seafood and shell fish).

服务肉类丰厚的鱼应使用鱼刀、叉同时跟配新鲜柠檬。

* Tartar sauce should be served to all kinds of deep fried items.

炸海鲜通常跟配它它汁，服务正餐刀、叉

1. Sandwich and burger service

服务三文治及汉堡

Ask the guest the following when taking the order:

需要询问客人

* How they would like their burger to be cooked.

牛肉汉堡询问喜欢几分熟

* Ensure that the correct cutlery is placed: main fork and knife.

服务正餐刀、叉

* Offer accompaniments and condiments: French fries, mustard and tomato ketchup.

跟配薯条或薯片，并跟配番茄酱

1. Cheese service:

服务芝士

* Ensure that the correct cutlery: dessert knife and fork.

服务正餐刀、叉

* Cheese plate offer: soda crackers, accompaniments and bread.

常跟配小食：苏打饼干、水果、蔬菜条、面包

1. Condiments service:

服务调料

* Tabasco and ketchup served in bottle.

瓶装调料直接用瓶服务：辣椒仔、番茄酱、美极酱油、

* Dressing, sauce, cheeses powder should carry in a sauceboat.

自制冷汁、热汁、芝士粉用汁船服务

Mustard selection use mustard pots.

芥末用芥末盅服务

1. Dessert service:

服务甜品

Ensure that the correct cutlery:

不同甜品跟配相应餐具

* Serve cake: dessert spoon and fork

服务蛋糕使用甜品勺、叉

* Serve fruit plate: dessert fork and knife

服务水果使用甜品刀、叉

* Serve ice cream: tea spoon or parfait spoons

服务冰淇淋使用冰淇淋勺