Service Training

Day 1

* Operating equipment
* Basic food
* Basic beverage
* Greeting guests
* Seating guests
* Presenting the menu
* Provide magazine to guests

Operating equipment

设备操作

During a busy service period, linen, service items, condiments and accompaniments may run low. If you notice this happening, you should replenish these items as soon as you have a chance or you don’t have time please asking somebody else to do it. This will make your job easier throughout the shift and will assist other busy staff members. Customers will breakages are less likely to occur not be dissatisfied with you wasting time looking for items, and if you are not in a rush, breakages are less likely to occur.

当非常忙的服务期间，布草，服务项目，调味品和一些伴随物品或许会比较少了。假如你注意到了你如果有时间应该尽快补充满, 如果你没有时间请提醒其他人去做。这样可以使你的工作更加顺畅同时也帮助了其他忙的同事。这样就可以避免你浪费时间四周去找那些东西造成客人对你服务的不满，如果你不是很急，这样就可以避免了投诉的发生。

The stocks that you would check throughout the service period include:

在服务期间你需要检查的项目有：

* Table napkins

口布

* Salt shakers and pepper mills

盐和胡椒研磨器

* Sugars and sweeteners

糖和健宜糖

* Tea and coffee

茶和咖啡

* Clean cutlery

清洁餐具

* Menus and wine lists

菜单和酒单

* Tent cards or promotional displays

台卡或者促销卡

* Ashtrays

香烟缸

* Docket books

笔记本

* Service Plate (plate with a doily on it)

餐具盘

* Service Tray

托盘

* Garnishes（bar）

配料

If you notice that stocks of any of these items are running low and may not be enough to complete the service period, you should notify your supervisor or duty manager as soon as possible.

假如你注意到以上任何一种物品即将用完并且不够服务期间使用，你必须尽快告知区域主管或当值经理

Handling equipment notes:

* Don't pour hot drinks in chilled or cold glasses.

把冰块倒出玻璃杯；在加热水之前先预热玻璃杯。不用冰的，凉的玻璃杯里面放热水。

* Stack dishes according to size and kind.
* Never stack too high.

放盘子是请根据尺寸和类别叠垒。不要叠垒太高。

* Handle stemmed glasses by the stem and tumblers by the base.
* Never handle glasses by the rim

拿杯子的时候只能拿杯柄不能碰杯口和杯底

* Remove glass / chinaware from passing tray one at a time.
* Don't unload chinaware, glasses at random.

从重托盘上移动盘子和杯子时要一个一个的拿，不要卸载盘子杯子时交叉摆放必须分开卸载。

* Use ice scooper for scooping ice.

Never use the glass for scooping ice.

* 使用冰铲铲冰块。不能用玻璃杯铲冰。
* Never put cutlery into glasses, Put them in appropriate containers.

不要把刀叉放进玻璃杯，应使用适合的容器摆放。

* Make sure of an adequate back-up supply of glassware for rush periods.

确保足够的后备供应的玻璃器皿在高峰时期

* Always be on the lookout for cracked or chipped glassware and remove them to breakage store.

时刻注意是否有破损的玻璃杯，找出并放回报损间。

* Never allow glass-to-glass contact on overhead racks,
* Keep distant from each other.

不允许玻璃杯碰撞当放在高架上时，相互之间保持距离。

* Never overload the tray / passing tray.
* Load only what it can conveniently accommodate.

在服务托盘和重托上请不要超负荷放东西。只堆放适宜承载范围内的物品。

* Never leave glasses in the sink.
* Place them directly onto divider racks.

不允许把杯子放在水槽里，应该适合的杯筐里

* Never stack glasses.
* Use trays and avoid overcrowding them to prevent breakage.

不允许重垒堆置玻璃杯。用托盘并避免过度拥挤, 防止破碎险

Greeting and seating guests

问候引导客人入座

Standard: Performed by: All FOH staff

标准：

* This is the first step and vital factor of the service procedure, your guest’s experience depends on how comfortable they feel when arriving, and will show how well they are expected to feel at Pink Rabbit .

这是第一步关键的服务步奏，是当你的客人到达餐厅后的第一体验，并将显示出对Pink Rabbit期盼中的印象。

* Whether you make or break a sale can literally depend on the silent signals that you send during this first contact.

成功或失败的销售将取决于客人的这第一印象。

* Understand the proper etiquette that the servers follow and do the same.  You want your guests to feel as if the entire staff is there for the sake of their hospitality and comfort, and you are!

你必须了解，适当统一的礼仪的必要。让你的客人感受到所有的员工的言行举止都是为了款待他们。

* Guests should not wait by themselves for more than 3minutes at the entrance.

使客人在餐厅入口的等待时间不允许超过3分钟。

Procedures:

程序：

All guests will feel more welcome and inclined to enjoy their visit when this is done well, politely, and most importantly sincerely:

所有客人都能感受到宾至如归，并且开始享受本次用餐经历，基于我们礼节重点是真诚！

1. Upon guest’s approach, establish eye contact with a very warm, natural smile and genuine welcome.

* 在与客人接触时,建立眼神接触,一个非常温暖的、自然的微笑以示真诚的欢迎。

When guest is 1.5 meters away from you

在客人距离你1.5米处

1. Greet the guest in a clear and confident voice, meaningful, clear, loud and sincerely!

* Use the guest name if you known: “Welcome Mr. Wang, Mrs. Younger or Welcome back, Mr. Wood.”

如果知道名字, 称呼客人的名字

1. Kindly request guest to follow you “May I show you to your table?

和蔼地要求客人跟随你“请跟我来，我带你们入席。

* Lead way by walking in front of guest not fast and no more than 1 meter ahead.

领位时,走在客人前面1米以内, 并且不要走得太快

* Walk at a speed that is comfortable for the guest

步伐是保持客人舒适的速度

* Always check to see that the guest is following you.

经常检查客人是否跟在后面  
4. Giving initial attention to ladies and elder guests

先安排女士及年长的人就坐

1. Offer option to guests to sit at sofa or bar. “would you like to sit on the sofa or at the bar sir, madam?”

给客人选择是喜欢坐在沙发上或酒吧。“你想坐在沙发上或在吧台里先生,夫人”

1. Leave with appropriate comment, such as: please enjoy the lunch / dinner Mr. XX and Mrs. XX.离开时与客人适当地交流，如“祝＊＊先生或＊＊女士用餐愉快。

Presenting the menu

Standard:

标准：

Understand you are there to meet and exceed their expectations; to be able to do that must start by educating them on your menu and specials.

让客人了解你的存在是为了得到并超出他们的预期服务;,做到这一点后，逐步引导并介绍菜单和特别推荐。

Procedures:

程序：

1. The approach should be done within **15 seconds** of the guest seating.

在客人就坐后，**15**秒之内就要上前去为客人提供服务

* Carry appropriate bar/food list to the guest table

递送相应的酒水菜单给客人

1. Actively greet guests, smile, make eye contact and speak clearly in a friendly manner, an appropriate salutation for the time of day may be used; “Good afternoon / evening, Mr. Smith.” Use the guest’s surname!

热情主动的招待客人,微笑,眼神交流和清晰的表达用一种友好的方式,适合的问候语为每天的时间可能使用的;“下午/晚上好,史密斯先生”。使用客人姓名最好！

* Position yourself in a place where all guests can easily see you and welcome all by looking around the table while greeting

站在一个固定的位置,那里能所有的客人都可以很容易地看到你,微笑礼貌的巡视整片区域。

1. Open the first page of the menu, present from the right hand side of the guest and using your right hand when possible. Ensure eye contact and smile.

打开菜单的第一页，尽可能用右手从客人的右手边递送菜单给客人。保持眼神的接触和微笑。

* Make sure the menu is the correct way up and is facing the guest

确定菜单没有拿反，而且面朝客人

* Ladies first, followed by elder guests, the host is last.

女士优先，接着是老人，主人最后，

* The menu must be clean and in good conditions（Double check when delivering to the guest）

所有的菜单必须保持清洁无破损任何时候（给客人的）

* Menu items should always be up to date.

所有菜单必须随时更新。

1. Describe any daily specials and mention items that might be unavailable.

向客人介绍每日特色。如果有一些菜今天没有，要及时告诉客人。

1. Make recommendations and explain specials

向客人推荐并向客人解释餐厅的特色菜

* Recommendation must be positive. Do not make uncomplimentary remarks about one item to make another item sound more appealing. Description should not be excessively long.

要从积极的方面来为客人介绍菜肴。不能贬低菜单上的这一道菜来抬高另一道菜。介绍要简洁。

* Answer all questions clearly and briefly!

以简洁、清晰的标准来回答所有问题！

1. Take away the menu after guests have taken the order.

在客人点完菜后收走菜单。

Provide magazine to guests

为客人提供杂志

Standard: Performed by: Waiter/Waitress

标准：

* Newspapers/Magazines will be offered when one guest is waiting for other members of their party, to make the wait more pleasant

当一个客人正在等待他的朋友，应向他们提供报纸/杂志，让等待更愉快。

Procedures:

程序：

A magazine or news paper can be offered by saying:

可以提供一本杂志或报纸说：

* Would you like a magazine or newspaper to read while you are waiting Mr. Zhang?

张先生可能需要多点时间，你有兴趣读一本杂志或报纸？