**Service training**

Day 5

* Service sequence
* Check back of service
* After a meal
* Clearing table
* Crumbing down
* Set - up the table
* Prepare the cutlery

Check back

回来检查

Standard:

标准：

This step is vital; it is to ensure the guests are happy with the way the services are being provided: Food, Drinks, Atmosphere, etc. And of course: To assist the customer on any request.

这一步是至关键的，它是确保客人与我们所提供的服务感到高兴：食品，饮料，气氛等，当然，我们应应客户的要求进行协助。

Procedures:

程序：

* Be sincere and ready to help, check everyone has drinks and they are topped up and that any empty bottles/glasses are removed and replaced, making sure the tables look as clean and set up to AZUR Shanghai’s Standards .

表现真诚，随时并准备帮助，确保每个客人手上都有饮料，空的瓶子或杯子要更换并倒满，确保餐桌清洁，并维持上海的AZUR的标准

* Depending on the way your guest communicates, can receive diverse types of feedbacks, dealing with it on the right way and time could turn a complaining customer into a greatly satisfied one.

根据你与客人的沟通，可以接收不同类型的反馈，以正确的方式处理它们，时间可以使一个在抱怨的客户变成一个满足的顾客。

* Many would not give their comments to the server if not asked, It must be done 2/5 minutes after served (if started eating).

很多人不会放弃他们的意见，以服务器，如果没有要求，它必须完成2/5分钟后送达（如果开始吃）

Food Quality Check:

查看食物质量:

1. Approach the guest table 4-5 minutes after they started eating.

在来宾开始吃的4-5分钟后，接近他们的餐桌。

1. Check with guest the food quality by asking, ex: How is the Caesar Salad, Madam?

Keep smiling and eye contact while talking with the guest and be appreciative to any comments received.

询问客人是否对食物满意：”女士，对您的凯撒色拉还满意吗？“在和客人交谈时保持微笑并注视对方，感激客人提出的意见。

1. Asking at the right time allows you to make the changes needed for the customer satisfaction, giving them the sensation of being greatly taken care of,

If any change is to be made, report it to the Manager and kitchen right away.

在合适的时间提问，让您使顾客满意所要求的变化，让他们感觉被大大照顾，

如果有作出的任何变化，马上报告给经理和厨房。

1. Do not stay too long at the table, the food will get cold.

不要在桌前和客人聊太久，食物会冷掉

* Know how to sense when guests do not want to be interrupted (i.e., business meeting, romantic meal, an argument).

正确使用你的判断力来区别客人是否愿意被打扰(如: 商务会议, 浪漫的晚餐, 客人正在争论）

Drinks Quality Check:

饮料的质量检查：

Procedures:

程序：

1. After tasted, check with the guests if their drinks are according to their expectations by asking: How is your Cosmopolitan, Ms Lin?

Keep smiling and make eye contact while talking with the guest and be appreciative to any comments received.

尝过后，向客人检查他们的饮料是否他们所期望的，问：林女士，你的Cosmopolitan如何？

与旅客交谈，保持微笑和眼睛接触，并赞赏收到任何意见。

1. Asking at the right time allows you to make the changes needed for the customer satisfaction, giving them the sensation of being greatly taken care of,

If any change is to be made, report it to the Manager and bar right away.

在合适的时间提问，让您使顾客满意所要求的变化，让他们感觉被大大照顾，

如果有作出的任何变化，马上报告给经理和厨房。

* Offering a new drink when the glass is 1/3 full: “Madam / Sir, may I bring you another Gin tonic?”

当客人杯中的饮料还有1/3时，主动向客人询问是否需要续杯服务：“女士/先生，我可以再拿一杯汤力水给您吗？“

* No empty glasses on occupied table.

保证在客人的桌子上没有空杯子。

* Ladies to be attended first all the time.

女士优先。

After a meal

饭后

Standard:

标准：

* Once you have finished clearing the table after the main meal, present the guest with a dessert menu

在客人用完主菜且餐桌清理完毕后，应向客人奉上甜点菜单。

* If they accept the menu, return after about 5 minutes and take the order as per point 2.

如果客人接受菜单，应在约5分钟后返回餐桌点单。

* Don’t forget to set correct cutlery when they order dessert!

客人如果点了餐后甜点，不要忘记正确摆放餐具

* Always deliver the menu when recommending desserts, as there are higher possibilities for the guests to order after it has been introduced

Procedures:

程序：

Deliver and present the Dessert

交付并提出甜品

* + - 1. Open the first page of the menu, present from the right hand side of the guest using your right hand. Make sure you use eye contact and smile.

打开菜单的第一页，呈现从右侧的旅客，用你的右手。确保您有眼睛接触和微笑。

1. Ladies first, followed by elder guests. The host is last, and he/she will receive the wine list also for port or cognac.

女士优先，其次是老客人。主家是最后一个，和他/她将获得波多或干邑酒单。

1. When offering desserts/cheeses, recommend Coffee/tea with or after the dessert, including dessert wine, port or cognac.

提供甜品/奶酪时，提议甜点后的甜点咖啡/茶，包括甜酒，波多或白兰地

1. Make sure the menu is clean and in good condition, without stains or damaged corners

确保菜单是清洁和竹簌新，无污渍或损坏的角落

1. Provide the cutlery needed for the selected dessert by each of the guests

按照每个客人所选定的甜点提供餐具。

Clearing Tables

**清理桌面**

Standard:

标准：

* Anytime the table is dirty, use a clean towel and a B&B plate to clean it immediately without disturbing the guest.

任何时候发现桌上有赃物，立即用干净的毛巾和一个面包碟清理干净。注意不要打扰客人。

* Ensure that all cutlery and plates have been removed.

清洁之前保证餐具及盘子以全部撤走。

* Always use waiter’s cloth and BB plate.

使用一块折好的净布和面包盘。

* Always be tactful (guest might be talking) when clearing plates from table.

收盘子的时候要灵活（客人可能在交谈）

Procedures:

程序：

1. Pick up clean tray from working station.

在备餐间取干净的托盘。

1. Clear the plate after all the guests are finished.

在每个客人都吃完后一起收盘子

* When Customers sharing dishes, the ones finished on the center of the table can be removed, smoothly and without disturbing their dining or conversation.

当客人们在一起分享菜式时，把中间已经空了的盘子清走，不要打扰客人用餐及对话。

1. Get permission if you are not sure if the guest was finished “May I clear the plate, Madam / Sir?” “May I take the plate out of your way?”

如果不确定客人是否吃完，要得到客人的允许“女士/先生，我可以收你的盘子吗？

1. Pick up the plate with your right hand.

用右手撤盘子。

1. Step slightly backward from the table and transfer the plate onto the tray in your left hand.

小步向后并将盘子放在左手的托盘上。

1. Place the plate in the centre of the tray with the cutlery on the right hand side

将盘子放在托盘上，餐具放在右边。

1. Proceed clockwise to the next guest and on their right hand side, with your right hand pick up their plate.

按顺时针方向来到下一位客人的右手边，同样用右手拿起盘子。

1. Place the plate with your right hand onto the tray carefully placing it on top of the other plate.

用右手轻轻地将其放在左手托盘上的盘子上面。

1. Continue this clearing as many plates as you feel comfortable with.

按此步骤继续进行，但不要拿太多，要根据自己左手的承重能力。

* Clearing plates from a table requires flexibility. You must be able to clear plates individually or as a group.

撤一桌盘子要灵活，要能够分别撤，也能一齐撤。

* Clear plates, cutlery and scraps without any noise

撤盘子，餐具，杂物时，不要弄出任何的噪音。

* Do not overload the trays.

不要把盘子装太满。

1. Once you have finished cleaning the table, take the tray in both hands and proceed to the nearest working station or stewarding area for separation of cutlery, plates and scraps.

撤完之后，用双手拿到最近的工作间，并整理归类。

1. Ensure keeping the table clear from crumbs at all times

确保桌面整洁，没有面包渣。

1. Proceed with the next course. e.g. dessert, cheese, or tea/coffee.

继续按标准服务其它食品。

1. Approach the table again and remove salt and pepper, bread and butter plates, and any remaining flatware. Excuse yourself before you do it.

再走到餐桌前把盐及黑胡椒，面包及黄油碟及剩下的餐具。在拿任何东西前先说谢谢。

Crumbing down

把桌子上的渣扫除

Standard:

标准：

Once the crockery and cutlery have been cleared after the main meal, it is normal practice to clear the table of any clutter before the table is set for dessert. This includes removing side plates, butter dishes and empty glasses.

当所有的餐具从桌上清除后，正常程序是把桌子清干净后上甜品。这包括把盘子，黄油盘及空的杯子。

This task will be done with a Brush/Napkin

这个步骤由扫台器。

Procedures:

程序：

The procedure for crumbing down is as follows:

扫除渣的程序如下：

1. Bend from the waist forward and place plate in left hand against the edge of the table.

弯腰并将盘子置于桌子边缘下方。

1. Look and see where crumbs or scraps are. Efficiently brush onto the service dish

查看客人台面是否有面包屑。迅速将客人附近台面上的面包屑用净布用右手扫入盘中。

1. Continue around the table brushing crumbs where necessary.

围着桌子扫一圈。

1. Once the table is crumbed down place the soiled utensils on service tray at the working station.

将盛有面包屑等杂物的脏盘子放在服务区的托盘上

Set the table

摆设餐桌

Standard:

标准：

* Table’s setup should be as per Pink Rabbit standards, must always be neat and attractive.

餐桌的设置，应该是表现我们餐厅的标准，必须始终保持整洁和吸引力十足的。

* The tables can be set up as per guest requirement and when requested.

餐桌可以按每位客人的要求而设置。

* The covers will be set up as per the meal period.

根据每次用餐客人的人数去设置餐桌。

* Check that all tables are stable and do not wobble, Wipe the chairs and be sure they are clean and set at an appropriate length from the tables.

检查所有的餐桌是稳定的并不会摇晃；擦拭桌椅，并确保它们是干净的，并设好桌椅之间有适当的距离。

Standard table setup equipment will include:

标准摆台设备将包括：

Napkin:

餐巾：

* napkin folded on the centre of the guest with cutlery on top

餐巾折叠顶部每个套客人餐具的中心（右）

Show plates:

展示盘：

* The show plate is placed to the centre of the guest and is laid about 3cm in from the edge of the table.

展示盘放在客人的左手边，并规定从桌子边缘约3cm的距离。

Flatware: Salad Fork, Salad knife, Dessert spoon and soup spoon

餐具：沙拉叉，沙拉刀，甜品勺，汤勺

* Will be placed on the table according to the food ordered

将放在桌子上，根据送菜的次序

Ashtray (When smoking is allowed area )

烟灰缸（允许吸烟时）

* When the right place for smoking has allowed, bring ashtrays to every guest with cigarette packs on the table

放到可以吸烟的区域，把烟灰缸放到给每一位有香烟的客人桌子上

Candle:

蜡烛：

**Candle Holder:**

烛台：

* Candle holder must be always clean and free of wax

烛台必须始终保持清洁和无蜡

**Candles:**

蜡烛：

* Candles must be always on when evening/night time

蜡烛必须在傍晚／晚间一直点着

Glassware:

玻璃器皿：

* Always placed on right hand side of the guests, and right top of the napkin

总是放在客人的右手边，正放在餐巾上面，

**Wine glass:**

酒杯：

* Usually one wine glass is used along with a water goblet. The table setting is not over crowded and there is room to arrange stemware in any way one chooses, such as in a straight line parallel with the edge of the table or a diagonal line angled toward the table's edge.

通常一个酒杯会随水杯。餐桌的设置是不能过度拥挤，应有足够空间安排在任何一个人选择，比如在一个酒杯应向餐桌边缘角度的斜线边缘是直线平行的。

* One wine glass should sit to the right and possibly above the water glass.

一个酒杯应该放在和水杯的近旁边。

[Water glass](http://www.etiquettescholar.com/dining_etiquette/table_setting/place_setting/glassware_and_stemware/place_stemware.html):

水杯：

* The water glass is placed in a position closest to the hand

水杯是放在最接近的手的位置

Prepare the cutlery refer to the guest order

根据客人点单的情况为客人准备相应餐具。

* + - 1. Take the proper cutlery from the side station according to the individual guest order

根据客人点单的情况，从边桌取出相应的餐具。

* Keep smiling, be ready for a conversation with the guest if possible at this time

保持微笑，准备话题跟客人交谈

* + - 1. Use a clean and lined tray to hold the cutlery.

用一个铺着托盘垫的干净托盘装餐具

* + - 1. Excuse yourself, “excuse me, Madam/ Sir.”

向客人表示抱歉：“抱歉，女士/先生。“

* + - 1. Place the folded napkin in front of the guests and place the correct cutlery on it

在客人面前放置折叠餐巾，放上正确的餐具

* The fork will be placed on the left and the knife on the right, blade facing inwards

叉放置在左边，刀在右，刀锋面向内

* + - 1. Start from all ladies and continue around the table.

从女士开始，然后再依次摆放其他客人的餐具。

Set sharing plates:

设置侧板：

* Place side plate on the left side of the cutlery set of every guest

放小碟在每一位客人的左侧餐具的左边

Set up water glass and wine glass:

摆放酒杯和水杯

Place water glass on top right side of guest.

放水杯在客人的右上侧。

Take the appropriate wine glass from the bar counter according to the guest order

根据客人的点单情况从吧台取适合的酒杯。

Make sure the wine glass is polished and no chipped

确保每一个酒杯都没有破损，并已擦亮了。

Put the wine on the guest table quietly and efficiently

轻轻地把酒杯放在客人的桌子上，安静且迅速