



## STEPS OF SERVICE SEQUENCE

- Step 1 - <b>THE GREET</b>	<ul style="list-style-type: none"> <li>a. Greet table within <b>60-90 seconds</b> of being seated.</li> <li>b. <b>Welcome guests</b> to Original Joe's and give them your name.</li> <li>c. Be friendly and professional - a <b>smile</b> always helps.</li> <li>d. Ensure each guest has a <b>water glass</b>, provided by either busser assistant or yourself.</li> <li>e. <b>Offer a beverage</b> to each guest, suggesting a cocktail or glass of wine.</li> </ul>
- Step 2 - <b>THE DELIVERY</b>	<ul style="list-style-type: none"> <li>a. Upon delivering drinks, ask guests if they have <b>previously dined</b> at Original Joe's. <i>If "No" - provide a brief overview of the menu, highlighting house specialties &amp; your favorites.</i></li> <li>b. Always suggest or offer an <b>appetizer</b> to get the table started.</li> <li>c. Ensure <b>bread service</b> has been delivered, or is on the way.</li> </ul>
- Step 3 - <b>THE ORDER</b>	<ul style="list-style-type: none"> <li>a. Always try to take order from <b>ladies first</b> and <b>repeat order</b> back to each customer.</li> <li>b. Ask the table if anyone has an <b>allergy or dietary restriction</b>.</li> <li>c. Ask the table if they are celebrating a <b>special occasion</b>.</li> <li>d. <b>Remove menus</b> from table.</li> </ul>
- Step 4 - <b>THE SET UP</b>	<ul style="list-style-type: none"> <li>a. Set table properly with appropriate <b>mise en place</b>.</li> <li>b. Always drop <b>fresh plates</b> with appetizers: <b>1 app</b> - B&amp;B plates   <b>2+ apps</b> - Share plates</li> <li>c. Always use a marking tray when dropping additional silverware.</li> <li>d. Mandatory <b>additional silverware</b> drop: <b>App &amp; Entrée Salads</b> - Salad Fork   <b>Soup</b> - Soup Spoon   <b>Steaks &amp; Chops</b> - Steak Knife</li> </ul>
- Step 5 - <b>THE MANICURE</b>	<ul style="list-style-type: none"> <li>a. Constantly <b>obsess over upkeep</b> of table. <b>NOTE: Pre-bussing is part of your job.</b></li> <li>b. <b>Replace</b> soiled silverware between courses.</li> <li>c. <b>Remove</b> empty glassware, or unnecessary items (e.g. bread basket, butter ramekins)</li> <li>d. <b>Wipe down</b> table of crumbs and debris when present. Use a crumber if serving a table with linen.</li> </ul>
- Step 6 - <b>THE DROP</b>	<ul style="list-style-type: none"> <li>a. Always try to <b>be present</b> when entrées are served.</li> <li>b. Always offer: <b>Salads</b> - fresh cracked pepper   <b>Pastas</b>: sprinkle of Parmesan cheese</li> <li>c. <b>Ensure each customer has what they need</b> (ie: fresh silverware, more bread, refreshed drinks) <i>Great time to offer another cocktail or glass of wine.</i></li> </ul>
- Step 7 - <b>THE CHECK IN</b>	<ul style="list-style-type: none"> <li>a. Always check in <b>within 2 minutes or first 2 bites</b> to ensure each guest is satisfied with their dish and have what they need.</li> </ul>
- Step 8 - <b>THE CLEAR</b>	<ul style="list-style-type: none"> <li>a. <b>Assist in clearing</b> tables, help busser assistant when possible.</li> <li>b. Always <b>wipe down table</b> after clearing dishes to ensure table is free of debris and crumbs.</li> <li>c. With the exception of each guests' water glass &amp; beverage, <b>nothing should be left</b> on the table.</li> </ul>
- Step 9 - <b>THE DESSERT</b>	<ul style="list-style-type: none"> <li>a. Always <b>bring the dessert menu</b> to the table and offer - highlight your favorite items!</li> <li>b. Always offer <b>after-dinner drinks</b>, including items from the bar and coffee/espresso drinks.</li> <li>c. <b>Dessert Marking</b>: 1-salad fork and 1-dessert spoon per guest. <i>If sharing dessert, marking includes: B&amp;B plates and Share spoons.</i></li> </ul>
- Step 10 - <b>THE CHECK</b>	<ul style="list-style-type: none"> <li>a. When the table appears to be finished with dessert, <b>ask if they would like anything else</b>. <i>If they are done, drop the check and let them know they can pay at their convenience.</i></li> <li>b. Party's of <b>10+ guests</b> are subject to an automatic gratuity of 20% - Always let the guest know when dropping the final check.</li> <li>c. Ensure you <b>drop the correct check</b> to the proper table and always pay close attention that you are <b>process the correct payment</b> to the right check/table.</li> <li>d. Always provide an end of the <b>dining experience sentiment</b>: <i>Thank your guests for joining us today/tonight. Wish them a pleasant day/evening. Tell them you hope to see them again.</i></li> <li>e. With the exception of each guests' water glass &amp; beverage, <b>nothing should be left</b> on the table.</li> </ul>