

STEPS OF SERVICE SEQUENCE

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