

E A T A L Y

---

# BREAD SERVICE

RESTAURANT SERVICE STANDARDS

What challenges do you face with bread service?

# The Challenge...

## Challenge

- Guests generally expect bread with their meal
- They can be easily misconstrued
  - cost vs. complimentary
- Sometimes you don't find out the issue until the end of the meal



## What we can do...

- Be very clear on our offerings and service standards
- Answer the questions being asked
  - Questions are not inherently objections!

# Bread Service - The Standards

After collecting the food/beverage order and dietary restrictions, the server/bartender asks if the guest would like bread with their meal.

- “Would you like bread with your meal?”

If yes...

- “We have our bread options here on the menu, I like the \_\_\_\_\_. Which would you prefer?”

If a guest requests more bread, it must be rung in

- “I’d be happy to order you another basket of bread”
- Olive oil may be refilled without charge

\* \* Any complaints about being charged for bread must be communicated to the manager before processing payment

**Server** highlights the section of the menu and describes the offering

**Server** rings the order in the POS

## Execution:

Rustico – prepared by Table Support or kitchen (depending on store)

Specialty – prepared by kitchen

**Table Support** or **Server** delivers the bread to the table and pours olive oil tableside

# Rustico Breadbasket - Be Prepared

## Recipe

- 4 slices of bread cut 1-inch thick by hand
- Place in basket
- Serve with 0.25g of Olitalia evoo poured tableside
  - Balsamic and parmigiano by request only

## Quality Assurance

- We cannot serve stale bread (and we want to avoid waste)
- Bread is cut in small batches and throughout service
  - Recommended enough for 30% of tables
  - First batch should last two turns
  - Prepped bread is stored in a basket, covered with a napkin



# Let's Practice!

Bread service