

E A T A L Y

TAKING ORDERS

RESTAURANT SERVICE STANDARDS

What is the most important part of taking a table's order?

Taking the Order – Steps of Service Review

- ✓ Greeting in a way that makes the guest feel welcome
 - ✓ Offer to explain the brand and tour the menu after asking, “have you dined with us before?”
 - Ask about allergens and dietary restrictions
 - Be prepared to answer questions about the menu
 - ✓ Suggestive selling
 - ✓ Offer bread from the menu
 - Repeat the order back to confirm all selections
- ✓ We reviewed in a previous Technical Learning
 - We’re about to review

Taking Orders – Allergies & Dietary Restrictions

When Taking the Order:

Are there any allergies or dietary restrictions we should be aware of before placing the order?

Common Allergies:

Milk, eggs, fish, shellfish, tree nuts, peanuts, wheat, soybeans

Common Restrictions:

Pork, vegetarian, vegan, gluten

If there ARE allergies or restrictions...

“I will be sure to alert the kitchen to make sure we keep you safe. Would you like me to guide you through the menu?”

- ✓ Make sure everything the guest orders adheres to these restrictions
- ✓ Note the restrictions in Salido through a “guest label” to make sure the kitchen is aware
- ✓ Check the food before it goes out or as soon as it hits the table to make sure all restrictions were adhered to

If there are NO allergies or restrictions...

Continue taking the order

Taking Orders – Be Prepared to Answer Questions

Being able to accurately answer questions about the menu has many benefits:

- Guest orders precisely what they want
- Avoids miscommunication and mistakes
- Saves **YOU** time running back and forth to the kitchen to solve issues
- Keeps the kitchen running smoothly
 - Re-fires slow the kitchen down
 - Re-fires cost \$\$ (tips & wasted food)
 - Re-fires mean the guest is not at the same step of service as the rest of the table – ruins their experience

How to be prepared:

- Know your menu
 - Follow-up questions
 - Ex: Cooking temp, preferred spirit brand
 - Complements
 - Allergens
- Know our policies
 - Substitutions
 - Add-ons
- Be 100% sure you understand what the guest is ordering
 - Don't be afraid to ask clarifying questions
 - Physically point to the menu if you cannot hear or understand the guest

Taking the Order – Repeating the Order Back

Why do we do this?

1. It ensures the **YOU** heard the guest correctly
2. It assures the **GUEST** that you heard them correctly so they can relax and enjoy
3. **We must avoid re-firing dishes!**
If the item arrives incorrect, it will ruin the guest's experience.

When do we do this?

2x during the order

1. Immediately after each guest orders
2. After everyone has ordered, repeat the entire order back

Pro Tip!

Writing down the order, even if you can remember, makes the guest feel more secure that their order will be correct.

Let's Practice!

Taking Orders