

E A T A L Y

PRESENTING DISHES

RESTAURANT SERVICE STANDARDS

When you're a guest in a restaurant,
what do you expect when the food is
brought to the table?

Why is this step of service significant?

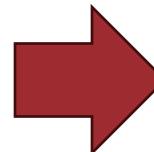
Presenting Dishes - Preparation

Teamwork is key...

What matters most is the service going smoothly.

We all work together to ensure we are ready to present the drinks/food.

Communicate to ensure efficiency.



- Is the table prepared for what is to come?
 - Remove any excess items on the table
 - Bring any silverware or serving utensils needed for the meal
 - Items marked as “table” indicate to the runner to bring serving utensils for sharing
 - Make sure waters are full
 - If beverages are low, offer to bring more
- Are all items ready and accurate?
 - Modifiers have been adhered to
 - Position numbers are clear
 - Shared items marked as “table” will be placed in the center of the table
 - Refiring drinks/dishes takes time and can negatively impact the guest’s experience

Presenting Dishes

- Carry dishes/drinks to the table safely and securely
 - We do not want guests worrying if you will drop or mishandle food
 - Make sure dishes are clean *before* we bring them to the table - wipe if needed!
 - Stacking dishes that could dirty the plate or ruin the presentation
 - Make sure fingers and hands never touch the food, or anywhere a guest would put their mouth (glass)
 - Use a tray when appropriate
 - Hold with hands and up the arms - never in the armpit
- Place the dish/drink in front of the corresponding position #
 - Place the item on the table gently, avoid bumping or touching the guest
 - Items labeled “table” are placed in the center of the table and bring sharing utensils
 - We never “auction” dishes or drinks - “Who had the chicken?”
- Say the name of the dish/drink as you place it in front of the guest, including any modifiers
 - “Margherita Pizza with mushrooms”
 - “Bistecca alla Griglia cooked medium rare”
 - “Dirty gin martini with a twist”



This assures the guest that we got their order right. If they hear it's incorrect, we can fix immediately.

Presenting Dishes – When things go wrong...

- Wrong food
 - If it touches the table – it's waste
 - Leave with the guest so they can snack while they wait (if they're okay to eat – **NOT ALLERGIES**)
 - Read the guest
 - If something *seems* wrong as you are presenting the order, even if the guest doesn't say anything, communicate to the server and/or manager so they can touch the table.
 - If the guest is displeased...
 - Do not argue
 - Be solution oriented
 - **GET A MANAGER**
 - Example: A guest wants sauce for their arancini, but we do not typically offer that.
 - Do NOT just say “no, we don’t do that.” We need to be solution oriented
 - Find a manager who will help with a solution
 - “That’s not something we typically do, but let me see what I can do for you.”
- Try your best to say “yes” more than “no”

Let's Practice!

Presenting Dishes