

E A T A L Y

STEPS OF SERVICE

RESTAURANT SERVICE STANDARDS

Steps of Service

What Are They?

- A blueprint for an exceptional guest experience
- A roadmap for the flow of a typical meal
- Timing expectations for each course
- Not set in stone

Why Do We Have Them?

- Ensure that guests have all the information and accoutrements necessary to enjoy their meal
- Standardize the service flow to avoid forgetting things
- Each role knows what part they play in the guest experience

How Do We Use Them?

- Learn in depth so you can use them effectively
- Parameters to work within
- Able to be tailored to each guest's needs
- Guidelines rather than strict requirements

Part 1 – Greeting & Seating

- Kick off the guest experience
- Make a good first impression
- Gather information that can be used now and upon the guest's return
- Guidance and introduction

Greet & Seat	Host/Manager	1. Greet the guest with enthusiasm “Buongiorno/Buono Sera! Welcome to La Pizza & La Pasta/Il Pastaio!”
		2. Inquire if the guest has a reservation
		3. If Yes: ensure all information on OpenTable is accurate, and proceed to step 4 If No: input guest's info into OpenTable, including any information relevant to their dining experience (birthdays, VIP, regulars, allergies, et al)
		4. Print the reservation chit for the server and manager for every reservation
		5. Grab the appropriate number of menus – 1 food menu per guest 1 wine booklet per every 4 guests
		6. Escort guest/s to the designated table
		7. Pull out chairs for guests
		8. Place menus next to the knife of the mis en place
		9. Hand chits to the server and manager
	Server	10. Review the chit prior to greeting the table

Part 2 – Tableside Introduction

- Introduce the concept
- Guide the experience with recommendations
- Collect orders
- Course properly using Salido

Opening Spiel, Water/Bread/Drink Order	Server/Manager	11. Greet guests in a timely manner – within 45 seconds
	Busser	12. If the server and manager are too busy, greet and take water order
	Server	13. Opening Spiel: explain La Pizza & La Pasta restaurant concept, adding a brief overview of the menu sections and daily specials.
		14. Ask if the guest would prefer still, sparkling, or tap water
		15. Offer suggestions for cocktails, mocktails, and/or wine
		16. Ask guests about any allergies or dietary restrictions
		17. Collect food and beverage order and enter into Salido. Be sure to include any relevant information, i.e. allergies, VIP, etc <i>If guests need more time to select their food, Server should inquire about beverage preference.</i>
		18. Always recommend Rustico bread or focaccia for the table
		19. Input full order in Salido handheld coursing if needed.
		20. Remove menus from the table.
	Server to Busser	21. Server to verbally deliver water order to the busser

Part 3 – First Course

- Present courses with all necessary serviceware
- Name the dish upon delivery, including any modifications made
- Ensure the guest's satisfaction with their food, and accommodate any additional requests
- Maintain table by bussing any unused serviceware, utensils, and glasses as needed
- Offer additional beverages

Busser/Server	22. Deliver water to the table
Server	23. For guests ordering wine by the glass, use the small carafe located at each service station and serve it to the guest tableside.
Busser/Runner	24. Deliver bread to the table
Server to Busser	25. Server to communicate with busser in case guests ordering sharing food and sharing plates are required
Busser	26. Busser should gently shift the B&B plate to the right side of the guest to make space for the sharing plate, which should be placed in front of the guest. The B&B should not be removed so the guest can continue using it to enjoy their bread/focaccia
Runner	27. Deliver first course to the table with appropriate sharing utensils (if applicable) explaining dish name
Server/Manager	28. After 2 minutes: to ask if the food is to the guest's liking
	29. If glasses are almost empty, inquire about another beverage
Busser/Server/Manager	30. Clear dirty dishes and silverware off table (1 support member every 3 guests – table of 6, 2 support to clear)
Server/Manager	31. To inquire about another beverage for the upcoming course. Clear empty glassware.

Part 4 – Second Course

Repeat steps from the First Course

- Reset table with mise en place for second course
- Present courses with all necessary serviceware
- Name the dish upon delivery, including any modifications made
- Ensure the guest's satisfaction with their food, and accommodate any additional requests
- Maintain table by bussing any unused serviceware, utensils, and glasses as needed
- Offer additional beverages

Busser/Server	32. Bring clean silverware and plate ware to each appropriate guest to accommodate the next course using marking trays
Runner/Server/Manager	33. Second course is delivered and placed at the appropriate position explaining dish name
Server/Manager	34. After 2 minutes: ask if the food is to the guest's liking
Server	35. Assess if guests would like other beverages or refills. Clear empty glassware.
Busser/Server	36. Clear all dirty plates, silverware, and breadbasket off the table (1 support member every 3 guests – 6 guests, 2 support to clear)

Part 5 - Dessert

- Present dessert menu, offer recommendations, including coffee & digestivi
- Mark table with mise en place for dessert
- Upon delivery, name each item as you place it in front of the appropriate guest
- Return quickly to ensure guest's satisfaction
- Verify check accuracy
- Clear dessert tableware
- Accommodate any additional requests

Server/Manager	37. Bring guests dessert menus
Server	38. Describe our desserts (including coffee, amaro, and grappa) to the guests
	39. Collect dessert, coffee, and digestivi order
	40. Put the order into SALIDO
Busser	41. Mark table for dessert course
Server	42. Deliver the drinks in a timely fashion (COFFEE SHOULD NEVER BE DELIVERED BEFORE DESSERT, UNLESS REQUESTED BY GUEST)
Runner	43. Desserts are delivered and placed at the appropriate position, explaining the dessert name
Server/Manager	44. After 1 minute: check to make sure the dessert is to the guest's liking
Server	45. Verify all the items are on the check, print check or organize Clover machine
Busser/Server/Manager	46. Clear all empty plates, silverware, and empty glassware off the table. Leaving just water glasses, bottle of water, and napkins.
Server	47. Check with the guests to see if they would like to order anything else

Part 6 – Check & Goodbye

- Process payment
- Thank guest and offer a warm invitation to return
- Clear and reset table

Server	48. If guest refused, Server to drop the check or Clover machine
	49. Process the payment
	50. Bring the processed bill back to the guest <i>“Thank you so much for joining us today! Have a good day/night. We hope to see you again soon.”</i>
	51. To collect credit card slip before the guest leave the table and wish them farewell.
Host	52. Wish the guests “goodbye” as they leave and welcome them to return
Busser	53. Clear, sanitize, and reset the table

Keep in Mind...

Mystery Shops

- Our Steps of Service mirror the Mystery Shopper evaluation
- Paying attention to details like mise en place, table maintenance, check ins, and beverage refills will always benefit your score

Timing

- Host greeting: <2 minutes
- Tableside greeting: <2 minutes
- Order taken: <5 minutes
- Drinks served: <5 minutes
- Appetizers served: <10 minutes
- Second course: <10 minutes
- Check backs: <2 minutes
- Dessert served: <4 minutes
- Check presented: <2 minutes

Communication

- Servers and Table Support should stay aligned on where tables are within the Steps of Service
- Stay flexible and adapt to the needs of your guests
- Ask for help when you need it!

Let's Practice!

Steps of Service