

E A T A L Y

BEVERAGE SERVICE

RESTAURANT SERVICE STANDARDS

Why are the details in beverage service significant?

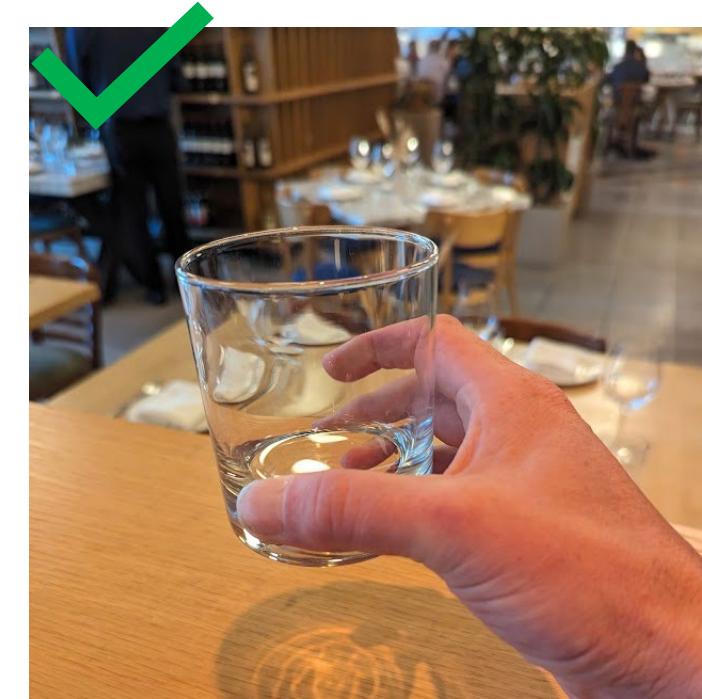
Glasses with bottles, spoon for ice, putting lemons in a ramekin...

Beverage Service Basics

1. No ticket, no drink - non-negotiable
2. Use position numbers – We never auction drinks, “Who ordered the Aperol Spritz?”
3. Use a tray!
4. Arrive at the table with all necessary items – glass, creamer, corkscrew, etc.
5. Keep it neat – bring a serviette to keep bottles and tables clean
6. Keep it safe – always hold from the bottom so we do not touch where the guest will put their mouth

Beverage Service Basics

We must always make our guests feel **safe** and **secure**.



Beverage Service Review

Sides of Ice

When a guest requests a side of ice:

- Serve in a water glass with a spoon
- Replenish often so the ice does not fully melt



Sides of Lemons or Limes

When a guest requests lemons or limes:

- Serve in a ramekin
- Do not present on the rim of the glass



Beverage Service Review

Non-Alcoholic Beverages

Soft drinks are served tableside:

- Deliver both the bottle and a glass with ice
- Open the bottle and pour tableside, take the cap with you
- Refills are not inclusive



Coffee Service

Bring all necessary coffee accessories:

- Make sure cup and saucer are clean
- Cup and saucer with spoon, carried on a tray (no wooden coffee stirrers!)
- Bring a sugar caddy by default
- If milk is requested, bring on the side in a creamer



Beverage Service Review

Beer

Poured and served tableside, unless draft beer:

- Present the bottle to the guest who ordered highlighting the producer name, style of beer, and location
- Pour $\frac{3}{4}$ of the bottle into the glass and leave the bottle on the table with the label facing the guest
- Pour at a 45° angle toward the side of the glass for the perfect pour



Beverage Service Review

Wine by the Glass

5oz serving, poured served tableside:

- Have all necessary tools
 - Bottle, glasses, serviette
- Hold the glass by the stem
- Pour a 1oz taste for the guest's approval
- Make sure there is enough wine in the bottle to service the number of glasses ordered
- Present the wine to the person who ordered it, standing on their **right side** when service allows
- Repeat the name and varietal of the wine
- Look for approval and pour for the guest

