

E A T A L Y

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MISE EN PLACE

RESTAURANT SERVICE STANDARDS

# Mise en Place

“Putting in place”

“Set up”

“Everything in its place”

Gathering all the tools and ingredients needed to accomplish your goal.

For Example

Chefs assembling cooking utensils and preparing ingredients to cook a dish

Or

Setting a table with dishes, silverware, glassware, napkins, and decoration needed for a guest to enjoy a meal

# Mise en Place Outside the Kitchen

## Restaurant

Clean & organized

Arranged neatly

Attention paid to details

Guest sightlines considered

## Tables

Pre-set according to SOP

Unused place settings removed per party size

Necessary dishes and utensils provided when needed

Dirty items bussed and replaced as necessary

Tables reset promptly upon turnover

## Team

On time

In uniform

Informed

# Have a...

## Big Picture Perspective

**Zoom Out:** What does the restaurant look like from the outside? From the front door? From the bathroom line?

**Sightlines:** What can the guest see behind the bar? What do service stations look like?

**First/Last Impressions:** A clean and inviting entry/exit area. Warm greetings and goodbyes.

**Marking:** Ensure guests are preemptively set up to enjoy every part of their meal as they've ordered it

**Bussing:** Only necessary items present on the table.

**Resetting:** Promptly bus, clean, and reset tables upon guest's departure

# With an...

## Eye for Details

### Agility

When bussing and marking, use trays whenever possible, and be sure to stack things neatly to avoid dropping.

### Quality in Everything

Keep an eye out for chips, cracks, and breaks in glasses and serviceware.

### Timing & Positioning

Ensure guests have what they need without having to ask or wait. Deliver items in a way that is unobtrusive and polite.

### Consistent Cleanliness

Adhere to daily/weekly cleaning duties to ensure that every part of the space stays neat and tidy.

# Table Setup



B&B Plate	Placed in the center of each setting, directly in front of the guest
Napkin	Deep red cloth napkin, neatly folded and placed horizontally on top of B&B Plate
Flatware	Fork: To the left of the B&B plate, aligned with the bottom edge of the plate
	Knife: To the right of the B&B plate, blade facing inward, aligned with the fork
Glassware	Water Glass: Positioned at the 3 o'clock angle from the knife
	Wine Glass: Positioned at the 11 o'clock angle from the knife
Centerpiece	Small Floral Arrangement: Compact, fresh, and seasonal in a low vase. Positioned at the center of the table, between the two settings without obstructing guest visibility



# Guests Should See...

Host Stand	Phone, OpenTable tablet, menus
Tables	Fully set up and ready for guests per the previous slide
Server Stations	Salido, check presenters, pens, items necessary for service
Bar	Bar mat, ticket spike, visible bottles faced and aligned
Kitchen Expo	Plates and utensils, items necessary for service

**Organized:** Items placed together intentionally, rather than thrown into place without care.

**Neatly Arranged:** What can the guest see behind the bar? What do service stations look like?

**Aesthetically Pleasing:** A clean and inviting entry/exit area. Warm greetings and goodbyes.

**Nothing extraneous:** Ensure guests are preemptively set up to enjoy every part of their meal as they've ordered it

**Bussing:** Only necessary items present on the table.

**Resetting:** Promptly bus, clean, and reset tables upon guest's departure

# Let's Practice!

Mise en Place