

E A T A L Y

# TABLE MAINTENANCE

RESTAURANT SERVICE STANDARDS

When you go to a restaurant, how do you feel when your table is not maintained?

How does table maintenance impact the guest's experience?

# Table Maintenance – WHY

A well-maintained table is more comfortable for our guests AND is easier to serve.

## Benefits to the Guest

- They have space to enjoy
- They are more comfortable
- Builds trust that the team truly cares about their experience

## Benefits to the Team

- Easier to serve
- Opportunity to sell 2<sup>nd</sup> (or 3<sup>rd</sup>...) drinks
- Glasses, dishes, flatware are cleaned more regularly
- Fewer spills and breaks
- Faster reset between guests

# Table Maintenance – What, Who, How

## What

- Clearing items that are no longer in use throughout the meal
  - Empty dishes, glasses, bottles
  - Garbage & paper waste
- Replacing items that need refreshing or that drop on the floor
  - Napkins, cutlery, glasses
- Preparing the table for what is to come
  - Next course, etc.

## Who

- Servers and bussers are responsible for maintaining their sections however...
- All FOH team members and managers can help with table maintenance
- It is ultimately all our jobs to take care of all guests, regardless of roles or sections

## How

- Use a marking tray when bringing flatware
- Use a tray for glasses
- Serve to the right of the guest when possible
  - If you must reach across the table, use open body language and say “excuse me”
- Hold dirty items safely
  - Napkins by the outside
  - Glasses from the side and bottom
- Never hold anything under your armpit
- Full hands in, full hands out

# Let's Practice!

Table Maintenance