

How to Serve a Table

A guide to great service



Prerequisites

- Learn the menu
 - It's good to know the menu so that you can answer any questions the customer asks.
- Come prepared
 - Bring pens and come in with a good attitude. Make sure your uniform is well prepared.

Greeting a table

When approaching a table, you want to carry positive energy. You are providing an experience for the guests. Be personable and use your personality. The general steps are as follows.

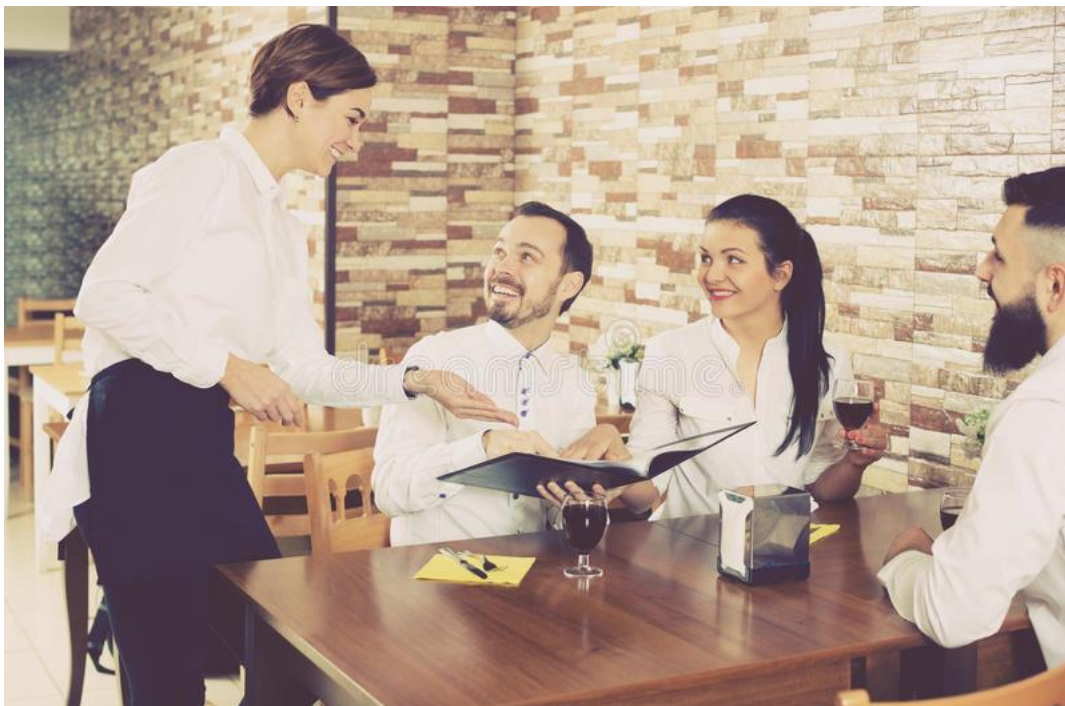
1. Approach with a smile after a minute of them getting settled in
 - a. If you are busy, ask a team member for help to say hello or stop by to let the table know that you will be right with them
2. Ask how they are doing and telling the guests a little about the menu
3. Take drink orders and give them some time to think about the menu
 - a. You could take drink orders as well.
4. Go to the POS (point of sale) kiosk to punch in first orders and bring drinks to table



Taking Orders

You must answer any questions asked when taking orders. The menu is your job to learn as stated in the prerequisite. Following these steps, you can take an order.

1. Ask the table if they are ready to order.
2. If the table is not, they will tell you how long they need, or you can come back after a couple of minutes.
3. Take the order and repeat back the order after each guest orders.
4. This is good to clarify that there are no mistakes when ordering
5. Give an estimate of how long the food will take based on the knowledge you have of the menu.
6. You need to be able to keep in mind how busy the restaurant is because that will affect how long the food will take or when you can place the order based on the guest count.
7. Place the order in the POS system and double check before sending to the kitchen



Continuous Care

At this point the orders have been placed and now the guest is waiting. You should make sure they have everything they need. This includes

- Proper Silverware
- Napkins
- Sauces
- Drinks refilled
- Share plates



Closing a Table

As you see the table finishing you should keep an eye out for dirty dishes you can clear from the table. You are providing an experience so make sure you do that. After the table is cleared, you should offer dessert menus and continue to check in on the table. You will repeat the placing orders step if they decide to order dessert.

Now the guest are done and you need to give them the check. If the guests are splitting, make sure to ask before you print the check. Cash the check out after they give you a payment and wish them a happy evening!



