



## INTRODUCTION

As a Server, you will set the stage and have a direct impact on each guest's experience. You will determine whether each guest feels welcome, appreciated, and well cared for.

As a server, it is essential that you maintain an energetic, friendly, and caring attitude at all times. It is your responsibility to see that each guest is made to feel special and enjoys our fun atmosphere and great food and beverages.

The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to questions you may have regarding your tasks, responsibilities, and operating procedures for Florentin Restaurant.

## THE GUEST

### **Never underestimate the importance of a guest!!!**

- A guest is not dependent upon us -- we are dependent on them.
- A guest is NEVER an interruption of our work -- he or she is the purpose of it.
- A guest does us a favour when he or she comes here -- we are not doing the guest a favour by serving them.
- A guest is part of our business -- not an outsider.
- A guest is not a cold statistic -- he or she is a flesh and blood human being with feelings and emotions, like our own.
- A guest is a person who brings us his or her wants -- it is our job to fill those wants.
- A guest is deserving of the most courteous and attentive treatment we can give them.

## SERVER TRAINING MANUAL

Successful sales and service result from confidence, which can only be developed through knowledge. We will provide you with ample material to develop the necessary knowledge and confidence in relation to service techniques, the menu, and the wine list.

You, as a server for Florentin, must learn it.

- Know your schedule. Know what time to be here for each shift.
- Punctuality is very important. If you get to work late, you start out behind. BE ON TIME.
- Come prepared, in the correct uniform, looking neat and tidy with all your tools, i.e., waiter's friend, pens, notepads, apron, etc.
- Know what the daily specials are in detail and what they cost.
- If you are not sure about anything, ASK FIRST, don't ever assume.
- Nothing will be prepared without an order slip.

## SERVICE BASICS

- Clear your mind of everything except work when you walk in the door. When you're at the table make sure your mind is at the table too. Guests can tell when their server is not totally mentally present with them at the table, and it has a negative impact on the guests' experience and the server's tip.
  - If you get behind, ask for assistance. You'll never get in trouble for asking.
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- Don't ever stand around or lean on anything. You can always be cleaning, wiping shelves or the tidying up the server station, clearing tables or assisting to carry out food to tables.
- When taking an order, always look the customer directly in the eyes, and stand erect. Never lean or write on the table. Never crouch down on your knees.
- SERVE FROM THE LEFT, CLEAR FROM THE RIGHT
- Never handle a glass by the rim with your hand over the drinking surface, always by the base or stem.
- Never handle silverware with your hand over the eating surface.
- When handling plates or food, never let your hand touch the eating surface or the food
- Always be sure that all your food is secure when you leave the kitchen. Never attempt to carry too much. Two safe trips are better than one catastrophe.
- If an order is delayed in the kitchen, first inform the manager, and then tell your guests. The manager will go to the table and explain the situation as well. Get your stories straight. Never hide from your guests.
- If you've made a mistake, own up to it and take accountability. We would rather handle mistakes than lies or mistruths.
- Always double check your order in the kitchen
- You won't believe how patient people will be if they just see you. Don't hide from your customers. If you use this method in taking orders, you will find that your food will be out more consistently on time, and you will give much better service overall. You will have more time to converse with your guests. People look for more than just good service and food when they go out today. They want a total dining experience. They look for that little extra personal touch which only you as their server can give them. Never spend more than two minutes away from your station. No server ever made any money in the kitchen, or at the bar waiting for drinks.
- If one person asks for something at a table, make sure you ask everyone at the table if they too would like that item. This will save you a lot of extra trips.
- When serving coffee or hot tea, always turn the coffee cup so the handle is facing the guest. Place the cup on the right side. Ask people if they would like hot or cold milk when they place their order for coffee instead of making an extra trip later, and don't forget to take sugar when delivering these drinks.
- NEVER SIT DOWN WITH A GUEST or friend while on duty, even if they ask you to.
- Whenever you are reaching across someone or serving in front of someone, excuse yourself, but avoid leaning over guests if possible.
- Anytime you wait on a guest, put yourself in their place and ask yourself if you would be happy with the job you did at that table.
- Avoid any long conversations at any particular table. This will only upset your other guests.

## TYPES OF GUESTS

To make appropriate selling suggestions, and give good service, it is helpful to recognize and know how to handle all types of guests. For example:

**The Timid Guest:** Genuine interest and patient understanding will put this type of guest at ease. Even a comment on the weather can make him or her feel at home.

**The Aggressive Guest:** This type must be handled in a courteous and business-like manner. Kindness and politeness can often change him into a steady and appreciative customer.

**The Fussy Guest:** This is one of the hardest guests to please. Try to stay one step ahead of him or her by learning the things that

irritate them. Be sure to have everything just right, before serving the fussy guest. Remember all of the little things the fussy guest especially likes, even when they may seem peculiar to the average person.

**The Over-Familiar Guest:** Be courteous, dignified, and avoid long conversations. Stay away from the table, except when actual service is needed. Never try to give a wise crack answer to a smart remark. You will only cheapen yourself and lower yourself to the same level as the rudeness of the guest.

**The Guest who is Alone:** Don't call attention by asking if he or she is alone. Seat him or her where he or she can see what is going on. The guest may be lonely and want someone to talk to. Be friendly, but don't neglect other guests. With nobody to talk to, time seems long, so serve as quickly as possible. This could be your most critical guest.

**The Noisy Trouble-maker:** Don't be drawn into arguments. Speak softly. Don't antagonize. Refuse to participate in criticism of management, the establishment, or other personnel or guests.

**Guest with injuries/disability:** Seat as quickly as possible. Be helpful, ask if you may assist them, but do not be too eager. Be considerate; do not call attention by hovering. Seat wheelchair guests at a table on ground level do not block an aisle. Always make a disabled guest feel important and accommodated.

## 7 IMPORTANT STEPS TO A GOOD TIP

First impressions are very important. The Guests overall dining experience will be greatly improved if the first person who greets them is friendly, polite and helpful. Your appearance should give the impression that you are clean, smart and organised. A sincere smile puts your guests at ease from the outset. Personal hygiene as well as rules and dress code shall be addressed later.

### Step 1:

Guests should be acknowledged within thirty seconds of arrival and fully greeted within one minute. Attention should be given to factors such as:

- reservations
- guests with small children
- guests with special physical or dietary needs
- guests with communication difficulties.

### Step 2.

Once the party has been shown to their seats, assistance should be offered in seating guests. Clean, well-presented menus should be given to guests.

### Step 3

When the guests are ready, you should take their order, making sure to offer advice when necessary. At this stage, you will have the chance to promote food and drink items and to make suggestions regarding the menu, for example COCKTAILS.

### Step 4

Once the order has been relayed to the kitchen, it is your job to adjust the place settings making sure that each guest has the correct cutlery and service equipment.

### Step 6

If carrying the food to the table, be sure that your hands do not come into contact with the food or the upper rim of the service dish. This would increase the chances of bacteria transferring from your hands to the food.

If another waiter has taken food to the table you are to check in on the table as soon as food is received to insure the right dishes have made it to the table or if additional condiments are required as well as if there is anything missing from the order.

### Step 7.

When all the guests have finished their meal, you must aim to clear their table quietly and efficiently.

### THINGS TO ALWAYS BE MINDFUL OF ON SHIFT:

You play an essential role in maintaining the up keep and condition of Florentin's furniture and property.

Clean tables, no crumbs from Jordans Almond croissant 3 days ago.

## GREETING AND DEALING WITH GUESTS IN A POLITE AND FRIENDLY MANNER

You only have one chance to make a first impression, so you must make sure that you are polite and genuine when you greet guests. Practise a greeting that sounds warm and honest. A sincere greeting will put the guests at ease and start the service on a positive note.

It is also important to acknowledge guests as soon as possible (ideally within thirty seconds). This is important for two reasons:

- they do not feel embarrassed being left standing at the door
- you have recognised them and made them feel important.

Although it may not be possible to attend to guests immediately, a smile or a nod will let them know that you have seen them arrive and will attend to them shortly. It is important to give equal attention to all members of a group booking. There may be customers with differing needs, and you should attend to them in the following ways:

**Children** – good restaurant service would include treating children in the same way as adults. In no circumstances should children be ignored, and never refer to them as “kids”, always offer the children the option of an adults menu.

**Guests with mobility difficulties** – this may refer to a guest in a wheelchair or on crutches or with a serious limp. It may also include very large guests or guests with impaired vision. You must offer help to these people without seeming overbearing and you must never draw unnecessary attention to them. Make sure that it will be easy for them to get to their table and they will have enough space once seated at the table.

**Guests with communication difficulties** – to the best of your ability try to have a clear conversation with the guest. If you feel that the guest does not understand you, call on some one with more experience to help. If you know what language the guest speaks, find out if another staff member may be able to help. Keep your language simple, and if appropriate, point to menu or drink items. Be patient and speak slowly. Many foreign visitors come to Florentin so it is important that you learn appropriate ways to deal with communication difficulties.

**Adults** – it is important to deal with all adults equally. Never make comments that may be offensive to their colour, race, disability, religion or sex. Maintain a friendly and polite approach, even if a guest is not friendly in return. The way in which you address guest is a reflection on Florentin. You are representing us, so you should never let your personal feelings affect the way that you treat guests.

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## IDENTIFYING GUESTS NEEDS AND REQUIREMENTS

Once the guests have been greeted, it is necessary to determine whether or not they have made a booking. This should be done in such a way as to not embarrass guest who do not have a booking.

### GUESTS WITH BOOKINGS

In the beginning of your shift it is essential to check the reservation sheet for the following:

- check the number of guests that is allocated to a table in your section
- Check any special requests noted on the reservation sheet
- also, there may be a note of dietary requirements such as guests who are vegetarian, diabetic, on low-fat diets, or who have special dietary considerations because of their religion

### GUESTS WITHOUT BOOKINGS

Every guest is welcome at Florentin. That being said a walk-in may not occupy a booked table, even if you are sure they will be finished in time this is a managers call whether to seat the guest or not. This is to avoid an issue with the guest that HAS booked a specific table. Booked guests will take preference.

On the rare occasion a guest say they have a booking but it is not on the reservation sheet we never admit to the guest that we do not have the booking, seat on an available table.

## ESCORTING GUESTS TO AN APPROPRIATE TABLE

Ask guests to follow you to their table. Walk briskly and never let the guests walk in front of you. This is because you know where you are going and by arriving at the table before the guests, you will be able to help them be seated.

Always make sure that you have the correct number of chairs and table settings at the table.

## MEETING, GREETING & SEATING

**How can you create this initial impression?**

- Concentrate on your body language. These are the first things your guests will see; therefore, ensure that you have positive body language – great posture, open arms & a big smile.
- Always open the door for the guests. Approach the guest, by moving towards them. You are the host in every situation and must act in the appropriate manner.
- Guests entering Florentin must be attended to within 3 seconds.
- Greet your guests with a smile in your voice and with a smile in your eyes, greet them like old friends. This automatically makes them feel important and comfortable. And this shows your sincerity.
- Ensure you have menus, ready in your arm, to show guests we are ready to serve them Always maintain good eye contact.

### AT THE FRONT DOOR

- Never stand with your arms folded.
- Never lean against walls, doors.
- Never stand with your back to the front door or to guests sitting in your section. Never turn your back on guests while collecting menus at the front door.
- By standing with an open body the guests who enter our premises will feel welcome and comfortable.
- They will also feel that they have made the right decision by choosing Florentin.
- They will be confident that they will indeed have a great time and that their hard-earned money is in good, professional hands.

## GREETING THE GUESTS

### How should you greet a guest?

- “Good morning/afternoon , welcome to Florentin.”
- Children should always be given an extra warm welcome. You may even go down to their level.

### Check the number of guests in the party

"Good day sir, welcome to Florentin, will there be just the two of you today?"

### Taking Charge

You should never allow guests to float aimlessly through the restaurant; it is your responsibility to guide them to their designated table.

### Walking

Walk at the pace of your guests. This gives you a great opportunity to develop a relationship with your guests. Always chat with the guests. If you know their names, greet them using their name, i.e., “Good morning Mr Van Wyk, great to see you again.”

### What must we do when seating guests?

- Never dump the menus on the table and walk away.
- Stand back and allow the guests to seat themselves. If there are free standing chairs, pull one out
- When seating guests that have pre-booked, ensure that all their requests have been successfully dealt with. If not, inform the manager immediately and ensure the problem is rectified.

### What is the correct way of handing over menus and wine lists?

- Hand each menu out individually; ensure that the menu is the right side up with the logo facing the guest. Whenever possible hand the menu to the guest from the right-hand side.
- Children should always be handed their menus first.

### The table gives you their drinks order. It is not your table, what do you do?

- Never reject their order.
- Write the order down, in the same manner as if it were your table.
- Inform the table that their waitron will be with them now and tell them that you will arrange their drinks order, inform the waiter.
- Do not forget to communicate the order to the table’s waitron.

## FIRST VISIT TO THE TABLE

### Why is the first visit to the table so important?

- Makes your guests feel welcome and well looked after
- Creates a positive vibe between you and your customer

**What is the first thing that we do, when we meet someone?**

- Smile! Guests will believe you are friendly; willing & professional. Greet the guest and introduce yourself.
- When guests know your name, they feel a lot more comfortable, as they know who is responsible for their table.
- You should introduce yourself by saying: "Good morning, welcome. I am Vanessa & I am going to make sure you have a wonderful start to your day". We recommend that you offer a commitment of good service.

**Other examples of service commitments:**

- "I will make sure that you have speedy service today" "Please relax & I will take good care of you."
- After you have introduced yourself & given a commitment of good service, offer to take a drinks order, if the person who seated the table did not do so.

**What else should we do before leaving the table?**

- Besides introducing ourselves to our guests, it is important to inform them of certain crucial information before leaving the table for the first time: i.e., unavailable, alternatives, specials and prices.
- Always relay this information as soon as possible to avoid disappointment, confusion or uncertainty.

**SPECIALS/PROMOTIONS AND PRICES**

- It is your duty and responsibility to promote these specials and inform our guests about these promotions, their content and their prices before they make any menu decisions. Guests who notice specials, after they have ordered or eaten, feel cheated and betrayed. You as a waitron will often lose your T.I.P if you fail to inform your guest of these promotions.

**PROVIDING ACCURATE INFORMATION ON INDIVIDUAL DISHES**

In many cases, guests will be relying on you to help them with their menu selection and your advice must always be accurate. Some guests may have special dietary considerations and will be relying on you to give accurate information. You must never place yourself in the position where the guest does not enjoy their meal or develops an allergy because you gave them incorrect information about the menu.

You should also point out the following:

- dishes that take a long time to prepare, or those that can be served in a hurry
- dishes available for vegetarians or those customers with special dietary considerations
- ingredients used to prepare the dish
- method of cooking used for the dish.

**POLITELY GUIDING GUESTS TO AN APPROPRIATE CHOICE**

Some guests, who have visited Florentin before, will be familiar with our menu, and may not need your assistance when selecting their choice. However, other guests who may be first-timers, will be looking to be guided to an appropriate menu selection. You need to spend time with the guests to determine their likes and dislikes.

- Do they prefer meat, calamari, chicken?
- Are they Vegan or Vegetarian?
- Do they like their food to be spicy?
- How hungry are they?
- Are they in a hurry?

The more information that you have, the easier it will be for you to make a suggestion. It also makes the guest feel like they are important and will most definitely improve your tip.

There are some basic tips that will help you when taking orders.

- If appropriate, use your hands to demonstrate the size of a dish.

- Try to describe each dish as accurately as possible, including the main ingredients and the cooking methods used.
- If you know that guests are in a hurry, suggest dishes that are quickly prepared.
- If there are children at the table, ask if they would like their meals served earlier – possibly at the same time as the adults.
- Be patient when guests are indecisive or change their minds. Offer further information or possibly make a suggestion. Always try upsell – by suggesting dips or extras.

## DRINKS AND WINE

### Why are the first drinks so important?

- The speed at which the first drinks order is taken and delivered to the table is very important. By serving the drinks as quickly as possible (within 2 minutes) you accomplish 2 things:
  - o You keep the guests occupied, happy and they start to relax
  - o More drinks can be ordered later on. This will automatically increase your guest's average spend per head & hopefully your tip.

## GLASSES

- Cleanliness: Glasses should always be clean, preferably steam cleaned. They should never have fingerprints on them. Polish them with a clean cloth.
- Transporting: Glasses should be handled as little as possible. This policy should be the same for both clean and dirty glasses. Glasses should always be carried on a tray.
- Placing: When placing a glass on a table, always hold the glass correctly and place it in front of the guest, on the right-hand side above the place mat. Hold at the base of the glass.
- Clearing: Hold the glasses in the correct manner, when clearing. Clear onto a tray, but never overload. Dirty glasses are treated in the same manner as clean glasses.

### Before allowing the guest to use a glass, what must we check the glasses for?

- Chips
- Fingerprints, lipstick stains Correct & same size
- Always carry the glass by the base or stem

### How & where do you place the glass on the table?

- Announce the drink, “1 regular coke, for you ma’am”
- Place it on the right-hand side of the guest, above placemat Place the straw on the right-hand side of the guest’s glass

## OPENING CANS/TINS – POURING BEERS

- All cans and tins are to be opened at the table in front of the guest. This reassures the guest that we are selling them “fresh” products.
- Always ask permission to pour beer. If granted, pour half and place the bottle on the table, label facing the guest next to the glass. This allows the guest to determine the size of the head they prefer. (Beers –chilled glasses).

### Glasses of wine



- If guests are ordering wine by the glass always pour a full glass of wine.

#### **Pouring spirits and mixers**

- Spirits are served in a long glass with ice. The mixer, e.g., soda should be served separately in a tin

#### **Sodas**

- All sodas are served with ice and a straw
- Mineral water is poured in the same way as beer, i.e.. only pour ½ the contents into a glass – NO ICE.

### **OFFERING THE SECOND, AND THIRD ROUNDS**

- A 'Golden rule' of service is to keep the guests' drink full
- As soon as you notice that there a '2 fingers' left in the guest's glass, approach the table & offer the guest 'another' of whatever he was drinking
- Always wait for a break in the conversation, before offering items, but please, offer them.

#### **How do you carry a tray correctly?**

- Place one hand under the base of the tray; allow your fingers to stretch out evenly, this will create an even distribution of weight onto your hand
- When placing items onto a tray, spread them out evenly, to prevent the tray from becoming unevenly balanced.
- Never carry the tray against your body. Your arm should always be away from your body Your free hand is used to:
  - o Open doors.
  - o Pick up and drop items off.
  - o Prevent people from walking into you.

### **TAKING THE ORDER**

#### **How do we approach the table to take the order?**

- Always ask your guest's permission if they are ready to order "Are you ready to order folks?"
- Never rush or hassle an order out of them. If they are undecided always offer your help and suggest certain dishes that they might be interested in.
- Before offering products to a guest make sure that what you are offering is available. Never stand and stare at your guests while they are trying to decide, this makes them feel awkward and nervous and they end up choosing a dish that they don't particularly want, just to get the "weird waitron" away from the table. Instead, offer to come back in a couple of minutes

#### **How do you take the order?**

- Remember to first start with the ladies at the table, if the table is not too 'big'. If there are more than 6 people, start on one side & take the order systematically around the table
- Write down all orders in a clear and neat handwriting in your docket book, noting all special instructions.

- Always repeat the order in full.

### **Why do we write and repeat orders?**

- It is a double-checking technique. It confirms the orders and the sequence of the meals. By writing the order down you can't forget it and your guests will start to relax.
- By writing down and repeating the order you instill confidence in your guests and further ensure that you will not make a mistake.

**Remember:** Guests do not know that you have a great memory. Furthermore, should anything happen during your shift, your written docket is the only record. Thank the guest for the order. This shows politeness and professionalism.

**Note:** Your menu knowledge should enable you to realize that certain basic questions must be asked in order for the kitchen to be able to prepare the meal correctly.

### **Why should order-taking go so smoothly?**

- You had good menu and product knowledge
- You listened and made suggestions / recommendations
- You asked all the right questions relating to orders
- You wrote everything down
- You offered more drinks before leaving the table



## **WORKING IN AN ORGANISED AND EFFICIENT MANNER**

The dining experience for the guest will be greatly improved if the dining area is well set up and staff is clearly organised. In order to avoid confusion during service, it is essential that you are aware of your duties before you begin. If you are not sure, check with a manager.

Some suggestions for working in an organised and efficient manner are as follows:

- Plan your work. All staff should allow time to finalise their preparations before guests arrive. You should be on the floor when your shift starts ( 7am ) not arriving or putting on your aprons.
- Save your energy. Plan your movements so that each trip in the restaurant is with your hands full to save your legs and your energy.

### **WORK SMART NOT HARD**

- Ask other staff members if you need help, e.g. when re-arranging tables and chairs.
- Helping each other is a snow ball effect – easy as that EVERYONE HELP EACH OTHER
- Be aware of your own safety and the safety of other team members when moving tables and chairs. Ask for guidance if you cannot see a clear path ahead of you.
- Check that all service items and equipment are clean, hygienic and undamaged. Any damaged items should be reported immediately to a manager.
- If you are rushing and poorly organised, your guests will sense this. They probably want a relaxing meal and will not appreciate it if you are stressed.
- When serving guests meals, always do so in a manner that is safe and does not create a risk of spillages falling onto the guests.
- Any breakages of equipment must be cleaned up immediately and with minimum disruption to the guests.

## **DESSERTS & COFFEE**

On removal of the last main course plate, or 5 minutes thereafter

- “I will bring you the dessert menus in a moment’.

**Note:** You will only sell desserts if you describe them to the guest. They must sound irresistible.

- Offer coffee, when taking the dessert order

After your guests have vacated the table, ensure that you clean your table thoroughly. Remember to clean underneath the table as well. Your sauce bottles are cleaned and filled, your salt and pepper cellars are full, your table stand is clean and that the table talker is clean and presentable for the next seating



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## ORDERING & BILLS

Our GAAP POS system allows for the most fluent communication between YOU and the bar or kitchen. Type order messages if necessary.

Also, be sure to include any variations or special requests that may have been requested by the guests.

### PLACING THE ORDER

**Note:** Make sure you call on your food order immediately after taking the order, or as soon as requested by the guest. If an order takes any longer than it should, inform a manager immediately.

**Note:** The sooner you call the order on, the quicker it can get cooked and delivered to the table

**Remember:** You are the last person to see the food before it goes to the table; therefore, you are the quality controller. If you notice any problems with the food quality, it is your responsibility to rectify it or to inform the manager on duty.

- Our guest is not only paying for the meal, but he is also paying for the service.

Once you have given the order to the kitchen, you must make sure that the guests have the correct cutlery and service equipment.

- Stand between each guest and adjust the cutlery nearest to you. Never reach across the front of a guest to adjust a cover.
- Remove un-required cutlery from the table and place it on your tray. Cutlery should never be handled by the eating end and should be placed in the same order as it is to be used, i.e. from the outside working in towards the centre of the cover.
- Bring any special condiments that are served with any of the meals ordered (eg balsamic & olive oil)

### THE BILL

**Discuss:** • Always prepare the bill prior to it being requested (when the guests are drinking their coffee). If a guest requests the bill it means that he wants to leave. As a waitron, this part of your service procedure can make or break your good first impression that you have created and maintained throughout your guests dining experience.

- Making a guest wait for his bill for an unnecessary period of time can alter his perception of your service.
- If there is a delay – keep the guest informed without making excuses.
- The bill should be presented to the table within two minutes of being requested.
- Change should be returned in two minutes.
- Different names for the bill: Check, William, Damage, Account, Slip. If the guest says: “That’s all thanks”, then ask if you should prepare the bill.

#### When is the bill presented?

- Only present the bill on request.

#### Make sure the bill is:

- Correct
- Neatly presented

#### Who do you present the bill to?

- The person who requested it.

#### **What do you do if your guest doesn't tip?**

- Because you are a professional waitron, you will take it in your stride. It is difficult to give excellent service and not be rewarded for it. However, never show your disappointment in front of your guests. Always say thank you and invite them back.
- Don't forget to smile & give your next table good service, otherwise it may happen again. If the guest does not T.I.P. you, you should consider whether your service is in fact, up to scratch.
- You may never ask the guest for a T.I.P.

#### **The guest pays, but doesn't leave – what do you do?**

- If a guest does not leave once you have given him the bill, continue serving and selling.
- A waitron must remain on the floor in full uniform until his/her guests have left.

#### **The guests are ready to leave. What do you do?**

- Thank the guests for coming & tell them that you look forward to seeing them soon!

### **USE OF TRAYS**

Always clear a table with a tray.

### **USE OF SERVICE CUTLERY, SILVERWARE AND DISHES**

In all cases, service cutlery and silverware should be clean and well polished with no finger marks. If you drop an item of cutlery, pick it up as soon as possible return it to the kitchen as soon as possible for washing. All dishes should be clean and undamaged, chipped dishes are a definite NO.

### **SERVING GUESTS ORDERS**

The guest would be served with you standing to their left and you would use your right hand to serve.

- Never stretch across in front of a guest.
- Try to avoid standing between guests who are having a conversation.
- Make sure that the guest is aware that you are behind them – this could avoid a nasty and embarrassing incident.

Ensuring that food served is of the type, quality and quantity required

To ensure that the guest is pleased with their meal, it is important that you serve the food exactly as the guest ordered it. If you have done your job thoroughly when taking the order, you should know exactly what the guest is expecting.

### **CHECKING ON THE MEAL**

#### **When**

- Having delivered the meal, after no more than about two minutes (2 bites), go back to your table and enquire if guests are enjoying their meals. Your approach should be friendly and professional.

- Do not approach when they have just taken a bite, look before you step toward the table. Note: The best way to find the right 'gap' to ask the question, is by providing service to the table before you ask, e.g., clearing, filling up glasses, placing extra serviettes or toothpicks on the table.

#### **What to say?**

- Direct your enquiry at somebody. First catch their attention politely by saying, for example "pardon me folks", catch somebody's eye, and then ask them:
- "Are you enjoying that Shakshuka, sir?" "Are you enjoying your Calamari, sir?"

#### **What not to say?**

- Asking "Is everything alright or OK" is not acceptable at all. Our food, service and ambience are excellent, not OK or all right. Besides this, the question has no direction and is open to many differing answers.

#### **What if a guest just took a bite?**

- Try not to make your enquiry when guests have their mouths' full.
- If this is the case you can simply make eye contact, raise your eyebrows and give them a thumbs up signal.
- You'll be able to tell if all is in order and can revisit the table at a more appropriate time to chat.

#### **Besides the meal, what else are you checking on?**

- Empty drinks, tins/cans – offer more Empty plates, side plates, ramekins - clear
- Anything missing or something else they may require – serviettes, side plates.

#### **Why is clearing so important?**

- It gives you the opportunity to sell a second round of drinks or fill empty wine glasses It gives your guests more space at the table to enjoy their meal

#### **What should we not do when clearing plates from the table?**

- Don't stack plates at the table
- Don't scrape food at the table
- Don't try and carry too many plates at once, rather come back to clear more dishes

### **CARRYING OUT WORK WITH MINIMUM DISTURBANCE TO GUESTS**

Throughout the period of service, there are routine tasks that must be performed. On occasion, there may also be accidents or unplanned incidents. In either case, it is important that you are able to complete your work without disturbing guests. They have visited your establishment to enjoy a relaxed meal away from home and they will not want to be annoyed by loud or disruptive chatty waiters.

There are a few suggestions that may help you complete your work with minimum disturbance to guests. They are:

- keep an eye on guests body language to alert you to their needs
- talk to your guests when appropriate to be aware of their requirements
- clean any breakages or wipe any spillages as soon as possible with a minimum of fuss
- excuse yourself if you need to interrupt a conversation to serve
- do not chat or laugh loudly with other team members in front of guests
- do not call out across the restaurant to other team members

- watch where you are going to avoid bumping into guests chairs
- be aware if noise from the kitchen is distracting guests – let the manager know if this is the case.

## CLEARING GUESTS TABLES OF SOILED AND UNREQUIRED SERVICE ITEMS

### CLEARING GLASSWARE

Before clearing glassware from a table, make sure that the guest has finished with the glass. Be careful of white spirits or small amounts of drink still left in the bottom of the glass.

Always handle glasses. towards the bottom – never touch the drinking surface.

### CLEARING CONDIMENTS

Remove any condiments and accompaniments only after the main course cutlery and crockery have been cleared. Before returning condiments to their storage areas, check their condition. Wipe any spills on the outside of the containers and make sure that the condiment has not been contaminated by other foods.

## DEALING APPROPRIATELY WITH SPILLAGES AND BREAKAGES

Spillages may be on people or objects and may involve hot or cold food or drinks. In some cases, crockery, glassware or service equipment may be broken.

Your first concern should be to avoid harm to guests and to other team members. You must also try to minimise damage to guest or staff property.

### Note: What are the 4 Golden Rules of service?

1. Smile – People will like you = Sales & T.I.P.S
2. Keep the drinks full – '2 fingers' = refill
3. Clear as you go – Remove anything the guest is not using
4. Anticipate the guests every need – Walk past your tables every 3 minutes to check that your guests are happy. Please do not stop & talk to guests every 3 minutes, you will annoy them. Stop & offer items when you can see that they need something.

**Note:** If you are not busy, stand where you can see your table, where they can see you! (Not to close).