

Guest Service –Creating the Experience

Our primary goal is to provide exemplary and consistent service to all of our guests. We want our guests to *feel* better about whom they are when they leave our property than when they arrived. Below we will first review the emotional part about guest service followed by eight service standards to provide a map to reaching our goal.

- We understand that there are only 4 basic human emotions; glad, sad, mad and scared...we make 'glad' the only emotion guests ever experience. Our guests will feel better about whom they are after they check out than they did before they arrived...*the guests may forget what we say, but they will **NEVER** forget how we made them **FEEL!***
- To create truly unique 'experiences' for our guests, where we are all actors and our properties are the stage...
- Abundant generosity...in both ourselves and our services...
- Flexibility, where we never say 'no' and 'good enough' does not exist
- Effective communication and information sharing. We will **NEVER** assume that because we have information, everybody else does...assume = 'ass' of 'u' and 'me'!
- Creating first impressions! – people form an opinion about someone within 7 seconds of seeing them. What creates that impression? Eye contact, smile, posture, body language, grooming, dress style and condition of clothing...all before even speaking!
- Genuine warmth from 'real' people...be 'present'...this means being **fully engaged** in your work, **listening intently** and looking people in the eye when they talk to you...

"All truths are easy to understand once they are discovered; the point is to discover them" - Galileo Galilei

- Pleasing rather than impressing. Pleasing is long-term and builds relationships...impressing is short-term and not sustainable...pleasing means caring...
- Consistency in all that we do. This applies to our service, services, the way we manage our people and ourselves...
- Exceed the guest's expectations...raise the bar on every visit!
- Know the guests and anticipate their needs...
- Individual recognition of guests and the use of their names...it's the sweetest sound we like to hear...
- Surprise and delight the guests...go the 'extra mile'...
- Innovation and creativity, forget 'outside the box' thinking...there is no box!
- Being principle centered means being proactive, not reactive. Opportunity can be manufactured.
- We need to think like retailers not wholesalers.
- 'Seamless' service...means 'no breaks'. Don't send your guests on an emotional roller coaster ride!
- Attention to detail... There are no big things...just a huge collection of small details!
- 'Real' empowerment where apologies lead to action...you are empowered...always think about the **'leader in me'**...we are all leaders! ***Use initiative!***
- Mutual respect for people, product and profit...and YOURSELF!
- The creation of a culture, which can never be expressed in words, but can be felt by all who experience and interact with us...
- Peace and tranquility for all who enter our building. This includes you; the team member!

Service Standard #1

Practice the 10 and 5 Rule

Acknowledge guests when they are ten steps away by making eye contact and smiling. Greet them when they are five steps away by saying "Good Morning/Afternoon/Evening". Notice each and every guest. SMILE! TAKE INITIATIVE, YOU MAKE THE DIFFERENCE

Service Standard #2

We Greet Guests FIRST

Catch your guest's attention by greeting them before they have an opportunity to acknowledge you. Notice these opportunities- focus on the Guest – and Act by GREETING them.

Service Standard #3

We Greet Guests in a Friendly Professional Manner

Catch your guest's attention by greeting them with an Enthusiastic "Good Morning/Afternoon/Evening". A Greeting is more than smiling. Act – What you say and don't say is an opportunity to create a positive or negative guest encounter

Service Standard #4

We use the Guest's name whenever possible, thank them for their business, and invite them to return.

Use the guest's name at least 3 times during the course of your conversation with them. Thank the guest for staying at the property and invite them back to stay with us again when appropriate.

Service Standard #5

We use courteous, precise language when we speak with guests and avoid slang and hotel jargon.

-What types of languages do you use with the guest? Generalities slag or hotel jargon/terms.

-If you were the guest what type of language would you like associates to use?

- Use "yes Ma'am/Sir" "Please" "thank you" NOT "yeah", "Hi" or "thanks".

Remember...You're a professional!

Service Standard #6

We Make Requests of our Guest's, NOT Demands

This simply means you should ASK your guest not TELL them. Also be careful of "Fighting Words". Sometimes we don't realize what a difference our choice of words can make for our guest. It's important to think about this BEFORE we speak and choose our words carefully – especially when delivering bad news.

Fighting Words –You need to call Guest Services

Our Words – Mr. Jones, I will call Guest Services for you and have that situation taken care of.

Service Standard #7

We Walk 5 with our Guest

*When a guest asks for directions, always walk **at least** five steps with them in the direction they need to go. If you can, walk them to where they need to go. When indicating a direction use an open hand gesture, don't point.*

Service Standard #8

We resolve guest's problems and fulfill requests at the point when they are first expressed. Even if we're not the one to actually resolve the problem.

Whenever you are involved in a guest encounter, you are responsible for seeing the guest's request is met or the problem is resolved...Even if it is not your department and even if you are not the one actually meeting the guest's need. You are the OWNER once you have the request or complaint. An owner's responsibility is to take action by notifying the correct team and making sure the promises made to the guest are being accomplished

Guest Complaint Guidelines

If you observe, encounter or have a problem brought to your attention, make every attempt to resolve the matter. It is very important that you listen and try to resolve all problems to ensure guest satisfaction. All complaints must be relayed to a manager or supervisor before the guest leaves the premises. Telephone calls from emotional or anxious guests should be treated in the same concerned, friendly manner as a “typical” call. You need to maintain control of the conversation and find a satisfactory resolution to the guests’ needs in an efficient manner.

- **Listen** with concern and do not interrupt the guest.
 - Isolate the guest so that other guests do not hear the discussion.
 - Remain calm and speak softly – do not argue or give excuses to the guest; remain impartial and flexible.
 - Make every effort to discover the cause of the problem.
- **Apologize** for the problem regardless of who is right or wrong.
- **Empathize** with the guest; show that you understand how he/she is feeling and that you are concerned about the situation.
 - Do not take complaints personally!
 - Use the guest’s name frequently and take the complaint seriously no matter how minor it may seem.
- **Summarize** your understanding of the complaint in your own words back to the guest.
 - Take notes while the guest is informing you of the problem.
 - If the complaint is in reference to a hotel policy:
 - Look for alternative solutions, such as resolving the guest’s complaint another way.
 - If no alternatives are available, clearly explain to the guest why the policy exists without becoming defensive.
- **Remedy** the situation and ask the guest “What would you like us to do?” – usually, the guest will ask for less than what we would be prepared to give. Most guests who complain want an understanding of the problem so that it can be resolved.
 - Thank the guest for bringing the problem/situation to our attention and allowing us the opportunity to rectify the problem.
 - Do exactly what you promised the guest.
 - Accept responsibility for the resolving the situation. Do not refer the guest to someone else.
 - **NEVER ATTEMPT TO LAY THE BLAME ON OTHER DEPARTMENTS OR ASSOCIATES.**
- **Follow up** with the guest to make certain the solution was satisfactory.
 - Record all pertinent information in the appropriate logbook, including any guest history information.

Review the problem with the Department Leader to determine how we can avoid similar situations in the future.

The Guest is not always right, BUT they are always our guest!

Standard Guest Interaction

Introduction:

There are several parts to a proper guest greeting. Acknowledgement, Body Language, Conversation, and the guest's name.

Part One: Acknowledgement

1. Acknowledge a guest using eye contact when they are 10 feet from you. This will let the guest know you are "ready" to accommodate them
2. Greet every guest with an appropriate guest greeting when the guest is 5 feet from you.
3. This is called the "10/5 Rule".

Part Two: Body Language

1. Always stand in a welcoming position. Never walk away or turn your back on a guest without acknowledging them first. If possible, DO NOT stand behind a barrier in order to welcome them first. Using the 10/5 Rule take a step towards the guest when greeting them.
2. Standing: Standing with good posture is a must. Good posture being defined as two feet on the floor at all times; no leaning of any body part is acceptable.
3. Hands: hands are never to be put in your pocket other than to retrieve an object directly relating to your job function. Ex. *To retrieve a pen to take a guest order.* Standing with your hands in your pocket is NOT acceptable. While standing hands should be at your side or folded in front or behind you.
4. Do not chew gum, eat or drink anything while in public areas.
5. Never stand with your back to a guest.

Part Three: Conversation

1. Always speak in complete sentences. When addressing guest's requests it is important you take the time and effort to ask them and address them in a full sentence. Engage! Ex. When offering coffee and juice in the morning, DO NOT say "coffee? Juice?" The correct way is "May I pour you juice and coffee".
2. Never use the word "want" or "need". We all want and need things but we are in the business of providing service. Use phrases that begin with "May I bring you.." or " May I assist you with your luggage." DON'T say " Do you want help"
3. Do not speak louder than is necessary; maintain a quiet atmosphere for the guest
4. Never carry on conversations with fellow associates in a foreign language in front of guests.
5. Never conduct personal conversations in the presence of guests.
6. Always use a positive tone that displays genuine concern.
7. Practice active listening. Active listening is the ability to focus your full attention on the current call or guest interaction and respond in an appropriate manner.
8. Maintain eye contact when speaking to guests.
9. Remain patient if asked to repeat or explain something again.
10. Always use the guest's name, if known.
11. When you do not know their name, use "Sir" or "Madam".
12. Whenever referring to the hotel or any of its entities, never use the terms, "they", "them" and "theirs", always use "we", "us" and "ours".
13. Never inquire into the personal affairs of the guest.

14. Accurately answer all questions. If you do not know the answer, do not say, "I don't know." Instead, tell the guest that you will find out and go get the answer as quickly as possible. **NEVER** refer the guest to someone else. **NEVER** give inaccurate information.
15. Go the extra mile! Surprise and Delight!

Part Four: Using the Guest's Name

You are to make every effort to obtain and use the guest's name at every opportunity. Below are examples of how to obtain the guest's name

1. During conferences it is common for guest's to wear name badges.
2. PMS system on check in
3. If appropriate...ASK!
4. When in the restaurant...if you were unable to obtain the guest's name throughout their dining experience the majority of guests will charge to their room or use a credit card. Once you have their name with this method you are to use it immediately!

TELEPHONE ETIQUETTE

Using proper telephone etiquette while speaking on the telephone not only shows respect for guests, but gives an excellent first impression. Talking to guests while on the job is different than talking to friends in a social situation. Always be professional and polite in business situations. You are responsible for following the telephone guidelines listed below at all times.

Greet the Guest

- Telephone will always be answered within three rings.
- Always use this example of the standard telephone greeting. "Good morning/afternoon/evening, The Lakeside Grill, (Golf Shop, Housekeeping) this is Susan speaking. How may I assist you?"
- Speak clearly and learn to make your voice upbeat and friendly no matter how you feel. Put a "smile" in your voice.
- Do not speak too fast; control your pace.
- Always be polite, courteous and patient, even though you may be extremely busy.
- Use the guest's name whenever possible, not "y'all" or "you guys".
- Do not chew gum, drink or eat while on the phone.
- If you are dealing with a guest face to face and the phone rings, excuse yourself, answer the phone and ask the caller to wait. **Remember, the guest in front of you takes precedent over a caller.** When are you are through dealing with the guest in front of you, get back to the phone quickly and immediately thank them for waiting.
- If you must place a call on hold, ask the guest. "May I place you on hold?", then wait for the caller to answer, say "thank you" and then put the caller on hold.
- When transferring to another extension, wait for that extension to answer and introduce the call giving as much information as possible. The guest should not have to repeat their conversation with you to another person. Pass along the guest's name if possible.

If You Are Busy

- Offer to call the guest back so that he may avoid waiting a long time. Write the phone number down and return the calls as quickly as possible. Never ask a guest to call you back.

If the Person Is Unavailable

- Tell the guest "he/she has stepped away for a moment" or "he/she is with a guest." Never say, "I don't know where he/she is or "He/she is in the restroom."

Be an Active Listener

- Concentrate on what the guest is saying and limit your distractions while on the phone.
- Never interrupt the guest.
- Never screen the call by saying, "Who is calling please?" This can be perceived as rude and intrusive.
- Focus on what the guest is saying, not how it is being said. Always repeat phone number when a message is given. Never assume the person who the guest is looking for will have the phone number.
- Use active listening phrases such as "yes" and "I see" to acknowledge to the guest that you are listening.
- Ask questions for clarity if you are unsure what the guest needs.
- Whenever possible use the guest's name.
- Pass along messages in a speedy manner.

Personal Phone Calls

- Except in the case of an emergency, personal phone calls are not accepted for Associates, nor will messages be taken.

Proper and Improper Phrases

Proper Phrases:

Good Morning/Afternoon/Evening
Certainly
Certainly, I will personally take care of it
Excellent choice
How may I assist you?
I beg your pardon?
Please allow me.
That's a good question, I will find out for you.
Thank you for waiting.
Yes or no
Sir/Ma'am

Is there anything else I may get for you at this time?

Improper Phrases:

Hi/Hello
OK/Sure thing
No problem
Good idea
Can I help you?
What? /Excuse me? /What did you
I'll do it/I'll get right on it.
Hold on a minute.
Are you still there? /I'm back.
Yah or nah
Honey/Hun/Sweetie/Dear
Who's calling?
How is everything?

General Rules of the Dining Room

- The only reason you are to be in the kitchen is to pick up food and/or beverage along with bringing cleared items back to the dishwasher.
- All service associates are to “be on the floor” at all times with the exception of above.
- Do not gather in a group while on the floor. Position yourselves to be available to the guest but do not hover.
- Read every guest as an individual when considering your approach.
- Be aware of tasks you are performing and how it may affect the guest experience. Be aware!
- If you should not say it to a guest or bring it to a guest it does not belong in the dining room.
- The dining room should be “guest ready” at all times.
- Ensure the lighting is set for the meal period based on standard defined.
- Ensure the music is set for the meal period based on standard defined.
- All tables are to be set the same as defined in the table set up standard.

Sequence of Service

Greeting and Seating

(all meal periods)

1. **Greet**
2. **Seat**
3. **Presentation of Menu**
4. **Exit greeting**

1. **Greet** – Using the 10/5 rule greet the guest as they enter the dining area. Welcome them acknowledging how many are in their party and offer them a table.
Do not ask “how many in your party” If there are two guests together state “Will anyone be joining you? If no, walk them to a table for two.
2. **Seat** – Present the table. If there are ladies in the party pull the chair out for them 1st and seat.
3. **Presentation of Menus** – Immediately present menus starting with the oldest to youngest women and then the gentlemen. Menus should be presented to the left and if in a presentation folder the folder should be opened when handing to them. Present the wine/beverage list (if separate) to the host (if obvious) or ask who would like the wine list.
Once the menus are presented remove any place settings not needed based on the number in the party.
4. **Exit Greeting** – While removing the place settings (if needed) let the guest know who will be their server. If at breakfast immediately offer to pour coffee/tea. While leaving the table offer an appropriate exit greeting based on your interaction with the guest.. *“Enjoy your breakfast”*

Breakfast

1. **Table Greeting**

- a) Approach & Beverage Order
- b) Explain the Menu

2. **Taking the Food Order**

3. **Ring in the Order**

4. Food Delivery
5. Initial Check Back
6. Table Maintenance
7. Clearing the Entrée
8. Presenting the Check
9. Collect Payment
10. Guest Departure
11. Close Out Check

Sequence of Service

Breakfast

Standard: guest should be able to receive hot and cold food within 15 min. of entering the restaurant.

1. Table Greeting

- a) Approach & Beverage Service
Every person should be greeted within 1 minute or using the 10-5 Rule with coffee pot in hand. Welcome them to the restaurant using the guest name if known. Introduce yourself and your team members (when applicable). Ask the guests if they have ever dined with us before. If yes, thank them for returning and use their name again if it is known. Offer to get the guest any additional beverages.
- b) Explain the Menu
If there are any explanations needed or items on the menu you would like to suggest present at this time

2. Taking the Food Order

If a guest alerts you to an allergy, the server will inform the chef who will in turn go to the table to discuss the allergy and what can be prepared for the guest. Orders should be taken in the following order: Children, Ladies from Oldest to Youngest, Men from Oldest to Youngest. Take the food order at once and always write legibly so the others can read your order if necessary. If any special requests are made by the guest, always check with the chef prior to promising them that we can accommodate their request.

If a guest orders an item where there is a choice of bread, breakfast protein, egg preparation method or a temperature ensure to know the menu and ask for their preference at the time the order is taken.

*Do not state "how would you like that cooked" State "how would you like the "eggs" prepared.
For bread choice as an example state "our bread selections are Which would you prefer? Do not state "want"*

3. Ringing in the Order

Accuracy! Accuracy! Orders should be immediately rung up in the POS System under the appropriate table number, with the appropriate number of covers. All beverages, as well as food should be rung up at this time. If the guest orders an appetizer, use the “course separator” key. If the guest is a VIP, remember to note this on the check as well. Correct position points must be used **at all times!!!** If a guest has an allergy, always note it on the check even though the chef has gone to speak with them.

Do not forget to specify any special methods of preparation to the Chef. Print the Check so that you are “check ready” at all times.

4. Food Delivery

The ticket time for breakfast should not be longer than 10 minutes for a hot breakfast entrée. The breakfast entree will be served from the left side of the guest, using the left hand. When serving the dish, please mention the name of the dish and place it with the main component of the plate at 6 o'clock position. Always get help to carry if more than 2-3 plates to serve entrees. When serving the table, children are served first; ladies should be served next, going clockwise around the table from the oldest to the youngest. Once the ladies have been served, the gentlemen will be served in the same order (clockwise around the table, serving oldest to youngest). The host at the table should always be served last.

When serving any course whether beverage or food you should not have to ask who gets what.. Do not auction off the food! Using the pivot point system you should know who receives what beverage/appetizer/entrée..etc.

5. Initial Check Back

a) Check Back

Always check back within 2 minutes or 2 bites after the guest has received their entrée to make sure everything is prepared to their liking.

6. Table Maintenance

Table maintenance entitles: anticipating guests' needs. Provide the guests with refills on coffee, tea, water etc. Clear away any unnecessary items.

7. Clearing the Entree

The table should never be cleared unless the entire table is finished with their food, unless a guest has pushed the plate out of their way or the plates are in the way of them conducting business. When clearing guests, please ask them if they enjoyed everything. When clearing you should approach the guest from the right hand side and clear the plates using your right hand. You should clear the plate and all utensils that were used. Make sure you pick up any condiments used, as well as the B&Bs and Bread Basket if they are no longer in use.

If it is obvious the guest has completed their meal DO NOT ask if you can remove their plate... Simply remove it. Only inquire if you are not sure.

8. Presenting the Check

Verify that all items have been added on the check. Present the check in a check presenter with a pen. Thank the guests for dining with us this, using the guest's names. Inform the guest that they are more than welcome to charge the check to their room. Remember, you are responsible for collecting all payments for all checks.

Many of our guests may have a short time for breakfast. Have check ready and ask to present the check immediately following clearing the entrée.

9. Collect Payment

It is the server's responsibility to collect payment for all checks in their station. If a guest would like to charge to their room, they may do so. Have the guest sign the check in the space provided for a signature. If they guest would like to pay cash, promptly take the entire check folder with cash inside and provide the correct change away from the guest's sight. Return the change to the table promptly. If the guest would like to use a credit card (we accept all major credit cards: Visa, MC, American Express, Discover and Diner's Club), promptly take the entire check folder with the credit card to the nearest POS terminal to authorize. Authorize the card; return the original copy of the check along with both credit card authorizations vouchers. Inform the guest which copies are for their records and which to sign. In all situations, use the guests name when returning the presenter, "Thank you Mr. Smith, please join us again".

10. Guest Departure

When guests are leaving their table or walking towards the exit of the restaurant, please thank them for dining with us and extend a return invite, using their name if known. Whether it was your table or not, you never know they might come back and you will be their server tomorrow.

11. Close Out Check

All checks must be closed within ten minutes of the guest departure. **Do not hold checks** in your apron, you are to turn them in immediately. In the case of room charges, some of our guests may be checking out and we need to post charges to their room as soon as possible.

Sequence of Service

Lunch and Dinner A La Carte

1. Table Greeting
 - a) Approach
 - b) Beverage Order
 - c) Explain Menu
2. Beverage Service
3. Taking the Food Order
4. Ring in Order
5. Bread Service
6. Serving the Lunch Appetizer/Entrée
7. Check backs
8. Table maintenance

- 9.** Clearing the Appetizer/Entrée

- 10.** Recommend Dessert/Coffee

- 11.** Completion of Meal
 - a)** Dessert Service
 - b)** Presenting the Check
 - c)** Cross Promotion of Restaurant

- 12.** Collect Payment

- 13.** Guest Departure

- 14.** Close Out Check

Lunch and Dinner A La Carte

1. Table Greeting

a) Approach

Every table should be greeted within 1 minute as per Restaurant standards. Welcome them to the Restaurant, using the guest name if known. Introduce yourself and your team members (ex. The busser/runner). Ask the guests if they have ever dined with us before. If yes, thank them for returning and use their name if it is known.

“Good afternoon (good evening), welcome to the Restaurant! My name is John, and I will be taking care of you today (tonight). Have you dined with us before?”

[Server should respond accordingly]

Verbally recommend the Specialty Cocktail list and/or Wine List. If the guest declines an alcoholic beverage, try to UPSELL BOTTLED WATER by asking if they would like “a bottle of sparkling or still water, or a glass of ice water”.

“We have an incredible selection of specialty cocktails. My favorite is the Peach Sangria. We also are showcasing our “wine from list” this evening. Which beverage may I bring for you this afternoon?” “May I also bring you bottled water or a glass of ice water?”

b) Beverage Order

At this time, take the beverage order from the guest. The server needs to up sell Bottled Water, Wine, Beer, etc. Orders should be taken in the following order: Ladies from Oldest to Youngest, Men from Oldest to Youngest. All beverages should be served to the guest within 4 minutes...but before you leave the table, first explain the menu, any specials offered, and any items we are 86'ed.

c) Explain Menu

At this time, describe the featured items of the day and recommend a minimum of two items off the menu. When describing food items, always use appetizing and descriptive adjectives as well as suggesting one of your personal favorites.

“Our Chef’s Creation soup today is Black Bean with Sour Cream. Some of my favorite menu items are the “your suggestion” as an appetizer, the “your suggestion”, and the “you suggestion” as the entrée, I’ll return shortly with your beverages, and to answer any questions you might have.”

2. Beverage Service

Served on a cocktail tray, beverages are served from the right hand from the guest’s right side. All beverages should be served to the guest within 4 minutes. Beverages should be served in the same sequence that the order was taken. Children’s beverages should be served in a Kid’s cup with a lid and straw.

3. Taking the Food Order

If a guest alerts you to an allergy, the server will inform the chef who will in turn go to the table to discuss the allergy and what can be prepared for the guest. Orders should be taken in the following order: Children, Ladies from Oldest to Youngest, Men from Oldest to Youngest. Take the food order at once and always write legibly so the others can read your order if necessary. If any special requests are made by the guest, always check with the chef prior to promising them that we can accommodate their request.

If a guest orders an item where there is a choice of bread, preparation method or a temperature ensure to know the menu and ask for their preference at the time the order is taken.

Do not state "how would you like that cooked" State "how would you like the "Filet Mignon" prepared.

For bread choice as an example state "our bread selections are Which would you prefer? Do not state "want"

4. Ring in Order

Accuracy! Accuracy! Orders should be immediately rung up in the POS System under the appropriate table number, with the appropriate number of covers. All beverages, as well as food should be rung up at this time. If the guest orders an appetizer, use the "course separator" key. If the guest is a VIP, remember to note this on the check as well. Correct position points must be used **at all times!!!** If a guest has an allergy, always note it on the check even though the chef has gone to speak with them.

Do not forget to specify any special methods of preparation to the Chef. Print the Check so that you are "check ready" at all times.

- 5. Bread Service – Lunch: if a salad, soup, or entrée is ordered.....Dinner: always, unless only dessert is ordered or just appetizers are ordered for sharing.**

At lunch, bread is served if a guest orders a salad, soup, or entrée. Bread is served after the order is taken but before the first course is served. Bread should always be served in a breadbasket, with a napkin liner, and with Butter on the side. At lunch, bring enough B&B plates for all guests at the table. Place a B&B plate on the left side of each guest and place the bread basket and butter in the center of the table. At dinner, B&B plates are already pre-set. In the event that all guests at the table order sandwiches, bread should be served upon request only.

At dinner service place the butter and S&P presentation on the table at the time bread is placed. (not after)

6. Serving the Appetizer/Entree

The ticket time for a la carte lunch should not be longer than 8 minutes for the appetizer, and 12 minutes for the entrée (or 2-8 minutes after the appetizer if finished). The lunch entree will be served from the left side of the guest, using the left hand. When serving the dish, please mention the name of the dish and place it with the main component of the plate at 6 o'clock position. Always get help to carry if more than 2-3 plates to serve entrees. When serving the table, children are served first; ladies should be served next, going clockwise around the table from the oldest to the youngest. Once the ladies have been served, the gentlemen will be served in the same order (clockwise around the table, serving oldest to youngest). The host at the table should always be served last.

Dinner ticket times will vary to above.

When serving any course whether beverage or food you should not have to ask who gets what.. Do not auction off the food! Using the pivot point system you should know who receives what beverage/appetizer/entrée..etc.

7. Check back

Always check back within 2 minutes after serving **each course** to make sure everything is prepared to their liking. Make sure that the guests have all the condiments they might need to complement their entrée. Half way through the guest's salad or appetizer, fire the main entrée.

8. Table Maintenance

Table maintenance entitles: anticipating guests' needs. Provide the guests with refills on Soda, Tea, etc. Clear away any unnecessary items. Offer the guest more bread if they have finished, and remove the basket and butter if they decline.

9. Clearing the Appetizer/Entree

The table should never be cleared unless the entire table is finished with their food, unless a guest has pushed the plate out of their way or the plates are in the way of them conducting business. When clearing guests, please ask them if they enjoyed everything. When clearing you should approach the guest from the right hand side and clear the plates using your right hand. You should clear the plate and all utensils that were used. Make sure you pick up any condiments used, as well as the B&Bs and Bread Basket if they are no longer in use.

If it is obvious the guest has completed their meal DO NOT ask if you can remove their plate... Simply remove it. Only inquire if you are not sure.

10. Recommend Dessert/Coffee

Offer a dessert to every table, no exceptions please. At that time, take a coffee order upselling cappuccinos and espressos. If coffee is ordered, ask the guest if they would care for cream. If hot tea is ordered, ask the guest if they would care for milk or lemon. Again, start with the ladies and go around the table clockwise followed by the men, host last.

Cappuccinos and espressos are served with a teaspoon / demitasse spoon and sugar cubes. Always use a tray and serve from the right with the right. Coffee is served in a coffee pot. It is recommended to heat up the coffee cup with hot water for 30 seconds before serving, to help maintain the temperature of the coffee. Pre-set the empty coffee cup at 5 o'clock, set the cream in the center of the table, and then pour the coffee from the right with the right. Coffee pots should never be left on the table!

Hot tea is served as follows: Bring out a selection of teas on a B&B plate for guest to make a selection. Take the not-selected teas back and leave the one that was selected. Pre-set empty cup at 5 o'clock, with lemon wedge, honey, and milk if requested, and pour the hot water in the cup. Leave the teapot on the table.

Note: Coffee is to be served before or with dessert. *Please offer refills on coffees – lunch or dinner isn't over until the guests have left the restaurant!!*

11. Completion of Meal

a. Dessert Service

The dessert fork will be preset to on the guest's left and if needed a dessert spoon will be placed on the guest's right side. Dessert will be served from the left side of the guest, using the left hand. When serving the table, children should be served first then ladies should be served next, going clockwise around the table from the oldest to the youngest. Once the ladies have been served, the

gentlemen will be served in the same order (clockwise around the table, serving oldest to youngest). This rule will not apply if young children, who need assistance, are present at the table. After the entire table is finished with their desserts, clear the dessert course just like all the other courses.

b. Presenting the Check

Verify that all items have been added on the check. Present the check in a check presenter with a pen. Thank the guests for dining with us this afternoon, using the guest's names. Inform the guest that they are more than welcome to charge the check to their room. Remember, you are responsible for collecting all payments for all checks.

Many of our guests may have a short time for lunch. Have check ready and where appropriate you may ask if they would like the check. At dinner do not present the check until it is requested.

c. Invite Back to Restaurant!!!

Before the guest exits Restaurant!! It is your responsibility invite the guests to dine with us for dinner and breakfast or drinks..

12. Collect Payment

It is the server's responsibility to collect payment for all checks in their station. If a guest would like to charge to their room, they may do so. Have the guest sign the check in the space provided for a signature. If the guest would like to pay cash, promptly take the entire check folder with cash inside and provide the correct change away from the guest's sight. Return the change to the table promptly. If the guest would like to use a credit card (we accept all major credit cards: Visa, MC, American Express, Discover and Diner's Club), promptly take the entire check folder with the credit card to the nearest POS terminal to authorize. Authorize the card; return the original copy of the check along with both credit card authorizations vouchers. Inform the guest which copies are for their records and which to sign. In all situations, use the guests name when returning the presenter, "Thank you Mr. Smith, please join us again".

13. Guest Departure

When guests are leaving their table or walking towards the exit of the restaurant, please thank them for dining with us and extend a return invite, using their name if known. Whether it was your table or not, you never know they might come back and you will be their server tomorrow.

14. Close Out Check

All checks must be closed within ten minutes of the guest departure. **Do not hold checks** in your apron, you are to turn them in immediately. In the case of room charges, some of our guests may be checking out and we need to post charges to their room as soon as possible.

General Service Recommendations

It happens quite frequently in the restaurant business that the answers to “What do you recommend” are frightening. To answer, “I would recommend everything” is telling a guest I don’t have time to tell you what I like.

Always be ready with at least 2 or 3 instant recommendations, and different categories. For example, recommend your favorite salad, appetizer, and entrée.

Tunnel Vision

To give efficient service, you must wait on your section as a whole unit. If three tables need beverage service, consolidate. Do not become an “order taker”, be an organizer and a seller! Think and save steps. You must constantly check each table when entering or leaving your section. Avoid Tunnel Vision. Notice, act and anticipate. If you become too busy, ask another server or a manager/supervisor for help. Never tell a guest “This is not my section”.

Serving Times

Be conscious of the standard serving times, and your guest needs! If the guest is looking around the dining room, they are probably in need of something – beverages, silverware, or their entrée.

Remember to:

Greet the Table: 1 Minute

Serve Beverages: 4 Minutes

Deliver Breakfast Entrees: 10 Minutes

Deliver the Appetizer: 8 Minutes

Deliver the Entrée: 15 Minutes, or 8 Minutes after Appetizer is finished

Check Back: 2 Minutes after every Course (*2 Bites or 2 Minutes*)

“RESTAURANT TASK”

WINE SERVICE

Procedure:

Proper stemware precedes the bottle to the table. Stemware placement goes from the right to the left with the water glass placement being either to the left or right of the stemware. The second glass from the right is to be placed at 12 o'clock above the knife. Placement of multiple stemware is in a diagonal line, arc or clustered in a diamond shaped pattern. Preset an under liner to the host's right for the cork.

Present the bottle label side up to the host and repeat the name and vintage of the wine to confirm order.

Capsules are cut below the second lip. This practice is due to older lead capsules. Newer styles and designs of capsules require removal far enough down the neck to ensure that wine does not become entrapped under the capsule and contaminate future pouring.

Place the capsule in the pocket.

Bottle lips are wiped twice, once before and after cork removal.

Remove the cork by inserting the worm of the corkscrew just off-center in the top of the cork and slowly twisting the worm into the cork. Stop twisting before the bottom of the cork is reached. Slowly remove the cork by levering it out gently without causing a pop.

Remove the cork from the corkscrew and place on an under liner to the host's right.

Hold the bottle in the right hand with the label visible to the guest when pouring.

Pour the host less than one ounce to taste, and after approval, serve the wine moving clockwise around the table, women first, the men, and the host last. If there is a guest-of honor, pour that person first, then women, then men, and then the host. In parties of eight or more, the pouring is done to all guests in a clockwise fashion. Wipe the bottle lip with a cotton serviette after each pour.

Ask the host if you may remove the cork from the table.

Second bottle ordered – Restaurant glass for the host.

White wine should be placed in a wine bucket filled with ice, or wine cooler in the side station. Red Wine should be placed in your side station ready for additional pours.

“RESTAURANT TASK”
SPARKLING WINE SERVICE

Procedure:

Proper stemware precedes the bottle to the table. Preset an under liner to the host’s right for the cork.

Present the bottle to the host and repeat the vintage and name of the wine.

Cut the foil at the bottom of the cage. Utilizing the tab is allowed, but not preferred. Remove the foil and place in the pocket.

Place a serviette over the cage.

Maintain control at all times! Keep the thumb or hand over the cork and point the bottle in a safe direction away from the guests.

Untwist the cage, but DO NOT REMOVE.

Twist the bottle, not the cork. This is done in the air or in the bucket, not against the body.

Gently release the cork quietly.

Remove the cage from the cork and place in the pocket.

Place the cork on an under liner to the host’s right.

Only tulips or flutes are to be used. Glasses are filled $\frac{3}{4}$ full.

Pours are done in a single stream. Two pourings are allowed, if necessary.

Hold the bottle as in standard service or hold the punt. Two fingers under the neck for support are acceptable. Wipe the bottle lip with a serviette after each pouring.

Place the bottle after pouring in a wine bucket or cooler in your side station ready for additional pours.