EXECUTIVE FLOOR LOUNGE
Sequence of Service

Breakfast

G.R.O / Manager:
- Greets the guest and says:
  "Good Morning, S/M, L/G"
  "Would you prefer a smoking or non-smoking table S /M, L/G"
- then asks again:
  "Could I have your name and room number please, S/M L/G"
- and writes this in the guest book
- Escorts the guest to the table saying:
  "This way, please"
- Pulls out the chair to seat the guest, unfolds the napkin on guest laps and says:
  "The breakfast buffet is this way and would you care for coffee or tea?"
  "Enjoy the breakfast buffet, S/M, L/G"
- Instructs the butler to serve coffee or tea

Butler / Waiter:
  Every time the guest goes to the buffet:
- folds the guest napkin and places it on the right hand side next ot the dinner knife
- removes used plate and cutlery on a tray and returns to the pantry
- in case additional cutlery needs replacement, it will be placed on the table from a dessert plate with linen underliner
- to change ashtray when I cigarette is in, no more
- to replenish fresh coffee, tea when 2/3 empty (ask the guest!)

  Note:

  if guest does not want coffee or tea replenished, the cup, saucer and teaspoon will be removed on a tray and placed back in the pantry

  Breakfast is completely finished:
- removes plates, cutlery on a tray and place it on the pantry station for debarrassage
- Crumbs the table with crumb scrapper on dessert plate
- leaves on the table:
  coffee cup, saucer and teaspoon
  ashtray, salt and pepper shakers
  flower and vase
  linen napkin

<u>Butler</u> / Waiter:
- approaches the table and asks:
- "Excuse me S/M, is there anything further I can do for you?"
  if yes, butler handles the request
  if no, butler prepares the cheque with the room number already written on and leaves it at the G.R.O. desk
  The guest leaves the table:
- pulls out the chair and says:
- "Thank you Mr. /Ms.... have a pleasant day"

<u>G.R.O.</u> / Manager
- asks the guest politely to sign the cheque by saying:
  "Excuse me Mr. / Mrs. ..... would you mind signing your cheque, please"
  "Thank you, have a pleasant day"

<u>Butler</u> / waiter
- Clears and cleans the table
- changes the tablecloth
- re-sets the table

Daytime:

<u>G.R.O</u> / Manager:
- Greets the guest and says:
  "Good Morning / afternoon S/M, L/G (Mr. / Mrs.), where would yo like to sit?"
- Escorts the guest to the table saying:
  "This way, please"
- Pulls out the chair to seat the guest and offers service by saying:
  "Would you care for a drink (suggestions!) S/M, L/G"
- Instructs the butler regarding the selection

<u>Butler</u> / waiter:

A) Beverage Service
- prepares the drinks, cocktail napkin, coaster on tray
- serves the guest:
  Cocktail: Coaster on the table and drink on the coaster
  Bottle: Coaster on the table, one for the glass, one for the bottle
  Food snacks: In the middle of the table
- and says:
  "Enjoy your drink Mr. / Mrs."
- Changes ashtrays filled with one cigarette, not more.
- Refills coffee/tea or drink when 2/3 empty

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B) Afternoon Cocktail Buffet
- set-up the table with:
  placemat
  toothpick holder
  dessert fork and knife
  bread and butter plate and knife
  while guest is helping themselves from the buffet
- serves the guest:
  Cocktail: Coaster on the table and drink on the coaster
  Bottle: Coaster on the table, one for the glass, one for the bottle
  Food snacks: In the middle of the table

C) Evening Cocktail
- set-up the table with:
  candlelight, flower vase, ashtray
- serve guest according to order

Butler / Waiter:
- Removes the dessert plates on tray to the Pantry/ debarrassage area
- Changes ashtrays filled with one cigarette, not more.
- Offers more coffee or tea when cup 2/3 empty by saying:
  "Would you care for more coffee/tea S/M?"
- Pours the coffee or tea

Captain, Waiter, Busboy:
  The guest leaves the table:
- Pulls out the chair and says: "Thank you Mr./ Mrs., have a pleasant day"

G.R.O. / Manager:
  The guest leaves the lounge:
- says: "Thank you Mr./ Mrs., have a pleasant day/ evening"
- records the name and room number in guest book

Waiter / Busboy:
- cleans and clears the table
- resets the table