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15. Cleaning and Filling Condiments - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Salt and pepper	1. Wipe and polish with a hot damp service towel • Fill salt mixed with rice grains into cylinder • Fill pepper into cylinder • Fill coarse pepper into pepper mill • Check that they are free from excess salt and pepper	• For Hygiene and general cleanliness • Rice grain to prevent moist salt

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Sauce Bottle (7) • Ketchup • Chilli Sambal • Worchester, L&P • Tabasco, HP Sauce, BBQ Sauce	A. Wipe and polish with a hot damp service towel the neck of the bottle B. Clean the cap of the bottle C. Make sure label is presentable D. Check quality of product E. Refill bottle to the top	• For cleanliness and hygiene • To remove encrusted sauce • General presentation • To prevent serving a sour product • To present guest with a full bottle

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Oil and Vinegar	A. Empty glass carafe B. Wash with warm water and refill to 2 cm below top	• For Cleaning • For proper presentation

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15. Cleaning and Filling Condiments - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
4. Mustard (3) • English Colemans • American Dijon French Meaux	A. All mustards are presented in small bocuse pots which should be cleaned after **each** shift. B. Prior to service to guest make sure there are **no** brown edges - stir with spoon to smooth the mustard	• For hygiene and proper presentation

NOTE: When cleaning and refilling **do not** throw away the product, but place in temporary container for re-usage

All condiments are kept in the main station and handed to the guest upon request

Replacement is done through Food Requisition

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16. Greeting a Guest and Seating

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Approach guest at the entrance	A. Take one step forward B. Smile pleasantly C. Address them by their name if you know them: "Good Morning/ Afternoon/ Evening Mr/Ms. S/M	• Guest will stop to talk to you • Courtesy • A pleasant welcome can gain a sale, a poor welcome might loose you a guest

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Reservation and Number of Guest	A. "Do you have a reservation?" "For how many persons, please?"	• For allocation of the correct table

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Proper location	A. "Would you like to sit on the terrace or inside the restaurant?" B. "Would you prefer a smoking or non-smoking table?"	• For guest convenience

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
4. Lead the guest to the table	A. "This way, please"	• For courtesy

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
5. Seat the guest	A. "Is this table convenient?" • Pull out the table (sofa seat) or chair and seat ladies **first!** • Unfold the napkin and place on guest lap B. "Enjoy your breakfast/ lunch Dinner S/M/L/G"	• For total guest satisfaction • Courtesy standard

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17. Taking Telephone Bookings

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Pick-up the telephone	A. Hostess answering the phone should start the conversation as follows: "Good morning/afternoon/ evening, **<<restaurant>> <<Name>>** speaking, may I help you?"	• Courtesy and to let the guest know he/she is calling the right place
	B. After the guest has asked for a table, hostess should ask the guest: "For what time Sir/Madam" "May I have your name please" "May I have the spelling also?" (if necessary) "How many is your party?"	• For table arrangement
	C. Hostess asks the guest: "Is there anything special you would us to arrange for you Mr/Ms.?"	• For better planning
	D. Hostess repeats the overall booking details to the guest	• To avoid mistakes
	E. Hostess closes the conversation by saying: "Thank you for calling Mr./Ms. goodbye."	• Courtesy
	F. The booking and any special arrangement should be neatly written on the reservation book and table arranged accordingly	• To avoid mistakes

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18. Arranging a Table for the Guest

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Arranging a table	A. Study the bookings in the reservation book	• To see if regular guest with special preference
	B. Arrange a table according to special requests (window, non-smoking, sofa, high chair)	• Correct planning

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Inform the people concerned	A. Inform assistant manager/captain of that particular section to adjust the number of seats	• Correct setting upon entry of guest
	B. Inform A.M./Captain of that section regarding any special arrangements such as flowers/ set-up/ special napkin folding/ birthday cake etc.	• Catering to guest expectations
	C. Inform Chef regarding any special meal requirements such as vegetarian/ kosher	• Kitchen planning and preparation
	D. Inform F&B Office for need of special menu (insert/ cover)	• Finishing touch of presentation
	E. Inform Bar regarding special wine orders	• Preparation

19. Keeping Guest History Files

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Keep record of guest	A. Collect name cards from the guest. B. If local resident, start guest history folio. C. Note down all particulars such as their likes and dislikes, their favourite dishes, preferred table, wine D. Keep separate record of guest birthdays/ anniversary and family.	• For future reference • For future reference and direct mail • For correct recording

2. Study the reservation book everyday	A. Notice any return guest with guest history file B. Check history file for details	• Correct planning

3. Study daily birthday list	A. Daily study the upcoming birthdays one week ahead. B. If your guest name shows up - prepare a birthday card C. Inform F&B Manager regarding upcoming birthday	• Correct planning • Sales promotion of your restaurant • For greeting and information

4. Review Guest History portfolio	A. Once every three months, review entire portfolio B. If guest did not come frequently - prepare a letter and send off.	• Standard procedure and sales opportunity • Sales opportunity

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	C. If guest does not react, place guest history file in non-active file for screening once a year.	• Keep active folio accurate

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20. Addressing a Guest without a Booking

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Guest comes to the restaurant but all tables are occupied	A. The hostess should address the guest as follows: "We don't have a table available at the moment. Would you like to have a drink at the lounge? We will be able to seat you in about <<. . . . .>> minutes time."	• Guest satisfaction by showing concern

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Ask the guest name	A. Hostess will enquire after the name of the guest and will advise him back on time. B. Writes down name, no. of people and location of waiting in reservation book	• For guest assurance and follow up

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Recommend another restaurant	A. If guest does not wish to wait, the hostess should recommend another restaurant such as: "Would you like to have dinner in the **<<name restaurants>>**"	• To promote other restaurants
	B. Hostess explains which food is served in the restaurant and says: "Would you like me to check if they have any tables available?"	• To allow guest the choice
	C. If guest agrees, hostess calls the restaurant chosen to make arrangements.	• For follow-up
	D. If possible, hostess brings guest to the other restaurant	• Courtesy

	E. If guest declines, hostess should ask the guest if he/she would like to book a table for another day	• To promote sales and courtesy

21. Preparing Special Arrangements - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Restaurant birthday cake order	A. Fill out a captain order, stating the guest name and time needed. B. Pass the captain order to the Executive Chef for approval and afterwards bring to the Pastry kitchen.	• Standard procedure • For control purpose

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Birthday cake service	A. Captain prepares at the side station the following needed for cutting the cake: • Cake knife • Cake server • Birthday candles (3) • Dessert plates (no. of guest) • Dessert fork/ Spoon • Cake box for take-away	• Service mise-en-place

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Birthday cake presentation	A. All staff get together in the pantry. Manager or Assistant picks-up the cake and all staff line up single file and march into the restaurant signing "Happy Birthday to You" B. Restaurant manager offers cake to guest congratulating him/her by saying: "Congratulations on your birthday Mr./Ms., would you like to cut the cake?" and offers the cake and knife to	• To establish festive atmosphere • Courtesy

	the guest	
	C. When guest has cut the cake, takes the plate and portions for each guest	• Standard procedure

21. Preparing Special Arrangements - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Room Service birthday cake order	A. R/S will receive daily a list from Front Office with names of guest who celebrate their birthday the next day.	• For timely reporting
	B. R/S ordertaker fills out a captain order with relevant details and time of pick-up for delivery at 5 p.m. the next day.	• Standard procedure
	C. R/S hands the captain order and copy of Birthday list to Executive Chef for preparation by the Pastry Kitchen	• For authorisation
	D. The Executive office will prepare a courtesy letter signed by the General Manager and give this letter to R/S.	• Courtesy
	D. Birthday cake and letter to be delivered together by R/S waiter at 5 p.m. If guest in the room, waiter says: "Congratulations on your birthday Mr./Ms." and presents the cake saying: "With compliments of the management, have a wonderful day."	• Standard procedure • Courtesy

22. Setting Up a Liqueur Trolley

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Prepare the trolley	A. Check trolley for overall cleanliness, polished wheels and clean trolley placemat	• Cleanliness and presentation
2. Set-up glasses	A. On the shelf of the trolley, on the left hand side, place brandy snifters in the front row and sherry glasses in the back	• Service mise-en-place
	B. Place cigar box on the right hand side of the trolley shelf	• Merchandising
3. Set-up cognac and port wine	A. Place old vintages I the front together with popular once	• For merchandising
	B. Make sure no bottles are displayed which are nearly empty	• Minimise service inconvenience
4. Display the trolley	A. Place the trolley on the left hand side of the entrance	• Merchandising
	B. After dinner roll the trolley up to the guest and say: "Would you like an after dinner drink S/M?"	• Additional sales

23. Studying the Menu

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Read the menu	A. Check if the correct menu for the day B. Carefully read item by item	• For accuracy • For familiarisation
2. Select unknown item	A. Write down all items you do not know	• For reference
3. Inform yourself	A. Take what you wrote down to the kitchen B. Check what you wrote down against the chef's menu board C. Write down the explanation in your notebook D. Keep the notebook with you for reference	• For checking • To learn • For future reference

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24. Recommending Food & Beverages

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Recommending when presenting the menu or Drinklist	A. Explain to the guest the chef's special of the day by saying: "Today's special is the **<<name of dish>>** which is a **<<explain meat/fish>>** which comes with **<<name sauce>>** and **<<name vegetables and starch>>**" B. Explain in the bars the special cocktail of the month by saying: "Would you like to try our **<<Name Cocktail>>** which is a mix of **<<Name alcohol and mixer>>** it is very good S/M"	• To promote sales

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Recommending when guest asks for recommendation of the menu	A. Offer suitable suggestion by saying: "If you prefer meat, the **<<name dish>>** is excellent and maybe you would like to start with **<<name appetiser/ soup>>** or if you prefer fish, the **<< name dish>>** is light and very good"	• Guest service and satisfaction

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Give appropriate recommendation after guest has completed his/her order	A. Offer suitable suggestions e.g. Appetiser/soup with main course (if guest forgot to order) B. Aperitif/ cocktail before	• Additional sales

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	dinner	
	C. Table wine to go with meal	
	D. Desserts upon completion of meal	

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25. Taking Food Orders - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Approach the guest	A. With one menu per person in hand and greet the guest	• Standard procedure
2. Present the menu to all guest with first page open	A. According to established number 1 for each table turn clockwise with ladies first B. Make recommendations	• Courtesy
3. Prepare captain order	A. Pen and captain order in hand. Write down no. of people, table no. and initial	•
4. Ask for order politely	A. "Have you made your choice, S/M?" B. When ordering finished ask guest if they would like separate checks	• Standard sentence • For correct billing procedure
5. List order	A. Start with appetiser and list clockwise using standard abbreviation from list provided and number as per guest sequence B. List main course in the same manner C. List dessert in similar manner • Look at the person while	• For simplicity and serving guest without having to ask them what they ordered • To show interest

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	taking the order • For large tables make a separate table plan	• To be able to serve correctly

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25. Taking Food Orders - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
6. Collect back menus	A. Take menu back from the guest thanking them.	• To clear up the table
	B. Ask their room number	• For easy billing

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
7. Repeat the order	A. Reconfirm the items one by one by saying: " May I repeat your order, you ordered **<< list all>>**	• To avoid mistakes
	B. Finish by saying: "Enjoy your breakfast, lunch dinner, please"	• Courtesy

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
8. Distribute copies	A. Neat and clear handwriting is essential therefore if you need to re-write, go to the side station and prepare a new captain order	• For correct reading by Kitchen, Service and Cashier
	B. Distribute to those concerned	• For action

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