



**RESOURCE LIBRARY - RESTAURANT  
Task List - The 4-step Method**

*Code:* 03.11.038

*Edition:* 1

*Page* 1 of 21

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Tasks 26 - 37

26	TAKING BEVERAGE ORDERS AND SERVING	
27	ISSUING A CAPTAIN ORDER - I	
	ISSUING A CAPTAIN ORDER – II	
28	READING A TABLE PLAN	
29	CONTROL OF TIMING	
30	USING A SERVICE FORK AND SPOON	
31	HANDLING A SERVICE TRAY - I	
32	HANDLING A SERVICE TRAY – II	
33	HOLDING GLASSWARE - PLATES – BOTTLES	
34	PREPARING THE ICE BUCKET	
35	SELLING WINE	
36	OPENING A BOTTLE OF WINE – I	
	OPENING A BOTTLE OF WINE – II	
37	SERVING A WINE CARAFE	



**RESOURCE LIBRARY - RESTAURANT  
Task List - The 4-step Method**

Code: 03.11.038

Edition: 1


Page 2 of 21

**26. Taking Beverage Orders and Serving**

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Suggest drinks/ cocktail	<p>A. Ask politely what the guest would like to order</p> <ul style="list-style-type: none"> <li>• By specific recommendation &lt;&lt;Cocktail of the month&gt;&gt; or appetitif/ beer/wine</li> <li>• Observe guest buying signals</li> </ul>	<ul style="list-style-type: none"> <li>• Create guest interest</li> <li>• Target your sales</li> </ul>
2. Take order	A. Write captain order using guest sequence	<ul style="list-style-type: none"> <li>• Standard procedure</li> </ul>
3. Place the order	A. Distribute captain order	<ul style="list-style-type: none"> <li>• Standard procedure</li> </ul>
4. Pick-up order	<p>A. From bar counter</p> <p>B. for mixed drinks:</p> <ul style="list-style-type: none"> <li>• one coaster</li> <li>• one stirer</li> <li>• nuts and napkins (not in Rest.)</li> <li>• Bottle/ can service               <ul style="list-style-type: none"> <li>• two coasters</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
5. Serve drinks	<p>A. Place on tray with traymat</p> <p>B. Approach guest from right side</p> <p>C. Place coaster(s) on the right side</p> <p>D. Place glass/can on coasters after pouring drinks</p>	<ul style="list-style-type: none"> <li>• Standard procedure</li> <li>• For neatness</li> </ul>

	<b>RESOURCE LIBRARY - RESTAURANT</b> <b>Task List - The 4-step Method</b>	<i>Code:</i> 03.11.038
		<i>Edition:</i> 1
		<i>Page</i> 3 of 21

	E. Finish drink service by saying: “ Enjoy your drink(s) S/M”	<ul style="list-style-type: none"> <li>• Courtesy</li> </ul>
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	<b>RESOURCE LIBRARY - RESTAURANT Task List - The 4-step Method</b>	Code: 03.11.038
		Edition: 1
		Page 4 of 21

### 27. Issuing A Captain Order - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Issuing a captain order	<p>A. The complete order will be written on a captain order</p> <p>B. Separate captain orders for food items and beverage orders</p>	<ul style="list-style-type: none"> <li>• To collect food from various satellite kitchens</li> <li>• To speed up the order</li> </ul>
2. Restaurants	<p>A. Captain retains one copy for station, with three copies to the kitchen, one copy for cashier</p> <p>B. Before distributing the copies to the kitchen, all captain orders are given to the cashier for authorisation</p> <p>C. Kitchen copies:</p> <ul style="list-style-type: none"> <li>• One for Hot kitchen</li> <li>• One for Cold kitchen</li> <li>• One for pass/dishup area</li> </ul>	<ul style="list-style-type: none"> <li>• For accuracy of service, preparation and billing</li> <li>• For authorisation</li> </ul>
3. Bars	<p>A. Captain retains one copy for service, one copy is distributed to the bar and one copy to the cashier</p> <p>B. Before distributing the copy to the bar, all captain orders are given to the cashier for authorisation</p>	<ul style="list-style-type: none"> <li>• For accuracy of service, preparation and billing</li> <li>• For authorisation</li> </ul>
4. Room Service	A. Sales Asst. retains original of captain order for service and accounting verification	<ul style="list-style-type: none"> <li>• For opening the guest check and accounting verification</li> </ul>

	<b>RESOURCE LIBRARY - RESTAURANT Task List - The 4-step Method</b>	<i>Code:</i> 03.11.038
		<i>Edition:</i> 1
		<i>Page</i> 5 of 21

	B. One copy (with cashier stamp) is distributed to the kitchen for food order	<ul style="list-style-type: none"> <li>• For food preparation</li> </ul>
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	<b>RESOURCE LIBRARY - RESTAURANT Task List - The 4-step Method</b>	<i>Code:</i> 03.11.038
		<i>Edition:</i> 1
		<i>Page</i> 6 of 21

**27. Issuing A Captain Order - II**

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
4. Room Service (Cont'd)	C. One copy (with cashier stamp) goes to the bar for beverage service  D. One copy goes to the Captain for set-up of the tray or trolley	<ul style="list-style-type: none"> <li>• For drink preparation</li> <li>• For set-up and pick-up of drinks/food</li> </ul>



**RESOURCE LIBRARY - RESTAURANT  
Task List - The 4-step Method**

Code: 03.11.038

Edition: 1

Page 7 of 21

**28. Reading A Table Plan**

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Determine guest sequence	A. Draw a table plan and note start position  B. Count the number of covers  C. Indicate <b>Ladies (L)</b> and <i>Host (H)</i> positions for service <b>first</b> and <i>last</i> respectively	<ul style="list-style-type: none"><li>• For accurate order taking</li> <li>• To avoid mistakes</li> <li>• For proper service sequence</li></ul>
2. Set menu procedure	A. Study menu and determine cutlery and glassware needed for each item on the menu  B. Note special request (SP) for item not on the menu	<ul style="list-style-type: none"><li>• Standard procedure</li></ul>
3. A-la-carte procedure	A. Take order following guest sequence and write on table plan the abbreviation of the dish  B. Write a captain order at the side station according to procedure  C. Draw a line between courses	<ul style="list-style-type: none"><li>• For correct service sequence</li> <li>• For kitchen/cashier distribution</li><li>•</li><li>•</li><li>• For correct service and timing</li></ul>



**RESOURCE LIBRARY - RESTAURANT  
Task List - The 4-step Method**


*Code:* 03.11.038

*Edition:* 1

*Page* 8 of 21

--	--	--



	<b>RESOURCE LIBRARY - RESTAURANT</b> <b>Task List - The 4-step Method</b>	<i>Code:</i> 03.11.038
		<i>Edition:</i> 1
		<i>Page</i> 9 of 21

### 29. Control of Timing

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Read the Captain order	A. Check with captain regarding any special requirements  B. Find out service sequence; Appetiser - Soup - Main Course	<ul style="list-style-type: none"> <li>• For guest satisfaction</li> <li>• The correct items served together</li> </ul>
2. Co-ordinate with the captain and kitchen staff	A. Ask the captain for information to see if the first course has finished  B. Co-ordinate with the chef to prepare the second course, third course etc.  C. Cross out the captain order after the each course has been served	<ul style="list-style-type: none"> <li>• For kitchen pass control and preparation of second course</li> <li>• For better timing</li> <li>• Standard procedure</li> </ul>
3. Arrange captain orders for all tables	A. Place the captain orders in order of arrival on the kitchen pass board on the bottom row  B. Re-arrange to top row once appetiser and soup is served	<ul style="list-style-type: none"> <li>• For dish-up control</li> </ul>

	<b>RESOURCE LIBRARY - RESTAURANT</b> <b>Task List - The 4-step Method</b>	<i>Code:</i> 03.11.038
		<i>Edition:</i> 1
		<i>Page</i> 10 of 21

### **30. Using a Service Fork and Spoon**

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. How to handle the service fork and spoon	A. Use clean silverware  B. Prepare mise-en-place on tray with the fork on top of the spoon with the fork prongs nestling in the bowl of the spoon	<ul style="list-style-type: none"> <li>• For Hygiene</li> <li>• For ease of service</li> </ul>
2. Pick up fork and spoon	A. Use right hand  B. Use forefinger and thumb and grip lightly, forefinger in between fork and spoon, ends resting against the mouse of your hand  C. Raise with forefinger the fork  D. Scoop with spoon the items up using the fork to secure the items by pressing the thumb down  E. If thin items remove your forefinger	<ul style="list-style-type: none"> <li>• Left hand is needed for the service tray/bowl</li> <li>• Standard service practice</li> <li>• For ease of use</li> </ul>
3. Larger/ more difficult to catch items	A. Turn fork with prongs sticking in bowl and relax your grip  Sample use: <ul style="list-style-type: none"> <li>• For French fries, turned vegetables (beans/carrot) soft items</li> </ul>	<ul style="list-style-type: none"> <li>• For ease of use</li> </ul>

	<b>RESOURCE LIBRARY - RESTAURANT Task List - The 4-step Method</b>	Code: 03.11.038
		Edition: 1
		Page 11 of 21

### 31. Handling a Service Tray - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Prepare tray	<p>A. Pick-up tray and place clean traymat or napkin on top</p> <p>B. When using a napkin, fold sides underneath, hem side down</p>	<ul style="list-style-type: none"> <li>• Hotel standard</li> </ul>
2. Pick-up tray	<p>A. By lifting the tray with both hands</p> <p>B. Place left hand with palm opened and fingers spread wide to support the center of the base</p> <p>C. The right hand supports the edge of the tray</p> <p>D. Hold the tray steady at mid-reef</p>	<ul style="list-style-type: none"> <li>• For correct positioning</li> <li>• For ultimate support</li> <li>• For safety</li> </ul>
3. Using a tray	<p>A. When serving and clearing a table</p> <p>B. <b>Always</b> keep tray in your hand when serving or clearing tables</p> <p>C. <b>Never</b> place a tray on the table or chair</p> <p>D. Square trays are used for bussing (clearing of side station) and carrying plates from the kitchen to the side station</p>	<ul style="list-style-type: none"> <li>• Efficiency of service and neat appearance</li> <li>• Hotel standard</li> <li>• For hygienic reasons</li> <li>•</li> <li>•</li> <li>• Hotel standard</li> </ul>


	<b>RESOURCE LIBRARY - RESTAURANT Task List - The 4-step Method</b>	<i>Code:</i> 03.11.038
		<i>Edition:</i> 1
		<i>Page</i> 12 of 21

	E. Round trays are used for table side service, coffee/tea service and clearing of tables	<ul style="list-style-type: none"> <li>• For ease of manouvering around tables, chairs and guests</li> </ul>
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	<b>RESOURCE LIBRARY - RESTAURANT</b> <b>Task List - The 4-step Method</b>	<i>Code:</i> 03.11.038
		<i>Edition:</i> 1
		<i>Page</i> 13 of 21


**32. Handling a Service Tray - II**

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
4. Mise-en-place	A. Prepare each side station with sufficient number of trays  B. After usage return tray to side station	<ul style="list-style-type: none"> <li>• For efficiency</li>   <li>• For future use</li> </ul>

	<b>RESOURCE LIBRARY - RESTAURANT</b> <b>Task List - The 4-step Method</b>	<i>Code:</i> 03.11.038
		<i>Edition:</i> 1
		<i>Page</i> 14 of 21

### 33. Holding Glassware - Plates - Bottles

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Holding a stemmed glass	<p>A. Pick-up with right hand by the stem of the glass</p> <p>B. Heavy base glass: pick-up glass by the base</p> <p><b><u>Never:</u></b> Stick your fingers in the glass or pick the glass up by the rim</p>	<ul style="list-style-type: none"> <li>• Easy service and hygiene</li> <li>• To avoid fingerprints</li> <li>• Hygiene!</li> </ul>
2. Holding a plate	<p>A. Hold the plate with your right hand</p> <p>B. Hold the plate with fingers underneath and thumb on the rim of the plate</p> <p><b><u>Always:</u></b> Avoid contact with the food</p>	<ul style="list-style-type: none"> <li>• For ease of service</li> <li>• Hygiene!</li> </ul>
3. Holding hot plates	<p>A. Use a service towel (neatly folded) and place in your hand like a glove</p>	<ul style="list-style-type: none"> <li>• To prevent accidents</li> </ul>
4. Holding a bottle	<p>A. Take the bottle in your right hand by the base</p> <p>B. Make sure your hand is not covering the label of the bottle</p>	<ul style="list-style-type: none"> <li>• To steady the bottle</li> <li>• Service standard</li> </ul>

	<b>RESOURCE LIBRARY - RESTAURANT</b> <b>Task List - The 4-step Method</b>	Code: 03.11.038
		Edition: 1
		Page 15 of 21

### 34. Preparing the Ice Bucket

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Check the ice bucket	A. Ensure it is well polished	<ul style="list-style-type: none"> <li>To maintain service standard</li> </ul>
2. Place bottle into the ice-bucket	A. Take bottle by the neck and place it slanted in the bucket	<ul style="list-style-type: none"> <li>To be able to fill with ice</li> </ul>
3. Fill ice bucket	A. Fill with ice cubes 2/3 of the bucket  B. Add water to the neck of the bottle	<ul style="list-style-type: none"> <li>Standard procedure</li> <li>For easy replacing the bottle after serving</li> </ul>
4. Prepare wine service towel	A. Fold white service napkin (3 fold) and place it over the top of ice bucket, covering the bottle	<ul style="list-style-type: none"> <li>Service preparation and presentation</li> </ul>
5. Prepare for service:  Restaurants - Large Bucket   <div style="text-align: center;">- Small Bucket</div>   Room Service	A. Place bucket in bucket holder close to the guest table  B. Make sure bucket holder is placed on top of waterdrip  A. Prepare dessert plate with napkin (artichoke fold) and place ice bucket on top  B. Place bucket on the table  A. Prepare plate with napkin (artichoke fold) and place	<ul style="list-style-type: none"> <li>For service convenience</li> <li>To prevent condensation water from staining the carpet</li> <li>Napkin for presentation and to prevent condensation problems</li> <li>Ease of use</li> </ul>


	<b>RESOURCE LIBRARY - RESTAURANT Task List - The 4-step Method</b>	<i>Code:</i> 03.11.038
		<i>Edition:</i> 1
		<i>Page</i> 16 of 21

	bucket on top (Both large and small ice buckets)	
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### 35. Selling Wine

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Present the Wine List	<p>A. When presenting the dinner menu, present the winelist</p> <p style="text-align: center;">or</p> <p>Present winelist after taking food order</p> <p>B. Ask politely: “Would you care for wine with your lunch/dinner?”</p>	<ul style="list-style-type: none"> <li>• Service procedure</li> <li>• To create guest awareness</li> <li>• To be able to recommend the appropriate wine with the meal</li> </ul>
2. Observe buying signals	<p>A. Stand back and observe the guest from a distance</p> <p>B. If guest seems hesitant to choose, approach guest and assist in recommending the wine</p>	<ul style="list-style-type: none"> <li>• Service procedure</li> <li>• Offering service and ensuring guest satisfaction</li> </ul>
3. Take the order	<p>A. Repeat the name of the wine to the guest</p> <p>B. Thank the guest before leaving the table</p>	<ul style="list-style-type: none"> <li>• To avoid mistakes</li> <li>•</li> <li>•</li> <li>• Courtesy</li> </ul>

	<b>RESOURCE LIBRARY - RESTAURANT</b> <b>Task List - The 4-step Method</b>	<i>Code:</i> 03.11.038
		<i>Edition:</i> 1
		<i>Page</i> 18 of 21

### **36. Opening a Bottle of Wine - I**


STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Mise-en-place	A. Prepare the bottle (white wine in ice bucket/ red wine in bottle holder). Have a corkscrew and napkin ready	<ul style="list-style-type: none"> <li>To facilitate service</li> </ul>
2. Cut Foil	A. Hold bottle neck steady with the left hand  B. Cut foil halfway on the lip of the bottle by making a circular incision with the right hand.  C. Peel of top (use knife) and fold the foil back  D. Wipe the bottle top with the service napkin to remove dirt	<ul style="list-style-type: none"> <li></li> </ul>
3. Uncorking the bottle	A. Hold the bottle neck with the left hand  B. Turn the corkscrew with your right hand into the cork until screw spiral has come to an end  C. Place the lever of the corkscrew on the lip of the bottle  D. Pull the handle of the corkscrew up using your right hand. Apply moderate pressure until cork is almost released	

	<b>RESOURCE LIBRARY - RESTAURANT Task List - The 4-step Method</b>	<i>Code:</i> 03.11.038
		<i>Edition:</i> 1
		<i>Page</i> 19 of 21

	E. The final part of the cork is gently taken out by turning the corkscrew side ways	
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### 36. Opening a Bottle of Wine - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Uncorking the bottle (cont'd)	F. Wipe the mouth of the cork gently with the service cloth  G. Return all service equipment	<ul style="list-style-type: none"> <li>•</li> </ul>
4. Decanting a bottle of wine	A. Certain wines (older Bordeaux wine) needs to be decanted (poured over).  B. Prepare a candle and wine duckling on a trolley  C. Bring wine in carefully ; <b>do not</b> shake the bottle or place the bottle flat.  D. After opening the bottle, gently pour the wine from the bottle into the decanter using the candle <b>behind</b> the bottle so as to see and control that the sediment remains in the bottle  E. Leave bottom 1.5 cm in the bottle as this contains the sediment  F. Let wine rest for at least 10 minutes before serving  G. Pour 1/5 in the wine glass of the host for tasting	<ul style="list-style-type: none"> <li>• To keep sediment in the bottle and to allow the wine to “breathe”</li> </ul>

	<b>RESOURCE LIBRARY - RESTAURANT</b> <b>Task List - The 4-step Method</b>	<i>Code:</i> 03.11.038
		<i>Edition:</i> 1
		<i>Page</i> 21 of 21

### 37. Serving a Wine Carafe

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Pick up the carafe	A. Ensure cleanliness of carafe  B. Place on BB plate with doiley and place on tray	<ul style="list-style-type: none"> <li>• For proper presentation</li> </ul>
2. Pick-up wine glass	A. White wine glasses should be chilled  B. Red wine glasses should be kept at room temperature  C. All glasses are collected from the bar	<ul style="list-style-type: none"> <li>• Service standard</li> </ul>
3. Serve the guest	A. Serve from the right side  B. Place the glass on the table and pour the wine (Ladies first, Host last) no tasting necessary.  C. When pouring twist the carafe slightly after pouring to avoid dripping	<ul style="list-style-type: none"> <li>• Service standard</li> <li>• Housewine is not offered for approval</li> </ul>