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Task List - The 4-step Method**

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38. Serving Champagne

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Prepare for service	A. Bottle to be presented in ice bucket. Chilled Champagne glasses on tray with tray mat	<ul style="list-style-type: none"> • Service standard
2. Present the bottle	<p>A. Hold the wine with the right hand and clean napkin in the left hand</p> <p>B. Present with the label facing the guest</p> <p>C. After approval, place the bottle back in the champagne cooler</p>	<ul style="list-style-type: none"> • For presentation. • Napkin for dripping water • For approval • For service procedure
3. Open the bottle	<p>A. Remove the seal which covers the top using the tear-open line</p> <p>B. Unscrew the “muselet” (wrought iron cork holder) carefully and take off</p> <p>C. With the right hand and thumb firmly placed on the cork, gently turn the cork</p> <p>D. The gas inside the bottle will push the cork out therefore apply strength to gently nudge the cork out</p> <p>E. Do not let the cork escape with a loud “Plop”</p>	<ul style="list-style-type: none"> • Service procedure • Service procedure • Safety • To show service skill

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4. Pour Champagne	A. Hold the bottle with the label upwards and clean napkin in the right hand	•
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39. Serving Champagne

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
4. Pouring Champagne (cont'd)	<p>B. Pour small tasting measure into host's glass</p> <p>C. Pour champagne for the ladies first and top up host glass last</p> <p>D. Whenever finished pouring a glass, gently twist the bottle to prevent dripping</p> <p>E. Place bottle back in the ice bucket and remember to return to the table to pour a second time</p> <p>F. When the bottle is finished. show the bottle to the host and ask politely if he/she requires a new bottle</p>	<ul style="list-style-type: none"> • For host approval • Service procedure • To prevent dripping • For further service • To promote sales

40. Serving Drinks - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Prepare for service	<p>A. Check whether every drink is nicely prepared by the bartender before serving it to the guest</p> <p>B. Check if glass is clean and not chipped</p> <p>C. Hold glass by the stem or base when placing on the tray</p>	<ul style="list-style-type: none"> • To avoid mistakes • Safety and hygiene • Hygiene
2. Approach the guest	<p>A. Carry the tray</p> <p>B. Approach the guest from the right hand side</p> <p>C. Greet the guest before placing the drinks on the table</p>	<ul style="list-style-type: none"> • Service standard • Service standard • Courtesy
3. Serve coaster, drinks, cocktail napkin and snacks	<p>A. Place the coaster on the right hand side of the guest</p> <ul style="list-style-type: none"> • One for mixed drinks • Two for bottle and glass <p>B. Place napkin on the right side of the drink</p> <p>C. Place snack in the centre of the table</p>	<ul style="list-style-type: none"> •
4. Serving a mixed drink	A. Place the glass with the	<ul style="list-style-type: none"> •



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spirit (ice/ stirrer) on the
coaster



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40. Serving Drinks - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
4. Serving mixed drinks (cont'd)	<p>B. Mention the name of the drink, i.e. “your whiskey soda S/M”</p> <p>C. The mixer is served in a small carafe</p> <p>D. Pour mixer to the level indicated by the guest. Place the carafe back on your tray</p> <p>D. Lightly stir the drink and take the stirrer back on your tray</p>	<ul style="list-style-type: none"> • For confirmation • Service standard • Service • Service and guest satisfaction
5. Serving cans	<p>A. Place the glass on the coaster</p> <p>B. Pour the drink in the glass up to 80% of the glass</p> <p>C. Place the can on the second coaster</p>	<ul style="list-style-type: none"> • To allow the guest to drink without spilling
6. Serving Beer	<p>A. Place the <u>chilled</u> glass on the table</p> <p>B. Pour the beer slowly, bottle is not touching the glass</p> <p>C. Finish the pouring to make sure two fingers of foam will reach the rim of the glass</p> <p>D. Place the bottle on the</p>	<ul style="list-style-type: none"> • Service standard • Service standard



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	coaster	
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41. Serving Appetisers

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Call order	A. From kitchen	<ul style="list-style-type: none"> • To inform chef
2. Pick-up appetiser	A. Use a tray with placemat B. Check the food items against the food order C. Cover the food item with a cloche	<ul style="list-style-type: none"> • Service standard • For accuracy • To retain temperature and hygiene during transportation
3. Serve the food	A. Bring tray to the service station B. Place the covers on the side C. Pick-up the plates, one or two in left hand, one plate in right hand D. Ladies first, therefore the plate in the right hand should be for a lady E. Place in front of the guest serve form the right side D. Return tray and cloche form station to the kitchen <ul style="list-style-type: none"> • Follow sequence of service • “Enjoy your appetiser S/M” 	<ul style="list-style-type: none"> • Service standard • Hint • Service standard • To keep station neat and for further use



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42. Serving Soup

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Call order	A. From the kitchen B. Use a tray with placemat Hold in left hand	<ul style="list-style-type: none"> • To inform chef
2. Use soup underliner	A. Take soup underliner B. Place doily on underliner C. Place on tray and place soup saucer on underliner	<ul style="list-style-type: none"> • For appearance • For appearance • For safety
3. Pick-up the soup	A. From chef B. Place soup cup on double underliner	<ul style="list-style-type: none"> • To get the soup • For safety
4. Serve the soup	A. Bring tray to the service station B. Pick-up the underliner, one in left hand, one plate in right hand D. Ladies first, therefore the soup in the right hand should be for a lady E. Place in front of the guest serve form the right side D. Return tray from station to the kitchen	<ul style="list-style-type: none"> • For easy service • When two or more orders otherwise right hand only • Service standard • Service standard • For further use, clear your station at the same time

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	<ul style="list-style-type: none"> • Follow sequence of service • “Enjoy your soup S/M” 	
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43. Serving a Salad

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Call order	<p>A. From the kitchen</p> <p>B. Use a tray with placemat</p> <p>C. Prepare a B&B plate (underliner) with doily</p>	<ul style="list-style-type: none"> • To inform chef
2. Pick-up the salad	<p>A. From cold kitchen chef</p> <p>B. Pick-up dressing in saucier, place on underliner with doily and teaspoon</p>	<ul style="list-style-type: none"> • For service
3. Serve the soup	<p>A. Bring tray to the service station</p> <p>B. Pick-up the underliner with dressing in left hand and salad in right hand</p> <p>C. Place salad in front of the guest serve form the right side and serve salad dressing from the left side</p> <p>D. Place dressing on the table</p> <p>D. Return tray from station to the kitchen</p> <ul style="list-style-type: none"> • Follow sequence of service • “Enjoy your salad S/M” 	<ul style="list-style-type: none"> • For easy service • For fast service • Service standard • So guest can help himself to more • For further use, clear your station at the same time

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4. Type of dressings	A. Oil and Vinegar B. Vinaigrette C. Italian D. Thousand Island E. French	F. Yoghurt G. Dill H. Roquefort I. Balsamic J. Chilli Honey
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44. Making and Serving a Caesar Salad

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Mise-en-Place salad trolley	<p>A. Prepare trolley equipment with rechaud, flaming pan, ashtray, B&B plate with serving spoon, fork and napkin</p> <p>B. Prepare ingredients: Garlic, shallots, anchovy, mustard, eggs, lemon, bacon, croutons, chives, parmesan, white pepper, olive oil, red wine vinegar, Worcestershire sauce</p> <p>C. Get from kitchen: Romaine lettuce, Iceberg, plate with garnish on a silver tray</p>	
2. Ingredients for Two Persons	<ul style="list-style-type: none"> • Garlic 1 tsp. • white pepper to taste • shallots 2 tsp. • anchovy 2 tsp. • Mustard 1tsp • Worcestershire 1 dash • Egg yolk 2 pcs 	<ul style="list-style-type: none"> • Olive Oil 4 dsp • Red wine vinegar 1 dsp • Lemon 2 wdg. • Bacon 4 tsp. • Croutons 4 tsp. • Chives 4 tsp. • Parmesan Cheese 4 tsp.
2. Prepare Caesar Salad	<p>A. Squeeze garlic to oil on the inside of a wooden bowl</p> <p>B. Pour freshly ground pepper onto it</p> <p>C. Add anchovy, shallots, mustard and Worcestershire-shire sauce and mix into a smooth paste</p> <p>D. Add egg yolk, mix together while adding olive oil, red wine vinegar and lemon juice</p> <p>E. Turn to second trolley, light the rechaud, fry the bacon and add the croutons in order that they can become crispy and hot</p> <p>F. Turn back to your dressing, add lettuce and mix gently. Sprinkle chives and parmesan cheese on to it and toss</p>	

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4. Serve the Caesar Salad	G. Serve on to cold dinner plate and top it off with bacon and croutons
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45. Serving a Main Course

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Call order	A. From Kitchen	<ul style="list-style-type: none"> • To inform chef
2. Pick-up Main course	A. From Kitchen pass B. Check the dish C. Place cloche on top D. Carry on tray with traymat	<ul style="list-style-type: none"> • Here food is kept warm • Make sure it is your order and that it is cooked correctly • To keep it warm
3. Serve the food	A. Bring tray to the service station B. Remove cloche from the plates C. Take plates in both hands D. Serve ladies first, therefore the Main course in the right hand should be for a lady E. Place in front of the guest serve from the right side F. Return tray from station to the kitchen <ul style="list-style-type: none"> • Follow sequence of service • “Enjoy your S/M” 	<ul style="list-style-type: none"> • For easy service • Service without cover • When two or more orders otherwise right hand only • Service standard • Service standard • For further use, clear your station at the same time



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46. Serving Dessert

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Pick-up dessert	<p>A. From cold kitchen</p> <p>B. Prepare underliner with doily for ice-cream</p> <p>C. Check the dessert</p> <p>D. Carry on tray with traymat</p>	<ul style="list-style-type: none"> • Pick-up point • Service standard • To avoid mistakes
2. Add additional silverware	<p>A. Place on the table a dessert fork and dessert spoon for cakes</p> <p>B. Dessert fork on the Left side, Dessert spoon on the right side</p> <p>C. Serve teaspoon for ice cream and dessert knife for and fork for fruits</p>	<ul style="list-style-type: none"> • For guest use • Service standard • Standard
3. Serve	<p>A. Bring to the table</p> <p>B. Place in front of the guest serve from the right side</p> <p>C. Return tray from station to the kitchen</p> <ul style="list-style-type: none"> • Follow sequence of service <p>“Enjoy your S/M”</p>	<ul style="list-style-type: none"> • For service

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47. Serving Ice-water

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Pick-up water pitcher	A. From service station B. Mise-en-place should consist of B&B plate, napkin (folded), silver pitcher (polished), water and ice cubes	<ul style="list-style-type: none"> • Mise-en-place • Quick service
2. Carry water goblet to table	A. Make sure table is set-up prior to water service B. Take glasses on a tray and place on the table, serving from the right hand side	<ul style="list-style-type: none"> • Set-up standard • Service standard
3. Carry pitcher	A. Take B&B plate and pitcher in left hand (no tray service) B. Approach the guest from the right side and pour ice water leaving the pitcher in contact with the napkin/plate C. Pour slowly, until glass 80% full.	<ul style="list-style-type: none"> • For correct service • To prevent drip water on the table cloth or guest cloths • Ice cubes can drop in the glass causing water to splash

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48. Serving Bread and Butter - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Prepare breadbasket	<p>A. In the kitchen, prepare bread mise-en-place</p> <p>B. Make sure the basket is free of bread crumbs and napkin is clean and properly folded</p> <p>C. Open bread warmer drawer and with a tong pick up bread selection</p> <p>D. Close drawer behind you</p>	<ul style="list-style-type: none"> • Back of the house preparation • Sanitation and appearance • 2 to 4 Guest - one basket • To keep remaining bread warm
2. Prepare butter	<p>A. Place 2 pcs of portion butter on a butterdish, prepare one dish per person</p> <p>B. Place butter dish on a tray together with the bread basket</p> <p>Note: For breakfast, butter is placed on the table as standard set-up</p> <p>Butter mise-en-place in side station to consist of one bowl with crushed ice and portion butter in the bowl</p>	<ul style="list-style-type: none"> • Standard portioning • Serve together • For guest convenience • For Quick / chilled butter service
3. Serve bread and butter	<p>A. First place butterdish on the left side of the guest on top of the B&B plate</p> <p>B. Serve the bread basket in the centre of the table</p>	<ul style="list-style-type: none"> •

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48. Serving Bread and Butter - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
4. French Bread service	<p>A. In the kitchen, take a loaf of French bread from the bread warmer using a service towel.</p> <p>B. Hold the bread on the cutting board and take bread knife for slicing</p> <p>C. Slice carefully - one slice for each guest + 1</p>	<ul style="list-style-type: none"> • Service procedure, do not touch the bread with your hands - Hygiene and safety • For slicing • Safety
5. Fine Dining room service	<p>A. Prepare fresh butter curls in a silver butterdish filled with ice.</p> <p>B. Place butter on the table, one butterdish per table of 4</p> <p>C. Bring out breadbasket with selection of bread</p> <p>D. Serve guest from the left side using a bread tong</p>	<ul style="list-style-type: none"> • Mise-en-place • Service standard • Serve, do <u>not</u> place on the table • Service sequence

49. Serving Coffee

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Fresh Coffee	<p>A. Prepare mise-en-place from the coffee station in the kitchen Milk/ Cream, sugar bowl (filled with white/ brown sugar and sweetener), coffee cup, saucer and teaspoon</p> <p>B. Place the cup under the nozzle of the coffee machine and press the button for selection (regular/ espresso/ cappuccino)</p> <p>C. Let the cup fill and once full place cup on saucer with teaspoon under the cup handle</p>	<ul style="list-style-type: none"> • First prepare mise-en-place, then coffee - coffee should be served hot • Operational procedure • Ready for service
2. Serve the guest	<p>A. Approach the guest from the right side and place the cup 4 inches from the edge of the table</p> <p>B. Place Milk/cream and sugar bowl on the table in front of the guest</p>	<ul style="list-style-type: none"> • Service standard • For guest to help himself
3. Decanter coffee	<p>A. Prepare clean decanter and fill with coffee at the coffee station</p> <p>B. Place decanter on a tray with traymat</p> <p>C. Carry tray in left hand and approach guest from the</p>	<ul style="list-style-type: none"> • For breakfast service and Catering service only • Service standard • Coffee cup and saucer pre-set on the table

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	right side D. Pour coffee in cup 80% filled	<ul style="list-style-type: none"> • So guest can add cream/milk
4. Return decanter	A. Return to hot plate in side station	<ul style="list-style-type: none"> • To keep coffee warm

50. Serving Tea

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Prepare Mise-en-place	<p>A. Prepare mise-en-place from the coffee/ tea station in the kitchen, teapot, milk jar, sugar bowl (filled with white/ brown sugar and sweetener), coffee cup, saucer and teaspoon and lemon</p> <p>B. Take the tea pot and pre-heat with hot water by placing the pot under the hot water tap of the machine and press the button for start and stop</p> <p>C. Remove the hot water</p> <p>D. Fill with desired tea selection. Place the pot under the hot water tap of the machine and press the button for start</p> <p>C. Let the pot fill and once full place tea pot on a tray with traymat together with the cup/ saucer, teaspoon and milk/sugar/ lemon</p>	<ul style="list-style-type: none"> • First prepare mise-en-place, then tea - tea should be served hot • Operational procedure • Ready for next step • To complete procedure
2. Serve tea	<p>A. Approach guest from the right side and place coffee cup/saucer and teaspoon on the table</p> <p>B. Take teapot and pour tea in cup - 80% full</p>	<ul style="list-style-type: none"> • Service standard

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	<p>C. Place teapot on the table on the right side of the cup</p> <p>D. Place milk, sugar bowl, lemon on the table</p>	
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51. Changing a Dirty Ashtray

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Obtain a clean ashtray	A. Obtain a clean ashtray from the side station and put it on a service tray B. Check all tables in your station	<ul style="list-style-type: none"> • To replace a dirty one • To work efficiently
2. Change ashtray	A. Hold the ashtray in your right hand B. Place the clean ashtray on top of the dirty one so that it is covered properly C. Lift both ashtrays on your tray D. Place clean ashtray on the table	<ul style="list-style-type: none"> • To start procedure • To avoid flying ashes • To finalise action • Service standard