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Task List - The 4-step Method**

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64. Questions for Food Orders - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
<p>1. Coffee</p>	<p>A. "Would you care for?"</p> <ul style="list-style-type: none"> • Freshly brewed coffee, • Vietnamese coffee • Espresso, Cappuccino • Decaffeinated coffee? <p>B. With milk or cream</p> <p>C. Fine dining rooms/ lounges - evening time:</p> <p>"Would you care for our special coffee?"</p> <ul style="list-style-type: none"> • Irish coffee • Cafe Calypso • Cafe Royal • etc. 	<ul style="list-style-type: none"> •
<p>2. Tea</p>	<p>A. "Would you care for . . . ?"</p> <ul style="list-style-type: none"> • English tea • Darjeeling • Earl Grey • Japanese • Orange Pekoe • Lapsang Souchong • Jasmine <p>B. With lemon (we serve milk as a standard)?</p>	<ul style="list-style-type: none"> • Offer choice as guest may not know which flavours we have.



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64. Questions for Food Orders - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Juices	A. "Fresh juices we offer . . . <ul style="list-style-type: none">• Orange• Pineapple• Coconut• Carrot• Watermelon• Grapefruit• Papaya• Mango• (Apple) B. "Chilled juices we offer . . . <ul style="list-style-type: none">• Pineapple• Papaya• Orange• Grapefruit• Tomato• Apple	<ul style="list-style-type: none">• Offer variety
4. Cereals a-la-carte	A. Which kind of cereals would you like? <ul style="list-style-type: none">• Raisin bran (Granola)• Cornflakes• Rice crispies• Weetabix	<ul style="list-style-type: none">• Offer variety

64. Questions for Food Orders - III

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
<p>5. Eggs a-la-carte</p>	<p>A. "Would you like your eggs "</p> <ul style="list-style-type: none"> • Scrambled • Fried • Over easy • Sunny side up <p>• Boiled "How many minutes, please"</p> <p>B. "Would you like to have your eggs with .. ?"</p> <ul style="list-style-type: none"> • Ham • Sausages • Bacon <p>C. "Which omelette would you like to have ?"</p> <ul style="list-style-type: none"> • Plain omelette • Cheese omelette • Spanish omelette • Tomato omelette • Herb omelette 	<ul style="list-style-type: none"> •
<p>6. Breadbasket</p>	<p>"Would you care for ?"</p> <ul style="list-style-type: none"> • Toast • Croissant • Danish • Banana bread • hard rolls • Muffins 	
<p>7. Yoghurt</p>	<p>"Would you care for ?"</p>	

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	<ul style="list-style-type: none"> • Natural • Fruit flavoured 	
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64. Questions for Food Orders - IV

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
8. Pancakes	“Would you care for ?” <ul style="list-style-type: none"> • Plain pancakes • Banana, nuts or blueberry • With bacon, sausages or ham 	
9. Waffles	“Would you care for ?” <ul style="list-style-type: none"> • Plain waffles • Pineapple waffles • mixed fruits 	
10. Salad dressing	“Which dressing would you like to have with your salad?” <ul style="list-style-type: none"> • Vinaigrette • Italian • Thousand Island • French • Yoghurt • Dill • Blue Cheese • Chilli Honey • Balsamic 	
11. Beef or lamb (Hamburgers)	“How would you like your meat done ?” <ul style="list-style-type: none"> • Rare • Medium rare • Medium • Medium well • Well done 	



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64. Questions for Food Orders - V

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
12. Beef Lamb Cold cuts Hot-dogs Steak Sandwich Beefburger	“Would you care for ?” <ul style="list-style-type: none"> • Mustard 1. English Colemans 2. French Meaux 3. American Dijon • Sauces: 4. Heinz Ketchup 5. Chilli sauce 6. H&P 7. Tabasco 8. Worcestershire 	
13. Sandwiches	A. “Which bread would you care for ?” <ul style="list-style-type: none"> • White bread • Whole wheat • Rye bread • Toasted or plain? B. “Would you prefer ?” <ul style="list-style-type: none"> • Butter • Margarine • Mayonnaise • Plain 	
14. Ice cream	A. “Which flavour would you prefer?” <ul style="list-style-type: none"> • All Flavours B. “How many scoops would	



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you like?"



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65. Questions for Beverage Orders - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Aperitifs:	A. Vermouth/ Sherry “Would you care for a sweet or dry vermouth/sherry?” “Would you like your vermouth <u>straight</u> or <u>on the rocks</u> ?”	•
2. Whiskey	A. “Would you prefer . . . “? <ul style="list-style-type: none">• Scottish• Irish• Bourbon• Canadian B. “Would you like your whiskey ?” <ul style="list-style-type: none">• Straight or on the rocks• With soda water or plain water	•
3. Beer	A. “Would you care for a draught beer or can?” B. Would you prefer a local or imported beer?”	•
4. House wine	A. “Would you care for French or Australian wine?” B. “Would you care for Red wine, White wine or Rose?”	•

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	C. “Would you like a glass or carafe?”	
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65. Questions for Beverage Orders - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
5. Tomato Juice	A. Bring condiments on a B&B plate with doily: <ul style="list-style-type: none"> • Salt & pepper shaker • Tabasco • Worcestershire 	
6. Mineral Water	Would you care for . . . ? <ul style="list-style-type: none"> • Perrier • San Pellegrino • La Vie - mineral water • Local mineral water 	


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66. Delivering a Meal to the Guest Room - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Check the table set-up	<p>A. Correct chinaware, glassware, cutlery, flower, salt & pepper, etc.</p> <p>B. Check the food as per captain order</p> <p>C. Check the beverages as per order</p> <p>D. Check the bill and billfold (with pen!)</p>	<ul style="list-style-type: none"> • To avoid missing items
2. Deliver order to the room	<p>A. Knock on the door three (3) times, wait a few seconds and say: "Room Service" clearly</p> <p>B. Greet the guest by his surname or title, say: "Good morning/ afternoon/ evening, mr/ms. "Your breakfast/ lunch/ dinner / drinks."</p> <p>C. Place door stopper under the door to keep it opened</p>	<ul style="list-style-type: none"> •
3. Place in proper location	<p><u>Tray</u></p> <p>A. While following the guest ask: "Would you like your served on the desk or coffee table?"</p>	<ul style="list-style-type: none"> •


66. Delivering a Meal to the Guest Room - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
	<p><u>Trolley</u></p> <p>B. Push trolley in the room and locate with sufficient space to go around.</p> <ul style="list-style-type: none"> • Open the flaps and adjust table setting. • Take food from the hot box and place on the table • Adjust chair(s) in position <p>• Repeat order for the guest to confirm</p>	<ul style="list-style-type: none"> • So guest can still pass around • Standard service procedure • If two guest, place one guest sits on the edge of the bed • For confirmation
<p>5. Leave the room</p>	<p>A. Remove all plastic covers from the glasses</p> <p>B. Assist pouring coffee or tea by asking: “Would you like me to pour your coffee/tea?”</p> <p>C. Present the guest check for signature</p> <p>D. Remind guest to call Room Service for collecting the tray/ trolley.</p> <p>E. Take the hot box from the trolley and leave saying:</p> <p>“Enjoy your breakfast/ lunch/ dinner/ drink, Mr. /ms. “</p>	<ul style="list-style-type: none"> • For neatness of presentation • Offering service • For settlement • So we can collect our equipment • For use with other orders

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66. Mixing a Drink

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Obtain a polished and lint free glass	From the display/ glass section of the bar	<ul style="list-style-type: none"> • Select the correct glass for the drink
2. Prepare garnish	By using fresh ingredients and correct garnish as per cocktail recipe	<ul style="list-style-type: none"> • Standard procedure
3. Place ice in the glass	Use the ice scoop!	<ul style="list-style-type: none"> • Ice first to chill the drink
4. Add ingredients	As per recipe, use a jigger for correct measures	<ul style="list-style-type: none"> • To make all drinks according to correct taste
5. Finish drink	Add: Mixer Juice A Dash	<ul style="list-style-type: none"> • Achieve the correct volume
6. Garnish the drink	Mount or float garnish Add swizzle stick Add straw	<ul style="list-style-type: none"> • Essential for presentation

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67. Using a Stirring Glass

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Obtain stirring glass and spoon	From equipment shelve or display of the bar	<ul style="list-style-type: none"> • Ensure glass and spoon are clean
2. Place fresh ice in glass	Use ice scoop, fill 1/3 or less depending on no. of drinks	<ul style="list-style-type: none"> • Ice melts and dilutes the drink. Ice to chill the drink
3. Measure as per recipe the ingredients in the glass	Use Jigger	<ul style="list-style-type: none"> • For correct taste
4. Stir the ingredients	Place spiral of spoon between thumb and forefinger Rub thumb against finger with spiral in between to mix	<ul style="list-style-type: none"> • This will start the turning of the spoon
5. Strain into appropriate glass	Lift glass with right hand and with left hand hold spoon over glass spout	<ul style="list-style-type: none"> • To prevent ice form going into the glass
6. Wash equipment		<ul style="list-style-type: none"> • So it is clean and ready for further use.



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68. Mixing a Martini

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Obtain polished and lint free Martini glass	From Glass shelf in the bar	<ul style="list-style-type: none">• Always present clean glasses
2. Obtain clean stirring glass	From equipment shelf or bar	<ul style="list-style-type: none">• For use
3. Prepare garnish	Green olive on a pick or Twist of lemon to be floated Add ice to glass if asked	<ul style="list-style-type: none">• These are the correct garnishes
4. Place fresh ice in the stirring glass	Use ice scoop Use 1/3 ice depending on the no. of drinks	<ul style="list-style-type: none">• For use
5. Measure ingredients	Use jigger	<ul style="list-style-type: none">• Exact measures are vital
6. Stir mix	See previous procedure	
7. Strain into glass	See previous procedure	<ul style="list-style-type: none">•
8. Garnish Martini	With prepared garnish: lemon twist or olive	<ul style="list-style-type: none">• A martini must be correct!

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69. Mixing a Cocktail

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Obtain polished and lint free Cocktail glass	From Glass shelf in the bar	<ul style="list-style-type: none"> Always present clean glasses
2. Obtain cocktail shaker or bar blender	From equipment shelf or bar	<ul style="list-style-type: none"> For use
3. Prepare garnish	As per recipe	<ul style="list-style-type: none"> Correct garnishes are essential
4. Follow procedures	See procedures described in the Bar Manual	
5. Place garnish on glass	On glass - MOUNTED In glass - FLOATING Place straw in glass when appropriate	
6. Clean Equipment		<ul style="list-style-type: none"> For hygiene and further use

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70. Preparing Garnish for Cocktail

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Place food requisition	Order your basic food items for garnish preparation: <ul style="list-style-type: none"> • Pineapple • Apple • Nutmeg • Maraschino cherry • Orange • Lime and Lemon • Mint leaves • Sugar, salt, pepper • etc. Wash carefully the fruit before using Cut fruits according to recipe	<ul style="list-style-type: none"> • Mise-en-place
2. Pick-up flowers	Fill in the flower requisition form and give to flower shop Keep flowers in water and cool	<ul style="list-style-type: none"> • To keep in good condition
3. Pick-up decoration material	Fill in general store requisition for cocktail stick, stirrer, umbrellas etc. Approval by F&B Office	<ul style="list-style-type: none"> • For service
4. Prepare basic garnish	Make preparations and store in proper containers for use during the day/ evening	<ul style="list-style-type: none"> • Work habits


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71. Answering a Telephone Call

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. When the phone rings, pick up the receiver	A. Answer promptly after two (2) rings. B. Pick-up the phone quietly and gently	<ul style="list-style-type: none"> • Do not let the caller waiting
2. Immediately identify the location	A. Say: “Good morning/ afternoon/ evening, <<outlet name>>, <<your name>> speaking, may I help you?”	<ul style="list-style-type: none"> • Courtesy and identifying lets the caller know he has reached the correct location
3. Greet caller by name	A. Caller may identify himself or name can be read from the display telephone B. When you know the name use it.	<ul style="list-style-type: none"> • Courtesy
4. Speak clearly and courteously	A. Always be polite, use a pleasant tone of voice B. Do not mumble or speak monotonous C. “Smile” when you speak	<ul style="list-style-type: none"> • Courtesy • Avoid misunderstanding • When you “Smile” your voice becomes more pleasant
5. Remain Calm	A. Do not get nervous, remain calm and be helpful B. Thank the caller for calling C. Put the receiver down after	<ul style="list-style-type: none"> • Standard

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	the caller has hung up	
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72. Taking an Order on the Telephone

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Be ready	A. With all the required stationary: • Pencil and Eraser • Reservation book • Notebook/ Captain order	<ul style="list-style-type: none"> • For efficiency
2. Listen very attentively	A. Pay close attention to the callers order B. Avoid doing two thing at the same time	<ul style="list-style-type: none"> • Common courtesy
3. Take down the order	A. Write everything down while the caller is ordering B. Repeat the order once the caller is finished talking	<ul style="list-style-type: none"> • To avoid mistakes
4. Ask questions (if required)	A. To ensure getting the exact order B. To offer suitable suggestions in addition to the order	<ul style="list-style-type: none"> • For accuracy and additional sales
5. Finish the Call	A. After taking the order ask if you can repeat the order and proceed B. Advise the caller of the delivery time by saying: “Your order will be delivered in minutes”	<ul style="list-style-type: none"> • For accuracy • So the caller can prepare himself

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	C. Thank the caller: “Thank you for calling Mr./Ms. “	
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