

24.A *Sequence of Service*

24.A.1. *Breakfast*

Hostess / Manager:

- Greets the guest and says:
“Good morning Sir/Madam (L/G), welcome to the Cafe Promenade. Would you like to sit on the veranda or inside the restaurant.”
If it is inside the restaurant:
“Would you prefer a smoking or non-smoking table S /M, L/G
“How many is your party, please?”
- Escorts the guest to the table saying:
“This way, please”
- pulls out the chair to seat the guest and says:
“Is this table convenient?”
Enjoy your breakfast S/M, L/G

Captain / Waiter:

- Approaches the guest with one menu per person in hand and says:
“Good morning Sir/Madam (L/G)”
- Presents the menu to the guest and says:
“We offer breakfast buffet S/M, L/G”
After a while he asks the guest’s selection:
“Have you made your choice S/M, L/G?”
The guest selects the buffet breakfast.
- Points to the buffet and says:
“The buffet is this way, and would you care for coffee or tea?
“Thank you S/M, L/G what is your room number, please? Will you require separate checks S/M, L/G”
“Enjoy your breakfast”
- Writes his captain order and hands it to the waiter
The guest selects the continental breakfast set or a-la-carte:
- Writes the order on his captain order and asks:
“Would you care for coffee or tea?”
Thank you S/M, what is your room number, please.
Enjoy your breakfast.”
- Completes his captain order and hands it to the waiter.

Waiter / Busboy:

- Acknowledges the captain order and brings one copy to his station, one copy to the cashier.
- Goes to the table and says:
“Good morning Sir/Madam (L/G, here is your coffee / tea / continental breakfast”
“Enjoy your breakfast, please”.
Note: If the guest does not want any coffee or tea, the cup, saucer and tea-spoon will be removed on a tray and placed back in the service station.

Captain, waiter, busboy:

Every time the guest goes to the buffet table the c/w/bb:

- folds the guest napkin and places it on the right-hand side next to the dinner knife
- removes the used plate and cutlery on a tray and returns this to the station
- in case additional cutlery needs replacement, it will be placed on the table from a dessert plate on tray with linen underliner
- to change ashtrays when one cigarette is used, not more.
- to replenish coffee / tea when cup is 2/3 empty

Waiter / Busboy:

When breakfast is completely finished:

- removes plates, cutlery on a tray and places it on the service station or debrassage area
- Leaves on the table:
coffee cup, saucer and teaspoon
butter, sugar bowl, jam
ashtray, salt and pepper shaker
flower and vase
linen napkin

Captain:

- He approaches the table with guest check in hand and says:
“Excuse me S/M, L/G, is there anything further I can do for you?”
If yes, Captain handles the request.
If no, captain presents the cheque, the room number is already written on it and says:
“Thank you S/M, L/G”

Captain, Waiter, Busboy:

The guest leaves the table:

- Pulls out the chair and says:
“Thank you S/M/, L/G, have a pleasant day”

Hostess / Manager:

The guest leaves the restaurant:

- says:
“Thank you S/M/, L/G, have a pleasant day”

Waiter / Busboy:

- Cleans and clears the table
- Changes the placemat
- resets the table

24.A.2. *Lunch*

Hostess / Manager:

- Greets the guest and says:
“Good morning / afternoon S/M, L/G, welcome to the Cafe Promenade. Would you like to sit on the veranda or inside the restaurant.”
If it is inside the restaurant:
“Would you prefer a smoking or non-smoking table S /M, L/G
“How many is your party, please?”
- 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:
Enjoy your breakfast S/M, L/G”

Captain / Waiter:

- Approaches the guest with one menu per person in hand and says:
“Good morning / afternoon S/M, L/G”
“Would you like to start with a drink, please (suggestions!)”
- Takes the beverage order on a captain order according to sequence, then says to the guest:
“Thank you.”
- Hands the captain order to the waiter
- Presents the menu to the guest and says:
“May I recommend our daily special, which is the”
- After a while he asks the guest’s selection:
“Have you made your choice S/M, L/G?”
the guests’ selection is written on the captain order according to sequence of order.
“Thank you, S/M, L/G, what is your room number, please? Will you require separate checks S/M, L/G”
“Please enjoy your lunch”.
- Hands his captain order to the waiter

Waiter / Busboy:

- Greets the guest(s) and says:
“Good morning S/M, L/G”
- Pours ice water.
- Removes place setting from unoccupied seats
- Reset the empty space with flower vase, ashtray, salt/pepper shaker and sugar bowl
- Distributes the captain order for beverage service (3)
one copy for his station
one copy for the bar
one copy for the cashier
- Delivers the drinks according to sequence order
- Captain to assist for wine order
- Distributes the captain order for food service (5)
one copy for his section
one copy for the cashier
two copies for the kitchen
one copy for himself
- Serves the bread in the breadbasket and the butter in the butterdish (number of people + 1)
- Removes any cutlery not required and adds or adjusts any cutlery required
- Picks up the appetisers on tray and brings to the station with copy of captain order inserted

Captain, waiter:

- Serves the appetiser according to sequence order and says:
“Enjoy your meal S/M”
- Places the copy of the captain order back on the station

Every time the guest goes to the buffet:

- Folds the guest napkin and places it on the right hand side next to the dinner knife
- Removes the used plate and cutlery on a tray and returns this to the station
- In case additional cutlery needs replacement, it will be placed on the table from a dessert plate on tray with linen underliner

Waiter / Busboy:

- To change ashtrays filled with one cigarette, not more.
- Refill the water glass when 2/3 empty
- Replenish the breadbasket when only one roll left
- Removes appetisers plates on a tray to the service station or debrassage area
- Picks-up the main course on a tray and brings to the station with copy of captain order inserted.

Captain/ waiter

- Adjusts cutlery if necessary
- Serves the main course according to sequence order
- After 2 - 3 minutes captain approaches table and asks:
“Is everything satisfactory S/M” (sales)
If the guest says no, captain handles
If guest says yes then captain answers: “Thank you sir / madam”

Waiter / Busboy:

- Changes ashtrays filled with one cigarette, not more.
- Refill the water glass when 2/3 empty
- Replenish the breadbasket when only one roll left
- Removes main course plates on a tray to the service station or debrassage area
- Clears all the cutlery and chinaware, bread and butterdish, salt & pepper shakers
- Leaves dessert spoon and fork and water glass
- Crumbs the table with service cloth on dessert plate

Captain / Waiter:

- Approaches the guest with one menu per person in hand and says:
“Would you like to order ice-cream for dessert or do you prefer dessert from the menu S/M?”
- Then asks again
“Would you prefer coffee or tea S/M?”
- Takes the order on a captain order according to sequence
- Adjusts the dessert fork on the left hand side
the dessert spoon on the right hand side
- For persons not having dessert removes the dessert spoon and fork
- Says: “Thank you”
- Hands the captain order to the waiter

Waiter / Busboy:

- Distributes the captain order for food service (5)
one copy for the side station
one copy for the cashier
two copies for the kitchen
one copy for himself
- Picks-up the ice-cream, dessert, coffee, tea, milk or cream on try and brings to the side station with copy of captain order inserted

Captain:

- Serves the dessert according to sequence order
Sets-up for coffee, tea with coffee saucer, cup and teaspoon, sugar bowl
- Pours coffee or tea
- Says: “Enjoy your dessert S/M , L/G.”

Waiter / Busboy:

- Removes the dessert plates on tray to the debrassage area
- Changes ashtrays filled with one cigarette, not more.
- Refill the water glass when 2/3 empty
- 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:

- Approaches the table with guest check in hand and says:
“Excuse me, is there anything further I can do for you?”
- If yes, Captain handles the request.
If no, captain presents the cheque, the room number is already written on it and says: “Thank you S/M, L/G”

Captain, Waiter, Busboy:

The guest leaves the table:

- Pulls out the chair and says: “Thank you S/M/, L/G, have a pleasant day”

Hostess / Manager:

The guest leaves the restaurant:

- says: “Thank you S/M/, L/G, have a pleasant day”
Opens the door

Waiter / Busboy:

- Cleans and clears the table
- Changes the placemat
- resets the table

24.A.2. Dinner

Hostess / Manager:

- Greet the guest and says:
“Good evening S/M, L/G, welcome to the Cafe Promenade. Would you like to sit on the veranda or inside the restaurant.”
If it is inside the restaurant:
“Would you prefer a smoking or non-smoking table S /M, L/G
“How many is your party, please?”
- 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:
Enjoy your breakfast S/M, L/G”

Captain / Waiter:

- Approaches the guest with one menu per person in hand and says:
“Good Evening S/M, L/G”
“Would you like to start with a drink, please (suggestions!)”
- Takes the beverage order on a captain order according to sequence, then says to the guest:
“Thank you”.
- Hands the captain order to the waiter
- Presents the menu to the guest and says:
“May I recommend our dinner buffet, which is
- After a while he asks the guest’s selection:
“Have you made your choice S/M, L/G?”
- The guests’ selection is written on the captain order according to sequence of order.
The guest selects the buffet
- Points towards the buffet and says:
“The buffet is this way.”
“Thank you, S/M, L/G, what is your room number, please? Will you require separate checks S/M, L/G?”
“Enjoy your dinner.”
- Completes the captain order and hands this to the waiter

Waiter / Busboy:

- Greet the guest(s) and says: “Good Evening S/M, L/G”
- Pours ice water
- Removes place setting from unoccupied seats
- Reset the empty space with flower vase, ashtray, salt/pepper shaker and sugar bowl
- Distributes the captain order for beverage service (3)
one copy for his station
one copy for the bar
one copy for the cashier

- Delivers the drinks according to sequence order
- Captain to assist for wine order
- Distributes the captain order for food service (5)
 - one copy for his section
 - one copy for the cashier
 - two copies for the kitchen
 - one copy for himself
- Serves the bread in the breadbasket and the butter in the butterdish (number of people + 1)
- Removes any cutlery not required and adds or adjusts any cutlery required
- Picks up the appetisers on tray and brings to the station with copy of captain order inserted

Captain waiter:

- Serves the appetiser according to sequence order and says:
“Enjoy your dinner S/M”
- Places the copy of the captain order back on the station

Every time the guest goes to the buffet:

- Folds the guest napkin and places it on the right hand side next to the dinner knife
- Removes the used plate and cutlery on a tray and returns this to the station
- In case additional cutlery needs replacement, it will be placed on the table from a dessert plate on tray with linen underliner

Waiter / Busboy:

- Changes ashtrays filled with one cigarette, not more.
- Refill the water glass when 2/3 empty
- Replenish the breadbasket when only one roll left
- Removes appetisers plates on a tray to the service station or debrassage area
- Picks-up the main course on a tray and brings to the station with copy of captain order inserted.

Captain/ waiter

- Adjusts cutlery if necessary
- Serves the main course according to sequence order
- After 2 - 3 minutes captain approaches table and asks:
“Is everything satisfactory S/M” (sales)
If the guest says no, captain handles
If guest says yes then captain answers: “Thank you sir / madam”

Waiter / Busboy:

- Changes ashtrays filled with one cigarette, not more.
- Refill the water glass when 2/3 empty
- Replenish the breadbasket when only one roll left
- Removes main course plates on a tray to the service station or debrassage area

- Clears all the cutlery and chinaware, bread and butterdish, salt & pepper shakers
- Leaves dessert spoon and fork and water glass
- Crumbs the table with service cloth on dessert plate

Captain / Waiter:

- Approaches the guest with one menu per person in hand and says:
“Would you like to order ice-cream for dessert, or do you prefer dessert from the menu S/M?”
- Then asks again:
“Would you prefer coffee or tea S/M?”
- Takes the order on a captain order according to sequence
- Adjusts the dessert fork on the left hand side
the dessert spoon on the right-hand side
- For persons not having dessert removes the dessert spoon and fork
- Says: “Thank you”
- Hands the captain order to the waiter

Waiter / Busboy:

- Distributes the captain order for food service (5)
one copy for the side station
one copy for the cashier
two copies for the kitchen
one copy for himself
- Picks-up the ice-cream, dessert, coffee, tea, milk or cream on tray and brings to the side station with copy of captain order inserted

Captain:

- Serves the dessert according to sequence order
Sets-up for coffee, tea with coffee saucer, cup and teaspoon, sugar bowl
- Pours coffee or tea
- Says: “Enjoy your dessert S/M , L/G.”

Waiter / Busboy:

- Removes the dessert plates on tray to the debrassage area
- Changes ashtrays filled with one cigarette, not more.
- Refill the water glass when 2/3 empty
- 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:

- Approaches the table with guest check in hand and says:
“Excuse me, is there anything further I can do for you?”
- If yes, Captain handles the request.

- If no, captain presents the cheque, the room number is already written on it and says:
“Thank you S/M, L/G”

Captain, Waiter, Busboy:

The guest leaves the table:

- Pulls out the chair and says: “Thank you S/M/, L/G, have a good night”

Hostess / Manager:

The guest leaves the restaurant:

- says: “Thank you S/M/, L/G, have a good night, we hope to see you again soon”
Opens the door

Waiter / Busboy:

- Cleans and clears the table
- Changes the placemat
- resets the table