

TRAINING PROGRAM  
RESTAURANT PERSONNEL

PART VIII

Sequence of Service

The dining experience to a guest should flow with order, ease and professionalism in an unhurried and relaxed atmosphere.

- I. The Order of Service for Breakfast.
  1. The table is properly set and ready for service before guests are brought to the table to be seated.
  2. The host or hostess greets and seats the guests and presents the menu.
  3. The bushelp properly greets guests and offers and serves coffee.
  4. The wait help greets guests pleasantly and takes food order.
  5. The bushelp offers and serves water.
  6. The wait help serves the starter (fruit or juice).
  7. The bushelp refills coffee/water.
  8. The bushelp removes the starter.
  9. The wait help serves the entree.
  10. The bushelp refills coffee/water.
  11. The bushelp removes the entree.
  12. The bushelp checks and changes ashtray as required.
  13. The bushelp refills coffee/water.

14. The wait help checks if further service is required.
15. The wait help presents the check and receives payment.
16. The wait help and bus help thank departing guests and assist from table if possible.
17. The bus help clears and resets table.

## II. The Order of Service for Lunch

1. The table is properly set and ready for service before guests are brought to the table to be seated.
2. The host or hostess greets and seats the guests and presents the menu.
3. The bus help greets guests properly and offers and serves butter and garlic toast.
4. The bus help offers and serves water.
5. The wait help greets guests and takes cocktail order.
6. The wait help serves the cocktail order.
7. The wait help takes the food order.
8. The wait help serves the starter (soup or salad).
9. The bus help offers more butter/garlic toast.
10. The bus help refills water.
11. The bus help changes ashtray.
12. The wait help offers another cocktail and removes empty glasses.
13. The wait help serves the entree.
14. The bus help removes the entree.
15. The wait help crumbs the table.
16. The wait help suggests and takes dessert and beverage order.

17. The wait help serves dessert, coffee/tea.
18. The bus help replenishes coffee/tea.
19. The wait help checks if further service is required.
20. The wait help presents the check and receives payment.
21. The wait help and bus help thank departing guests and assist from table if possible.
22. The bus help clears and resets table.

#### Points to Remember

- Basically, the entire service for breakfast and lunch is done from the right of the guest. The only exceptions are serving bread and butter and condiments, which are all served from the left.
- Conversely, all removal is done from the right, with the exception of the butter plate, which is removed from the left.

#### Bus help Procedures

##### I. SET UP

- obtain mise-en-place and stocks stations
- pick up and prepare butter
- set up tray jacks
- assist in setting up tables and settings.
- pick up bread baskets and prepare garlic toast
- set up ice bins
- pick up and set up coffee and water pitchers
- pick up and stock stations with milk and cream

## II. SERVICE

### A. Dining Room

- greet guests pleasantly
- offer and serve water
- offer and serve butter and garlic toast
- remove starters and entrees
- refill coffee, water
- replenish butter, garlic toast
- check and change ashtrays
- bus and reset tables
- aid waiters with service
- may run errands

### B. Service Station

- refill coffee pots and water pitchers
- keep stations clean
- keep stations well supplied
- remove busing trays to kitchen area

## III. BREAKDOWN

- clear all tables
- clear stations of all mise-en-place
- remove dirty linen bags to dish-washing area
- remove clean linen and place in napkin bin
- clean stations of all debris

- remove all dirty trays and tray jacks
- ensure station in proper order before going off duty (stations are used for dinner service so must be left in good order for night crew).

END OF PART VIII