

# Standards of Performance Manual

Individualise this to your establishment

## Restaurant, Bars and Banqueting Service Operations Procedures

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## TAKING AN ORDER

- A) All food orders are taken on triplicate pads:  
 Breakfast Pad  
 Lunch & Dinner - White Grill RM Pad  
 Lounge/Rm Service/Sundry Pad
- B) Top copy is to go to reception or bar to write the bill.
1. Take guests food order - write neatly ensuring all sections are completed - e.g. covers, room no, date, table no + **Time order taken**. Don't forget to ask the customer for their key card (if applicable) and get them to sign.

Example of Check Pad

9.30			
<b>Table no.</b> 6	<b>Date</b> 05/07/06	<b>Covers</b> 4	<b>Room no.</b> 203/204
1 x Soup (203) 1 x Pate (204) 1 x Sausage (204) 1 x NS (203)			
1 x Steak – Veg – m/w (204) 1 x Chicken – Chips (204) 2 x Lamb – Salad (203)			
3 x Apple – 2 cust – 1 ice cream 1 x Chesse/Bisc (203)			
<b>Print name: xxxxxxxx</b>			
<b>Signature: xxxxxxxx</b>			

2. At all times, make sure you take the menu off the table after you have taken the order so that your colleagues will know that the order has been taken and the customer is not kept waiting.
4. Allocate copies of the order appropriately as directed by your superior.
5. If the guests are not sat at their table inform the kitchen.  
Before you 'call away' the first course make sure that:
  - The correct cutlery is on the table
  - Drinks/wine have been served
6. Follow procedures.

# **SERVING FOOD**

## **What to do**

- Check that your customers have the correct cutlery before serving.
- Clear the table of used items and empty bottles between the starter & main courses.
- Serve the food as soon as the whole order is ready. Hot food is a no.1 priority.
- If a customer is not having a starter, remove cutlery from the table using a tray. The only cutlery that should be on the table is the cutlery that the customer is going to use.

## **How to do it**

1. Make sure the rims of the plates are clean.
2. Use a clean cloth to carry the plates if they are too hot.
3. Only carry as many as you can carry easily.
4. If possible carry 2 plates in your hand by holding one and placing the other above the first, resting it on your forearm and thumb. Carry a plate in your other hand. An experienced member of staff will demonstrate this for you.
5. Move around the table to place the food in front of the customers. Don't lean across. If possible serve from the left hand side of the customer.

## **Why Do It**

- It's quicker and more professional if you require fewer trips to the kitchen to serve your table's food.

## **Things Not To Do!**

- Interrupt your customers – remember who is having which dish so you don't have to ask.
- Do not take out a partial orders - wait until the complete order is ready, therefore the customer is not kept waiting.
- Do not take food out if you do not think the meal meets the required standards or is missing an item off the product description. Know the spec cards and also what each item on the menu should look like.

# **SERVING DRINKS**

## **What To Do**

- Take a drinks order soon after seating a customer in the restaurant. Ask the customer if they would like to see the wine list or if they would like any wine with the meal. If not, remove glasses. When offering wine, up sell rather than simply offering house wines. You should be able to recommend wines and also know the range in stock and also their characteristics.
- When customers in the bar have almost finished their drinks go over and ask if you can get them another one.
- Fill up wine glasses or offer more drinks during the meal.

## **How To Do It**

1. All drinks must be served from a clean tray.
2. Place the drink on a cocktail serviette if you have them.
3. Lift and carry all glasses at the base.
4. When serving a mixer only pour half and leave the remainder with the customer.
5. Place drinks within easy reach of the customer but above the place setting so that they are less likely to be knocked over.
6. Serve jugs of iced water on a side plate.

## **Things Not To Do!**

- Never handle glasses by the rim.
- Serve drinks or carry empty glasses without using a tray.
- Do not carry opened full bottles of wine on a tray.

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## **LAYING A TABLE IN THE RESTAURANT**

The layouts below show various types which could be used within the restaurant. Ask the Restaurant Manager to clarify the cover layout for the restaurant. The layouts show the cover for an A la Carte style, a table d'hôte style and also breakfast.

### **What to do**

- Cutlery, glassware and flatware should be laid from a tray, using a service cloth to hold the items in the cloth, so to prevent finger marks on the cutlery after it has been polished.
- There should not be at any time during the meal, be more cutlery, glassware and flatware on the table than is required by the guest at that specific time.
- When a table d'hôte cover has been laid the staff member should remove, after the order has been taken, any unnecessary cutlery, glassware and flatware and relay any extra items that may be required. This will ensure that the customer commences the meal with all relevant cutlery, glassware and flatware required for the dishes chosen.
- Place napkin (folded triangle) in middle of the cover.

## **RESTAURANT LAYOUT**

It is vitally important that during service in the restaurant you know where orders are going and know exactly which table the order is destined for. Therefore you should familiarise yourself with the layout of the restaurant and table numbers. This is important for the restaurant to be able to offer its customers a quick and efficient service and also that you and the kitchen know what is happening when you are clearing and calling away tables.

Ask the Restaurant Manager or an experienced member of staff to take you round the restaurant and explain to you the table numbers until you feel confident of knowing exactly where each table is and can tell Chef or another member of staff a specific table without having to think long and hard about it, as it should come instantly to you.

## **CLEANING SCHEDULE**

In order to ensure that high service standards are maintained in the bars and restaurant it is vitally important that the areas are kept clean and are ready for service. The following cleaning schedule is an example of the cleaning schedule used in the department. It is important that everything is done on the schedule every day and that each staff member familiarises themselves with the cleaning schedule and after each task has been done, they sign the task off to show that it has been done. The departmental managers check this schedule on a regular basis.

## CLEANING ROTA RESTAURANT & BARS

DATE ENDING:.....

RESTAURANT	FREQUENCY	MON	TUES	WEDS	THUR	FRI	SAT	SUN
DUST RESTAURANT	DAILY							
HOOVER CARPET	DAILY							
EMPTY WASTE BINS	DAILY							
CLEAN/REFILL CRUETS	WEEKLY							
CLEAN/REFILL SUGAR BOWLS	DAILY							
REFILL SAUCE CONTAINERS	DAILY							
CLEAN CARVARY COLD DISPLAY	DAILY							
CLEAN COFFEE MACHINE AREA	DAILY							
<b>STILL AREA LUNCH</b>								
WIPE WORK SURFACES	DAILY							
CLEAN SINK	DAILY							
TIDY SHELVES	DAILY							
SWEEP/MOP FLOOR	DAILY							
<b>STILL AREA DINNER</b>								
WIPE WORK SURFACES	DAILY							
CLEAN SINK	DAILY							
TIDY SHELVES	DAILY							
SWEEP/MOP FLOOR	DAILY							
<b>BARS</b>								
CLEAN GLASS MACHINE	WEEKLY							
POLISH BAR TOP	DAILY							
CLEAN GLASS SHELVES	DAILY/ WEEKLY							
CLEAN BOTTLE SHELVES	WEEKLY							
SOAK/CLEAN OPTICS	DAILY							
SOAK NOZZLES AND SPRINKLERS	DAILY							
CLEAN FRIDGES	WEEKLY							
EMPTY ICE BUCKET	DAILY							
DUST DISPLAY SHELVES AND BOTTLES	WEEKLY							

**NOTE: INITIAL EACH BOX WHEN COMPLETED AT THE END OF EACH SHIFT**

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