

## Standards of Performance

### Restaurant, Bars and Banqueting Service Operations Procedures

RESTAURANT SERVICE STANDARDS .....	2
THE FAMOUS 5.....	3
CORE SERVICE SKILLS .....	4
TAKING AN ORDER .....	5
SERVING FOOD.....	6
SERVING DRINKS .....	7
CLEARING A TABLE DURING SERVICE .....	8
SERVING WINE .....	9
USING A TRAY .....	10
RE-LAYING THE TABLE.....	<b>Error! Bookmark not defined.</b>
LAYING A TABLE IN THE RESTAURANT .....	11
RESTAURANT LAYOUT .....	12
CLEANING SCHEDULE.....	13
LOUNGE BAR OPENING PROCEDURES .....	15
LOUNGE BAR CLOSING PROCEDURES .....	16
RESTAURANT OPENING AND CLOSING PROCEDURES.....	17
BAR BILLING.....	18
BAR CREDIT SHEET .....	<b>Error! Bookmark not defined.</b>
BUFFET PRESENTATION.....	<b>Error! Bookmark not defined.</b>
FUNCTION PROCEDURES .....	<b>Error! Bookmark not defined.</b>

**This document is a preview, what you see on the contents  
page is what is on the full detailed document**

# RESTAURANT SERVICE STANDARDS

## **1. THE KEY TO SUCCESS – Pre service preparation**

- Walk your work area before service and check all the tables are laid up properly, the cutlery and glasses are all clean and smear free, if not change immediately and also that the floor and seats clean and crumb free.
- Check at the briefing for menu updates and ensure you have sufficient back up of condiments, cutlery, napkins etc and that menus are out and that you also have enough order pads for the night's business.

- **MORE TEXT ON FULL RESOURCE**

## **2. MAKE THE OFFER – take the food order**

- After serving the drinks, take the food order, suggesting at least 2 menu items by name. Don't forget to ask what they would like to accompany their meal i.e. veg, salad. If they are ordering steak, ask how they would like it cooked and also use the opportunity of up selling a sauce to go with the steak.
- If residents and there is more than one person on the table, each person's order should have their corresponding room number, so that Reception knows what to charge and to which rooms.
- Repeat order back to the guest to avoid mistakes or misunderstanding.
- **Write the time on the order straight away and take it to the kitchen.**

## **3. THE FOOD'S THE STAR – Serving**

- Ensure the correct cutlery is available on the table before the food is served. If Soup has been ordered, place the soupspoons and butter on the table before taking the starters out, using a tray to carry the cutlery to the customer. Lay the cutlery from the left hand side of the customer (if possible).
- Only serve the main course when all the dishes and vegetables are ready.
- Offer condiments straight after serving the main course. Always ask guests who have ordered a steak if they are satisfied that it is cooked adequately.
- If the customer is not having any starters, then remove any cutlery, using a tray, which will not be used.

## **4. HOW ARE WE DOING – The check back**

- Return to the table ¼ way through the meal and check that everyone is happy with the meal.
- Remember the phrase "How are you enjoying your meal?" and **NOT** "everything all right?"
- Ask if anyone would like to more drinks and deliver within 4 minutes or top up wine glasses.
- Clear away empty glasses or bottles and the condiments if they have finished using them.

- **MORE TEXT ON FULL RESOURCE**

## THE FAMOUS 5

### 5 THINGS THAT WILL MAKE YOUR JOB EASIER & YOUR CUSTOMERS HAPPIER

#### **1. Watch the Door**

The first 30 seconds are vital to the customer.

A warm welcome as soon as they have walked in is essential.

Be on the restaurant floor at all times.

#### **2. Walk Your Section**

Know what's happening on your tables all the time. Be available for your customer.

MORE TEXT ON FULL RESOURCE

## **CORE SERVICE SKILLS**

- 1. Taking an order (food/drink)**
- 2. Serving Food**
- 3. Serving Drinks**
- 4. Clearing the Table During Service**
- 5. Serving Wine**
- 6. Using a Tray**
- 7. Re-laying the Table**

## TAKING AN ORDER

1. Take guests food order - All food orders are taken on triplicate pads. Write neatly ensuring all sections are filled in - e.g. covers, room no, date, table no + **Time order taken.** Don't forget to ask the customer for their room number (if resident) 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
<i>1 x Soup (203)</i> <i>1 x Pate (204)</i> <i>1 x Sausage (204)</i> <i>1 x NS (203)</i>			
<i>1 x Steak - Veg</i> <i>- m/w (204)</i> <i>1 x Chicken - Chips (204)</i> <i>2 x Lamb - Salad (203)</i>			
<i>3 x Apple - 2 cust</i> <i>- 1 ice cream</i> <i>1 x Chesse/Bisc (203)</i>			
<b>Print name J. Doe</b>			
<b>Signature <i>J. Doe</i></b>			

2. At all times, make sure you take the menu off the table once the order is taken this way everyone will know that the order has been taken and a customer is not waiting.

MORE TEXT ON FULL RESOURCE

4. When the main course is 'crossed out' and taken, turn over the check & put it in on the spike, unless there are still desserts to be served.
5. Exactly the same system applies to Lounge, room service & bar orders, but make sure the docket says where the order is going, as this lets other staff know the destination of the order.
6. Always make sure that the top check and any table drink dockets goes up to reception in good time so that they can add the charge to the bill.

# **SERVING FOOD**

## **What to do**

- Check that the customers have the correct cutlery before serving.
- MORE TEXT ON FULL RESOURCE

## **How to do it**

1. Make sure the rims of the plates are clean.
2. Use a clean white 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.
- Taking out only partial orders, wait until the complete order is ready, therefore the customer is not sitting around 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 straight 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 that we sell and also there differences.
- When customers in the bar have almost finished their drinks go over and ask if you can get them another one.
- MORE TEXT ON FULL RESOURCE

# **CLEARING A TABLE DURING SERVICE**

## **What to do**

- Use a tray to clear glasses and bottles
- Clear plates and cutlery using the method below.

## **How To Do It**

1. Clear from the right hand side of the customer if possible, taking up a sideways stance at the table. Don't inconvenience them by getting them to move out of your way. On clearing starters, you should also remove the side plate if they have finished using it.
2. MORE TEXT ON FULL RESOURCE
3. Now place the cutlery from the 2<sup>nd</sup> plate on to the 1<sup>st</sup> cleared, lower plate.
4. Repeat this method for all subsequent plates cleared. You'll probably be able to clear 3-5 plates before they become too heavy.
5. An experienced member of staff will demonstrate how to do this. Keep practising until you are competent and confident.

## **Why Do It**

- You will look professional and your job will be easier if you are able to clear more plates at once.

## **Things Not To Do!**

- Stack plates one on top of each other with leftover food and cutlery jammed between them – looks awful!

## SERVING WINE

### What To Do

1. Offer a wine list along with the menus and ask if they will be drinking wine with their meal. If they are not drinking wine with their meal, remove the glasses from the table using a tray. Don't forget to pick the glasses up by the stem and not by the rim.
2. Use pink docket pad for taking wine/drink orders, following same procedure as you would with taking a food order.
3. Repeat the name of the wine back to the customer to make sure you have the correct order.
4. Take the wine to the table ASAP. The wine **MUST** be served before any food is served unless the customer specifically requests otherwise.
5. Show the label to the customer so that they can see that you have brought the wine they have asked for.
6. Ask the customer if they would like to taste the wine. If the answer is yes, pour approximately ½ an inch into his/her wineglass.
7. If a bottle of wine is off, offer to replace it with another bottle of the same or a new choice from the wine list.
8. Serve the wine at the correct temperature- White cold and red room temperature.
9. Be on hand to get customers another bottle of wine if required. If you can see that the bottle is coming to an end, ask the customer if you can get them another.

## USING A TRAY

- MORE PAGES ON FULL RESOURCE

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

The layouts below show types of lay-ups that 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 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.
- MORE TEXT ON FULL RESOURCE

## **RESTAURANT LAYOUT**

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

MORE TEXT ON FULL RESOURCE

## **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 completed. 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							
MORE TEXT ON FULL RESOURCE	WEEKLY							
MORE TEXT ON FULL RESOURCE	DAILY							
MORE TEXT ON FULL RESOURCE	DAILY							
MORE TEXT ON FULL RESOURCE	DAILY							
MORE TEXT ON FULL RESOURCE	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							
MORE TEXT ON FULL RESOURCE	DAILY							
MORE TEXT ON FULL RESOURCE	DAILY/ WEEKLY							
MORE TEXT ON FULL RESOURCE	WEEKLY							
MORE TEXT ON FULL RESOURCE	DAILY							
MORE TEXT ON FULL RESOURCE	DAILY							
MORE TEXT ON FULL RESOURCE	WEEKLY							
MORE TEXT ON FULL RESOURCE	DAILY							
DUST DISPLAY SHELVES AND BOTTLES	WEEKLY							

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

## LOUNGE BAR OPENING PROCEDURES

The following procedures are meant to assist as a guide/reminder for opening and closing and do not necessary outline a workflow of things to do. These will be assigned to specific members of staff, usually those who are opening the establishment.

- Turn on all bar lights
- Switch on heaters/ensure radiators are working.
- Turn on television and put on to correct channel. Check to see if there is any live sport showing in the evening (if applicable).
- Put float into the till.
- Turn on fridge lights.
- MORE TEXT ON FULL RESOURCE
- Ensure bar has a guest charge sheet
- Check to see that there is enough cutlery and sauces in the bar service table.
- Switch on glass washer.
- Ensure bars are fully stocked prior to service.
- Check for any blown light bulbs and inform a duty manager.

## **LOUNGE BAR CLOSING PROCEDURES**

The following procedures are meant to assist as a guide/reminder for opening and closing and do not necessary outline a workflow of things to do. These will be assigned to specific members of staff, usually those who are closing the establishment.

- Check that residents don't want any more drinks.
- Ensure that all room docketts have been taken up to reception.
- Close and secure all side doors.
- Clear all tables and wipe down tables and bar.
- MORE TEXT ON FULL RESOURCE

# **RESTAURANT OPENING AND CLOSING PROCEDURES**

The following procedures are meant to assist as a guide/reminder for opening and closing and do not necessary outline a workflow of things to do.

## **Opening procedures**

- Check that all tables are laid up correctly and that all cutlery and glassware are clean and smear free.
- Get room list/meal term sheet from reception and also the booking sheet (evening only).
- Check reservations and prepare tables accordingly.
- Make sure you have enough order pads for the day's business.
- Stock up polished crockery.
- Prepare butters and sauces.
- Check with Chef the amount of covers and prepare bread rolls accordingly (if applicable).
- Check with Chef for Soup of the day, desserts and also any items that are not on the evening menu.
- Prepare room service trays, ensuring that there is enough wrapped cutlery and that the sauce containers are fully stocked.
- Ensure that you have enough menus ready for service.
- Check coffee machine to ensure its fully stocked and there's enough coffee for service.
- Open restaurant doors and also the main outside entrance doors.

## **Closing procedures**

- Ensure restaurant is ready for next service, whether its breakfast or dinner.
- Ensure restaurant doors are locked.
- Hoover restaurant floor before completing shift.
- Polish all cutlery and wine glasses.
- Still area cleaned out, including worktops and floor.
- Mop floor
- Stock up bookcase for next service.
- Check layup.

## **BAR BILLING**

- MORE PAGES AND TEXT ON FULL DOCUMENT

The information in this document is confidential. You can download content and print copies of the information, only for your own personal use. All other rights are reserved. Unauthorized reproduction, modification, and or distribution are not permitted. No loss or costs incurred arising from this document content will be accepted by OneCall Hospitality Limited. The advice given is for guidance only. Copyright © 2011 OneCall Hospitality (01524) 64654 07921 914382  
www.onecallhospitality.com  
Document Reference: OCH\_HR276