

# Basic Steps of Service

Mission Statement:

“ \_\_\_\_\_ ”

Service Steps	When to Begin	Delivery Time	Key Points
Greeting at Front Door	Immediately as guests walk through doors	<b>Immediately</b>	<p><b>Greeting guests immediately is a (Restaurant Name) Top Six Priority!</b></p> <p>The 5 Rules</p> <ol style="list-style-type: none"> <li>1. Gift of Hospitality (Genuine Smile, Eye Contact &amp; Enthusiasm)</li> <li>2. Greet: "Welcome to (Restaurant Name). May I offer you a table for _(# of guests)_?"</li> <li>3. Walk guests to table at their pace.</li> <li>4. Let guests get comfortably seated, then hand out menus.</li> <li>5. Exit Sentence: "Thank you so much for dining with us. Your server _____ will be right with you."</li> </ol>
Server Greeting	Within 1 minute of guest(s) sitting	<b>1</b> minute	<p><b>Greeting guests immediately is a (Restaurant Name) Top Six Priority!</b></p> <p>The 4 Rules</p> <ol style="list-style-type: none"> <li>1. Gift of Hospitality (Genuine Smile, Eye Contact &amp; Enthusiasm)</li> <li>2. Greet: "Welcome and Good Morning/Afternoon/Evening. When was the last time you dined with us?" Respond appropriately.</li> <li>3. "May I offer you ___(make two suggestions)___?"</li> <li>4. "Excellent. I'll get you that right away. By the way, my name is _____. Please let me know if you need anything."</li> </ol> <p>*If it is a guest's first time, explain the menu.</p>
Beverage Order	Within 1-2 minute of being seated.	Return within <b>2-4</b> minutes	<ul style="list-style-type: none"> <li>- Do not take drinks without first putting order in computer</li> <li>- Ask for ID when guest orders alcoholic beverage. NO ID, NO ALCOHOL, NO EXCEPTION.</li> <li>- GIVING AWAY DRINKS WITHOUT AUTHORIZATION IS GROUNDS FOR IMMEDIATE DISMISSAL.</li> </ul> <p><b>The First Round of Drinks within 2-4 Minutes is a (Restaurant Name) Top Six Priority!</b></p>

Appetizer Order	Within 3 minutes of being seated. When taking or returning with drink order.	<b>5-7</b> minutes from entering order in POS (*time depends on item)	<ul style="list-style-type: none"> <li>- Offer two specific appetizers. Do not just say, "Would you like an appetizer?"</li> </ul>
Entrée Order	Within 5 minutes of taking appetizer order (after putting appetizer in computer).	If the restaurant is full, the goal is <b>15</b> minutes maximum. If it isn't, goal is <b>10-12</b> minutes.	<ul style="list-style-type: none"> <li>- Always take orders from ladies first.</li> <li>- Children's food always comes out first.</li> <li>- Note any special requests and communicate to the kitchen as soon as you put order in computer.</li> </ul> <p><b>Guests Special Requests are a (Restaurant Name) Top Six Priority!</b></p>
Alcohol Order	With or before entrée order.	<b>3</b> minutes	<ul style="list-style-type: none"> <li>- Wine orders are best taken with entrée orders but may also be presented during beverage order(s). Servers are responsible for running their drinks and opening bottles tableside</li> </ul>
Running Food	As soon as the food is ready.	<b>If you are not performing one of the top six priorities, drop whatever you are doing to RUN FOOD!</b>	<p><b>Running food is a (Restaurant Name) Top Six Priority!</b></p> <ul style="list-style-type: none"> <li>- The server and food runner are responsible for making sure each dish is presentable.</li> <li>- Make sure you bring the plate to the correct table and guest (if seat number is provided).</li> </ul>
2-Bite Checkback (Table Check Back)	Within 2 minutes of entrée delivery	<b>2</b> minutes	<p><b>The Two-Bite Checkback is a (Restaurant Name) Top Six Priority!</b></p> <ul style="list-style-type: none"> <li>- The Two-Bite Checkback is required every time the guests receive food and/or alcoholic beverages.</li> <li>- This is the best way to get ahead of guest complaints.</li> <li>- Within 2 minutes, check in with the table and see how everything turned out. Examples, "How were the first few bites of the _(name dish_?)" "Did everything come out to your liking?"</li> <li>- If a guest is unhappy, ask to remove the plate and immediately fix the problem. Alert manager.</li> </ul>
Pre-Busing	Whenever you pass by a table with dirty plates or glasses.	<b>At all times.</b>	<ul style="list-style-type: none"> <li>- If a guest has an empty wine glass, always offer to bring them another one.</li> <li>- NOTHING but beverages should remain on the table prior to guests leaving. This will make table rotation faster.</li> </ul>

Dessert	<b>After</b> appetizer/entrée plates have been cleared.	<b>3- 5</b> minutes (after having entered the order)	<ul style="list-style-type: none"> <li>- It is required to offer dessert. Make two suggestions.</li> <li>- The birthday dessert should always come with a candle. Don't forget to sing HAPPY BIRTHDAY.</li> <li>- Desserts should be prepared promptly. Additional napkins, plates or silverware may be required.</li> </ul>
Check Presentation	<b>After</b> completion of dessert and dessert plates have been cleared.	<b>2</b> minutes	<ul style="list-style-type: none"> <li>- Always check for more orders or refills before presenting the guest check.</li> <li>- Make sure every item ordered is in computer before printing check.</li> </ul>
Check Payment	Within 1 minute of cash or credit card presentation.	<b>1</b> Minute	<ul style="list-style-type: none"> <li>- Leave a personal message, such as "Thank you" on the receipt.</li> <li>- NEVER rush the guest to pay but be ready to process payment as soon as the guest has presented cash or credit card. As you are handing guests back their form of payment, tell them, <b>"Thank you for dining with us. It was a pleasure serving you. We look forward to seeing you again soon!"</b></li> </ul>
Table Turn	Within <b>2</b> minutes of guest leaving.	<b>2</b> minutes	<p>Once a guest has left, immediately clean and reset the table so other guests don't have to view it and another guest may be seated promptly. If the server(s) have pre-bussed correctly, this should not be a problem turning the table quickly!</p> <p>GOAL: NOTHING BUT THE BEVERAGE AND BEVERAGE NAPKIN SHOULD REMAIN FOR THE FINAL BUSSING.</p> <p><b>Busing and turning tables within 2 minutes is a (Restaurant Name) Top Six Priority!</b></p>

**The TOP SIX PRIORITIES @ (RESTAURANT NAME): (Servers)**

1. Greet Guests Immediately
2. First Round Drinks within 2-4 minutes
3. Attending to a Guest's Special Request IMMEDIATELY
4. Running Food
5. Two Bite Checkback within 2 minutes
6. Busing & Turning Tables within 2 minutes

**The TOP SIX PRIORITIES @ (RESTAURANT NAME): (Greeters)**

1. Greet Guests Immediately
2. Walk Guests to the Table at Their Pace
3. Start a Conversation with Guests on Way to the Table
4. Seat in Server Rotation
5. Notify the Server When Guests are Seated
6. Keep the Floor Chart Updated