

SETTING THE STAGE- Service Basics



CLEARING THE TABLE

Standard methods for clearing food and drink

In order to cause the least intrusion at the table whilst clearing, it is best to follow the standard conventions for delivering and clearing.

Clear from the right
Drinks
Bottles or glasses
Plates

Remember the FHI-FHO rule

Never go into the kitchen or dining room empty handed...

Full
Hand
In

Full
Hands
Out

A cluttered table is unattractive and makes it difficult for you to deliver further courses or drinks to the table.

It is important to clear the table only once everyone at the table has finished with a course.

This should be done in the least intrusive manner possible.

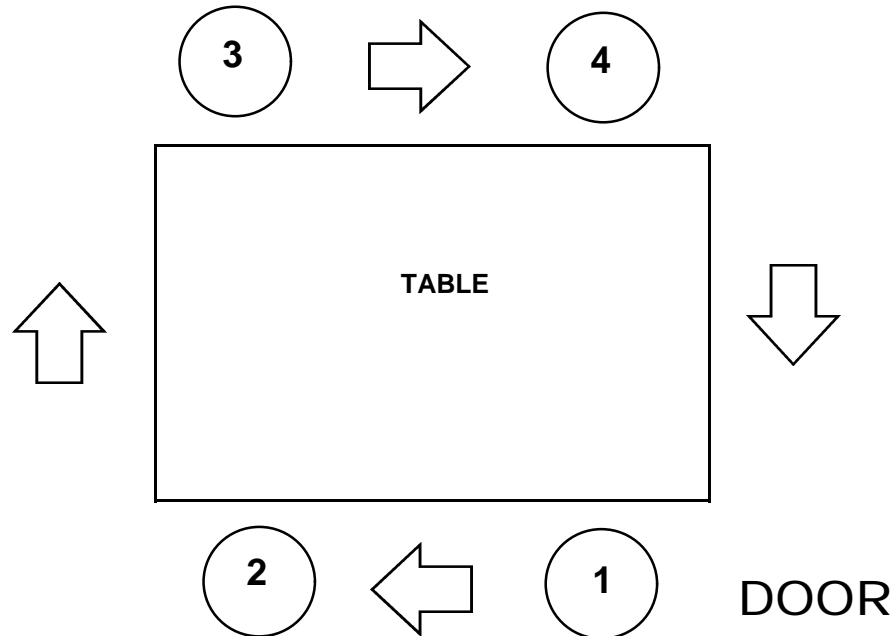
Tips for removing plates

- Plates are normally removed with the right hand and transferred to the left for stacking- If left handed the reverse may be preferable
- When there is a lot of food left on the plates, it may be easier to clear several plates at a time
- Clearing should be done as quietly as possible- avoid scraping plates loudly or banging cutlery and plates when stacking
- Remove the hosts plates last

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PIVOT SYSTEM

CHAIR CLOSEST TO FRONT DOOR OF RESTAURANT IS NUMBER 1



THE PIVOT SYSTEM IS A SIMPLE METHOD FOR TAKING AND DELIVERING ORDERS

IT IS BASED ON A CHAIR NUMBERING SYSTEM THAT HELPS YOU TO REMEMBER WHICH CUSTOMERS ORDERED WHAT ITEMS

ORDER PAD

- 1.
- 2.
- 3.
- 4.

THE PIVOT POINT(CHAIR) WILL BE THE SAME THROUGHOUT THE RESTAURANT. IT CAN BE DETERMINED BY LOCATING THE CHAIR NEAREST THE FRONT DOOR

THE CHAIRS AROUND THE TABLE ARE THEN NUMBERED IN A CLOCK-WISE FASHION

ONCE THE PIVOT POSITION HAS BEEN IDENTIFIED, AND THE CORRESPONDING NUMBERS WRITTEN ON THE ORDER PAD, THE ORDER CAN BE TAKEN IN ANY SEQUENCE

USING THE ORDER PAD AS A REFERENCE, THE ORDER CAN BE PRESENTED TO THE APPROPRIATE CUSTOMERS WITHOUT HAVING TO ASK CUSTOMERS WHAT THEY ORDERED

YOUR ROLE

Doing your job well means working both efficiently and consistently.

Working efficiently means being absolutely productive all of the time. Accomplishing more work gives you a chance to better please the customer.

This does not mean you have to kill yourself with hard work. Working efficiently means you have to think ahead and plan your work, so you accomplish more than you otherwise would in the same amount of time.

Remember- Your efforts to provide excellent service will be wasted if you or your fellow cast members good efforts are followed by another's indifference.

Rather than looking for things only when you need them and handling only the situation at hand, try to replace items before you run out, take care of more than one thing in one trip, and plan ahead as much as you can.

Working consistently means giving all customers the same level of quality in products and service, every time they visit the restaurant.

This means your service should always be excellent.

ACTIVITY 3

Do you work efficiently?

How many of the following questions can you answer positively?

Answer Yes or No to the following questions

_____ I set up my workstation carefully at the start of the shift so I have the supplies I need.

_____ I keep an eye on my supplies, in order to get more before I run out.

_____ When I'm going from the dining room to the kitchen, I look for things to carry in with me, such as dirty dishes.

_____ I combine trips whenever I can.

_____ When I'm refilling water or coffee at a table, I check other parties along my route to see if they need refills.

_____ I'm organised; I know what has to be done and in what order.

_____ I know how to handle busy times.

_____ During slow times; I keep my energy up and remain prepared

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Make certain you get to work on time so that you can prepare to perform.

Before you enter the stage, there are many things to check:

- Be aware of the daily specials, changes to the menu, and any items on the menu that might be unavailable
- Be aware of special parties or functions so you can be plan and be prepared for the guests arrival
- Ensure you have the tools required to perform-
wine screw, pens, order pad
- Check your appearance and uniform
- Prepare your stage-
Do your sidework, Polish tableware and glassware, check your tables
- Prepare mentally for the performance-
Brush up on product knowledge and the drinks menu
- Check your attitude-
Are you positive and patient?
Is your self-esteem high?
Have you left your problems 'at the door'?