



## **F & B SEQUENCE OF SERVICE**

### **Greeting the Customer**

#### **Critical Steps:**

- Acknowledge the customer quickly.
- Greet the customer in a friendly and natural way.
- Use the customer's name if you know it.
- Be aware of the customers' particular needs.

#### **Procedure:**

1. Greet the guests.
  - Remember to walk to meet the guest (s) in the foyer when time allows.
  - Offer to hang coats up for the guest.
2. Escort guests to the appropriate table.
  - Remember to walk to chair closest to windows.
  - Pull chair for eldest lady guest, and any other guests you have time for.
  - Present folded menus.
  - Remove any extra place settings if necessary to give guest maximum space.
  - Adjust remaining place settings if necessary to give guest maximum space.



## **Bali Hospitality Professional Services**

---

3. Make sure that server knows the guest has been seated.



## **Bali Hospitality Professional Services**

---

### **SEQUENCE OF SERVICE - continued**

#### **Taking the Order**

##### **Critical Steps:**

- Be alert to customer needs.
- Know the menu, ingredients, and preparation methods.
- Be prepared to make suggestions and recommendations.
- Use a system.

##### **Procedure:**

1. Greet guests and describe specials.
  - Suggestive sale a beverage: "Would you care for a glass of chardonnay or merlot?"
2. Server takes beverage order starting with eldest lady guest and continuing clockwise around table.
3. Place beverage order in Micros and Service.
4. Present beverages on the right side of the guest with the right hand.
5. Take food order (table #, seat #, etc.)



## Bali Hospitality Professional Services

---

- All entrees come with a choice of the house salad or house soup.
    - When taking the entrée order, ask each guest ordering an entrée if they would like our house soup which is “\_\_\_” or the house salad with their meal.
  
    - In the entrée box on the order pad write “Hsoup” or “Hsalad” next to the corresponding seat.
    - “Hsoup” or Hsalad is found in the appetizer screen in Micros.
  
  - Seat #1 for a 2-top is always on the servers **left**.
  - At all other tables, Seat #1 is closest to PDR.
  - Note: It helps to check "86" board prior to taking order.
6. Suggest wine with meal and take wine order.
  
  7. Remove base plates and menus when order for appetizers and entrees are completed.
  
  8. Place order in Micros and Print.
  
  9. Bring all applicable silverware and wine glasses needed.
  
  10. Deliver bread and butter butter. There should be one roll for each guest at the table.



## **Serving the Meal and Maintaining Service**

### **Critical Steps:**

- Make sure each dish is complete.
- Serve everyone at the same time.
- Serve children and women first.
- Serve from left, remove from right.
- Check back in first few minutes.
- Be observant of food not eaten.
- Clean and clear constantly.
- Re supply beverages and condiments.

### **Procedure:**

1. Clear any empty glasses and replenish beverages.
  - Clear all glassware and service ware from the right.
  - Keep all coffee, tea, and water glasses full.
  - For sodas, automatically bring refills until the guest says no more. Do not remove glasses with soda in them. Bring new glass of soda before removing empty soda glass then set new glass down and remove old glass.
2. Check bread and butter.
3. Present, uncork, wipe bottle with clean cloth and serve wine if ordered , unless guest specifies when wine should be served.



## Bali Hospitality Professional Services

---

- Wine is served to women first, then men in clockwise fashion. (Unless the woman ordered the wine).
4. Proper order for courses:
- Appetizer - salad fork and knife.
  - Soup - hearty/cream soup uses a pasta spoon; clear soup uses a bouillon spoon.
  - Salad - salad fork and knife
  - Entree - dinner fork and knife (do you need a pasta spoon or steak knife?).
  - Beverages - red wine, white wine, dessert wine, champagne flute, beer (pilsner) glass. Mineral water is served chilled.
5. Serve first course. **Serve all courses from the left.**
- Serve ladies first, then men in counter-clockwise fashion.
6. Check back within two bites or two minutes in each course.
7. Clear the first course when **all** are finished. Clear all unused silverware for that course.
8. Refill bread and butter.



## Bali Hospitality Professional Services

---

- Remember, if someone pushes his/her plate away, or asks you to take it, you may take it early.
9. Read the table for additional beverage needs, bread and butter,  
etc. Bring the silverware required for the next course.
  10. Serve each course in succession, serving the eldest lady first and continuing counter-clockwise.
    - Remember to offer ground pepper with the salad course.
  11. Clear each course when all are finished and remove unneeded silverware, soiled plates, and glassware.
  12. Check on beverages, water, bread/butter throughout the meal.
    - Remember ice tea should be well-iced. If ice is melted, present a fresh glass.
  13. When clearing entree plates, remove bread/butter, salt and pepper.
  14. Prior to dessert, the table should have only:
    - flower/candle
    - possible cream and sugar
    - beverages the guests are finishing.



## Bali Hospitality Professional Services

---

15. Print copy of check to check for accuracy and to have one ready in case guests do not wish to order dessert or coffee.
16. Crumb table.
17. Present the dessert cart to the table. Take dessert, coffee, and dessert wine order.
  - Remember to suggest port or dessert wine.
18. Place dessert order into Micros and Print.
19. Bring appropriate dessert silverware, coffee cups, and saucers (doilies on decaf).
  - Bring cream and check to be sure sugar is on table.
  - Consider bringing an extra fork or spoon if you think guests may wish to share a dessert.
20. Serve dessert and/or coffee and/or dessert wine. Pour coffee at table. **Never prepour coffee in the kitchen.**
21. After dessert, clear soiled plates, glassware, and silverware.
22. Table should have on it only what is being used. Refill coffee, beverages, and water as needed.





## **Bali Hospitality Professional Services**

---

### **SEQUENCE OF SERVICE - continued**

#### **Presenting the Check and Saying Farewell**

##### **Critical Steps:**

- Check should be accurate and legible.
- Time check delivery carefully.
- Know the restaurant's policy on personal checks and credit cards.
- Never count your tip until the customer has left.
- Thank the customer and sell a return visit.

##### **Procedure:**

1. Present check.
  - Print check first and check for accuracy. Present check with dessert and/or coffee service.
  - Note: if no dessert, check should be ready to present immediately (have check in your pocket).
2. Collect check and cash/credit card when visible.
3. Return correct change to table or have appropriate person sign credit card voucher.
  - Guest receives a copy of the credit card voucher, the restaurant receives the other.
  - Pick up signed copy of credit card voucher
4. Thank guests and bid farewell - sell return visit!!!



## **Bali Hospitality Professional Services**

---

5. Before guests are out the door, scan table and surrounding floor  
and chairs to make sure guests have not forgotten coats,  
purse,  
umbrella, pen, etc.
6. Take check to cashier to be closed.
7. Reset table as needed.



## **Bali Hospitality Professional Services**

---

### **SEQUENCE OF SERVICE - continued**

#### **Reminders throughout the Meal**

- Serve from the left, clear from the right.
- Check to see that beverage glasses are full (coffee, water, iced tea).
- Deliver bread and butter before appetizer course or by request if the guest would like bread sooner.
- Check for correct silverware, glasses for next course. Remove anything not needed.
- Check "86" board regularly.
- Double check orders before sending in Micros.
- Check printed check for accuracy.
  - The breads used in the restaurant are: Assorted dinner rolls (french, white, grain, rosemary)
  - The time It takes for a guest to receive a course should not exceed 8 minutes.