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SPHM
HOSPITALITY

SPHM – F&B SERVICE GUIDE BOOK



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F&B Service Guide Book



F&B Service Guide Book

For all new hosts joining our team

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I

1. Ultimate Service Sequence in a nutshell

In this chapter we will give a short summary of the service sequence for each meal period. Please read the SOP's and general guidelines in the appendix completely so you understand the full standards. The sequence summary is just a guideline to memorize and trouble shoot service.

Sq	Task For Breakfast	Who
1	Upon guest arrival the HOSTESS welcomes the guest at the entrance of the Restaurant. (Greet with "Selamat Pagi" and "Welcome to.....") Refer to Restaurant SOP for full details. Offer guest a smoking or non-smoking table.	Hostess
2	The hostess escorts the guest to the table of the guests preference Try to guide the guests to the most logical table first, or recommend a table for the guests. The hostess should assign each guests to another station to prevent one station getting too many guests at the same time	Hostess
3	The hostess invites the guest to seat and helps with the chair Ladies first	Hostess / buddy host
4	The hostess unfolds the napkin	Hostess / buddy host
5	Ideally the buddy host should now be at the table as well and upon first visit to the outlet and meal, the hostess introduces the buddy host to the guest. If not first visit, the buddy takes over service and greets the guest with "Selamat Pagi" and "Welcome to...../called... guest names..."	Captain / buddy host
6	Hostess returns to her station	
7	Host should offer the breakfast menu to the guests and recommend eggs and breakfast specials of the day	Captain / buddy host
8	Serve hot or cold towel, subject to weather conditions	Buddy host
9	The host will now offer the coffee and tea menu first and take the order. Also would refer to the a la carte menu items inclusive of buffet and when the guests are ready can take the order.	Captain
A	Upon 1st visit Once the host has placed the order, the host returns back to the table and invites the guests to the buffet. The host will introduce the guest to all sections of the buffet and give an explanation of the items available. Ensure all sections are covered. Also introduce the guests personally to the breakfast chef. Leave the guest to choose their buffet items and in the meantime serve the house water and their order of coffee and tea	Buddy host

B	Upon return visit You do not need to show the buffet again, but you would serve the guest water and their order of coffee and tea.	Buddy host
10	When the guests take something from the buffet, our hosts will offer to carry the plate	Buddy host
11	If not done so, take order for other breakfast items such as eggs, waffles pancakes etc. When serving eggs, offer peppermill service. Remember to replace the cutlery when necessary, especially when guests are getting new items from the buffet.	Captain / buddy host
12	Refill coffee, tea and ask if they would care for more water. Repeat this. Assist guests in obtaining food from the buffet, ask if you may pick up something or offer assistance when making toast.	Buddy host
13	Once the guests have finished their breakfast, serve them a hot or cold towel, subject to weather conditions	Buddy host
14	Offer tooth picks	Buddy host
15	Check if the guests are smoking, if so check that they have an ashtray and replace if dirty	Buddy host
16	Place the check discreetly on the guests table, far corner. If the guests care to sign the check then they will. If they do not, then they want. The host should NOT WAIT BESIDE THE TABLE, instead the host should continue with his or her duties but remaining to keep an eye on the guest.	Buddy host
17	When the guest leaves, kindly help them with the chair and escort them to the exit and say goodbye with “Cam on”	FB Runner
18	Clear and reset the table	Captain / FB Runner

Remember!

- ✓ Kids First, Ladies 2nd and guests Host is always served last!
- ✓ Runners are not allowed to serve guests, and never take orders!
- ✓ Remember the 30 second call back, do something at the table after you have served a dish or course.
- ✓ Anticipate guest needs, think about reading glasses, newspapers, wet weather survival kit etc
- ✓ Check your buddy-guest allocation
- ✓ Please read all SOP's in this manual for complete details of service as the above is only for a quick reference.

Sq	Task for Lunch	Who
1	Upon guest arrival the HOSTESS welcomes the guest at the entrance of the Restaurant. (Greet with "Selamat Siang" and "Welcome to.....") refer to Restaurant SOP for full details. Offer guest a smoking or non-smoking table.	Hostess
2	The hostess escorts the guest to the table of the guests preference	Hostess
	Try to guide the guests to the most logical table first, or recommend a table for the guests. The hostess should assign each guests to another station to prevent one station getting too many guests at the same time	
3	The hostess invites the guest to seat and helps with the chair Ladies first	Hostess / buddy host
4	The hostess unfolds the napkin	Hostess / buddy host
5	Ideally the buddy host should now be at the table as well and upon first visit to the outlet and meal, the hostess introduces the buddy host to the guest. If not first visit, the buddy takes over service and greets the guest with "Selamat Siang" and "Welcome to...../called... guest names..."	Captain / buddy host
6	Hostess returns to her station	Captain / buddy host
7	Host should offer the lunch menu to the guests and recommend the chef's specials of the day.	Captain / buddy host
8	At the same time, take the drinks order while having the beverage list on hand. Refer to the wines by the glass available for lunch.	Captain / buddy host
9	A runner comes and turns the water mug up and pours water	runner
10	The same runner will offer a cold or hot towel as per weather conditions	runner
11	The host leaves the guest for a few minutes alone to choose their favorite items from the menu but remains close to the table and observe when the guests are ready to order, but may take the beverage order first and place this through the buddy host, ensuring to note who ordered what!	Captain
12	The captain takes the food order once the guests are ready to order keeping in mind up selling and / or recommending additional items. Captain or buddy host removes the face towels	Captain
13	The captain briefs the buddy host on the order and the host places the order with the cashier and kitchen. In case of special or customized orders the captain will do this him/her self.	Captain
	The beverage order should now be ready to be served and should ideally be served by the buddy host. The buddy host is aware who has ordered what and serve the beverages correctly to the right person, kids first, 2 nd ladies and last the table host.	Buddy host / runner

14	Buddy host will now adjust the cutlery on the table to match the order.	Buddy host / runner
15	Buddy host serves condiments like sauces / seasonings that can be kept cold. Meantime buddy ensure drinks and water are topped up.	Buddy host / runner
16	Only when the entire order is ready to be picked-up the food gets served through the buddy host. The runner is not allowed to serve the guest directly. The buddy ensures the correct order of service, kids, ladies and table host as last. More so, the table is complete with all guests. No food is served if a guest has gone to the rest room etc. Drinks are topped up Offer peppermill service for western food (except sandwiches).	Buddy host
17	When the guest has finished eating, the plates should be cleared away and either get ready for next course, or clear the plates and cutlery. (Only clear plates when ALL guests have finished except for large tables)	Buddy host
18	Crumb the table	Buddy host
19	Offer new drinks or to top up water	Buddy host
20	Once the table has been cleared, ashtray removed / replaced, salt and pepper removed the host would return to the table with the dessert menu and recommends the guest with the dessert of the day "Would you care for a Tiramisu or would you like to take a look at the dessert menu?" At the same time the host would also asks if the guest would like a cappuccino or organic tea and presents the coffee menu. After taking the order and trying to up sell a glass of amaretto the host will repeat the order.	Captain / Buddy host
21	Set-up cutlery and mise en place for dessert or coffee service. If guests will not have any desserts, serve the tooth picks	Buddy host / runner
22	Clear the dessert and all unnecessary cutlery/crockery	Buddy host / runner
23	Offer tooth picks and a hot or cold towel depending on weather conditions.	Buddy host / runner
24	Check if the guests are smoking, if so check that they have an ashtray and replace if dirty	Buddy host / runner
25	Guests have now completed their meal and probably want to 1) leave or 2) relax and rest for a while. Always offer the guests if they wish to have a drink at the bar.	
25	Place the check discreetly on the guests table, far corner. If the guests care to sign the check then they will. If they do not, then they want. The host should NOT WAIT BESIDE THE TABLE, instead the host should continue with his or her duties but remaining to keep an eye on the guest.	Buddy host

26	When the guest leaves, kindly help them with the chair and escort them to the exit and say goodbye with “Terima Kasih” The hostess could assist and try to guide the guests into the bar.	Buddy host / Hostess
27	Clear and reset the table	Captain / FB Runner

Remember!

- ✓ Kids First, Ladies 2nd and guests Host is always served last!
- ✓ Identify the table host first before service, this ensures you serve him last but let him/her approve the wines and most important, pay/sign the bill
- ✓ Runners are not allowed to serve guests, and never take orders!
- ✓ Remember the 30 second call back, do something at the table after you have served a dish or course.
- ✓ Anticipate guest needs, think about reading glasses, newspapers, wet weather survival kit etc
- ✓ Check your buddy-guest allocation
- ✓ Please read all SOP's in this manual for complete details of service as the above is only for a quick reference.

Sq	Task for Dinner	Who
1	Upon guest arrival the HOSTESS welcomes the guest at the entrance near the Drinks on the Hill. (Greet with "Selamat Malam" and "Welcome to.....") refer to Restaurant SOP for full details. Suggest a pre-dinner drink at the bar first and the bar hosts may take the food order in the bar itself whilst the guests are having a drink. The bar host will inform the restaurant to prepare for the table and food. When ready, the restaurant informs the bar and the bar hosts escort the guests to the restaurant where the hostess will take the guests to the table. In this case, go straight to step 3	Hostess / bar hosts
2	Offer guest a smoking or non-smoking table.	Hostess
3	The hostess escorts the guest to the table of the guests preference Try to guide the guests to the most logical table first, ie recommend a table for the guests. The hostess should assign each guests to another station to prevent one station getting too many guests at the same time	Hostess
4	The hostess invites the guest to seat and helps with the chair Ladies first	Hostess / buddy host
4	The hostess unfolds the napkin	Hostess / buddy host
5	Ideally the buddy host should now be at the table as well and upon first visit to the outlet and meal, the hostess introduces the buddy host to the guest. If not first visit, the buddy takes over service and greets the guest with "Selamat Malam" and "Welcome to...../called... guest names..."	Captain / buddy host
6	Hostess returns to her station	Captain / buddy host
7	Host should offer the dinner menu to the guests and recommend the chef's specials of the day.	Captain / buddy host
8	At the same time, take the drinks order while having the beverage and wine list on hand. Refer to the wines by the glass available for dinner. Alternatively the guests may be invited to choose their bottle from the cellar. If a "Wine waiter" is on duty, leave the wine service up to him and inform him when you have taken the food order.	Captain / buddy host
9	A runner comes and turns the water mug up and pours water	runner
10	The same runner will offer a cold or hot towel as per weather conditions	runner

11	The host leaves the guest for a few minutes alone to choose their favorite items from the menu but remains close to the table and observe when the guests are ready to order, but may take the beverage order first and place this through the buddy host, ensuring to note who ordered what!	Captain
12	The captain takes the food order once the guests are ready to order keeping in mind up selling and / or recommending additional items. Captain or buddy host removes the face towels	Captain
13	The captain briefs the buddy host on the order and the host places the order with the cashier and kitchen. In case of special or customized orders the captain will do this him/her self. The beverage order should now be ready to be served and should ideally be served by the buddy host. The buddy host is aware who has ordered what and serve the beverages correctly to the right person, kids first, 2nd ladies and last the table host.	Captain Buddy host / runner
14	Buddy host will now adjust the cutlery on the table to match the order.	Buddy host / runner
15	Buddy host serves condiments like sauces / seasonings that can be kept cold. Meantime buddy ensure drinks and water are topped up.	Buddy host / runner
16	Only when the entire order is ready to be picked-up the food gets served through the buddy host. The runner is not allowed to serve the guest directly. The buddy ensures the correct order of service, kids, ladies and table host as last. More so, the table is complete with all guests. No food is served if a guest has gone to the rest room etc. Drinks are topped up. Offer peppermill service for western food (except sandwiches).	Buddy host
17	When the guest has finished eating, the plates should be cleared away and either get ready for next course, or clear the plates and cutlery. (Only clear plates when ALL guests have finished except for large tables)	Buddy host
18	Crumb the table	Buddy host
19	Offer new drinks or to top up water	Buddy host
20	Once the table has been cleared, ashtray removed / replaced, salt and pepper removed the host would return to the table with the dessert menu and recommends the guest with the dessert of the day "Would you care for a Tiramisu or would you like to take a look at the dessert menu?" At the same time the host would also asks if the guest would like a cappuccino or organic tea and presents the coffee menu. After taking the order and trying to up sell a glass of amaretto the host will repeat the order.	Captain / Buddy host

21	Set-up cutlery and mise en place for dessert or coffee service. If guests will not have any desserts, serve the tooth picks	Buddy host / runner
22	Clear the dessert and all unnecessary cutlery/crockery	Buddy host / runner
23	Offer tooth picks and a hot or cold towel depending on weather conditions.	Buddy host / runner
24	Check if the guests are smoking, if so check that they have an ashtray and replace if dirty	Buddy host / runner
25	<p>Guests have now completed their meal and probably want to 1) leave or 2) relax and rest for a while. Always offer the guests if they wish to have a drink at the bar.</p> <p>Place the check discreetly on the guests table, far corner. If the guests care to sign the check then they will. If they do not, then they want. The host should NOT WAIT BESIDE THE TABLE, instead the host should continue with his or her duties but remaining to keep an eye on the guest.</p>	Buddy host
26	<p>When the guest leaves, kindly help them with the chair and escort them to the exit and say goodbye with Xin Chao</p> <p>The hostess could assist and try to guide the guests into the bar.</p>	Buddy host / Hostess
27	Clear and reset the table	Captain / FB Runner

Remember!

- ✓ Kids First, Ladies 2nd and guests Host is always served last!
- ✓ Identify the table host first before service, this ensures you serve him last but let him/her approve the wines and most important, pay/sign the bill
- ✓ Runners are not allowed to serve guests, and never take orders!
- ✓ Remember the 30 second call back, do something at the table after you have served a dish or course.
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- ✓ Please read all SOP's in this manual for complete details of service as the above is only for a quick reference.

1) Welcoming and seating the guest

When welcoming and seating the guests there are 3 important steps that need to be taken.

- ☐ Identify the guest
- ☐ Identify their needs
- ☐ Assisting the guest

Identifying the guest

When we see a guest walking into our restaurant, the first thing we do is greet them with a “Selamat”. Then we need to identify our guest. When we identify a guest, we have two options. One is that the guests are repeaters, so we have seen them before and know their names. The other possibility is that the guests are new arrivals, or are coming from outside the hotel.

If the guests are new arrivals it is important that we learn whom they are and in which villa they are staying. From this moment on, whenever we see these guests, we should know who they are. If the guests are not staying in the hotel, we should try to find out if they live on the island or if they are staying in another hotel. This info has to be supplied to the hostess who will take note and make a report at the end of her shift. This way we can keep statistic data of where guests are from.

Identifying their needs

After we have greeted the guest, we need to identify what the guest needs. The first thing will be a table. However, we need to find out if the guest has already reserved a table or not, how many people they will be, will they joined by friends later on, if they require a table in the smoking section, do they require a high chair for a young child. These are bits of information you will need to find out before you can seat the guest. Imagine seating a guest at a table reserved for someone else, imagine if they were sat in a non smoking section and wanted to smoke?

Assisting the guest

Once you have found a table that is suitable for the guest, you should assist them with the chairs. Why? Because it is polite, and it shows that you are thinking about the guests comfort. The chairs we have are quite heavy and not easy to move. Maybe the guest has difficulties that mean we have to help him or her. You assist the guests in both the following orders, Ladies before Gentlemen, and older guests before younger ones.

The evening service

In the evening we like to ensure that our guests have a relaxing dinner. For this reason the dinner protocol is slightly different from the breakfast or lunch protocol. The guest is greeted at steps by the restaurant host/hostess. The host/hostess shall offer the guests the option of consulting the menu and ordering their dinner from the bar whilst having a refreshing aperitif. Once the order is ready and the table is prepared, the host/hostess will bring the guests from the bar to their table.

A few important hints' and tips

When you are the restaurant host or hostess, do not allocate all your guests to one station in the restaurant. Try to allocate them evenly to each station.

If the restaurant is full and there is no space left, you should explain this to the guest and offer them the possibility to take a drink and consult the menu at the bar. This is anyway standard protocol for the dinner service.

When seating guests, always unfold the napkin its part of the seating procedure

Please refer to SOP's for standard procedures and full details

1.1) Welcoming and seating the guest – Dialogue support

Identifying the guest

If you recognize the guest

Host / Hostess “Selamat and “Welcome to... Sir/Madam” introduction in Vietnamese manner
Mr & Mrs (use the guests name)”

If you do not recognize the guest

Host / Hostess Selamat “Welcome to... Sir/Madam” introduction in Vietnamese manner
“Welcome to ourrestaurant”
“May I ask your name and room/villa number please”

Guest may say “Mr and Mrs Jones, we are staying in villa 12”

or

“Mr and Mrs Jones, we are not staying in the hotel”

Evening service

Host/Hostess “Selamat Malam” and “Welcome to... Sir/Madam” introduction in Vietnamese manner

“Good evening Mr & Mrs (use the guests name). Would you like to read the menu in the comfort of our bar with an aperitif?”

The host/hostess then escorts the guest to the bar and presents the guests with a copy of the menu. At this point a member of the bar staff will enquire as to whether the guests would like an aperitif

Bar staff “Good evening, would you care for an aperitif whilst you choose?
Maybe a Sherry, or a gin and tonic?

If the guests have been to the bar the night before, you should be able to remember their choice of drinks. Remember to check if the guests would like a wine for their dinner. This case, provide the wine list for guests to take a look at the list.

Once the (food) order is ready to be served

Host/Hostess “Mr & Mrs, your order is ready, may I show you to your table?”

Identifying their needs

You should already be familiar with all reservations of the evening. If the guest has made a reservation, just quickly reconfirm it with the guest by asking a question similar to the following.

Host / Hostess “I believe you have reserved a table for two in our non smoking area, is that correct?”

If the guest is not on the reservations list, ask in a friendly tone if they have made one.

Host / Hostess “Have you made a reservation for tonight Mr and Mrs Jones?”

Guest “No, we just arrived from Singapore”

Host/Hostess “Would you care for a table for two in our non smoking section?”

Guest “Actually do you have anything in the smoking section?”

Host / Hostess “Certainly, follow me please.”

Now, it is important to use the information you have so far learned, to build a contact with the guest. This will help you to remember the guests name and preferences in the future.

Try to develop a simple conversation based on what the guest has said here are two examples:

Host / Hostess "How was your journey, did you have a smooth transfer?"

Or

Host / Hostess "If I may ask, in which hotel are you staying at?"

Assisting the guest

When you are helping a guest to sit, by pulling the chair out for them, you do not have to say anything. You definitely should not say "Here you go" or "There you are". If you see a guest having difficulty with something (maybe a chair, or a handbag or a coat) ask the following.

Host / Hostess "May I assist you sir / Madam / Mr Jones / Mrs Jones ?"

A few important hints & tips

1. Remember, we can not always provide the service the guest requires, when the guest wants it. Maybe the smoking section is full, maybe the restaurant is full. If this is the case, we should apologize (not excessively) and offer an alternative, always offer an alternative, but first make sure that the alternative is available.
2. Always note down important information about the guest, if it is an incident contact your superior, if it is just a guest preference, note it down in the guest history and restaurant log book. **ALL GUEST INFORMATION IS IMPORTANT.**
3. The non-smoking area is more popular with our guests because of the view. If a smoking guest wishes to sit in a non-smoking area and refuse to sit in the smoking area, please inform your restaurant manager immediately.

2) Taking the order

Before taking the order there are some basic aspects that you will need to know.

- Understanding the menu structure, the dishes and their ingredients
- Understanding the KOT
- Correct order taking procedure
- Up selling

Understanding the menu structure, the dishes and their ingredients

It is very important, no matter what rank you hold within the service department, to know and understand the menu structure, the dishes, and the main ingredients of the dishes. When a guest asks a question concerning the menu, you should be able to answer him / her. This is very important as some guest might have special diets, or allergies to certain food. By not correctly informing the guest about menu ingredients, then the guest may fall ill, or even in an extreme case die. It also looks more professional if you know the ingredients and you have a better chance of making you customer a happy customer. If you are not sure about a menu ingredient, ask the chef.

Understanding the KOT

So that the information concerning the customers order is clearly passed to the kitchen it is important to understand the KOT. This is also necessary to ensure a smooth service delivery. It is very important to understand the significance of all the areas on the KOT, what they mean and for whom they are important. Remember, if there is something about the KOT you do not understand, ask your superior. Even a small error can lead to mistake, which can lead to the guest being disappointed.

Correct order taking procedure.

For the guest's information and requests to be clearly communicated to the kitchen, we need to correctly obtain the information from the guest so that it is clear. To do this we need to follow a standard method for taking the order. First you need to fill out the table plan area of the KOT. This gives each guest a letter that we can identify the guest with the food order. Then you need to fill out the Data Boxes near the top giving time, waiter, date etc. Once you have done this, you can start to take the order for the food. Start with the appetizers, soups. After you have the starters, draw a clear horizontal line, indicating a new service. You can now take the order for the main course.

Make sure to note down clearly and legibly any special requests from the guests, such as cooking preferences for steaks; likes and dislikes etc.

The protocol for taking the order starts with the eldest seated to the youngest, ladies to gentlemen. Once you have taken the order, repeat it back clearly to the guests, including all the details that they have requested.

Up selling

With up selling, we are trying to sell more, by suggesting to the guest what they may like. For example, if a guest asks for a glass of wine, we can suggest more than just the house wine, we can offer them the wine menu. If the guests ask for the wine menu, we can offer them to find a wine they may like in the wine cellar. If a guest finishes the main course and asks for a coffee, then you can also suggest a dessert, something special, like one of our house made ice creams. This is up selling, and it helps increase guest satisfaction, and generates revenue for the hotel. The guest will also be impressed by your performance, and this will reflect better in your performance and evaluations. For successful up selling, you need to KNOW AND UNDERSTAND your products. Remember, the more you sell the more service charges!!!!

2.1) Taking the order – Dialogue support

Correct order taking procedure

The host should approach the table discreetly

Host/Hostess “Are you ready to order?”

Do not ask “What do you want to eat?”

If the guest asks for a recommendation

Host/Hostess “May I recommend the Chefs special menu today” Then describes briefly the menu.

Once the guests have made the order the host should repeat it

Host/Hostess “May I repeat your order please?”

Up selling

If we take the example of the guest who would like to see the wine menu, we can offer them a better service, by offering them to take a look in the wine cellar.

Guest “Can I see your wine menu please?”

Host/Hostess “Certainly sir/madam, would you care to take a look in our wine cellar?”

3) The service of drinks

Different drinks require different service techniques. There are four main types of drinks that we serve in our restaurants and bars that require a different service technique. These types are:

- Blends, juices, healthy juices
- Soft drinks from cans or bottles
- Wines
- Hot beverages (coffee & tea)

However, one important rule applies for all of these drinks, which is that we serve the drinks from the right of the guest.

Blends or juices.

These drinks are prepared by the bar staff and the glasses are usually filled at the bar. This means that for the host or hostess, all that needs to be done is to place a coaster on the table for the beverage.

Soft drinks from cans or bottles

The procedure for serving soft drinks is really quite simple and nothing to worry about. When you receive the drinks from the bar, they should still be in their can or bottle, place on a tray with the glassware (usually a highball glass). Ice and lemon should only be there if the guests request it. Remember, it is 6 Senses policy not to serve ice in beverages unless requested by the guest.

Once you arrive at the table, place the coasters down at the correct position on the table. Then place the glass, open the can and fill the glass, (if you have a bottle it is permissible to open this prior to arriving at the table). Once you have filled the glass, pour the remaining beverage into the decanter, whilst the decanter is still on the tray. Then place the decanter on the second coaster. If you are pouring a beer, fill the glass, and then leave the bottle on the second coaster. Offer ice and lemon separately. Ensure ice is served throughout the period the guest is in the restaurant.

Wines

Serving a wine is again really quite simple. Once the guest has placed the order, the wine waiter (sommelier) should find the bottle. The sommelier should present the bottle, cradling it in the hand with the label facing the guest who ordered. Once the guest has approved the bottle, you should place it on the table and remove the lead. Use the cork screw to remove the cork, place it on a small side plate and present this to the guest who ordered. Once he/she has shown his/her approval, pour a small fine measure into the glass for the guest who ordered, making sure not to spill any wine. Allow the guest a few moments to check the wine, if the guest approves, pour the recommended quantity into each glass, leaving the glass of the host until last.

Hot beverages

Once you have taken the order for the hot beverages and run the order through to the outlet, place the sugars/milk on the table. Make sure you offer the guests of the option of Milk, Skimmed Milk or Soy Milk. If possible place them between the hosts in the middle of the table. Once this is done, the drink should be ready for pick up. If it is coffee, it should either be in a plunger, or in the case of an espresso or cappuccino etc, in a cup. All teas should be served in a teapot. When serving the drinks before placing them down on the table, check that the cup handle points to 4.30 and the spoon in parallel above. Ensure coasters are available and used to prevent the tables from "burning". Also make sure we serve a small "butter dish" with under liner to put the empty tea bag or the lemon from the tea.

4) Service of food

For the service of food we shall observe the following areas.

- Preparation of the table
- Controlling the pick up
- Food delivery

Preparation of the table

After the order has been collected and passed on to the kitchen, the host or runner should prepare the table as soon as possible for the order. This is important to do because it means that when the food is ready to pick up, it can be delivered straight to the table. If the table is not prepared before the food is ready, then the food will become delayed and more importantly cold, (or warm).

To prepare the table for the food delivery, you need to change the cutlery as necessary for the meal. If the guest has taken a soup, remove the small fork and knife and leave the soup spoon for example. Once this has been done, check if the table requires bread. All orders that are not Thai food, or burgers or sandwiches, will require a bread basket and peppermill service.

After this, check if the order requires a condiment, or sauce, such as ketchup and mayonnaise for a burger, peanut sauce for a chicken satay etc. If these are prepared before the order is ready for pick up, then the host or hostess will not need to rush. It is even recommended that a certain amount of condiments are prepared in advance before service.

A perfect preparation will mean that once the food has been put down on the table, you will not have to return to the table until it needs clearing.

Controlling the pick up

When you control the pick up, you control the speed of the food delivery. To do this, you have to first put the order through, clearly to the kitchen, making sure that all details on the KOT are clear and understandable for the chefs. If the KOT is not clear, then the host/hostess has to explain to the chef.

The host/hostess should also inform the chef how long they need until pick up for the next dish. When telling the chef how long the table will need until pick up, the host/hostess should take into account the time to prep the table, check for condiments

Once the table is ready and the food is ready, the pick up can take place. When picking up, it is IMPORTANT that the host/hostess controls the KOT and the dishes. This is to check that the WHOLE service is assembled and that any special details have been observed.

Food delivery

Once the table is ready to receive the food and the food is ready to be picked up, we go into the food delivery. The host/hostess should check on the KOT what food is going to which guest. In most cases, the food should be delivered to the table without the use of a tray. However, if for example the guests have ordered a Vietnamese set dinner and are 3 people or more, then we can consider using trays in a discreet manner. Also, food should not be picked up from the kitchen until it can go straight to the table. It is not acceptable practice for food to leave the kitchen area and then be placed in the pantry until the table is ready.

The guests order is served to the guest from his or her RIGHT SIDE. It is not permissible to deliver food from the left side of the guest unless the guest is seated beside a wall making right side service impossible. For the final note on the service of food, check with the chef how the plate is to be placed in front of the guest. Traditionally plates are placed with the “meat” directly in front of the guest. However, some dishes may now be placed differently as they are dressed and presented in more varied styles. Check with the chefs on how the dish has to be served.

Please note that Kids are served first, straight after that ladies and then gentlemen and last the table host. Make sure when picking up the food, you carry the food for the first served guest always in your right hand (if you are right handed) so you can indeed serve the first guest first!

5) Clearing the table

The process for clearing a table is very simple. Usually, you can see if the guests have finished or not by briefly observing the table. If you are not at all sure whether the guests have finished, then there are certain ways we can ask them. This shall be brought up in the Dialogue support.

Signs to look for when you are considering if a table can be cleared are the following

- How long have the guests had since the course was served?
- Do the plates look empty?
- How is the cutlery laid on the plate?

When it has been established that the guests have finished eating, then the host may clear the table. As with serving the table, we clear the table from the right side of the guest, carefully collecting the crockery on the left arm. Once the crockery has been cleared away, the host may set up the table for the next course.

If the guests have finished their main course, then the host can continue to clear away other items, such as unused cutlery, any remaining side plates. If the table is set with a plain tablecloth, crumbing is usually possible and should be done. However, given the place mats at the Sand Kitchen Restaurant, crumbing is not feasible. This said, the host/hostess should keep an eye open for any large items that may have fallen from the plates onto the place mats. Ensure to remove/replace ashtrays, salt and pepper as well. Also don't forget to serve the tooth picks.

6) Finishing off the meal

Final orders

Once the guest has finished eating, they may wish to have a coffee (if they have not already had one), or a digestive. If so, take the order and ask the bar to prepare the drinks. Before placing the drinks on the table make sure that the table has been cleared of items that were required during the meal or were unused. These may include long drink glasses, empty wine glasses etc. You may leave the water goblets on the table. This is also the time to place down toothpicks on the table and the towel service for after the meal.

Getting the bill

You do not have to wait for the guest to ask for the bill before you start to prepare the bill. Once you have cleared the table, and asked if the guests would require anything else (the coffee or digestive), if the guests decline your offer then you can start to prepare the bill. Ask the cashier for the check and then read through it to make sure that there are no errors in it. Once you are sure the bill is correct, place it in the bill folder discreetly on the table where the guest will notice it. Do not wait at the table until the bill is signed or paid, but do not go far away either as the guest may require assistance with the bill. Usually it is best to be active within your station area, keeping a close eye on the table.

Dialogue support

To offer the guest a coffee or digestive

Host "Would you like to take a fresh cup of cappuccino or a digestive in the comfort of our bar?"

7) Handling a complaint

It can occasionally happen that a guest will not be satisfied with his dinner or the service he received, or worse, both. In some cases we are fortunate enough to be told by the guest, and this gives us the ability to “save” the situation and make the guest happy again. Other times the guest will not tell us, but they will tell their friends afterwards. This can be very damaging for the reputation of the hotel.

What is important to understand, is that a guest whose complaint is handled efficiently and is satisfied, is more likely to return than a guest who is not happy with the way the hotel treated his/her complaint. We can also look at the guest complaint afterwards and see if there is anything that we can do better in the future to avoid the same situation happening again.

Listen to the guests

When a guest first brings a complaint to our attention, we should listen carefully to the guest. The host should not interrupt the guest until he/she has completely explained the situation.

Thank the guest.

It is important to thank the guest for bringing the incident to the attention of the hotel. Maybe there is a failing concerning one of our operations and the hotel has not yet realized this.

Check all the details

Once the guest has made the complaint, repeat his comments, then try to find out all the details to clarify. For example, if a guest complains that his steak was too cooked, ask him how he requested his steak to be cooked. Once you have all the details concerning the complaint from the guest, compare them with the details written on the KOT, (this is why the KOT has to be clear). Things to check are who took the order, what time were the order taken, how long did the guests wait between the courses, do any special requests figure on the KOT. Always inform your manager about any complaints! Also refer to the service recovery training and policies for full details on what you can offer a guest to “make up” the failing in expectations.

Analyze

Once you have found out what the problem was, you have to come up with a clear solution and explain clearly and confidently to the guest what you are going to do about the problem. Confidence here is important as this shows the guest that have the situation under control and that steps are being taken to solve the problem. If we take the steak problem, and assume that the captain had written Medium instead of Medium Rare, we can identify that the fault was made by the hotel. Then we can apologize and offer the steak to be re-done, or waived from the bill or if the guest refuses offer a dessert or a coffee. If you cannot resolve the problem, then explain to the guest that you are notifying your superior who will see them. Notify your superior of the whole situation concerning the guest before he/she goes out to speak to the guest. You should also notify the Chef and Service Manager of every complaint that happens.

Follow up

Once you have handled the complaint, or passed it on to you superior, it has not yet finished. You should follow up on the guests to check that they are satisfied and that the actions you said you would take have been completed. The complaint should be recorded in the log book and in a guest history file.

IMPORTANT

It is very important not to ignore the guests after they have made a complaint. Usually the complaints are very minor and are really quite easy to resolve. To resolve a complaint will take a bit more time and effort than usual, but if you ignore the complaint, the situation will only get much worse very quickly.

8) Telephone etiquette

Telephone etiquette describes the correct way of communicating using the in house telephone. Telephone etiquette exists mainly because it is a polite standard that is clear and helps to avoid confusion.

When answering a telephone you should let it ring approximately 3 times before answering. If you let it ring too long then the person calling may hang up if they are impatient. If you pick it up after just one ring the person may be surprised and may not sound as confident as they would like to.

The official greeting should inform the person calling where they have called to and with whom they are speaking to.

If the Dining on the Hill is our example, the greeting would be:

“Terima Kasih”, thank you for calling Dining on the Restaurant This is speaking, **how** can I help you?”

Also when someone is calling, it useful to have a pen and paper handy in case you need to write down any special details like the villa number, the time of the call and any special request that the guest may make. The notes you make will serve as a reminder in case you forget any of the details of the caller.

At the end of the conversation and before you hang up, thank the guest for their call.

9) The Pantry

The pantry is the service support for the restaurant. A good, well organized, efficiently stocked and clean pantry will make a big difference during the peak times of a busy service. A well-prepared pantry can make the difference between a chaotic service and a smooth service.

The pantry is not only a holding area for the utensils required in the restaurant, it is also the launch area for food arriving via the dumb waiter (the lift) and probably most importantly, the clearing area for tableware.

The holding area

The pantry should hold all materials necessary not only for a smooth daily operation, but also for the occasional inconveniences, such as a survival kit for wet day. As a good preparation can equal 75% of your work, as much preparation should be completed before the beginning of the service shift. To help with this a check list and a task of duties has been compiled and is attached as an example.

The launch area for the food

Sometimes food can be assembled from the pass in the kitchen and sent with the waiters straight to the table. Other times this is not possible, maybe there are too many plates and trays have to be used, maybe some of the food is being sent up in the dumb waiter. In these cases, it is all too easy for mistakes to be made, and food will be delivered to a table with trays. To avoid this assembling the food in the Pantry and then getting help from other hosts/hostesses to help deliver the food is called launching, and helps avoid using the trays in service.

Clearing area

During service, the pantry will be where the dirty tableware is taken after the tables are cleared. Because the various articles are dirty and so harder and safer to stack during a busy moment of service, the pantry can quickly become very messy, risking breakage and even injury to members of staff. For this reason, it is important to consider the clearing area as one of the most important phases of the pantry. Care should be taken to clear the tableware as it comes in and not to let it accumulate until it becomes dangerous.

Service stations

As we are on the subject of the pantry, we should also mention the service stations. Service stations are as the name suggests stations that are used during the service period. For this reason, they should hold a well balanced reserve of items that may be required during the service, such as cutlery, napkins, straws, toothpicks etc. Each station should be identical in its set up, so that during service the host/hostess does not have to go to another station for an item

During service, we take the material from the side station to reset tables because it is quicker than going to the pantry. However, when we are setting up before each service, we take the material directly from the pantry or from Stewarding, taking care to also restock the side station. This is so that the side station is always fully stocked for service.

II. The Pantry Guidebook

The following pages are our policies and procedures, (P & P's), explaining how we would like you to run the pantry. These have been compiled to allow a smooth and reliable service, supporting an efficient and seamless service delivery to our guests.

We would greatly appreciate it if you can take the time to read these pages. If you have any questions or suggestions, please feel free to contact any member of the Food and Beverage service department. Remember, we are here to fully support you in your job, ensuring total guest satisfaction within the restaurant.

- 1) The Pantry Ground Rules
- 2) Pantry Tasks
- 3) The Pantry Check list
- 4) The Pantry Cleaning plan
- 5) The Pantry shelving
- 6) The Service station material check list
- 7) The Service station layout plan

Pantry Ground Rules

The pantry is not a meeting place
Do not group inside the pantry unless it is for work purposes

Keep the pantry clean at all times
Do not block up the work areas
Keep the floor clean of debris and spilt goods (sauces, food, Ice)
Make sure the pantry is clean when you finish your shift

Clear away dirty dishes as you bring them in
Scrape the remains of food into the bin

Place cutlery into soapy water
STACK plates, bowls, and saucers
DO NOT STACK mugs, cups water goblets or glassware
Send the dirty plates and cutlery to the stewarding as regularly as possible

Replenish

Whenever you have spare time, check that the stock requirements of the pantry are complete. If the stocks are not complete, attend to replenishing (this should be done at least once per shift, preferably before handover to the next shift)

Pantry tasks

Tasks for the morning shift

- Ensure the sugars are filled
- Check with the Chef for lunch menu and unavailable items
- Complete the notice board duty
- Restock on any missing items (cutlery, plates, napkins etc)
- Check that the menus are presentable (no ripped or stained pages, which the menu is up to date)
- Check that all cruets are full, clean, well sealed and the holes are not blocked up
- Water the stones in the cellar (so they grow bigger)
- Check that the pepper mills for the service stations are clean and full
- Replenish the tooth pick holders and the straws

Tasks for lunch and dinner

- Double check on the special of the day
- Check that the sauces are in clean recipients and fully stocked
- Fold extra napkins so that there is a reserve for resetting
- Polish the cutlery
- Prepare at least 2 small sauce tubs of each sauce prior to service (mayonnaise, Ketchup and mustard)
- Restock on any missing items
- Regularly check if the bin is full
- When possible, help by starting to prepare the breakfast shift mise en place.

At the end of your shift

- Make sure that the sauce pots are cleaned. This means the outside of the pots, the lids and the rims. If necessary change the pots for clean ones.
- Send any remaining dirty items to the stewarding
- Make sure all surfaces are clean (including the sink)
- Wipe down the front and side of the fridge, open and check the shelves are clean
- If there is any clean cutlery left over, polish and distribute to the stations
- Check that the bins have been emptied by stewarding, if not, notify them

The Pantry Checklist

The pantry checklist serves as a pre-service check list. It is up to the Restaurant Manager or the Captain to follow through on the checklist. However, it is up to the Hosts and Hostesses on duty to make sure that the pantry is ready and stocked.

Survival Kit (10 umbrellas, 10 bath towels, 12 survival kit t-shirts, 3-6 shawls) If any of the items are missing, please note down in the log book and do the necessary to restock

Reading glasses one box of three reading glasses of different powers

Cold towel fridge and hot towel heater, check that it is fully stocked prior to service

Check water, butter and sauces are ready

Check crockery is stacked correctly in the shelving

Check that the notice board is updated (FBS1-005), all documents are screened for validity, Duty roster and shift timetable are visible.

Check Guest History Record sheets and also Captains check list are readily available
The Pantry cleaning roster

No	Duty	Regularity
1	Clean the work surface of the pantry with soapy water and then dry them off	After every lunch and dinner service
2	Sweep the floor of the pantry	After every dinner service
3	Change the sauce bowls for the ketchup, vinegar etc.,	After every dinner service
4	Clean the notice board	After every dinner service
5	Clean the selves inside the fridge	Every two days
6	Clean the shelving	Every two days
7	Clean the boxes holding the condiments and sugar (Beware attentive to leaking)	Every two days
8	Clean the shelving underneath work surfaces	Twice every week
9	Defrost the fridge	Once every week

The service station material check list

The following is a check list of the material you will need during the service. Your service station is there to help you during service, and so it should have all the material you may need for a successful service. Your service station should not be overstocked with excess material and should really only hold the essentials to allow a smooth service. The rest of the material that you may need should be stocked in the appropriate allocated areas.

				Side Station	Pantry	Buffet Line	Bar
Water Goblets							
Coffee Cup							
Cutlery	Knives	Forks	Spoons				
	Butter	Appetizer	Soup				
	Appetizer	Main	Cereal				
	Main	Shellfish	Dinner				
	Steak	Dessert	Ice Cream				
	Dessert		Tea				
			Espresso				
			Sugar				
Ashtray							
Salt pepper							
Sugar sets							
Napkins							
Pepper mill							
Ice Tong							
Tooth Picks							
Straws (incase straw falls/split/need to replace)							
				Side Station	Pantry	Buffet Line	Bar
Menu a la carte							
Menu Vietnamese Restaurant							
Captain Order							
Water Jug							
Water Jug Napkin							
Pen							
Candles							
Anti Mosquito incase							
Ice bucket							
Children plastic cup							
Candle Holder							
Espresso Cup							
Tea pots							
Coffee Plungers							