

TASK

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THREE MEAL RESTAURANT SERVER

TASK 52: Take Food Order

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Approach table with a smile and warm salutation: <ol style="list-style-type: none"> 1) Have pen/order pad ready. 2) Inquire if guests are ready to order. ■ Write down the table number, your initials and guest number of guests on each order. ■ Take the ladies' orders first, going clockwise around the table. Take host's order last. ■ Write the order down according to position number: <ol style="list-style-type: none"> 1) The seat whose back is toward the restaurant's entrance is position one. 2) Each seat going clockwise is position 2, 3, 4, etc. ■ Write all orders with position number after each item. ■ Circle all female position numbers on order pad. ■ Separate each course with a line. ■ Use proper modifiers to identify items. ■ Make suggestions to complement guest's meal (i.e., appetizers, salads, wine). ■ Repeat the order back and clarify all special requests. 	<ul style="list-style-type: none"> ■ Eye contact, smile and correct posture maintained. ■ Server speaks clearly. ■ Suggestive upselling techniques used. ■ Ladies orders first, host last. ■ All orders written neatly and legibly using standard abbreviations. ■ All pertinent questions are asked, (e.g., "How would you like your steak cooked?", "What type of salad dressing would you like?"). ■ All orders note position numbers after each item ordered. ■ All orders repeated before departing. ■ All dupes to contain: <ol style="list-style-type: none"> 1) Table number. 2) Number of covers. 3) Server number.

THREE MEAL RESTAURANT SERVER

TASK 53: Post Food Order

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Know the cooking and preparation times to determine when the order needs to be posted. ■ Look over the order and make sure it is correct. ■ Input orders into computer completely by position numbers and courses. ■ Verify that all the input was done correctly by checking the screen and the ticket. ■ Give duplicate copy of written check to kitchen to begin preparation. ■ Notify the kitchen of any special requests if unable to ring modifier through computer. 	<ul style="list-style-type: none"> ■ All orders input right after the order has been taken. ■ Orders are written legibly, using correct abbreviations. ■ All orders indicate: <ol style="list-style-type: none"> 1) Server name. 2) Table number. 3) Number of covers. ■ All orders entered into computer correctly. No omissions or errors. ■ Orders are input according to position numbers. ■ Kitchen is made aware of special requests. ■ All modifiers needed have been used. ■ Verify order has been transmitted.

THREE MEAL RESTAURANT SERVER

TASK 54: Pick Up Food

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Check table to ensure appropriate silverware is set before picking up food in kitchen. ■ Know the cooking time of all orders to anticipate and coordinate pick up time from the kitchen. ■ Wait until the complete order is ready to pick up. ■ When picking up orders, check the ticket to ensure items are correct and complete. ■ Pick up cold plates first, hot plates last. ■ Make sure all food is garnished to the specifications. ■ Cover all hot food with plate cover and remove it prior to serving the guest at the table. ■ Pick up all side dishes and condiments. ■ Pick up complete order and carry into restaurant on a tray. ■ Review position numbers before serving to eliminate "auctioning". 	<ul style="list-style-type: none"> ■ Guests have correct silverware for each course. ■ Orders are picked up from the kitchen on a timely basis. ■ Food items are checked against the ticket before removing from the kitchen. ■ All food plating guide specifications followed. ■ All items ordered at a table are picked up before delivering to the table. ■ Ensure that the food items are correct, properly garnished and that all guests receive the proper order. ■ Food is always carried into the restaurant on trays. ■ Trays lifted properly. ■ Correct entrance/exit doors used. ■ Trays set down quietly and smoothly. ■ Hot food is served hot, cold food served cold.