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24. Sequence of Service

24.1.1. All Day(except Tea Time) BEVERAGE SERVICE

Captain / Waitress:

Everybody supposes to do the same duties

- Greets the guest and says:
“Good Morning / afternoon / evening S/M , L/G
- Escorts the guest to the table saying:
“This way, please”
- pulls out the chair to seat the guest
- lifts up the beverage list from the table and presents it to the guests saying:
“May I recommend a cocktail from our Drink list S/M, L/G”.
- takes the order on a captain order and hands it to the waiter:
one copy for the cashier
one copy for the bartender
one copy for station
says:
“Thank you, what is your room number please S/M”
“Enjoy your drink”.

Waitress / Busgirl:

- picks-up the drinks, food snack, cocktail napkin, coaster on a tray
- serves the guest (refer to tasks)
 - cocktail : coaster on table and drink on coaster
 - bottle : 2 coasters on table, glass and bottle on coaster
 - food snack : bowl in the middle of table
- say: “Enjoy your drink, please”

Captain / Waitress:

When drink is 2/3 empty


- approaches the guest and asks:
“Would you care for another drink S/M , L/G?”
if yes, captain handles the request
if no captain prepares the cheque, roomnumber already written on it, for when guest is ready.

Waitress / Busgirl:

- changes ashtray filled with one cigarette, no more
- replenishes the food snack

guest leaves the table:

- pulls out guests’ chair and says:
“Thank you S/M, L/G, have a pleasant day/ afternoon, evening”
- clears the table with a tray and brings to pantry

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24.1.2. Tea-time - Food Service

Captain / Waitress:


- Greets the guest and says:
“Good Morning / afternoon / evening S/M, L/G”.
- Escorts the guest to the table saying:
“This way, please”
- Pulls out the chair to seat the guest
- lifts up the beverage list from the table and presents it to the guests saying:
“May I recommend a cocktail from our Drink list or do you prefer our tea time selection (shows tea-time card) S/M, L/G”.
if guest orders food only asks: “Would you care for coffee or tea S/M, L/G”
- takes the order on a captain order and hands it to the waiter:
one copy for the cashier
one copy for the bartender
one copy for station
says:
“Thank you, what is your room number please S/M”

For Tea-Time

- pushes the dessert trolley to the table and asks:
“Which pastry would you prefer S/M, we have (names each pastry)”
- places the paper napkin on the right hand side, dessert fork and spoon on top, dessert plate with pastry in front of the guest
- and says:
“Enjoy your pastry S/M, L/G”.

Waiter / Busboy:

- picks-up the drinks, coffee, tea, milk, cream, sugar bowl or food order on tray
- serves the guest (beverage refer to previous procedure)
 - Food order : placemat on the table with cutlery and napkin properly placed
 - Ice-cream : paper napkin on the right hand side
ice-tea spoon on top of napkin
ice-cream in front of guest
 - Coffee/ Tea : milk, cream, sugar bowl in the middle of the table
saucer and cup (spoon) on the right hand side if served with food
in front of guest if no food ordered
cocktail napkin on the right hand side of coffee/ tea saucer
- changes ashtray filled with one cigarette, no more
- replenishes the food snacks
- refills the coffee / tea when 2/3 empty

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Captain / Waitress:

- offers additional service by saying:
“Excuse me S/M, L/G, Is there anything further I can do for you?”
if yes, handles the request
if no captain present the cheque with the room number already written on it and says:
“Thank you S/M, L/G”

Waiter / Busgirl:

- Guest leaves the table*
- pulls out the chair and says:
“Thank you S/M, have a pleasant day, afternoon, evening”
 - clears and cleans the table with a tray and brings to pantry