

SERVICE SEQUENCE – A LA CARTE

Good service is 50% of the total success of the whole restaurant. It can upgrade a very good meal to an excellent one but unfortunately can also degrade an excellent meal to an average one. Good service is also fast service, which ensures that the meal is served cold for cold dishes and hot for hot dishes. The waiting staff can only provide consistent good service if service sequence procedures are defined and explained clearly. Waiting staff will not be able to follow the service sequence procedures without the support from all the kitchen employees. Proper service sequence starts in the kitchen.

The Food & Beverage Law :

Whatever should not happen will happen, at the most busy time or when you least expect it.

Solution :

Irrespective of who made the mistake, the cooks will give absolute priority to correcting the wrong order. The Guest always comes first. The following rules must be followed by the Kitchen employees when serving a la carte meals. It is the responsibility of the Executive Sous Chef or Sous Chef to ensure that all the rules are adhered to.

1/ The Executive Sous Chef or Sous Chef must be present at the food pick-up counter during all meal periods to ensure a timely and correct issuing of requested meals, as per order. They will coordinate the pick-up sequences between the waiting staff and the cooks. The food pick up counter will be covered by the Executive Sous Chef or Sous Chef during all busy periods and specifically between the following times :

Breakfast : 0700 till 0930
Lunch : 1100 till 1430
Dinner : 1800 till 2230

2/ **The Executive Sous Chef will check all mise en place in the kitchens before the start of every meal period. A good mise en place will assure a timely food preparation and food service.**

3/ The manager will give the table assignments to the Executive Sous Chef or Sous Chef before every meal period.

4/ The printed order docket must be read out by the person manning the food pick up counter, making sure that all the cooks understand clearly what has been requested.

5/ The first course such as appetizers, soup or salads must be served a maximum of five (5) minutes after the order has been received, The first courses such as main dishes, must be served a maximum of 12 minutes after the order has been received.

Note: First course is the dish which is on the docket and is not followed by any other order on wait. All first course dishes for the same table must be served in the same time. Food orders for children must be prepared as fast as possible.

6/ Once the order is picked-up by the waiting staff, the Executive Sous Chef or Sous Chef on the food pick up counter will advise the cooks to be on stand-by for second course. Good coordination between the different service counters is very important in ensuring timely food issuing

Note: Second course are the dishes on the dockets coming after the first course, and placed on hold.

7/ The waiter will advise the person on the pass of the pick-up of the second course, five (5)minutes before the guest is finished with the first course.

8/ As the food is ready, the person on the pass will advise the respective waiter to pick-up the food.

Note : Waiters are working as a team and should one be busy, the other will help to served. All dishes for the same table must be served at the same time.

9/ The same system applies for any further courses with the person on the food pick-up counter coordinating all issues between the different kitchen sections and the service waiters.

SERVICE SEQUENCE – BANQUET BUFFET SERVICE

The buffet is the show case of the kitchens and provides the cooks with an opportunity to demonstrate their skills and expertise in addition to offering dishes of high quality standards. Service procedures for buffets need to be defined and strictly adhered to. This will ensure proper coordination between the kitchen, Environment Service Department and Service Employees and result in the food display on the buffet remaining replenished and in perfect condition throughout the whole meal period.

Certain rules must be followed by the kitchen employees when preparing and serving buffets. It is the responsibility of the Senior Sous Chef to ensure that all the rules are strictly adhered to.

1/ The Senior Sous Chef will discuss the requirements for every function with Banqueting Service Manager and Environment Services Manager.

2/ The Senior Sous Chef or Sous Chef will ensure there is always have one cook present behind every buffet station and one cook for every meat carving station. The cook must be in a clean uniform, well groomed and briefed on the food displayed. The cook must be in their position five (10) minutes before the opening of the buffet.

3/ The Senior Sous Chef will check all mise en place in the kitchens before the start of every function. The Senior Sous Chef must check the quantity, quality and taste of all dishes and make sure that enough food is available at all times until the end of the function. Good mise en place will ensure a timely food preparation and food service.

4/ The cold food and dessert set-up at the buffet counter will start 30 minutes before opening time for small functions and 60 minutes before opening for large functions. The waiters will set up the service equipment.

5/ The hot food set-up will start 15 minutes before the opening time for small functions and 30 minutes before for large functions. The waiters will set-up the service spoons for all hot dishes.

6/ The cooks and waiters will greet all guests coming to the buffet and assist all guests in selecting and serving the food

7/ The waiters will assist the cooks to replace all cold food, hot food and desserts, once only 1/3 is left in the containers or as soon as the food does not look attractive any more. The Senior Sous Chef will set up a refill stations with spare food at the back of the function room.

8/ The cooks and waiters will replace all dirty or sticky service spoons, replace all dressing containers and make sure that the buffet always looks clean, refilled and that the food looks fresh, appetizing and attractively presented.

9/ The cooks will clear all food after the closing of the buffet. They will send all returning food to the sections concerned and make sure that all food is properly stored in clean containers.

The following rules must be followed by the Banquet Service

- 1/ The waiter will set up all plates on the buffet.
- 2/ The banquets service Manager will check all plates and silverware for cleanliness on the buffet.
- 3/ The waiters will place the service equipment in all cold and hot dishes.
- 4/ The waiters will assist the cooks to replace all cold food, hot food and desserts once the displays are nearly empty or when the food does not look attractive any more. The Senior Sous Chef will set up a refill station with back up food at the back of the function room.
- 5/ The waiters and cooks will replace all dirty or sticky service spoons, replace all dressing containers, and make sure that the buffet always looks attractive.
- 6/ The waiters will always refill the buffet with clean plates at the correct temperature, cold plates for cold food, hot plates for hot food. Waiting staff will also assist the cooks in keeping the standard of the buffet high.
- 7/ The waiters will assist in clearing the buffet and bring all un-used plates back to the proper storage area.

The Following rules must be followed by the Stewarding Department :

- 1/ The Stewarding staff will set-up all equipment required two (2) hours before the start of the buffet. They will fill the chafing dishes with water and switch on the powder 30 minutes before the start of the buffet for small functions and 45 minutes before the start of the buffet for large functions (or with sterno where applicable).
- 2/ The Stewarding staff will dry all plates before sending them to the function room.
- 3/ The stewarding staff will assist in the clearing of all the equipment after the closing of the buffet.

SET MENU SERVICE – RESTAURANTS

Good service is 50% of the total success of the whole restaurant. It can upgrade a very good meal to an excellent one but unfortunately can also degrade an excellent meal to an average one. Good service is also fast service, which ensures that the meal is served cold for cold dishes and hot for hot dishes. The waiting staff can only provide consistent good service if service sequence procedures are defined and explained clearly. Waiting staff will not be able to follow the service sequence procedures without the support from all the kitchen employees. Proper service sequence starts in the kitchen.

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Solution :

Irrespective of who made the mistake, the cooks will give absolute priority to correcting the wrong order. The Guest always comes first. The following rules must be followed by the Kitchen employees when serving a la carte meals. It is the responsibility of the Executive Sous Chef or Sous Chef to ensure that all the rules are adhered to.

1/ The Executive Sous Chef or Sous Chef must be present at the food pick-up counter during all meal periods to ensure a timely and correct issuing of requested meals, as per order. They will coordinate the pick-up sequences between the waiting staff and the cooks. The food pick up counter will be covered by the Executive Sous Chef or Sous Chef during all busy periods and specifically between the following times :

Breakfast : 0700 till 0930

Lunch : 1100 till 1430

Dinner : 1800 till 2230 depending on the peak hours

2/ The Executive Sous Chef will check all mise en place in the kitchens before the start of every meal period. A good mise en place for set menu will be different to that of the a la carte meals.

3/ The manager will give the table assignments to the Executive Sous Chef or Sous Chef before every meal period.

4/ The printed order docket must be read out by the person manning the food pick up counter, making sure that all the cooks understand clearly what has been requested

5/ The first course such as appetizers must be served a maximum of five (5) minutes after the order has been received. All first courses for the same table must be served at the same time. It is necessary coordinate the service sequence in such a way to cater for those guests on the same table eating set menus and a la carte. Food orders for children must be prepared as fast as possible.

6/ Once the order is picked-up by the waiting staff, the person on the food pick up counter will advise the cooks to be on stand-by for next course. Good coordination between the different service counters is very important in ensuring timely food issuing

7/ The waiter will advise the person on the pass of the pick-up of the next course, five (5)minutes before the guest is finished with the previous course.

8/ As the food is ready, the person on the pass will advise the respective waiter to pick-up the food.

Note : Waiters are working as a team and should one be busy, the other will help to served. All dishes for the same table must be served at the same time.

9/ The same system applies for any further courses with the person on the food pick-up counter coordinating all issues between the different kitchen sections and the service waiters.

SET MENU SERVICE – BANQUET

Good service is 50% of the total success of the whole restaurant. It can upgrade a very good meal to an excellent one but unfortunately can also degrade an excellent meal to an average one. Good service is also fast service, which ensures that the meal is served cold for cold dishes and hot for hot dishes. The waiting staff can only provide consistent good service if service sequence procedures are defined and explained clearly. Waiting staff will not be able to follow the service sequence procedures without the support from all the kitchen employees. Proper service sequence starts in the kitchen.

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1/ The Senior Sous Chef or Sous Chef must be present at the food pick-up counter during all meal periods to ensure a timely and correct issuing of requested meals, as per order. They will supervise the finishing of the different courses, and coordinate the pick-up sequences between the waiting staff and the cooks.

2/ The Senior Sous Chef will check all mise en place for taste, correct portion size and number before the start of every banquet function. The mise en place in banquets will differ from the mise en place set-up in the restaurant .

3/ The Banquet Service Manager will discuss the service timing and table assignments with the Senior Sous Chef before every banquet function.

4/ The Senior Sous Chef will decide on the configuration of the food service stations for Back of House for each function. A standard will be established whereby one food service station will be provided for every 200 pax served. The following items will be set up on every food station :

- Food distribution counter
- Hot plate dispensers
- Hot trolley for storage of soup cups and/or fish and meat.
- Spare kitchen towel
- Soup dispenser, kitchen spoons, ladles, tongs, plastic gloves for dish up

5/ The Senior Sous Chef will assign the cooks to handle the food service on each station. The menus must be laid out in such a way that a certain number of cooks are needed for every course and plating is done in a maximum of 15 minutes.

COLD ENTRÉE :

Plated in Grade Manger, placed on Jack Stack trolley with Jack Stack cover and delivered to serving station. 2 cooks on pick up for distribution and finishing.

HOT ENTRÉE :

Heating Trolley will be placed close to the distribution station by the banquet department. Prior to the start of the function at the appropriate time with the cooling plates in place, the finished hot entrée garnish will be brought to serving temperature the Senior Sous Chef will advise of regeneration time. 3 cooks will plate up for pick up. The meat and fish will be regenerated in the combi steamer and held hot in the hot trolley.

SOUP : HOT

To be picked up by the station chefs from the banquet Kitchen in a 70 Liter pot on dolly with lid. 2 Cooks are to pour soup.

SOUP : COLD

To be picked up by the station chefs from Garde Manger with soup in the cups ready for service.

FISH COURSE :

Heating Trolley will be placed close to the distribution station by the Banqueting kitchen. At the appropriate time the finished fish course will be brought to service temperature. The Senior Sous Chef will advise regeneration time. Sauce to be picked up by station cook from the banquet Kitchen 3 cooks will plate up for pick up . The fish will be regenerated in the combi steamer and held hot in the hot trolley.

SORBET :

Dressed by pastry cook before service. Distributed to pick up area by pastry cook with cook's support.

MAIN COURSE :

Heating Trolley will be placed close to the distribution station by the Banqueting kitchen. At the appropriate time the finished meat/fish course and vegetables, will be brought to service temperature. The Senior Sous Chef will advise regeneration time. Sauce to be picked up by station cook from the banquet Kitchen 4 cooks will plate up for pick up . The meat or fish will be regenerated in the combi steamer.

CHEESE :

Cheese Plated in Grade Manger, before the start of the service, placed on Jack Stack trolley with Jack Stack cover and delivered to serving station. 2 cooks on pick up for distribution and finishing.

DESSERT:

Dessert Plated by pastry before the start of the service, placed on Jack Stack trolley with Jack Stack cover and delivered to serving station. Distributed to pick up area by pastry cook with cook's support to finish.

6/ The Cooks assigned to each station will serve the complete meal, with a maximum of 4 cooks per station during main course service. The cooks not required for service will heat the food in the kitchens and supply the service stations with the course. Additional cooks required from Restaurants for service will be coordinated through the Banquet Sous Chef and his respective Senior Sous Chef.

7/ Service station chefs are fully responsible for cleaning the service station, after each course and re-setting the mise en place for the next course.

SERVICE SEQUENCE – RESTAURANT BUFFET

The buffet is the show case of the kitchens and provides the cooks with an opportunity to demonstrate their skills and expertise in addition to offering dishes of high quality standards. Service procedures for buffets need to be defined and strictly adhered to. This will ensure proper coordination between the kitchen, Environment Service Department and Service Employees and result in the food display on the buffet remaining replenished and in perfect condition throughout the whole meal period.

Certain rules must be followed by the kitchen employees when preparing and serving buffets. It is the responsibility of the Executive Sous Chef or Sous Chef to ensure that all the rules are strictly adhered to.

- 1/ The Executive Sous Chef or Sous Chef will ensure there is always have one cook present behind every buffet counter. If no meat carving is performed, one cook will be required and two cooks if meat carving is performed. The cook must be in a clean uniform, well groomed and briefed on the food displayed. The cook must be in their position five (10) minutes before the opening of the buffet. Ensure that there is a chef behind the cooking station at all times.
- 2/ The Executive Sous Chef will check all mise en place in the kitchens before the start of every meal period. Good mise en place will ensure a timely food preparation and food service.
- 3/ The cold food and dessert set-up at the buffet counter will start 30 minutes before opening time. The waiters will set up the service spoon & equipment.
- 4/ the hot food set-up will start 15 minutes before the opening time. Only a small amount of hot food should be placed in the chafing dishes, with exception when the restaurant is expecting a rush at opening. The waiters will set-up the service spoons for all hot dishes.
- 5/ The cooks and the waiting staff on the buffet will greet all guests coming to the buffet and assist all guests in selecting and serving the food
- 6/ The waiting staff on the counter will replace all cold food and desserts, once only 1/3 is left in the containers or as soon as the food does not look attractive any more.
- 7/ The cooks and waiting staff will replace all dirty or sticky service spoons, replace all dressing containers and make sure that the buffet always looks clean, refilled and that the food looks fresh, appetizing and attractively presented.
- 8/ The cooks will prepare all hot food in small quantities thus ensuring a constant supply of fresh, appetizing food.
- 9/ The cooks and waiting staff will clear all food after the closing of the buffet. They will send all returning food to the sections concerned and make sure that all food is properly stored in clean containers.

The following rules must be followed by the Restaurant Service Staff :

- 1/ The waiter will bring all plates from the kitchen and set up them on the buffet.
- 2/ The Restaurant Manager will check all plates and cutlery for cleanliness on the buffet.
- 3/ The waiters will place the service equipment in all cold and hot dishes.
- 4/ The waiters and cooks will replace all dirty or sticky service spoons, replace all dressing containers and make sure that buffet ALWAYS looks attractive.
- 5/ The waiters will always refill the buffet with clean plates at the correct temperature, cold plates for cold food, hot plates for hot food. Waiting staff will also assist the cooks in keeping the standard of the buffet high.
- 6/ The waiters will assist in clearing the buffet and bring all un-used plates back to the proper storage area.

The Following rules must be followed by the Stewarding Department :

- 1/ The Stewarding staff will set-up all equipment required forty five (45) minutes before the start of the buffet. They will fill the chafing dishes with water and switch on the powder 30 minutes before the start of the buffet (or with sterno where applicable).
- 2 The stewarding staff will assist in the clearing of all the equipment after the closing of the buffet.