



## **Steps of Service:**

1. Greeting:
  - a. Greet your guest
  - b. Present features
  - c. Take drink order
  - d. Ask if you can get an appetizer going for them
2. Deliver Beverages & Take Food Order
3. Deliver Appetizers/Salads/Soups
4. Two-Bite Check Back and PRE-BUS/Crumb Table
5. Deliver Entrees
6. Two-Bite Check Back and PRE-BUS/Crumb Table
7. Introduce Southern Sweets
8. Take Dessert, Coffee, and After Dinner Drink Order
9. Present Check & PRE-BUS/Crumb Table
10. Process Payment and Thank Guest



## STEP 1: GREETING

- GREET YOUR GUEST

- Always greet your guest within **1 minute or less** of being seated.
- The Host/Hostess will provide you with any important Guest information they may have. (i.e guest's name, special occasions, etc.) Recognize any special occasions or dietary restrictions upon initial greet.

*DO:* Introduce yourself with a smile and ask questions such as “What are we celebrating this evening?” or “Have you dined with us before?”

*DON'T:* Say “I will be taking care of you.”

This is basically a no brainer and doesn't need to be mentioned. Why else would you be standing at their table?

<b>Service note:</b> Gluten free menus are available upon request.
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- PRESENT FEATURES

- Features are curated to give guests a special dish that represents our brand.

*DO:* Tell Guests what items are 86ed.

*DON'T:* Let your Guest order something only to be told it's not available.

*DO:* Use phrases “sold out” or “fresh out.”

*DON'T:* Say “ran out”

<b>Service note:</b> Features are presented to servers during the line up for each shift. Practice the dialogue to present to guests. Never read straight from your book.
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- TAKE DRINK ORDER
  - **Place beverage napkins down in front of each Guest seated and offer/pour a glass of complementary champagne. (Only applies for lunch and dinner service.)** This signifies the table has been greeted. Bev naps are used under all glassware except stemware.
  - At dinner service, remove any wine glasses that you are certain will not be used. (At lunch the wine glass is not set for service.)
- ASK IF YOU CAN GET AN APPETIZER GOING FOR THEM
  - Pick out one of our appetizers and use it during your greeting. For example, *"Can I go ahead and get an appetizer going for you? Our Crawfish Popcorn is a popular option and is easy for a table this size to share."*

## STEP 2: DELIVER BEVERAGES & TAKE FOOD ORDER

- Deliver the beverages within 5 min for dinner service, and 3 min for lunch service

*DO:* Use a drink tray (even for just 1 drink) and avoid touching the rim of the glass.

*DON'T:* Hand carry drinks to your tables.

**Service Note:** Beverages are always delivered and refilled from the RIGHT with the right hand. There are exceptions to this rule. Booths and Group tables will require modified service in order to properly & safely deliver items to the guest.

- Wine Service:
  - Bottles costing \$60 or more are to be opened by a Manager.
  - Chilled buckets are only used when requested by the Guest. The only exception is with champagne. champagne bottles are always served with a chilled bucket.



**Service Note:** For white wine, a chilled bucket is used upon request. Fill the bucket  $\frac{3}{4}$  full with ice. Place the wine bottle on top of the ice. For champagne, a wine bucket is always used. Fill the bucket with  $\frac{1}{3}$  ice, and  $\frac{1}{3}$  water. The champagne bottle is then submerged. ( $\frac{1}{3}$  is left empty so the bucket does not overflow.)

- At this point, now is the time to describe some of the signature entrees and answer any questions your guests may have.

*DO:* Ask if there are any food allergies at the table we should know about.

*DON'T:* Assume guests will automatically tell you. Always ask.

**Service Note:** Always involve the Chef and/or manager when dealing with a guest allergy.

- A great three-course meal experience at Glenn's Cafe should take no more than 1 hour and 20 minutes for dinner, and 52 minutes for lunch. If there are no appetizers, dinner should take 1 hour and lunch should take 45 minutes.

### STEP 3: DELIVER APPETIZERS/SALADS/SOUPS

- Deliver according to the pivot points - **never auction off food!**
- Food is always delivered from the LEFT, with the left. Always consider guest safety when delivering food.

When running food:

*DO:* Use the parameters of the dining room for pathways.

*DON'T:* Run food and drinks through the bathroom hallway or host area.

*DO:* Deliver food to bar guests from **behind** the bar.

*DON'T:* Reach between guests to deliver food from their side of the bar.

- All appetizer plates must be removed from the table prior to the entrees being delivered.



- **Refill** beverages as necessary. Never touch the rim of the glass. Always handle the glass by the stem or the base.
- Always bring a clean wine glass for each glass of wine ordered. This applies even if the Guest orders two glasses of the same wine. This does NOT apply to Guests drinking wine by the bottle.

**Service Note:** Practice "Heavy Hands". If you're going into the kitchen, find something that can go into the kitchen with you. Whether it's multiple plates, one plate, or just a single glass, there's always **something** you can take.. Scan the room. This doesn't just apply to your tables.

## STEP 4: TWO-BITE CHECK BACK and PRE-BUS/CRUMB TABLE

- Check back with Guests within 2 minutes after they receive their food.
- Verify their satisfaction and offer refills on their beverages.
- Pre-bus/crumb table as necessary to remove clutter/crumbs. Remember that sharing the workload is the ultimate example of teamwork. Always look for an opportunity to pre-bus during your shift.

### What's Crumbing?

Crumbing is simply the removal of small items (or "crumbs") from the tabletop. This step usually occurs after the table has been cleared of each course.

Steps: (Note - These steps are done silently to not disturb the guest's experience.)

- Place the crumber or folded napkin on the table and gently move any items to the edge.
- While holding the plate under the table's edge, slide the crumber off the side of the table. You may need to make more than one pass with the crumber.
- By crumbing, you are simply maintaining the table's organization and cleanliness. This step of service is silent, unless the guest starts a conversation. Reading the table is crucial.



## STEP 5: DELIVER ENTREES

- Entrees should be delivered in **less than 12 minutes for lunch & less than 18 minutes for dinner**. The maximum time allowed for entrees to be ready to serve is 18 minutes. If any entree is not ready to be served within this timeframe, notify a manager immediately.
- Serve each Guest according to the pivot points and **never auction off food!**
- Always present the plate of food with the protein facing the Guest.
- Confidently name each plate when placing in front of each Guest.
- Suggest another beverage and refill beverages as necessary.
- Follow-up with any special requests (i.e., extra sauce, fresh pepper, new linen napkin, etc.)
- Condiments are served in a ramekin on a shared plate. (Hot sauce is the only condiment served in the bottle.)

**Service Note:** In the event the guests are still enjoying appetizers simply pass the table and bring the entrees back to the expo. Communicate to the server that their guests' food is ready so they may pre-bus and mark the table prior to delivering the entrees.

## STEP 6: TWO-BITE CHECK BACK and PRE-BUS/CRUMB TABLE

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- Verify their satisfaction and offer refills on their beverages.
- Pre-bus/crumb table as necessary to remove clutter/crumbs. Remember that sharing the workload is the ultimate example of teamwork. Always look for an opportunity to pre-bus during your shift.
- **Do not remove anyone's plate if someone in the party is still eating unless otherwise requested. This may be a nonverbal (all silverware is stacked on the plate and the plate is pushed to the end of the table) However, if one diner is taking a very long time to finish, you may ask if the other plates may be removed.**



**Service Note:** Plates are always cleared from the RIGHT with the right. When clearing plates, no one rule fits every situation. If a Guest pushes their plate to the center of the table that is a non-verbal request to remove their plate. The guest may also place their napkin on the plate or table. Also, never stack dirty plates on the Guests' table. Always pre-bus away from the Guests' view. Trays are not required to pre-bus. Pre-bussing is a silent step of service.

*DON'T:* Say "Are you still working on that?"

*DO:* Use phrases "Are you still enjoying that?" or "What can I get out of the way for you?"

## STEP 7: INTRODUCE SOUTHERN SWEETS

- Now is the time to bring up our amazing Southern Sweets options.
- Pick out your favorite Southern Sweet **I stopped here .....**

*DON'T:* Say "Did you save room for dessert?"

*DO:* Say "What sounds good for dessert?"

### Take Coffee and After Dinner Drink Order

- As you are clearing the entree plates, offer to package up any leftovers (Box up leftovers at the service station and return to the Guest with the box properly labeled and bagged)
- Offer coffee, after dinner drinks or dessert wine pairing

**Service Note:** Deliver the after dinner beverages first (including cream carafe and sugar caddy, if coffee was ordered) and then present the Southern Sweets (Never ask the Guest if they want dessert, always present dessert options.)

### 8 Present the Southern Sweets Tray



- Before presenting the Southern Sweets and other dessert options, Always bring one dessert spoon and one bev nap for each Guest sitting at the table.

Remember .....**SPOON, SPIEL.**

- **Three** Southern Sweets are described in detail and one **specific** Southern Sweets is **recommended**.
- When presenting the Southern Sweets tray, they are introduced to the table as "Here are your Award Winning, Original Southern Sweets"

- Ensure each Southern Sweets is rung up in Lightspeed immediately and accurately
- Pre-bus/crumb table as necessary
- Verbal or visual two-bite check back

**Service Note:** Check to see if your Guests would like anything further.

## **9 Present Check and Pre-bus Table**

- After the final refusal of any additional service, print and deliver the check to the Host of the party in a check presenter. The check presenter must be clean, contain current marketing material, your business card and an accurate guest check

**Service Note:** All Check presenters are to be placed flat on the table with the Glenn's Cafe logo facing up.

- Remove Southern Sweets glasses

**At this point only beverage glasses should remain on the table**

## **10 Receive Payment and Thank Guest**

- Verify accuracy of payment





- **Promptly** return change/credit card voucher to the Guest in a check presenter with a Glenn's Cafe logoed pen
- When payment is made with a credit card, always personalize the experience for the Guest by using their last name
- Thank Guests, invite them back soon!

**If you have any additional information you feel should be on file regarding the Guest, make note on the Guest Information Chit and present to the Host on duty.**

### **Check Presenters**

- Check presenters must always be clean and neat when presented to a guest
- Current marketing material must be enclosed when presented to a guest
- Your Glenn's Cafe business card must be enclosed when presented to a guest
- Check presenters are placed flat on the table with the Glenn's Cafe logo facing up. Check presenters are not placed on the table standing up.

### **Guest Situations**

There may be times when a guest is not fully enjoying their experience as expected.

When these situations occur, it is extremely important you handle them properly and

professionally. Once the Guest explains their complaint or frustration, immediately and

sincerely apologize and let the guest know you are going to correct the problem.

Once

you excuse yourself, get a Manager involved at once.