



## SKILLS TRAINING

POSITION: Waiter  
DEPARTMENT: Restaurant

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Service Category: Service

TASK # 1: Sequence of service

STANDARD: Service steps should be followed in order

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### PROCEDURE:

1. Welcome your guest.
2. Offer chair assistance.
3. Offer Napkin Assistance. – from the left
4. Introduce and Present the Menu (If the Maitre D' has not already offered it)
5. Serve bread and butter (left) and Iced Water (right)
6. Take Guests Order –use A B C etc... (see separate SOP)
  - a. Stand to the left
  - b. Answer any questions
  - c. Take to kitchen (or input in computer)
  - d. Remember Mineral Bar Order
  - e. Remove menus to side station (both Beverage and Food)
7. Check all guests have the correct cutlery for their meal and change where necessary.
8. Call Starters away from the kitchen.
9. Check if you can take any items to wash up that are no longer required. (eg butter dish and bread basket from side station)
10. Collect Starters from kitchen. Teamwork is key. Ensure your assistant know what position is getting what food. This will make service more streamline in the restaurant.
  - a. Handle plates correctly – NO THUMBS.
  - b. Carry 3 plates where required.
  - c. Plates must be kept flat.
  - d. Remember underliners – All bowls have underliners.
11. Synchronize your service with your fellow waiters.
12. Serve Starters.
  - a. You should not need to ask guests what they have ordered.
  - b. Use your order docket as a guide (before leaving the kitchen).



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- c. Serve to the left at all times.
13. Explain the starters to the guests. Do this once all items have been served and speak clearly so that all the guests can hear.
14. Serve Minerals from the mineral bar(Right).
15. Check for water.
16. Tidy Side Station – empty bread baskets back to pantry etc.
17. Check tables for empty butter plates and remove.
18. Clear Starters to wash up area. –
  - a. Always clear from the RIGHT.
  - b. You should be able to clear at least 3 starters from a table.
  - c. Check cutlery as you clear in case a guest has used the incorrect cutlery and replace cutlery.
  - d. Remove items to wash up area.
19. Keep the wash up area clean and tidy.
  - a. Sort out cutlery – **any cutlery that goes in the bin must be retrieved.**
  - b. Stack plates correctly – like plates with like plates.
20. Call Main Courses Away using POS.
21. Collect items from kitchen.
  - a. 2 Plates (3 if you can manage them).
  - b. No thumbs.
  - c. Hold flat.
22. Serve your main courses.
  - a. You should not need to ask guests.
  - b. Use your order docket as a guide.
  - c. Serve to the left at all times.
23. Check your table for empty glasses (mineral) and water.
24. Offer more minerals or clear glasses (mineral glasses only)
25. Check your side station is tidy.
26. Remove items that are no longer needed – empty breadbasket, butter etc.
27. Make sure you have your service cloth, along with plate ready for crumbing down.
28. Clear main Courses.
  - a. Clear from the Right.
  - b. You should be clearing at least 3 main course plates.
29. Leave items in Wash up.
30. Clear Side plates, Salt and Pepper and Butter Dish **using a tray**
31. Leave tray on side station.



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32. Crumb Down each guest starting from the left and then right. Remember to bring down the dessert cutlery. Dessert fork when crumbing the left and dessert fork when crumbing the right side. NEVER cross your guest)
33. Present the Dessert Menu to the guests- Left.
34. Clear all items on your side station that are no longer required to the wash up area.
35. Take the dessert order.
36. Remember to ask for coffee (lecturers and paying students only).
  - a. Take order from the left – no mass orders.
  - b. Use the A B C system...etc....
37. Input order to POS and if ready call away desserts. Remember to take the hand written order to the kitchen as it will not print in the kitchen.
38. Leave a tray at the bar for your coffee cups.
39. Serve Desserts.
40. Serve to the left.
41. Return to the bar and collect your cups on the tray and place on the table.
42. Cups should be placed to the right of the guest.
43. Tea spoon should be parallel to handle that must face right.
44. Clear Desserts from the right.
45. Leave them on side station.
46. Serve tea and coffee from the right. Do not leave tea and coffee pots on the table. These must be returned to the bar.
47. Offer Milk and Sugar – assist the guests if necessary.
  - a. Make sure handles of the milk/cream jug are facing towards the guests.
  - b. Make sure spoon handles are facing towards the guest.
48. Remove dessert items to the wash up area.
49. Print the bill for the table for signature or payment.
50. Place the bill in a bill folder with a pen and deliver to table.
51. Collect money from students that are paying for lunch or have guests sign the bill.
52. Close out the bill and return change if necessary.
  - a. If the bill is signed it must be closed to complimentary.
  - b. If the bill is paid in cash it must be closed to cash.
53. Clear all the remaining items from your table and side station.
54. Wipe the table and position the chairs neatly.