AQUA

for every occasion

Ten steps to Rome



AQUA

for every occasion

ON ARRIVAL

- If you are near the door when a customer arrives, open the door and greet them with a smile. These are the first impressions they will have of the restaurant. Always greet them within 30 seconds of their arrival

- Ask if the customer has a reservation; if yes highlight it on the reservations sheet or on the computer. If not then see a manager or supervisor first before sitting them down

- Offer to take any coats first and then accompany them to the table making them feel welcome

AT THE TABLE

- Once at the table, pull out the chairs for the guests, always pulling the ladies out first

- When sat, offer and open menu's for the guests. Always handing to the ladies first. Now tell the guests who their w/w will be

DRINKS

- Once the guests are seated the w/w should offer an aperitif as soon as possible, always within the first 30 seconds. If the manager can see that the w/w is busy with their section then they should offer the drinks. Always start by offering a glass of Prosecco or Prosecco Cocktail, Campari & Soda or Spritz Aperol. When offering drinks, always have a positive body language, nodding heads will help an order

- Offer water saying still or sparkling (try not to mention jugs of water!)

- Once drinks are ready, collect the drinks from the bar and take to the table using a tray. Do not put the tray on the table, and always place the drinks ladies first

- Drinks should be served from the right hand side and never reach across the customer



TAKING THE ORDER

- Take the food order once the customers are ready, or within 6 minutes of them being seated. Repeat the order back to them when they have ordered to confirm that you have it correctly. Do this for every single guest on the table and not at the end. This will avoid any confusion and then if there is a problem with the order you know that you have repeated it to the guest.

- Write the next order down in sequence following the 'fixed point service' rule and keep all dockets when the order has been taken.

- Offer wine with the meal, if the customers are not sure of what wine to have then please advise them (see wine training section)

- Always up sell but don't overdo it! There is a limit. For example if a guest has ordered starters and has a dish that probably does not need a side order then don't offer it. This will put them off and make them feel uncomfortable (see up selling section)

- If only mains are ordered offer breads to start as mains on their own will usually take 15 minutes depending on how busy the restaurant is

- Once the order has been taken and sent to the kitchen via the computer, then this is the time to set the table up with the correct cutlery (see section on mis en place for all dishes)

- There should never be anything on the table that does not need to be there

SERVING WINE

- Take the wine to the table, presenting it to the person who ordered it. Once they have read the bottle, open and pour a small amount into the glass to taste

- Once tasted and ok, pour into the ladies glasses first and then the gentleman's, pouring a third of the glass and never a full glass. Always leave enough room to swill the wine

- Should the wine not be ok, then explain to the customer that you will get another bottle to try. Always tell the manager or bar manager what you are doing as corked wines will get sent back to the supplier. It is important to be very theatrical at the table. This is a performance with the wine and not a chore. Make the guests feel special, especially if they are not used to tasting or trying wines

- Wine and water must be topped up throughout the guests dining experience. The guests should not have to touch a thing. This is what we are here for





STARTERS

- Starters should arrive at the table no longer than 10 minutes after ordered. Should they take longer then please tell the manager

- Once the starters are ready, serve the table ladies first and from the right

- Offer any accompaniments such as black pepper, chili oil or parmesan

- At this stage check any glasses that need refilling or offer more drinks if the guests have run out

- Check that the customers have everything they need, if so, wish them an enjoyable starter

- After a few mouthfuls do a visual check back to see that everything is ok. Should it not be, take that dish straight back to the kitchen and let the manager know immediately to take control of the situation

- Just before the starters are finished make sure that the table has been called away via the computer system. This speeds up the process and gets the kitchen ready. Should it be a very busy service, then use your judgement when to call that table away. If unsure always ask the manager

- Once the starters are finished clear all starter plates and side plates should the guests not want any more bread, always check with them that they have finished their bread before removing the side plates

- When clearing the plates do so efficiently and properly. Do not stack plates on the table. Always make sure that nothing is left on the table that does not need to be there. All that should be left on the table at this stage is the main course cutlery and drinks

MAINS

- From the time the mains have been called away they should arrive at the table within 10 minutes. If just ordering mains it should take no longer than 15 minutes

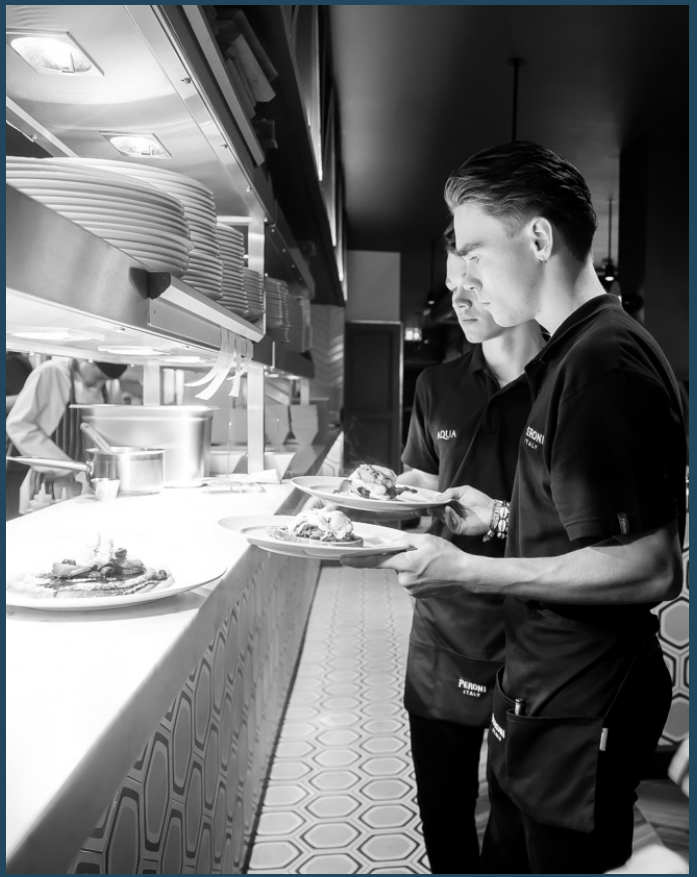
- Once mains are ready deliver to the table, offer any accompaniments that may be suitable for that specific dish, such as mustards for steaks, parmesan for pastas, chili oil etc. Again wish the guests and enjoyable meal

- Again, at this stage check drinks

- As before, make sure to check back after a few mouthfuls, but this time make it verbal and ask them how their dishes are and be specific. Should a dish not be ok, then take it back to the kitchen immediately and consult your manager

- Once the guests have finished their meals, clear like before, checking that the customers enjoyed their meal

- At this stage nothing food related should be left on the table, only drinks should be on the table



DESSERTS

- When main courses have been cleared, always offer the dessert menu straight away. They may not be ready for them but at least they have them and there is no confusion with any other waiters/ress that desserts or coffees have not been offered

- Again offer the dessert menu by hand

- Once customers are ready to take the order with coffees at the same time

- Ask the question if they would like coffee before or after the dessert

- Again do the mis en place for that table

- Offer some digestives to go with the dessert such as Ports, Dessert Wines, Cognac, Armagnac, Whisky or even some cocktails

- Once the order has been put on the system they should take no longer than 10 minutes from the kitchen

- When ready take over the desserts presenting the ladies first

- When finished clear as above and check again that their desserts were to their satisfaction

- When taking over coffees always remember the sugar and use this opportunity to remove any unwanted glasses, e.g. wine glasses. However, never clear everything off the table. The only items that should remain on the table should be the water glasses. Each customer should have one glass in front of them

- Remember desserts are the last thing that a customer will eat in the restaurant and therefore will be the last impression that the guest will go away with so let's make sure they are very enjoyable

PAYMENT & GOODBYE

- This is the difficult stage, presenting the bill, especially if the restaurant is in a hurry!

- To speed up the process and to eliminate any confusion between guest and waiter/ress when clearing the desserts use that time to ask if they would like anything else, such as digestives or more coffees, if the answer is no then put the bill on the table saying “Here is the bill for when you are ready.” This is not being rude but efficient

- Just before you place the bill on the table, double check that everything is correct and that there are no mistakes. There is nothing worse than putting a bill in front of someone and it being wrong. If it is correct then place it in the bill folder correctly making sure that a comment card, loyalty card and promotional card are in the folder

- Always ensure the payment is processed promptly if the customer wants to leave

- Always double check the card slip to see if it has been authorised by the bank

- A great meal can be ruined if the customer has to wait a long time to pay

- Aim to accompany guests to the door to say goodbye, return any coats they may have and then thank them and wish them a good afternoon or evening and look forward to seeing them soon

- Once left relay the table as soon as possible asking the manager how many covers it needs to be relayed for