

TAVERN ON THE POINT

STEPS OF SERVICE—MIND YOUR MANNERS!

MANNERS!

Additional points of service

GUESTS

1. When a Guest is within 5 feet, smile, make eye contact and offer a greeting.
2. Identify guests by their name and use their name throughout all service interactions.
 - a. “Good-Evening,” “Welcome,” to guests entering the restaurant.
 - b. “Good-Night” and “Thank you for Joining us for dinner” as the guests are leaving the restaurant.
 - c. PLEASE DO NOT SAY “How are you guys doing today!”
3. YIELD—the Right of Way: STEP ASIDE and LET THE GUEST WALK THROUGH FIRST!
4. *Service continues until the Guest leaves*, not until they pay.
5. Help whenever a Guest needs help, whether they are “yours” or not, they are all “OURS.”
6. Make it your goal for Guests to *NEVER HAVE TO ASK FOR ANYTHING*.
7. When Guests temporarily leave the table, refold or replace used napkins.
8. Always push in a Guest's chair if they temporarily leave the table to use the phone or restroom.
9. Escort Guests that need the rest room to the stairs, or to the restroom.
10. Always offer assistance when a guest is putting on their coat.
11. Offer to bring a Guest's coat to be checked if it is dragging on the floor.
12. If there is a fur coat at the table, offer to turn it inside out and cover it with a napkin.
13. Offer to fetch a coat / checked item for a guest if you happen to see a ticket on the table.

STAFF ON THE FLOOR

14. When guests are in the restaurant, we like to say that it is “showtime.” Please remember that guests watch you while you work, so we need to maintain professionalism.
15. ALWAYS—Speak English on the floor.
16. Avoid using “GUYS” always try to use Sir, Madam, Ladies & Gentleman.
17. Never touch the Guests—give them massage, even with their approval...
18. Never be in a Guest area if you have finished your duty unless authorized. (bar, sitting at a table)
19. Do not Stand in groups in the side stations, at the end of the bar, or at the host stand.
20. Do not engage in personal conversation on the floor.
21. Never discuss a Guest Tip on the floor.
22. If you must leave the floor, let a manager know.
23. Do Not CHEW GUM during your shift.
24. Never play with your hair on the floor.
25. Never eat or drink anything in front of the guests.
26. Never use your cell phone in front of the guests.

GOOD TABLE MANNERS!

27. This is top on the list for having “Good Table Manners.” It is so important to know when to ascend on the table to gather your information or order. READ your GUEST! I really can't be any more direct. How many times have you been out for a meal and the server approaches your table and interrupts you in the middle of a deep conversation? How do you let a guest know that you are present and if they are ready, they will acknowledge you? READ your GUEST! Are they on the phone, texting, in the middle of a business presentation or serious discussion? NEVER ever be intrusive!

28. Second on this list is just as important! When you are performing table maintenance, and even sometimes subtle table check backs, there is no need to interrupt the guest every time you are present. Yes, you are at the table, but maybe they are not ready to talk to you. This is when you become a *SILENT NINJA*. You are silently present, however, if the guest wants to talk to you, he will address you. To pull this off successfully, you may be pouring water, crumbing the table, marking the table, etc. There is no need for conversation. You are there, but you are a *SILENT NINJA*.
29. When taking an order, always look the guest directly in the eyes, and stand erect (what is the color of their eyes?)
30. Do not lean on Tables, chairs, ledges, or banquettes.
31. Do not kneel beside a table.
32. Never sit at a guests table.
33. Do not point fingers, instead use an open hand gesture to guide Guests.
34. Never stand with your hands in your pockets.
35. Never stand with your hands on your hips.
36. NEVER put your fingers inside a glass to clear a table.
37. Never handle a glass by the rim with your hand over the drinking surface. Use the stem or base of the glass to avoid sharing germs. Always hold all glassware from the bottom third.
38. Always hold all stemware from the stem.
39. Always hold all silverware from the bottom third of the handle.
40. When handling plates or food Never let your hand touch the eating surface or the food. Always carry a plate from the RIM / EDGE.
41. Never talk LOUDLY.
42. LISTEN LOUDLY! Pay attention to what the guest is saying, make eye contact.

POSITIVE PERFORMANCE TRAITS

43. POSITIVE ATTITUDE – One of the most important things we can do in business and life is practice strategies that turn negative energy into positive solutions. Our guests and our co-workers are affected when we are negative and that is unfair and inhospitable.
44. Organize yourself and your workspace - An organized mind and our personal work space makes us faster and more efficient. Take pride in yourself and in organization.
 - a. Perception is reality: always come to work looking well put-together and professional. Your guests and your teammates will take you seriously.
45. Hold yourself and your teammates accountable – Set standards and goals.
 - a. If you see something wrong **SPEAKUP!**
46. Efficiency and Urgency – We are always on our toes reacting quickly to the needs of our guests.
 - a. Being quick to open a door or be the first to say hello. Be alert, keep your eyes open!
47. Make hospitality an instinct - The first thought in any situation (especially an unexpected or uncomfortable one) is: “How can I make this person feel more comfortable, more at home?” **PUT THE GUEST FIRST!**
 - a. Being able to create that remarkable moment for our guests. We are always looking for one more touch that will improve the Tavern on the Point experience.
 - b. We believe in generosity, with our time, knowledge and product.
48. We show an equal level *respect* to team members of all levels. We practice our manners. This basic level of respect is the backbone of our team, culture and family.
49. We have on our game face: We sometimes face challenges in our lives that affect us emotionally. We must always remain professional and leave those challenges at the door when we arrive at work.
50. If you get behind, ask for assistance. You'll never get in trouble for asking. We look at “asking for help” as a sign of strength, not weakness! Nobody is a show all by themselves! We need the Team!
51. Be **ATTENTIVE** and **ALERT** so that you are ready for any rush. We get most of our complaints during the Restaurant's slow period.

FACILITY CLEANLINESS, RUNNING SIDEWORK

52. Don't ever stand around or lean on anything. You can always be cleaning: *"if you have time to lean, you have time to clean!"*
 - a. If you notice anything out of place, clean it-up, wiping shelves or the sales station, taking bus tubs to the back, etc.
 - b. If you notice something out of place or a hazard and do not have time to attend to it, tell a manager immediately!
53. A server never goes into, or leaves, the kitchen empty handed. *Full hands in, full hands out!*
54. Be sure that all your food is secure when you leave the kitchen. Never attempt to carry too much. Two safe trips are better than one catastrophe.
55. Always enter the kitchen keeping to the right.
56. Always walk with a sense of urgency, especially during peak hours. **DO NOT RUN!**
57. Be cautious during peak business hours, when things can get hectic. Always make a team member aware that you are near by saying *"BEHIND YOU," "ON THE RIGHT OF YOU."* This will prevent serious accidents from happening.
58. If you notice something not right, please mention it!

WORKING YOUR TABLES

59. Learn to use your time wisely. The key to running a busy, high volume station, is to conserve steps. When you're in the dining room, check your tables before going back to the kitchen. Don't waste steps by stopping at a table and then going to the kitchen. Consolidate your steps. Visit each table, to see what is needed. Have a water pitcher in your hand, and fill up all water glasses, or clear all plates.
60. If an order is delayed in the kitchen, first inform the manager, and then tell your guests. The manager will go to the table and explain the situation as well. Make sure that the team is relaying the same message. Hiding from your guests makes the situation worse. Be upfront. You will gain credibility with the table.
61. Clear the table continuously. Pre-bussing as much as you can will only make everyone's job easier and will leave a perception of better service by the Guest. Each time you are at a table, take an inventory of items.
 - a. Clear away dirty silverware, china, glassware, straws, fruit, cocktail napkins, etc.
 - b. Refill water, replenish drinks.
62. Do not clear plates unless it is obvious that all guests are finished eating. If you are asked by a guest to clear a plate, then do so.
63. Always – CLEAR from the RIGHT, with the **RIGHT HAND** and standing to the right of the guest.
64. **NEVER STACK PLATES** on top of each other on the table when clearing. Always clear with your right hand standing to the right of the guest and place the dirty plate in your left hand.
65. USE a TRAY – to serve and to clear, drinks and food.
66. If a napkin is soiled or fallen to the floor, it should be replaced.
67. Always make sure during the table reset, that the chairs and benches have been wiped for crumbs.
68. Make sure to check under the tables for any debris that may have fallen on the floor. (napkins, bread, straws)