

# ◀ TAVERN ON THE POINT ▶

## STEPS OF SERVICE- BARTENDER

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1. *Tavern on the Point Team arrival Time:* (varies per location) am: 9:00-10:00, dinner between 3:00-5:00
  - a. Side work and table polishing.
  - b. Family meal: 4:30
  - c. Pre-Shift Meeting
  
2. *Bar/ Lounge Set Up*
  - a. TOOL BOX:
    - i. Roll-up: 1 Fork, 1 Knife – polished (placing on table with *business-end* up, and tightly rolled)
    - ii. Water Glass – polished
    - iii. Sharing Plate – polished
  - b. Additional Table Top Items:
    - i. Wine Coasters
    - ii. Marking Trays
    - iii. Salt & Pepper Shakers – clean and filled
  - c. Table Placement for the Bar Top and Tables:
    - i. Symmetry is very important – please note
      1. All cocktail tables and chairs are uniform and in a straight line
      2. All settings are symmetrical across the bar
    - ii. Roll up – on center. *Remember:* business-end up, and tightly rolled
    - iii. Water glass should be to the right of the top of the roll-up (1:00)
  
3. *Non-Verbal Communication:* this is an essential element of successfully executing service. Constant eye contact amongst team members is required to ensure everyone is on the same page and can anticipate a guests' needs. Together with eye contact and hand signals, we can throw each other perfect passes for a slam-dunk at every time!
  - a. HAND SIGNALS
    - i. *Water Preference:* Wiggling fingers up for sparkling water
    - ii. *I need Help:* Hand across your chest, or 2 taps center of chest
    - iii. *V.I.P.:* Index and middle finger pointed in a "V" upright next to your heart
    - iv. *Fresh appetizer plate/next course plate:* Frisbee throwing motion
    - v. *Clean table:* 2 finger hand gun and sweep
    - vi. *Manger:* 2 taps on shoulder
    - vii. *Drop Check:* pen script in air
    - viii. Need to talk: finger tapping
  
4. *Tavern on the Point Team PRE-SHIFT Meeting:* 5:00
  - a. You must be on time, in uniform with a notebook, pen, wine opener, and lighter. Be prepared to take notes and ask questions.
  - b. Your appearance is very important, please have clean pressed pants and shirt, vest, apron and tie.

## 5 GUEST ARRIVAL:

- a. Greeting for guests seated at bar:
  - i. The greeting is the responsibility of the entire team and must happen immediately. This is the first interaction and it sets the tone for the rest of the guest experience. When a guest sits down, acknowledge them by making eye contact, smile, and extend a warm greeting (i.e. Good afternoon, good evening, Welcome to Tavern on the Point!, Welcome to the Lounge!, etc.). Be sure to make eye contact with everyone in the party.
    1. If you are engaged making a drink, or with another guest, you must still make eye contact so that the newly arrived guest is aware that you know they have been seated at your bar.
  - ii. Use proper verbiage..
  - iii. At times there will be more than one guest/party approaching the bar at the same time. Acknowledge them both, but quickly decide who to serve first, and warmly assure the other guest/party that you will be with them as soon as possible.
  - iv. During the initial greet, you should be placing napkins / coasters on the bar in front of each person. This is a visual indicator that this will be their spot at the bar.
  - v. Offer a menu right away, and present one to every guest in the party. Guests should not have to share.
- b. Greeting for guests that are standing:
  - i. Greet them as if you are trying to “guide” them towards the bar, even if they are waiting to be sat elsewhere.
  - ii. Offer a beverage to pass time on their wait.
  - iii. Move the guest closer so that they are not standing in the middle of the space.
  - iv. Offer a menu automatically if they are in reasonable reach.
- c. **CHITS FOR BAR GUESTS:**
  - i. If we have guest notes in Open Table, the Host shall handoff the chit to the bar team.

## 6 WATER SERVICE...

- i. Everybody sitting at the bar gets a menu and a glass of water (if they intend on dining with us).
  - ii. Give still tap water by default. Replace with bottled still or sparkling water if requested.
  - iii. All water will be placed on a bev napkin.
  - iv. Keep the water filled as much as possible throughout the guests' experience.
  - v. If the guest is standing at the bar:
    1. If they order a drink from the bar, give them a glass of water if it seems like they are going to stay in the vicinity to dine with us or if they might have to wait a while for their drink order to be made.
- b. During Peak Hours.....
- i. It is understandable that it might be difficult to offer all the guests a glass of water and a menu right away.
  - ii. Use your best judgment.
  - iii. If a guest orders food, then offering water is not optional. *It MUST be done.*
  - iv. Try as best as you can to acknowledge that a guest will be served as soon as possible.
  - v. If a guest is trying to give you eye contact or an order, do not ignore them.

## 7 SPEL...the spiel is an integral part of making our guests feel comfortable and gaining their trust. It's not just what you say, its how you say it. Be conscientious of your body language, posture, eye contact, and even the expression on your face and the tone in your voice.

- a. The spiel at the bar is styled differently than at the main dining tables.
- b. Not every guest at the bar needs to be spied.
- c. Guests who seem to take a high interest in the menu should be spied.
- d. Guests who want to eat at the bar should be spied. Give a one-liner about its organization and make recommendations. You will very often sell what you suggest. Suggestive selling is a very powerful tool.
  - i. Some examples: “our cocktails are listed here, we feature a selection of classic martini’s, our wines by the glass are listed here, or if you don’t see anything you like we can make you any cocktail within the parameters of the ingredients behind the bar.”
  - ii. Beverages
  - iii. House cocktails.

- iv. Beers
- v. Spirits
- vi. Wines by the glass and/or by the bottle.

#### 8. GETTING THE DRINK ORDER . . .

- a. Make beverage recommendations for cocktails, wine and beer
  - i. When a generic mixed drink is ordered, ask for a specific spirit.
    - 1. Ex. "Bombay is our well gin, would you prefer another?"
    - 2. Ex. "Would you like Absolute or Tito's?"
- b. Ask leading questions to guide the guest into making knowledgeable choices.
- c. Your descriptions should be accurate, don't just guess, because you will lose your credibility with the table. Through training you should have mastered these:
  - i. 3 facts about each wine by the glass
  - ii. The main liquor of the cocktail, along with its story
  - iii. Definition of the beer styles offered, story of each brewery
- d. Use your server pad to write down orders.
- e. Take the Ladies order before men.
- f. Try to get all the drink orders at once, if everybody is ready.
- g. If someone is not ready to place a drink order . . .
  - i. Ask if you can help them find what they are looking for.
  - ii. Ask them if they have any questions.
  - iii. If they need time, give them time. Do not make it seem like you are trying to rush them.
- h. Repeat the drink order to ensure that you have communicated accurately with the guest.
- i. For wines, please repeat at least the name and the varietal and point to the price.
  - i. \*\* For full *WINE SERVICE*— see Server Steps of Service
- j. Ask the guests if they would like to run a tab, get a credit card if are, and file if appropriately.

#### 9. MARK

- a. Ask for appropriate glassware.
  - i. A glass for beer?
  - ii. How many glasses do you need for this wine (if you are not sure)?
- b. Drop any specialty glassware, check that the glass is polished, no fingerprints. Glass should be set down at the 1:00 position to the left of the water glass.

#### 10. RINGING IN THE ORDER

- a. *RING-BEFORE-YOU-BRING!*
- b. Accurately enter your order in the POS
- c. The first round should be rung in immediately and served all in 2 minutes!
- d. Make sure you added correct modifiers to beverages, starting with liquor base
- e. Use appropriate button for size:
  - i. Tall / Mix = 1.5oz pour
  - ii. Rocks / Neat = 2 oz pour
  - iii. Manhattan = 2 oz whiskey + 1 oz vermouth (this includes the vermouth) (\$3 upcharge)
  - iv. UP / MARTINI = 4 oz pour with a \$3 upcharge
- f. Print the Chit to present in a port glass in front of the guest.

#### 11. PREPARING THE DRINK . . . . it is your job to present a cocktail that is beautiful. Remember: "You Eat with your Eyes!"

- a. *Make the drinks* and serve them in a timely manner, maximum of 2 minutes from the order to the guest.
  - i. Bar backs can serve beer and wine to expedite the service faster.
  - ii. Bartenders should be fast, but never hasty when making drinks.
  - iii. Always use a jigger to make cocktails.
  - iv. Always polish all stemware and make sure all cocktail glasses are free from prints.
  - v. Always measure wine to the right height in glass.

- b. *Precision...*
  - i. Always present the drinks in a clean manner.
  - ii. No spills on the side.
  - iii. Don't overfill a glass with ice.
  - iv. No unsightly or blemished garnishes.
  - v. All Cocktails – ensure proper garnishes.
  - vi. Make sure the garnishes are consistent.
  - vii. Bar backs should assist in clean up after a round is made to prepare for the next order of drinks.

## 12 *SERVING the DRINKS...*

- a. Beer should be presented even if it is poured into a glass, the label always facing the guest.
- b. When placing a beverage that is served in a glass with a handle, make sure that the handle is in the direction of the guests' dominant hand. It's a subtle touch that shows you are paying attention to the details.
- c. Do not auction drinks.
- d. Even if someone else is serving the order you took, make sure they are aware of which drink belongs to whom.
- e. Try to serve in the same order that you took the drinks, ladies first.
- f. Avoid the guest asking, "Where's My Drink?"
- g. When handing drinks back, make sure to say what the drink is.
- h. Avoids the wrong person from drinking someone else's drink.
- i. Make sure they acknowledge which drink belongs to whom.
- j. Never put a drink up on the bar without someone to receive it.
- k. *Place drinks on cocktail napkin.*
- l. If a guest puts their straw, garnish, pick, etc. on the coaster/bar, and discard it right away.
- m. If a guest has a wet/soggy coaster/napkin, replace it with a fresh one.
- n. *If a guest does not like their drink...*
  - i. If it is a cocktail, see if you can add something to "fix" it for them.
  - ii. If adding more alcohol, use your best judgment on up charging.
  - iii. If they just want something else, do not ask them why. Remove the drink right away and offer something else. Do not question the guest.
  - iv. Do not make the guest feel like they are wrong for not liking their drink. We all have different palettes.
  - v. For wine, if it is "off", please double check by smelling the glass and/or smelling and tasting the bottle.
  - vi. When in doubt, ask a manager.
  - vii. If it is off, appropriately put aside. Do not throw away without a manager taking account of the inventory.

## 13 *BOTTLED WINE SERVICE*

- a. The Bottle wine order can never happen too early. Guests want to have wine in their glass before the first food hits the BAR. Once the first course arrives for some guests, the wine is too late!
- b. Taking the order – Point to the wine the guest has ordered, using your index finger (always keeping your point to the right of the price) while repeating it back to the guest. Get all the facts!
- c. If multiple bottles are ordered, always consult with the host as to the serving order of the wines.
  - i. "are all of your guests starting with the white, or will some of your guests be beginning with the red?"
  - ii. "Will you be enjoying the Pinot Noir first, and then following with the Syrah?"
  - iii. "Shall I set glasses for both vintages of the Chateau Latour, so that you may enjoy them side by side?"
- d. **RING-SET-RETRIEVE**
  - i. RING in the wine order with a position # of the host
  - ii. **MARK THE BARTOP FOR SUCCESSFUL WINE SERVICE**
    - 1. Set the appropriate glassware, clean, polished.
    - 2. Set the BAR with a wine coaster and decanter.
    - 3. Always assume that an older expensive wine will be decanted. It is a *SHOW* behind the bar.

e. Proper Presentation

- i. Hold the bottle in your hand as if you were cradling a baby.
- ii. Always have a serviette underneath the bottle while presenting to the host.
- iii. Address the host stating:
  1. Name of the winery / Producer
  2. Name of the single vineyard or the cuvee name.
  3. Grape Varietal(s).
  4. Region or the Appellation.
  5. Vintage of the wine.
- iv. REMEMBER: The label always faces the guest!
- v. For a bottle with a cork: always cut from the second indentation near the top of the bottle. Never the first, because when cutting the foil, it may become jagged and when pouring it will splash wine on the table or guests. Also, you don't want the wine to ever touch the capsule, because it may taint the flavor.
- vi. Place foil and screwcaps in your pocket, place cork on the table for inspection.
- vii. Use your serviette for drips!
- viii. Pour a taste to the host, about 1 oz.
- ix. Pour ladies first if you can, only pouring about 2.5 oz in each glass. Guests want to swirl and savor the wine.
- x. Place the wine bottle on the wine coaster, with the label facing the guest.
- xi. With the guest's permission, the cork is removed and placed in your pocket. WHY? We don't need corks rolling around on the floor. "I will remove the cork for you"
- xii. PLEASE be present to pour additional wine from the bottle in the near future. That is the FULL PACKAGE of wine service. Always practice *GOOD TABLE MANNERS!*
- xiii. REPEAT from above: If the guest will be having many styles of wine and does not want to part with one of the selections, please refer to the following beverage flow format:



14. FOOD... After a few sips, ask if the guests are interested in ordering food.

- a. Every guest should be made aware of the food menu.
- b. Food is a perfect opportunity to boost your check average.
  - i. Dinner Menu - Point out the different categories.
  - ii. Make suggestions
  - iii. Write the order down on your server pad, and circle the items for the ladies.
    1. Use proper position numbers so the runners do not auction off the food.
  - iv. Repeat the order back to each guest to ensure accuracy.
    1. Be sure to ask for additional information, "The Chef recommends medium rare for your salmon, do you prefer another temperature?"
  - v. Inquire if your guests have any special dietary restrictions.
    1. Make sure to check with the chef on special restrictions before ringing in the items.

15. MARKING THE BAR...

- a. After taking the food order, place necessary plates and utensils to set up for the guests' dining experience.
  - i. This should be done before the food order is placed into the computer and/or fired.
  - ii. Even if one person ordered food in the group, make sure the rest of the party is offered a setting just in case.
- b. Before the food is dropped, make sure that:
  - i. Guests have anything they may need for their meals: share plates, and appropriate silverware.
  - ii. Appropriate condiments are in place.
  - iii. Drinks are replenished as necessary.
  - iv. Waters are filled.

16. *Placing the Order*. POS– Follow “Tavern on the Point Procedure”

- a. **SLOWDOWN!** Take a moment to gather your thoughts and take a deep breath. This is where most of the mistakes happen. Be careful to go down your notes line-by-line on your waiter’s pad to ensure that everything is accounted for.
- b. **Do not ring in food items unless the table is properly prepared!**
- c. Use proper seat position numbers.
- d. Count the number of orders on your pad, to the number of orders you have on the screen for your table. This is to guarantee that an order has not been missed. Nothing worse than trying to rush out a missed item, and the rest of the table is waiting! No one likes to wait. Two minutes may seem like 15 minutes to someone who is waiting.
- e. Proper Timing & Coursing
  - i. Use proper food item modifiers so shared items are sent together, entrees, etc.
  - ii. Use judgement when ordering, for some items may have a longer ticket time
  - iii. If items are shared, communicate and course according to guests’ preference. A good rule of thumb is:
    1. Cold Apps
    2. Hot Apps
    3. Salads
    4. Entrees

17. *Serving the Course* . . . .

- a. Everyone is responsible for running and delivering food.
- b. Check the line regularly to see if any food needs to be run.
- c. Prepare the tray for delivery once the order is complete.
- d. Position #1 is 12:00, place ticket under that plate, and continue around tray clockwise with remainder plates.
- e. Make note of any special accommodations or alterations to the ticket, and note position numbers.
- f. Never take out an incomplete order.
- g. Carry out all food on a tray, setting it down on a tray jack, near the table, taking care to set tray in least obtrusive area possible.
- h. Bartender should be available to provide assistance serving.
- i. Bartender will ask guests if they would like to be served from the SHARED dishes.
  - i. If guests accept, carefully place one modest portion onto their plate. After serving, place the dish between the guests who are sharing it.
- j. Serve food items from the left of the guest using your left hand, OPEN HAND SERVICE? We never want to show the backside of our hand, or elbows to the guest.
- k. Follow the “Tavern on the Point Table Talk” when setting items down
  - i. It is imperative to know position numbers and where the food is going. Do not be unprepared. Check the ticket! Maintain professionalism!
- l. Before leaving the bar, always wish them a pleasant meal. Never use the word “Enjoy” by itself. Be more creative. . . . “enjoy your clams,” “enjoy your salad”

18. *CHECKBACK* . . .

- a. The Check Back needs to be done by the bartender on all courses
- b. The check back must occur with Two Minutes, Two Bites
- c. It is fairly common that this is the time guests will have additional needs (condiments, etc)
- d. Always politely excuse yourself first (this goes for any occasion when you are “interrupting” a guest).
- e. Ask intelligent and correct questions – never ask “IS EVERYTHING ALL RIGHT?” This puts a connotation in the mind of the guest that there may be something wrong. Be Positive!
  - i. Is there anything else I can bring at this time?
  - ii. Do you have everything you need right now?
  - iii. Would you like me to bring more bread?
  - iv. Always survey the table for what service is needed before walking away. No Empty Glasses!
  - v. Be aware of non-verbal cues that the guest may not be enjoying their meal, or it may not be what they expected.
  - vi. If you notice a problem, don’t ignore it.

## 19. RECOVERY

- a. Mistakes are going to happen – it is how we fix them that sets us apart from other establishments. We want to do everything we can to keep the guest happy and make their experience with us a positive one.
- b. The key to correcting a mistake – The Four A's:
  - i. Acknowledge that a mistake has been made
  - ii. Apologize – if it was your mistake, own up to it. You will show that you are sincere and it will help you gain credibility with the situation.
  - iii. Act – get what they need as quickly as possible
  - iv. ASAP- Tell – a manager
- c. There will be times when an item needs to be made immediately:
  - i. Item was made incorrectly
  - ii. Server rang the wrong item
  - iii. Server forgot to ring an item
  - iv. Another guest has joined the table
- d. *RE-FIRE Procedure*
  - i. Go to the kitchen and fill out a Re-Fire Ticket
  - ii. Ring item into POS as No-Make
  - iii. Always notify a manager immediately with a printed Chit to hand to them
  - iv. The manager will Comp the item
  - v. The manager should deliver the remade/new item to the bar to ensure satisfaction
  - vi. Always check back to the guest with the Re-Fire, Two Minutes-Two Bites

## 20. CLEAR the Course:

- a. Remove plates
  - i. Always ask: “May I remove your plate,” “Would you like me to package that to go Home.”
    1. *Never say “are you finished?”*
  - ii. Do not remove plates unless it is obvious that all guests are finished.
  - iii. If you are asked to clear by a guest, then do so.
  - iv. Always clear from the right with your right hand, placing soiled plates into the left hand.
  - v. Never reach in front of the guest.
  - vi. Clear quietly. If you are dropping silverware, then you are clearing incorrectly.
    1. Lift the plate first, then the silver.
    2. Never stack plates on the table.
  - vii. Place all dirty dishes in bus pan and bring to dish room.
  - viii. Remember the rule in the dishroom: “Like with Like” when stacking on the dish tray
- b. Wipe any crumbs from the bar top in front of the guest.
- c. Silverware replacement – use your Marking Tray. Never take soiled silverware from a guest's plate and lay it down on the table. Always take away any used silver and replace it if needed.
- d. If a glass is not completely empty, ask the guest if it may be removed.

## 21. MAINTENANCE\*\* THROUGHOUT SERVICE–

- a. Table should be maintained and kept clear of dirty glasses, cocktail stirrers, fruit, etc.
- b. Water glasses should be kept full until the guest leaves the restaurant.

## 22. Dessert Menu - Besides dessert, point out the “After Dinner Drinks.”

- a. *SUGGEST dessert options*
- b. MARK – the bar for dessert / coffee service.
- c. Ask if the guest would like another drink after you have cleared their plates.
- d. if they don't want a drink, do not ask them if they want their check. Wait for them to ask for it.

### 23. Coffee Service

Position: Server and Server Assistant

- a. Brand for ground coffee and espresso beans.
- b. Bring together if possible, otherwise for larger groups, mark the table with sugar and cream.
- c. The coffee cup is to be placed on the right side of the guest, with your right hand, 5:00 from the water glass, handle at 3:00.
- d. If it is a coffee refill, pour from the right using your right hand. Do not lift the cup from the table.

### 24. HOT TEA SERVICE POINTS

- a. Introduce brands and varieties of tea.
- b. Bring a cup and saucer, to be placed on the right side of the guest, with your right hand, 5:00 from the water glass, handle at 3:00.
- c. Teapot: place it on the right of the cup and saucer, at 1:00, and the handle should be at 2:00.
- d. Make sure to notify the guest that the teapot and handle are hot.

### 25. PAYMENT .....

- a. Secure the payment.
- b. *If paying by cash*, immediately provide change when needed.
  - i. Do not ask if the guest needs change, always assume.
  - ii. If the guest immediately leaves the bar and cash behind, assume the remainder after the bill is yours (unless it is an unlikely large amount).
- c. *If a guest pays with a credit card*:
  - i. When giving the check to the guest, always place receipt in a clean check presenter.
  - ii. Double check that any promotional materials are in the check presenter along with the itemized receipt. Double check the receipt for accuracy.
  - iii. Even if a tab is available, make sure the card on file is the correct card they want to use for payment. Or, if they would rather pay with cash, etc.
  - iv. Remember the way you placed the check on the table, for if it has been disturbed from the way in which you placed in on the table, you will know.
  - v. Make sure that you pick up the correct copy, and it should have a signature, tip, and total.
  - vi. If the math is wrong for the tip and total, then choose the lower of the two.
  - vii. If only the tip is written but no total, the complete tip counts.

### 26. Opening a tab.

- a. Ask the guest if they prefer to open a tab.
- b. There is no credit card limit ever.
- c. Do not pressure the guest to keep a tab open.
- d. Do not make them feel guilty for paying round by round.
- e. Only that guest is allowed to order on that tab.
- f. If the cardholder specifically points people out to you that can be on their tab, then that is ok. Do not let other people come up and tell you to put it on someone else's tab
- g. Only that guest is allowed to sign for that tab.
- h. Swipe the card into the system, whenever possible.

27. *Lasting Impression...*

- a. Always thank the guest before they leave.
- b. Try to personalize your conversation.
  - i. Examples:
    1. Mention a food or drink item that they had.
    2. Mention a topic that you talked about with them.
    3. Invite the guest back somehow.
    4. Was there something that they really liked that they should come back for?
    5. Was there something that we might get in the future that was not available to them for the current season?
    6. Is there an event that the restaurant is hosting that they might be interested in?
    7. Show your appreciation for them, no matter how much or how little they have spent.
    8. Some people come into a restaurant just to “check it out” but may come back to provide more business for us.
- c. We always will treat each experience like we are giving that “First Impression”.