

# SERVICE STEPS

# FINE DINING

**First and foremost, we are LADIES AND GENTLEMEN serving LADIES AND GENTLEMEN.**

## **DINING ROOM SET:**

- Keep chairs just grazing the edge of the table, not pushed all the way in. Roll ups facing 2oclock. small plates and set ups arranged perfectly straight to each other. glasses completely polished and chairs and tables detailed clean
- arrange roll ups at equal distance from the table's edge, at a chair's width. Place bread plate right in the middle of the chair. and roll ups facing at 2oclock Place water glasses right above the middle of the plate, starting with water and following into each course. Always handle glasses by the stem, never the bulb. This minimizes fingerprints. Be sure all plates, silver and glassware are free of spots.
- Full and clean salt and pepper containers should be ready for the table whenever needed. Plate with extra silverware should be clean, full and ready for replacement of silverware during service
- Be sure to have candles full and ready for a night of service,
- Floors, walls and all surroundings of the guest must be clean, free of crumbs or dust. While a guest is sitting they will look around them, sit in the seat and look form their prospective. If the chairs are wooden, keep them polished.

## **PERSONAL APPEARANCE:**

- Clean, pressed and appropriately fitting uniforms (no yoga pants, holes or designs).button all of them, except the top one.keep shirts Tucked into your pants. Wrinkle and stain free apron is vital, You are carrying the guests food, if you allow them to see you a mess, they will wonder what the kitchen staff looks like. Maintain good hygiene, lightly scented soap is fine, however no excessive perfume, colognes or body spray. Shoes must be black, closed toe and clean.
- Fingernails clean, short and if polished, chip free. No bold colors or acrylics.
- Jewelry is acceptable but limited. Wedding rings, necklaces, watches and earrings. Earrings must not go past your lobe and only one pair. Necklaces may be worn under your uniform, not above. Smart Watches are not allowed. Bracelets or any other dangling jewelry are not allowed, these could touch the customer's food. Rings may be worn on two fingers, and professional in size. No facial, or other piercings are allowed, remove for service.
- Hair must be tied back if it runs past your ears in length, tied back tightly in a bun or braid, not a loose ponytail. Beards must be trimmed and neat.
- Be ready with a notepad at all times, keep it neat and in the pocket of your apron. Always have a backup writing implement. As well as a proper pen for guests to use for credit slips, always have a **lighter and a wine key**
- Smile! This seems like common sense, but we all get busy and forget. SMILE, SMILE, SMILE.. it will make your customers feel welcome, and it will also rub off on everyone else. Who doesn't want to be happy? Keep good posture, no slouching. Don't chew gum, eat or drink in front of a guest. Keep your hands out of your pockets, and don't fold your arms. Dont Stand together, separate to look over sections



**TEQUILA ESCAPE**  
KITCHEN + BAR

# SERVICE STEPS

# FINE DINING

- When in the dining room **always walk, never hustle**. The kitchen can be on fire and you should appear calm and walk, once behind kitchen doors out of guest's sight you can hustle. As you serve a guest you want them to feel like they are THE ONLY one you are taking care of.

## WHEN SERVING:

- Our goal is to make everyone comfortable, happy and wanting to come back! Follow these basic guidelines and you will accomplish it all.
- We are here to sell, what are we selling? Well.. food, yes, drinks? Yes those too. But we are here to sell our guests an experience. There are a million and one places they can go for food, we want them to WANT to come to us, because we serve them, not just simply bringing them food and drink, but an experience they will remember. We are selling memories for special occasions, Grandma's 80th birthday, graduation, a rehearsal dinner, or simply a first date, and we don't want to ruin that, in fact we want them to remember with excitement where they were and maybe even what they ate!
- Approach the guest as though they are the only guest you have. Even if you are very busy and in a rush, take a moment to give your attention to only them. Greet each customer with proper terms, SIR, MAM, MISS, LADIES OR GENTLEMEN. Never " hey guys", unless you are greeting a table full of young college aged guys! If you know their names, use them, people like to feel special.
- Always cater to the woman or women first, when taking an order and especially when serving. Serve drinks by the stem or base of the glass, not where they will drink from. When serving always serve from the right and clear from the right. (as long as space allows). Don't reach over your guests, but if it becomes a must, pardon your reach.
- When placing the dish always rotate the dish so the protein is centered and closest to the guest. When clearing, remove each item pertaining to that course, ( salad fork and knife with salad plate, etc ).
- If your customer leaves the table during dinner , refold or replace their napkin, situate their setting back and if they will be gone a while, cover their dish.
- Once dessert is to be offered, **remove all items** pertaining to dinner (ex: s&p, all plates and silver), only their drink, water glass and new silver you have placed down should be set. Assume they will have dessert, don't ask. Bring the tray or cart by for them to see. Describe each in detail and be sure to tell them what your favorite is!
- If presenting a bill, do so only after you have fully cleared the table and have offered an after dinner refreshment. Place the bill in a book and tell them you will take it when they have a moment, offering your gratitude for their company and assure them it was your pleasure to serve them tonight! Do NOT assume the man will be paying, place the book in between.
- This is THE LAST impression you will be giving them prior to bill payment, make it count. If there is a celebration be sure to address it one last time. ( IE: Mr and Mrs Customer, thank you for celebrating your anniversary with us here tonight, I will look forward to seeing you again )
- **SELL YOURSELF, SELL YOUR SERVICE, SELL THEM AN EXPERIENCE THEY WANT AGAIN AND AGAIN!**