

Mis-en-place (put everything into places)

Checking of the following:

- Condition of tables and chair
- Sanitary Items
- Clean and sanitized table appointments
- Flower arrangements
- Filling Condiments
- Condition of Menu Card
- Knowledge for the menu of the day.

WELCOMING THE GUEST

- W: Good morning Ma'am/ Sir,
Welcome to _____
Do you have any reservation?
- G: None
- W: May I suggest a table for you Ma'am/Sir?
- G: Yes please!
- W: Table for how many Ma'am/Sir?
- G: For one.
- W: Smoking or Non-Smoking
- G: Non-Smoking.
- W: This way please (stretch your arms to the guest)
Will this place be alright with you Ma'am/Sir?
- G: Yes

SEATING THE GUEST

- W: Please have a seat

UNFOLDING THE NAPKIN (right side of the guest)

- W: Excuse me Ma'am/Sir, may I unfold the napkin for you?
- G: Yes

SERVING WATER (right side of the guest)

- W: Would you like to have a glass of water Ma'am/Sir?
- G: Yes please.
- W: Excuse me Ma'am/ Sir.

PRESENTING THE MENU CARD

- W: Excuse me Ma'am/Sir here is our menu card for your selection.
- W: Excuse me Ma'am/Sir would you like to have your bread now?
- G: Yes
- W: Excuse me Ma'am/Sir I'll be back to serve your bread

SERVING BREAD (on the left side of the guest)

- W: Excuse me Ma'am/Sir here is your bread,
- G: Thank you
- W: Excuse me Ma'am/Sir do need anything else.
- G: No. I'm alright
- W: I'll be Back to get your order.

ORDER TAKING (right side of the guest)

- W: Excuse me Ma'am/Sir may I take your order now?
Our today's menu is _____ and our soup for the day is _____.
- G: Yes
- _____.

UPSELLING /SUGGESTIVE SELLING:

- W: Ma'am would you like to try _____ to compliment to your dish?
- G: (Yes/No)
How about _____?

- G: (Yes/No)
- W: Thank you Ma'am/Sir may I repeat your order, you ordered _____ is that correct Ma'am/Sir?
- G: Yes
- W: Thank You Ma'am/Sir May I take the menu card?
- G: Yes Sure!

WINE SERVING (on the left side of the guest)

- W: Excuse me Ma'am/Sir would you like some drinks? Here is our wine list for your selection.
May I take your order Ma'am/Sir?
- G: Yes I'd like to have _____.
- W: May I repeat your order Ma'am/Sir you ordered _____ would that be all?
- G: Yes.
- W: Would you like to serve your drinks after the main course?
- G: I will give you a signal.
- W: Excuse me Ma'am/Sir your food will be serve for 10-15 mins. would that be alright will you.
- G: Yes

SERVING THE FOOD (on the right side of the guest)

- W: Excuse me Ma'am/Sir here is your _____
- G: Thank you.

CLEARING THE TABLE (on the left side)

- W: Excuse me Ma'am/Sir may I clear the table for you.
- G: Yes please

PRESENTING THE WINE

- W: Excuse me Ma'am/Sir may I present to you your order of _____ with a very good vintage year of ____ years with an alcohol content of ____ alcohol per volume. It has _____ ml with a very good fragrant of _____.
- W: Should I open it Ma'am/Sir?

OPENING THE BOTTLE OF WINE USING CORK

- W: Here is the cork for your confirmation.
Would you like to try the wine now Sir/Ma'am?
- G: Yes.
- W: Enjoy your meal Ma'am/Sir.
Please call me if you need any assistance.

CRUMBLING TABLE

- W: Excuse me Ma'am.

PRESENTING THE BILL

- (the guest will give a hand signal)
- W: Excuse me Ma'am/Sir, how would you like to you're your bill, would it be cash or credit card?
Here is your bill.
(Step a backward)
- G: Here
- W: I receive _____ ill be back for your change
Excuse me Ma'am/Sir here is your change.
Thank you Ma'am/Sir hope you enjoy your staying with us. We look forward for your next visit.

NOTE:
W- Waiter
G- Guest