



Service Steps

1. Welcome guests warmly with a warm and friendly smile.

- All guests should be welcomed upon entry. Make the first 30 seconds count. First impressions last.
- We have a “No wait policy.” If there is a line (or influx of customers), 2 people should welcome guests.
- Lead guests to their table.
- Recognize regular guests by using their names. (Mr./Ms.)
- Let guests who have booked a reservation feel that we have been expecting them.
- Be hospitable and enthusiastic. Front liners should always wear a beaming smile. (joyful and vibrant)
- Be familiar with the set-up in the dining area
- Present menu to the customers

*Reminders:

- ✓ Guests should be led to appropriate tables. NEVER should they be left to look for their own tables.
- ✓ Always lead guests to a clean and well-prepared table.
- ✓ Provide high chair for kids.
- ✓ Extra setting should be removed after menu has been presented.

2. Taking Orders

- Offer beverage while guests browse through menu.
- Politely offer to take guest's order.
- Help guests' make their choices. Be sensitive to guests' needs/preference.
- Do appropriate suggestive selling. No hard selling.
- Always start with the ladies or kids. Prioritize elder ladies.
- Show pictures if necessary.
- Remember to inform guests of other dishes provided in the buffet
- Remember to inform guests of any promotions we have in that month
- Write and confirm orders. Thank guests before leaving the table.
- Ask guests if they have been to Pizza Plaza before. If not, show guests how to make the pizza. Guide guests to where equipment and ingredients are.
- Punch orders in the Lavu system accurately

*Reminders:

- ✓ Check if there are any allergies
- ✓ Know products well
- ✓ Listen carefully, Speak clearly and Pronounce properly
- ✓ Immediately inform guests if we have sold out items and offer alternatives.
- ✓ Show pictures if necessary.
- ✓ Remember to inform guests of other dishes provided in the buffet
- ✓ Do appropriate suggestive selling. No hard selling.

3. Serving Beverages.

- Beverages come first (unless requested to be served later).
- Serve beverages within 1 minute from preparation and at the right temperature
- Coffee must be served within 30 seconds.
- Serving drinks
 - Serve drinks from the right (or whichever is convenient).
 - For refill beverages, pour from a jug
 - Always use clean and dry glasses.
 - Serve elders first, then ladies and kids.
 - All drinks, even if serving only one or two drinks, should be served on a tray and NEVER with bare hands.
 - Serve bottled water CHILLED
 - Always serve beer chilled or cold. No “flat beers
 - Handle glasses by the base, and wine glass by the stem.
 - Open wine bottles in front of guests. Always have a bottle opener ready
 - Never reach across a guest to serve another guest.
 - Do not lift glasses when pouring beverages unless it is difficult to reach the glass.
 - When wine glasses are almost empty, be sensitive to needs and timing before offering to pour another glass.

*Reminders:

- ✓ Canned drinks should be opened in front of the guests.
- ✓ Ask permission if guest would like us to open the can for them

4. Serving Food.

- Provide and check condiments, set-up table according to number of guests
- Always check the quality of the food
- Always excuse oneself when removing used dishes from the table.
- Put new set of utensils on tray with napkin when asked for additional utensils. Don't bring with bare hands
- Work quickly but avoid excessive noise made by careless handling of dishes and flatware.
- Be attentive and be ready to clear plates.

5. Follow-ups & Suggestions

- Be attentive but not intrusive
- Check back on guests
- Be sensitive to know when to approach table to remove litter or clutter from the table.
- Give the guest a few minutes to enjoy the food before visiting the table to check on them.
- Guests should not need to raise their hands
- Focus, scan and check blind spots
- Be attentive and ready. Read customer signals. If they show signals that they may need something, have the initiative to approach and ask.
- Offer coffee before clearing the table
- Ask for permission to clear the table
- When everyone at the table finishes eating. Remove all used dishes.
- Collect dishes from the right side or whichever is convenient.
- Don't handle too many glasses at a time to avoid accidents
- Guests should be treated with extra care, Make the moment memorable. Win hearts

6. Presenting the bill and payment receiving

- When the guest signals for the bill, approach the table and verify the request.
- Check to make sure that the bill is correct before approaching to the table.
- Always use bill folder.
- Excuse yourself when presenting the bill.
- Politely ask if they will use cash or credit card.
- When processing card payment, bring terminal to guest's table.
- Give receipt/change and thank guests

7. Thank Guests & Invite them to come back

- Accompany the guests to the door. Check to make sure nothing is left behind.
- Thank guests as they leave and invite them to come again.
- Clear the table and re-set the table
- Avoid making noise when clearing the table
- Prepare table for the next guest.