

SERVICE STANDARD TRAINING

IHH2302 Food and Beverage Operation and Management
Yupaporn Kithwang
College of Hospitality Management
For HM 65(2-2022)

Unit content

- Service standard
 - Core service standard
 - Sequence of service
- Service and clearing
- Cutlery and Napkins
- Checking guest satisfaction
- Billing Procedure
- Farewell the guests

Additional Reading

- C Anderson & D Blakemore. *Modern food service*
- Graham Brown and Karon Hepner. *The Waiter's Handbook*
- Assoc. Prof. Dr. Chalongsri Pimolsompong. *Food and Beverage Management*
- Assistant Prof. *Cholthicha Bonnag*. *Food and Beverage Service*
- Hotel website
- Etc..

When completed
the chapter you
should have basic
understanding of;



Understand service standard in hotel
food and beverage operation



Understand the sequence of service



How to service the guest



Service technique and procedures



Applied for career path

Service standard

- Significant
- Why do we need to study service standard?
- Professional presentation
- What is the service standard cover?
- Output or results



Core service standard



Welcoming guest



Menu presenting



Services and clearing



Presenting dessert menu and coffee/tea service



Checking guest satisfaction



Billing procedure



Farewell guest



Sequence of service

Sequence of service

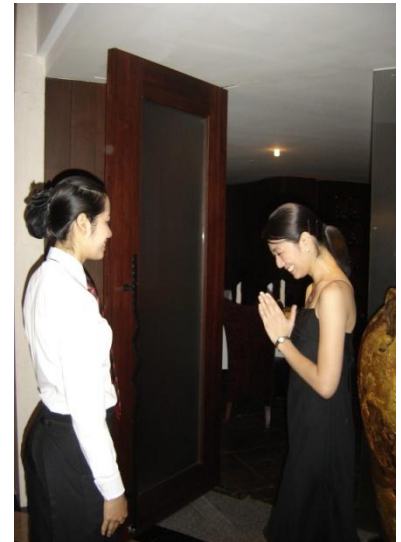
- The steps of service
- Perform by staff in the restaurant
- To be a guideline for service staff
- Since the guest come and leave



Welcoming guest

Greeting guest

- To show a courteous manner & is much appreciated by regular guest
- Be more professional service
- As soon as a guest arrives in front of the restaurant
- Greet the guests warmly “Wai” ,smile and eye contact using they name if known
- “Sawasdee Kha/Krub Khun
Welcome to the Restaurant





Greeting in English

- Generally, guest will be addressed by host/ hostess
- Might be pre-booking or reservation
- Host will lead to the table and server will take responsibility afterwards
- Waiter
 - Introduce oneself
 - Present the menu, recommendation
 - Come back shortly for order taking

Seating guests



- Escort them immediately to their table
- Lead them according to the table
- Pulling the chair and guests are seated (optional)
- Unfold napkin to the guest (optional)
- Serve hot/cold towel

Menu Presenting

- To ensure that the guest has been taken care of with hospitality & politeness
- Present food and drinks menu (may include wine list or up to request)
- Signature dish, drink or promotion will be introduced
- Leave guest for awhile or ask if they need any drink first.
- Serve drinks and take orders



Wine list presenting

- Wine list is presented open to the guest on the right
- Presenting to the **host of table**
- Suggest wine to the guest/bring wine basket to present
- Wait a few minutes for guest decision or tasted
- Take wine order from the guest and key in POS



Presenting Food Menu

- Menu is presented open and correct way up
- Presenting on the right, lady first and host last
- Suggest special dishes to the guests, promotion
- Advise to the guest of any dish that will take time for preparation **



SERVING AND CLEARING

Serving Food



- To ensure that the equipment is correctly by food course as the guest order
- Carry plate and serving to the guest on the right side, lady first and host last
- Repeat food name that being served (with condiments)
- Inform if there is any hotplate
- Offer pepper mill to the guest
- Say “Please enjoy your meal sir/madam”
- Follow up of each food course by course
 - Take out some finished dish/ DON'T forget to ask for permission
- Ask if they need anything else/ refill water or beverage

What else to say?



Please enjoy your meal



Enjoy



Have a good meal



Have a good one



Let me know if you need anything

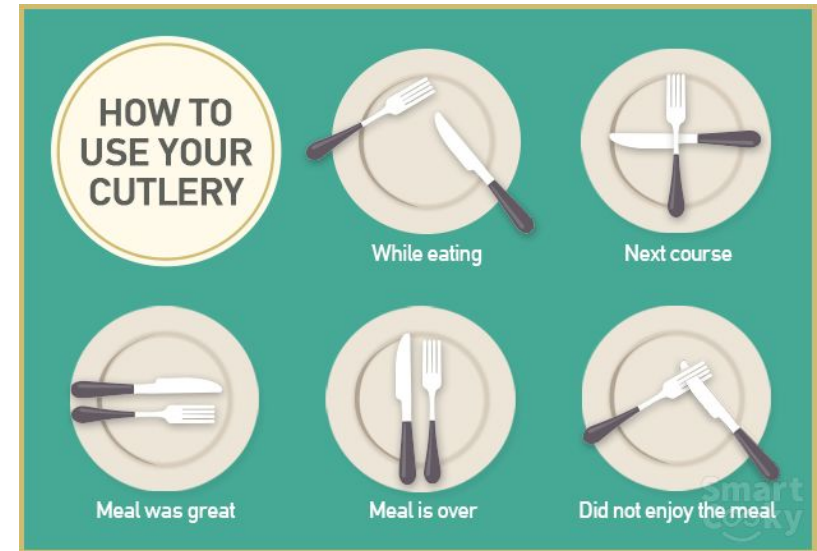


Clearing the table

during and after the meal

- To ensure that the table is ready to service for dessert
- As a part of service sequence
- When you notice that cutlery has been place on the plate together
- Clear dirty & empty plate of last guest finishing, lady first, host last
- Carry dirty plate to dishwashing area
- Crumbling the table with under-liner
- Toothpick is presented (up to request)





CUTLERY AND NAPKINS

Presenting Dessert menu and Coffee/Tea Service

- Present dessert menu
 - Be able to earn more revenue
 - To close the order
 - To move forward
 - Leave the guest to relax between 5 -10 minutes before presenting a dessert menu

Present dessert menu

Dessert menu is presented to the guest

Suggest special item if available

Take order from the guest

Key in POS system

Bring order to pastry kitchen

Take dessert to serve to the guest

Tea or Coffee Service

- Coffee or tea is presented to guest
- Coffee or tea is served to the guest with passing around sugar tray
- Accompanied with Petit Four



***CHECKING
GUEST'S
SATISFACTION***

Checking guest's satisfaction

Make sure not too much to make guest feels uneasy

- Soon after the dish is served
- Middle way through the meal
- At the end of the meal
- Manage to check guest & say “Did you enjoy your meal?” or “Is everything all right? “
- Every table will be visited by a restaurant manager during/after the meal to ensure guest satisfaction and make conversation relevant to the individual guest



BILLING PROCEDURE

Saying “Bill please or check please”

- Bill can be charged altogether or separate, cash or credit card
- To ensure that the billing already to prepare and avoid a mistakes before to presence to the guest
- Accurate bill is presented upon guest request
- Presenting to the guest with clean bill folder and pen to the person who asked for the bill or host-recheck to guest for the member card
- Ask the guest for car park ticket and official cash receipt
- Correct change, credit card copy is prompt and return along with the guest check copy

FAREWELL



Farewell the guests

- To know the guest's that you care them and ensure that the guest got a very good experience and satisfied with our service at the end
- After the guest finished their payment
- While guest are walking out of the restaurant
- Smile, farewell to all members of the party, wish them a good day and hope to see them again

Summary



Service standard is the procedure and step of the service that all hotels must have and follow efficiently



Professional hotel can be present to guest by well-trained staff with service standard



Sequence of the service is the guideline for staff to work appropriately and properly

Summary



Core of the service are divided into 6 steps; welcoming guest, menu presenting, serving and clearing food and beverage, presenting dessert menu and serving coffee/tea, checking guest's satisfaction, billing procedure and farewell guest



Room service is the food and beverage service in the room, good preparation and planning of all products and equipments are encourage and support work smoothly due to limitation of time and the distance



DISCUSSION



TRADITIONAL
FORMAL
Place Setting



Question?

