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TASK 02: Set Tables

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Check tabletop cleanliness; wipe as needed. ■ Check condition and cleanliness of : <ol style="list-style-type: none"> 1) Salt/pepper shakers. 2) Centerpiece (flower vase at breakfast / lunch; table lamp at dinner). 3) Set salt/pepper shakers in center of table. 4) Set centerpiece in center of table. 5) Set ashtray _____ (smoking sections). ■ Check condition and cleanliness of linen: <ol style="list-style-type: none"> 1) Set placemat (breakfast/lunch) at center of setting, ½ “ from table edge. 2) Lay tablecloth (dinner) per centerfold method. 3) Set folded/rolled napkin: <ol style="list-style-type: none"> a) breakfast/lunch - in center of placemat diagonally across b) dinner - on center of show plate diagonally across ■ Inspect each item for condition and cleanliness before placing on tables. ■ Place the following items on a clean, lined tray and carry to the table to set at each place setting: <ol style="list-style-type: none"> 1) Breakfast - 1 for each place setting: <ol style="list-style-type: none"> a) dinner knife b) teaspoon c) dinner fork d) butter knife e) B&B plate f) coffee cup and saucer g) water glass h) juice glass 2) Lunch/dinner - 1 for each place setting <ol style="list-style-type: none"> a) dinner knife b) dinner fork c) salad fork d) teaspoon e) butter knife 	<ul style="list-style-type: none"> ■ Tabletop free of crumbs and debris. ■ Salt/pepper shakers are: <ol style="list-style-type: none"> 1) Clean and polished. 2) Full, and pour freely; salt not lumpy. 3) Set together in table center. ■ Ashtrays (smoking section only) free of debris, chips/cracks. Matches are outside of ashtray, logo facing guest. ■ Flower vase is clean, free of debris: <ol style="list-style-type: none"> 1) Water in vase is fresh and full. 2) Flower is fresh; not wilted. ■ Candles are fresh/new, correct scent and sturdy in holders. ■ Table lamp is clean, free of debris. <ol style="list-style-type: none"> 1) Sufficient fuel in container for entire meal period. ■ Linen: <ol style="list-style-type: none"> 1) Clean and pressed. 2) No rips, tears, holes or stains. 3) Hems face down. 4) Placemats centered to each chair. 5) Tablecloths hang evenly. 6) Napkin seam faces down. 7) Napkins placed in center of place setting. ■ Flatware handled by its base handle, glassware by its stem or base, and china by its edge. ■ China, flatware and glassware are polished clean: <ol style="list-style-type: none"> 1) Free of food particles, stains, chips/cracks, not tarnished or bent. 2) Correct type/amount set for specific meal period. ■ China:

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TASK 02: Set Tables

PROCEDURE	STANDARD
<p>f) water glass g) wine glass h) B&B plate</p> <ul style="list-style-type: none"> ■ Look over table to make sure each setting lines up with opposite setting, and that all items are uniformly placed on each table. ■ Realign chairs. ■ Note: Refer to attached table set up diagram for placement. 	<ol style="list-style-type: none"> 1) Set ½" - 1" from table edge. 2) Coffee cup and saucer ½" - 1" from teaspoon, cup handle at 4 o'clock position. 3) B&B plate set at top left corner of placemat. 4) B&B plate placed ½" - 1" from outside fork. <ul style="list-style-type: none"> ■ Flatware: <ol style="list-style-type: none"> 1) Set ½" - 1" from table edge. 2) Dinner knife placed on right side of place setting. 3) Serrated edge of knives face left. 4) Teaspoon placed to right of knife. 5) Forks placed on left of place setting: <ol style="list-style-type: none"> a) dinner fork on inside b) salad fork on outside 6) Butter knife set at 12 o'clock position, across left edge of B&B plate; rounded edge facing guest. ■ Glassware: <ol style="list-style-type: none"> 1) Water glass above dinner knife. 2) Juice glass set above teaspoon. 3) White wine glass at 45 ° angle below water glass. ■ All place settings are consistent and symmetrical; set to diagram. ■ Place settings line up to opposite setting. ■ Tables set for: <ol style="list-style-type: none"> 1) Breakfast by ___ a.m. 2) Lunch ___ a.m. 3) Dinner by ___ p.m.

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TASK 52: Take Food Order

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Approach table with a smile and warm salutation: <ol style="list-style-type: none"> 1) Have pen/order pad ready 2) Inquire if guests are ready to order ■ Write down the table number, your initials and guest number of guests on each order. ■ Take the ladies' orders first, going clockwise around the table. Take host's order last. ■ Write the order down according to position number: <ol style="list-style-type: none"> 1) The seat whose back is toward the restaurant's entrance is position one. 2) Each seat going clockwise is position 2, 3, 4, etc. ■ Write all orders with position number after each item. ■ Circle all female position numbers on order pad. ■ Separate each course with a line. ■ Use proper modifiers to identify items. ■ Make suggestions to compliment guest's meal (i.e., appetizers, salads, wine). ■ Repeat the order back and clarify all special requests. 	<ul style="list-style-type: none"> ■ Eye contact, smile and correct posture maintained. ■ Server speaks clearly. ■ Suggestive upselling techniques used. ■ Ladies orders first, host last. ■ All orders written neatly and legibly using standard abbreviations. ■ All pertinent questions are asked, (i.e., "How would you like your steak cooked?", "What type of salad dressing would you like?"). ■ All orders note position numbers after each item ordered. ■ All orders repeated before departing. ■ All dupes to contain: <ol style="list-style-type: none"> 1) Table number 2) Number of covers 3) Server number

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TASK 60: Serve Food Courses

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Check to ensure appropriate silverware for the specific course is set on table before serving food (see plating guide). ■ Change ashtray before serving each course. ■ Clear any empty glasses from the right and offer refills or second cocktail. ■ While plates are on tray, remove plate covers. ■ Serve food from the left of guest using your left hand; ladies first and host last. ■ Place plate in front of the guest with the main entree closest to guest, at the 6 o'clock position. ■ Serve side dishes immediately after placing the guests' entree down. ■ Serve the appropriate condiments (see plating guide). ■ Offer pepper with a peppermill on designated items and grated parmesan cheese for all pasta dishes. ■ Serve soup: <ol style="list-style-type: none"> 1) On an underlined plate with a soup spoon. 2) In a hot soup tureen and ladle into the soup bowl at the table. 	<ul style="list-style-type: none"> ■ Appetizer plates, dirty flatware and relative condiments are removed from the table before entree is served. ■ Guests receive the correct appetizers/course ordered, complete with condiments or sauces and correct utensils. ■ Food is presented according to chef's specifications. ■ No spills or fingerprints on plates. ■ Food is not "auctioned;" served to correct position number. ■ Hot food served hot, cold food served cold. ■ Ladies served first, host last. ■ Food is served from the guest's left. ■ Soup is poured/served without splashing onto the guest or table.

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TASK 61: Serve A Guest Who Has Left Their Seat

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Whenever a guest leaves their seat, return their plate to kitchen. ■ Make sure guest's food is kept at proper temperature until they return. ■ Neatly refold guest's napkin and place it across the arm of their chair. ■ Be observant of table and watch for guest's return. ■ Assist guest with their chairs whenever they sit down or get up from their chairs. ■ When guest returns, bring their plate out and serve them, following proper service procedures. 	<ul style="list-style-type: none"> ■ Food is kept at proper temperatures while guests are away from their tables. ■ When a guest leaves their table during service, their napkin is neatly refolded and placed across their chair arm for their return. ■ Guests are assisted with their chairs at all times. ■ Guests who left a table when food was served are given their plates upon their return to their table.