

The **EFISHENT** Steps to Service SOP

1. Guest are greeted at the host stand and checked in through the laptop – All guests details need to be logged (due to track and trace of guests – in house will be on the system already so we need to make sure non-residents name, address and phone number are recorded if they are a walk in)



2. Host takes guest through to their table be that in Hook or in the Bar if they have a dog, presents menus (wine menu and A La Carte), and lets guests know who their waiter will be. Says “I hope you enjoy your meal” and leaves guests to it. Guests can also access menus through QR Code on their phone.



3. Host opens a tab on the till under guest’s booking and transfers any drinks from the bar. Also uses the buttons to highlight any celebration/allergy. This is done under the seated button where it will have an option of “Allergy Alert, Birthday, Anniversary” THEN RETURNS STRAIGHT BACK TO THE HOST STAND

4. Waiter goes to the table and greets guests

Explains the Specials which we have to offer. Offers to get them started with any still/ sparkling water then suggests some bread/butter whilst they read through the menu.

5. If no bar drinks, offer them the time to read through the wine list.

6. Once you feel the guest has read through the menu take their order (read body language) – Chance to show dish knowledge with offering sides with the mains.

7. Always repeat the order to the guest making sure it’s the correct order – using position numbers – position number one is your top left and then clockwise – clear away any cutlery that is not required and if additional is needed i.e., steak knife

8. Place the order on the POS. If guest is ordering wine, offer to do the first pour, (Important to hold this from the bottom of the bottle), and then place the wine on the table in either a cooler if white/rose/champ or on a napkin if red wine. –



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16. Make sure the guest has a fond farewell from the team.

17. Once guest has left the table, then the table needs to be thoroughly sanitised. The top of the table, underneath the table and arms of the chairs all need to be sanitised properly. Once this is done, you must . Once you have done this, then the table needs to be relayed.

If there is an issue with any part of a guest's meals, then please make sure you let the manager or supervisor know. However, please feel empowered to always act for the best interests of the guest. (agB2sW48011n)agB2sW48011w6ondh4(fsOn)4(c G[])6(pi