

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)



The Fish
Hotel

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.



Farncombe
ESTATE

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 (**REMEMBERING TO STAND 1M+ DISTANCE**) 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. – **Always make sure we are limiting the amount of time spent going to and from a table.**

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9. After the guests are finished with starters, press “ Main Away” on the POS and clear the plates, ensure tables is clear of anything unnecessary ready for their main course. Point to note that if the guest has a pre starter such as Oysters then the starters away button will need to be pressed! **You must then wash your hands before doing anything else.**

10. Once you have cleared away the starters, then top up any wine and water.

11. Checking back on food. Starters – ‘pass-by’ rather than directly asking about the dishes do a ‘pass-by’ making yourself look ready for any potential issue reading the table, so they can see your checking without interrupting the table. (will give yourself more time in your section, also if there is an issue the guests can raise this when you ‘pass-by’ or if you can see they are not eating/enjoying the dish then you can intervene) Mains – always check back on this, again read the table, if they’ve had 2 mouthfuls it’s too soon let them try all elements of the dish before checking back – a chance to show dish knowledge and be specific show your genuinely interested to see how they are enjoying the food. Desserts – ‘Drive-by’.

12. Always maintain your tables. Neat/tidy at all times – clear plates/glassware. Use your section POS point as an area for yourself to stand and observe your section. Wipe down any spillages or food on the table.

13. After their main course, clear the guests’ plates. **NOW WASH/SANITISE YOUR HANDS** - allow the guests time to breathe and relax. When suitable take over the dessert menu and leave them in front of the guests. Always ensure that all cutlery, empty glasses are removed from the table with a tray.

14. Take the desert order, offer more drinks – dessert wine, port, cocktails. No dessert? offer the guests tea/coffee more than welcome to enjoy those in the lounge if they’d prefer. If guest is having a dessert, then now put down the dessert cutlery.

15. Make sure that all the guests sign the bill – pay the bill before leaving Hook. If guests wish to continue their evening elsewhere e.g., bar/lounge make the sure the bar floor team are updated with the guests’ name and movements. Place the bill down on the bill tray. On each workstation will be a tub with pens in and these will need to be wiped down with sanitiser before and after each use. If guest is paying by card, then the pdq machine will need to be sanitised before and after each use.

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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 **NOW WASH YOUR HANDS**. 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 guests and use your initiative.

Even though we are social distancing to our guests it is imperative that we attend to their every need to make them feel at ease and at home whilst dining with us. If help is required at any point and you cannot make it to a table, then the manager on shift must step in and assist.

Table Set up for lunch and dinner service:

Only difference to note for dinner set up is that a candle holder will be placed between the Salt & Pepper shakers and the QR code

