

11 Steps to Waiter Service



1, Welcome the customer to the restaurant and then their table. Provide a menu if there isn't one on the table



2, Take a drinks order whilst the customer reads the menu and gets comfortable.



3, Deliver the drinks to the table, see if the customer is ready to order or would like some more time

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- 4, Take the customer's order, remember to:
- Don't stand too close to the customer
 - Listen closely
 - Write the full order down
 - Ensure there are no dietary requirements
 - Ask if there is anything else they would like
 - Run through the order before you leave the table



- 5, Before the food arrives ensure the table has all its cutlery and additional items like, napkins etc.



- 6, When delivering the food ensure that:
- It comes straight from the kitchen, you don't want it getting cold
 - Give the person the correct meal, ask if you have forgotten anything
 - Ensure they are happy and have everything like sauces before you leave.
 - Wish your guest 'enjoy your meal'



- 7, After 5/10 minutes check in with the customer to ensure everything is okay with their food, would they like anything else or any more drinks.
Be ready for any complaints, be apologetic and helpful

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8, When you see that everyone has finished their meals, clear down the plates and cutlery.

You can also use this opportunity to ask if they would like any dessert?



9, If nothing else is ordered and no one wants any more drinks and their drinks are finished, ask the customers if they would like their bill.

Provide the bill, give time for it to be checked.

Ensure how they wish to pay, altogether, separately, cash or card.

Make sure you give the change if they have paid cash.



10, Wish your customer a good evening and thank you for visiting the restaurant and we hope to see you soon.



11, Finish by cleaning down the table, remove anything that is left and reset the table for the next guest.