**Steps of Service**
For Bartenders and Servers

**THE GREET**

- This is your chance to make a great first impression. Always make sure to approach the table with a smile. When greeting a table make sure first pick up the chit (this is an indication to the management team and your co-workers that a table has been greeted) and then put down a coaster in front of all guests and then use this time to educate your guests about our extensive beer, wine, and craft cocktail list. And effective greet would be “Good afternoon/evening welcome to The Park Tavern, my name is _______ have you dined with us before?” Always ask your guest if they would like to start out with an alcoholic beverage (especially if it is dinner time). Do not ask if they would like something to drink, as this encompasses all drinks available. For bartenders, greet your bar guests by placing coasters down in front of the guests and offer them both food and drink menus, then follow the same guidelines for service set out for servers.

- During the greet is when you will give your table a menu tour. Take the time with your guests and show the different areas of our menus. Point out the craft beer, wine, and craft cocktail sections of the drink menu (highlighting your personal favorites). Then take the time to introduce them to the food menu. Starting with the appetizer section and then working your way down from there, again highlighting your favorites. During this time make sure to make beer/wine pairings with the food. This will enhance the overall dining experience.

- All servers/bartenders are responsible for ensuring all new tables are greeted within 30 seconds upon the arrival to the table. When greeting make sure to put coasters in front of all guests and remove the chit from the table. The chit will have the home servers name written at the top, so if you are greeting a teammates table, you will be able to inform the guests on who their server will be.

- When greeting a table remember to use The Three I’s:
  1. **Introduce** – Introduce yourself, and if you are not the home server inform the Guest that you will get them started and that (home server’s name) will be right over.
  2. **Inquire** – Ask the Guest if they have been to The Park Tavern before. If yes, welcome them back. If no, welcome them for the first time. (Write first time Guest on the check if applicable).
3. **Inform** – Inform the Guest of the daily specials and take their drink order. If you are not the home server, pass the information off to them, and make sure they are not overloaded. If, so make sure the guest is taken care of. Let a manager know if we need to get involved.

-An effective greet would be “Good afternoon/evening, welcome to The Park Tavern my name is _______ have you ever dined with us before? Tonight’s features are… may I suggest our [appetizer], it’s my favorite, and goes well with [craft beer].” Write the order on the guest check using pivot points, place a coaster in front of each guest, and then ring the order into POS.

-It is the greeting server’s responsibility to bring the non-alcoholic beverages to the table. Servers circulating through the bar will run alcoholic beverages. Once the drinks are brought to the table, let them know their server will be right with them. Handle all drinks by the bottom half of the glass ware, the top half is for the guest. Guests do not want to drink from a glass where a server has touched the rim. At this point the home server takes over.

**DRINK SERVICE**

-Immediately following the greet, ask your table for their drink order. Again, you should always be suggesting some form of alcoholic beverage to your table, especially if it is dinner time. Selling an alcoholic beverage to your table is a very easy way to increase your check average. Give the guest a tour of our beer, wine, and craft cocktail list. Make suggestions to them on which beverages you think they may enjoy. The feedback they give you will allow you to guide them to a proper drink that they will ultimately be satisfied with. After ringing in your drink order it is a good time to let the table have a few minutes to look over the menu. The first round of drinks should arrive at the table within 1-2 minutes of taking the order.

-All drinks should be served on a coaster, this is non-negotiable. Using a coaster will allow your tables to enjoy their beverage without condensation from the glass getting all over the table. You may not use a beverage napkin in place of a coaster.

**APPETIZERS/STARTERS**

-Once you have dropped drinks off at your table it is your opportunity to suggestively sell your customers. This is the usual point when you offer to start the table with an appetizer or salad before their meal. Make sure to ring in the appetizers before the entrees. You want to make sure you give the guests enough time to enjoy their appetizers before their food. If they give you the entire order at once, you have two options. Ring in the appetizer and wait for it to arrive, then ring in the entrees (this is the preferred method). Or, ring in everything at once and use the proper “As App” and “As Entree” buttons. The down side to this is that you are not in control of the pace of the meal. Bartenders, once a guest orders an appetizers (or entrée), make sure to place a napkin on the bar top in front of them (used as a place mat) and present them with both an appetizer plate and silverware.

-Once the appetizer is delivered, you need to use this time to set your table up with everything they need when the entrees arrive. See if they need new napkins and/or silverware. Then offer them a second round of drinks. Always try to get the second round of drinks to the table before the entrees arrive, because once a guest starts eating they are less likely to want another beverage.

**ENTREE ORDER**

-The entree order should take place shortly after the appetizer orders were placed with the kitchen. It may not seem like a long time, but most guests quickly come to a decision about what they want to eat for their main course after they know what is coming for an appetizer. When taking orders be sure to use the proper seat positions. Take care to ask all necessary questions pertaining to each order (i.e. temperatures for steaks, burgers, soup or salad and side as appropriate).

-Repeat orders back to your table to ensure accuracy, and make sure to write any special requests in the appropriate part of the chit. (If there are children at the table, ask the parents if they would like the children’s food out first. If this is the case ring in the children’s food first.).

-When you go to ring in a table entrees, make sure that the appetizer is already on the table. We want to make sure the guests have time to enjoy their appetizers before the entrees arrive, we do not want them coming out on top of each other.

- Ring orders into P.O.S. using correct seat positions and all necessary modifiers. Take the time to be accurate. It is better to take an extra 30 seconds to compare your order to your chit than to make a mistake that could jeopardize the quality of service that we must maintain.

-The entree order is also another good time to check for refills (and more alcoholic beverages), and making sure the guests have everything they need (for example: Silverware, napkins, or condiments). Take notice of any garbage, empty plates, or any other clutter that may be on the table and remove it so the guests have plenty of space to enjoy their meals.

**ENTREE DELIVERY**

-Once you drop entrees off to your guests (or any of your teammates guests), do a scan of the table. Make sure that they have everything they need to enjoy their meals. This is also another good time to offer drink refills. Getting your guests to have 2-3 rounds of non-refillable beverages is a very easy way to boost your check average, and ultimately make you more money.

-If something does not look right, or if you realize that something is not prepared the way the guest requested it you need to make sure to let a manager and the kitchen know. Many servers get into “trouble” with their customers or management because they try to hide problems or take care of things on their own without informing their superiors. This leads to distrust and sometimes makes matters worse than they need to be.

-Our first priority is our Guests. If you notice that a guest is not satisfied with something get a manager involved, never try to handle the situation on your own. Nine times out of ten if you get a manager involved from the second their as an issue, they will be able to fix it and the guests will leave happy and willing to visit again.

**THE TWO MINUTE CHECK BACK**

-When food is delivered to your table you must make a quality check. We call this the two bite, two minute check back. You want to give the Guest an opportunity to taste their food, but you should be checking back with them within one minute of receiving their entrees. This gives you the opportunity to rectify any problems. Do not ask generic questions like “How is everything?” Or, “Is everything okay?” This implies that our food is mediocre and average. Our food is far superior than OK!! Instead, be specific especially if a guest has taken your recommendation. Ask open-ended questions.

-While the guests are enjoying their entrees, you need to pay close attention the guests body language. The majority of communication happened in a non-verbal manner. Many customers feel timid, they are aware the pain they can be perceived as if they have special needs. Pick up on cues such as the guest looking around, not eating their food, or the tone of voice
they have when you are checking in with them. They may state that they are ok, but their body language may tell a different story.
-Clean the table at the pace of the guests. When you see that an entree/appetizer/drink or anything else is done being used, remove it from the table. Clean as they go is the best expression used to describe this. It allows for a clean and enjoyable atmosphere for your guests.

AFTER DINNER DRINKS AND DESSERT
-After all entrees are cleared present the dessert/after dinner drink menu. A server should be able to effectively suggest any dessert paired with any after dinner drink.
-Always proceed to tell guests that other guests enjoy your recommendations. A good catch phrase is “If you like chocolate, then you will LOVE this!” Always use the word “love”. Love with desserts implies that they will have an experience beyond just the sweetness of the food. It is amazing how much more a reaction you can get by subliminally suggesting the kind of experience people will have and it will enhance their experience.
-Ring desserts, coffee, etc. into POS, and print Guests’ check. From this point on make sure to have the guests check ready for them at all times. Having your guest wait to pay will have a negative effect on their experience.

CHECK PRESENTATION
-After dessert has been served, offer coffee refills, and ask if there is anything else you can bring them. If they say no, ask if they are ready for the check, do not assume that they are ready to get up right at that moment.
-Once you drop the check with the table make sure to process it in a timely manner. The quicker you pick up their payment, the quicker you can move that table out of your section for the next waiting guest.
-The longer you take to return the check to the table the lower your tip will go down. Make sure you promptly return the check so that your guests can get on their way.
-When a Guest pays with a credit card, return to the table and say “Thank you for joining us this afternoon/evening, the top copy is for your records, we keep the other copy.”
-Say goodbye to your tables as they are leaving. It is a nice personal touch, and they may become your regular Guests.