

# Waitstaff Manual



**Offering Great Service (101)**

**Preparing for Service**

**Moments of Truth (10 Steps of Service)**

**Mastering Product Knowledge**

**Selling Skills that Increase Check Averages**

[www.a-role-in-the-show.com](http://www.a-role-in-the-show.com)



## About this workbook

This manual contains practical tools for preparing staff to offer a great service performance. The manual has been designed to be used in conjunction with the CD-ROM - A Role in the Show. The workbook can also be used as an independent training tool and reference in training front of house staff.

The information and materials contained within the manual can also be used as a reference for developing training sessions;

1. As part of an overall induction programme
2. As an introduction and or reinforcement of service skills training
3. As a reference or source of material for shift meetings

In the workbook we will introduce proven methods and techniques which are designed to help you learn...

Practical ways to improve service that can be put to use immediately  
How to increase your sales and tips by offering great service  
How to make your job easier by working smarter instead of harder

The information contained in this course was adapted into eLearning based on a time tested induction programme, 'Our Hospitality Show Business'. and a pilot project for the HtF. The course was originally a face to face course, the metaphor based on a service philosophy inspired by a trip to 'The Disney Institute for Customer Service'. Disney does not just 'hire' people for 'jobs', they 'cast' 'performers' for a 'role' in the show. The Disney challenge is to ensure 36,000 cast members are creating an all star performance that exceeds all expectations.

This approach to people management has set Disney as a leading benchmark in customer service, and the Disney Institute has shared their winning 'show biz' service philosophy with leading executives from over 480 of the Fortune 500 Companies.



## **THIS IS SHOWBUSINESS**

- ✦ **Every restaurant is a stage**
- ✦ **The service “performance”**
- ✦ **Why is great service important?**
- ✦ **What’s in it for you?**

# EVERY RESTAURANT IS A STAGE

---

The restaurant business is show business.

In 'Restaurant Showbusiness', the task of waiting tables is not considered subservient work.

On the restaurant stage, the front of house staff are the actors, the customers are the audience and the manager acts as director and choreographer of a performance. The supporting crew is responsible for ensuring the script and show is executed as planned.

---

**All the world's a stage  
and all the men and women  
merely players**

**William Shakespeare**

---

Success on the "Restaurant Stage" requires the development and choreography of many different aspects.

## ☆ **An all star cast**

Those that interact directly with the audience are all part of the 'on-stage' cast. ...for example, the Maitre d, the hostess, the waitstaff or the cashier.

## ☆ **Great support**

As with any show, there are individuals that do not interact directly with the audience. These team players are by no means less important. In fact, the show couldn't run without them.

It is impossible to imagine a restaurant show without your team players working hard behind the scenes, often under intense pressure. From head chef to dishwasher, these off stage players ensure your performance comes off without a hitch.

## ☆ **An Excellent Script**

The guides that you work from, such as the restaurant service standards and the menu.

## ☆ **Great Direction**

As with any performance, direction is required by those responsible for the overall development of the show, such as the owners and managers.

# THE SERVICE PERFORMANCE

---

## **Typical tasks in the service performance**

**Check customer identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.**

**Check with customers to ensure that they are enjoying their meals and take action to correct any problems.**

**Escort customers to their tables.**

**Explain how various menu items are prepared, describing ingredients and cooking methods.**

**Inform customers of daily specials.**

**Prepare checks that itemize and total meal costs and sales taxes.**

**Present menus to patrons and answer questions about menu items, making recommendations upon request.**

**Remove dishes and glasses from tables or counters, and take them to kitchen for cleaning.**

**Serve food and/or beverages to patrons; prepare and serve specialty dishes at tables as required.**

**Stock service areas with supplies such as coffee, food, tableware, and linens.**

# WHY IS GREAT SERVICE IMPORTANT?

---

## **So, why is it important to offer great service?**

### **Increased Competition**

The restaurant industry has been enjoying explosive growth in the past decade.

This has led to a vast number of new restaurants being opened, causing an increase in competition.

The increase in competition has created more choices for the customer, causing restaurant owners to work harder and harder at creating a dining experience that will give them a competitive advantage.

### **Great expectations**

As a result, today's customer expect a high standard of quality, in both the food they choose and the service they receive.

**High promotional and advertising costs**

Whether it be word of mouth or paid advertising, a restaurant owner invests a significant amount of time and money to ensure customers are attracted to visit the restaurant.

If the customer receives bad service, then that investment will be lost.

### **Satisfied customers return more often**

Satisfied customers are important, as they return again and again, bringing their friends and telling others about your outstanding service.

In fact, a satisfied customer tells an average of four other people about a good experience.

However, despite the proven talents of individual members of the cast or the presence of an award-winning director, or the skills of the backstage crew, the whole thing can be a magnificent flop if just one person fails to do a job on which everyone else depends

# WHY IS GREAT SERVICE IMPORTANT?

---

## The Impact of Dissatisfied Customers

---

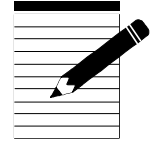
Studies have shown that the most important factor in the customer's mind is the quality of service he or she receives

---

There is intense competition in our industry, so customers can be choosy about who gets their business. Studies have shown that the most important factor in the customer's mind is the quality of service he or she receives, and one bad experience can mean the loss of a customer forever.

Your attitude is the greatest factor in a customer's decision to return to the restaurant, or never come back. A satisfied customer tells an average of four other people about a good experience, compared to the 10 people they will tell about a bad experience. Satisfied customers are your greatest assets, returning again and again, bringing their friends, and telling others about your outstanding service.

It costs a great deal more to advertise and attract new customers than it does to keep current ones coming back. Studies show that over 80 percent of the customers who did not return to a business were unhappy with the indifferent or rude attitude of the employees. However, only 4 percent bothered to let management know they were unhappy before leaving forever.



---

Instructions: Describe 3 ways that you can positively influence your guest's dining experience

1.

2.

EVALUATION COPY

3.



EVALUATION COPY

## OPENING NIGHT

- ✦ The show must go on
- ✦ Your role
- ✦ The cast and crew

# YOUR ROLE

---

**Doing your job well means working both efficiently and consistently.**

**Working efficiently** means being absolutely productive all of the time. Accomplishing more work gives you a chance to better please the customer.

This does not mean you have to kill yourself with hard work. Working efficiently means you have to think ahead and plan your work, so you accomplish more than you otherwise would in the same amount of time.

---

Remember- Your efforts to provide excellent service will be wasted if you or your fellow cast members good efforts are followed by another's indifference.

Rather than looking for things only when you need them and handling only the situation at hand, try to replace items before you run out, take care of more than one thing in one trip, and plan ahead as much as you can.

**Working consistently** means giving all customers the same level of quality in products and service, every time they visit the restaurant.

This means your service should always be excellent.

---

## ACTIVITY 3

### Do you work efficiently?

How many of the following questions can you answer positively?

Answer Yes or No to the following questions

\_\_\_\_\_ I set up my workstation carefully at the start of the shift so I have the supplies I need.

\_\_\_\_\_ I keep an eye on my supplies, in order to get more before I run out.

\_\_\_\_\_ When I'm going from the dining room to the kitchen, I look for things to carry in with me, such as dirty dishes.

\_\_\_\_\_ I combine trips whenever I can.

\_\_\_\_\_ When I'm refilling water or coffee at a table, I check other parties along my route to see if they need refills.

\_\_\_\_\_ I'm organised; I know what has to be done and in what order.

\_\_\_\_\_ I know how to handle busy times.

\_\_\_\_\_ During slow times; I keep my energy up and remain prepared

## YOUR ROLE- Personal Hygiene

---

### PERSONAL HYGIENE CHECKLIST

#### Personal care and grooming

Clean hair, face, hands and uniform implies an individual that cares about their professional appearance, and how it positively affects those around them.

Use the following checklist to ensure good personal hygiene.

- Hair clean and tidy
- Moustaches and beards trimmed and clean
- Wash hands whenever you visit WC
- Keep nails clean
- Remove chipped or cracked nail varnish
- Fresh breath
- Cover your mouth when sneezing or coughing
- Uniforms clean and well pressed

EVALUATION COPY

## YOUR ROLE

---

What would be the result if someone telephones the restaurant and asks...

### Job Knowledge

"Excuse me, do you have any steak on the menu?  
Hostess: "I'm not sure, I'm a vegetarian"

Compare the above response to the following...

Informed Hostess: "Yes, we do have a great selection of steaks. As a matter of fact, today's special is Beef Wellington."

Which response would you consider to be more professional?

Offering a great performance requires knowledge. You should be informed about your company, the products you serve, and the tasks performed by the people you work with.

In performing your role, you will notice that customers tend to ask several common questions.

You should be knowledgeable about the following details:

- Days and hours of operation
- The history of the company including the restaurant's concept and decor
- The owner's, manager's, and supervisors' names
- Layout of the building, including the location of WC's, emergency exits
- Health, Hygiene and safety regulations
- House policies and procedures
- How to operate till and handle cash
- The food and drinks on offer
- Licensing laws

If your restaurant is part of a chain, you should be able to tell customers where other units are located. You may get this information from your employee handbook or manager.

# OPENING NIGHT

# EXERCISE 2



Instructions: Test your knowledge of the place you work by filling in the details below.

RESTAURANT NAME: \_\_\_\_\_

## **INFORMATION**

---

**OPENING/CLOSING HOURS:**

**DESCRIPTION OF FOOD:**

**PRICE RANGE:**

**BOOKING POLICY:**

**PARTY BOOKINGS:**

**ATMOSPHERE:**

**DRESS CODE:**

**PARKING AVAILABLE:**

EVALUATION COPY

## **DIRECTIONS**

---

from (landmark): \_\_\_\_\_

from (landmark): \_\_\_\_\_

from (landmark): \_\_\_\_\_

## **CURRENT ADVERTISEMENTS AND PROMOTIONS**

---

Newspaper(s)

Promotional offers:



## **SETTING THE STAGE- Service Basics**

- ✧ **Centre Stage**
- ✧ **Greeting and Seating**
- ✧ **The Food and Drink Order**
- ✧ **Delivering and Clearing**
- ✧ **Lasting impressions**

## CENTRE STAGE- The Table

---

One of the ways customers will form either a positive or negative impression is based on the general cleanliness and appearance of both you and your restaurant.

Any imperfection, such as a dirty wall, a dusty window ledge, a messy bathroom, or fingerprints on windows or mirrors, can result in a negative impression.

In restaurant show business, the table takes centre stage.

You have the ultimate responsibility for your guests, and you control the food appearance and presentation at the table. At centre stage, your tables are in the spotlight, and your guests will easily be put off by soiled tablecloths, smudged glasses, or dirty tableware.

Always hold glasses by the base or stem and never place your fingers on any area of tableware or plates that might come into contact with the customer's food.

Ensure your tables are spotless at all times, and always keep hygiene and cleanliness in mind

## EVALUATION COPY

Use this checklist to ensure you perform each task regularly

- Tables are kept clean.
- Tablecloths are been and pressed.
- Napkins are neat and readily available.
- Plate settings are complete and correct.
- Condiments and other items on tables or counters are full and dean.
- Seats are free of spills and crumbs.
- Floors are kept clean.
- Windows, lamps, and other items are free of dust and dirt.
- Tables, chairs, plate settings, pictures, and other items are lined up and straight.
- Flowers and plants are fresh and attractive.
- Dirty dishes and trays are kept out of customers' view and removed from the dining room as soon as possible.
- Side stations or condiment areas are kept well stocked, tidy, and clean.
- Lighting, temperature, and music are kept at appropriate levels.

## SETTING THE STAGE- Service Basics

---

Make certain you get to work on time so that you can prepare to perform.

Before you enter the stage, there are many things to check:

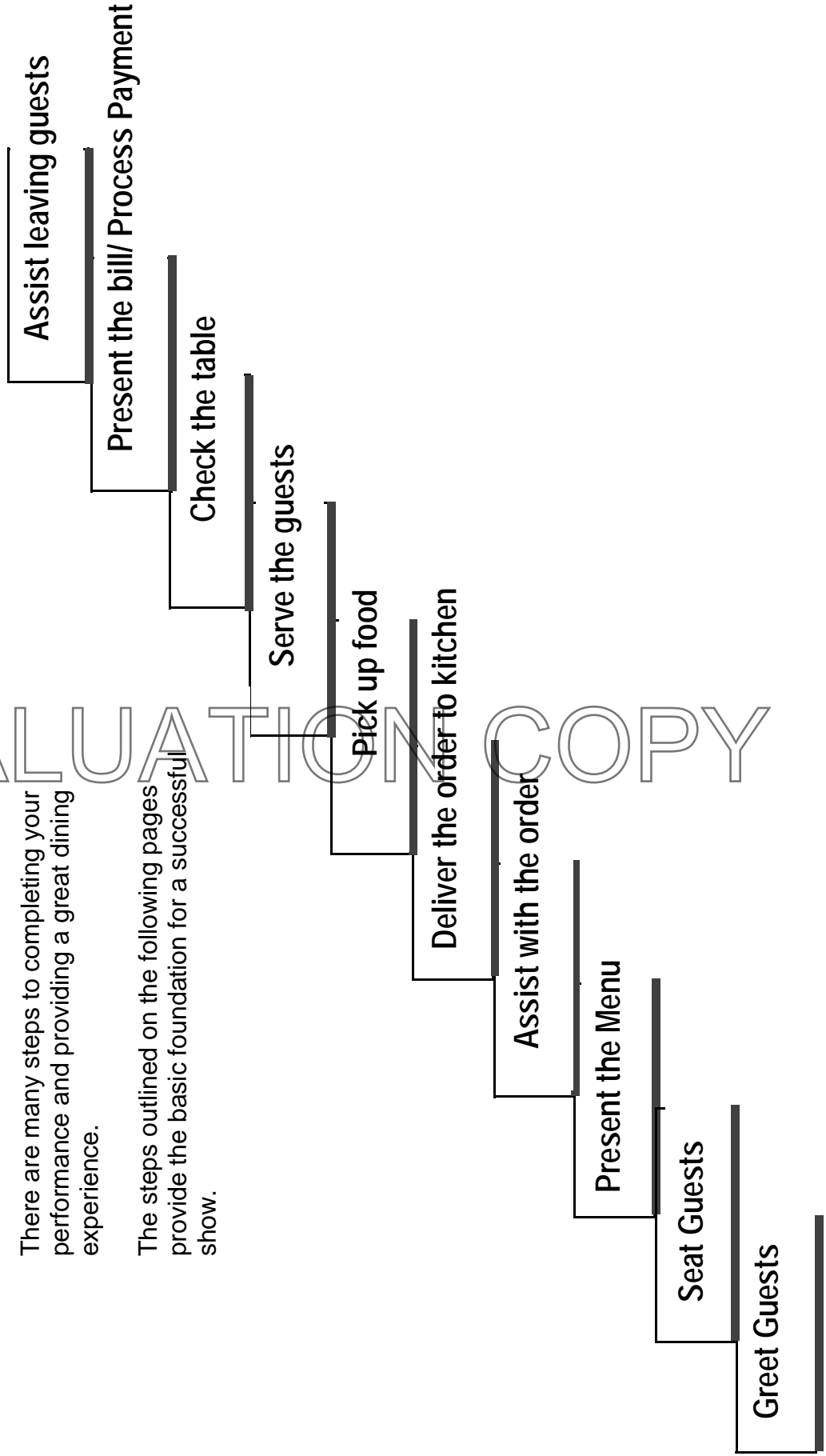
- Be aware of the daily specials, changes to the menu, and any items on the menu that might be unavailable
- Be aware of special parties or functions so you can be plan and be prepared for the guests arrival
- Ensure you have the tools required to perform-  
wine screw, pens, order pad
- Check your appearance and uniform
- Prepare your stage-  
Do your sidework, Polish tableware and glassware, check your tables
- Prepare mentally for the performance-  
Brush up on product knowledge and the drinks menu
- Check your attitude-  
Are you positive and patient?  
Is your self-esteem high?  
Have you left your problems 'at the door'?

# A GREAT DINING EXPERIENCE

## Basic Steps of Food Service

There are many steps to completing your performance and providing a great dining experience.

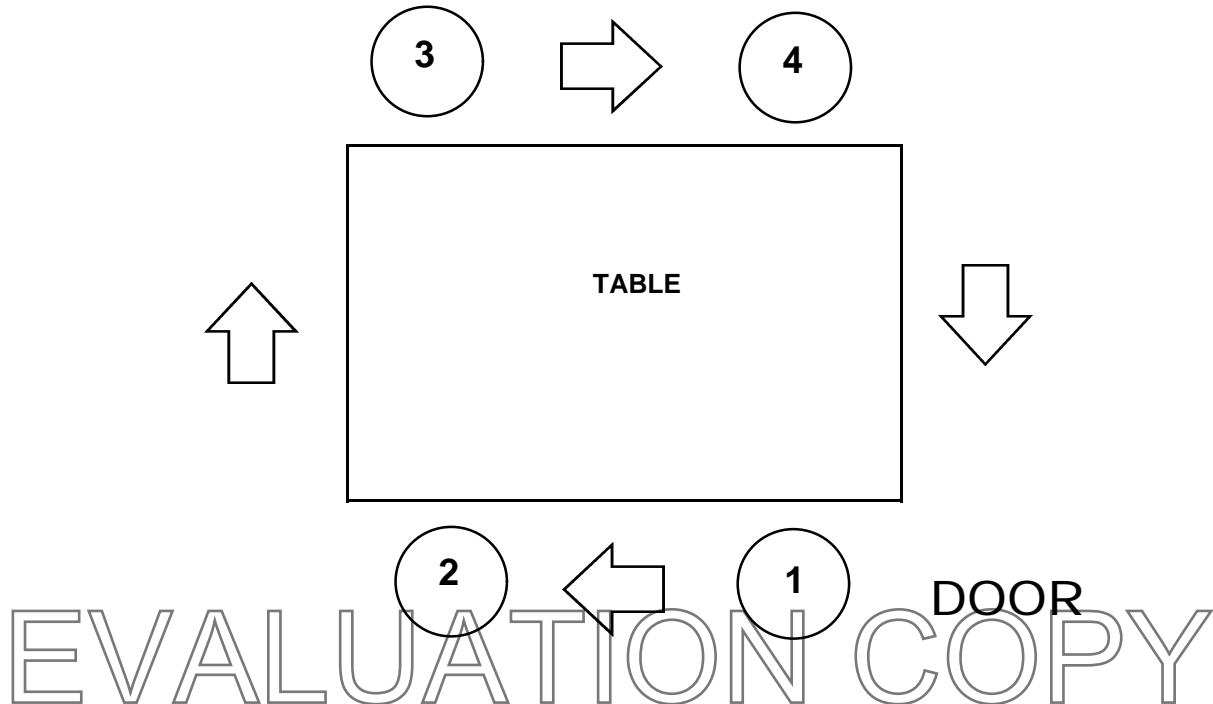
The steps outlined on the following pages provide the basic foundation for a successful show.



# SETTING THE STAGE- Service Basics

## PIVOT SYSTEM

CHAIR CLOSEST TO FRONT DOOR OF RESTAURANT IS NUMBER 1



**THE PIVOT SYSTEM IS A SIMPLE METHOD FOR TAKING AND DELIVERING ORDERS**

**IT IS BASED ON A CHAIR NUMBERING SYSTEM THAT HELPS YOU TO REMEMBER WHICH CUSTOMERS ORDERED WHAT ITEMS**

### ORDER PAD

- 1.
- 2.
- 3.
- 4.

**THE PIVOT POINT(CHAIR) WILL BE THE SAME THROUGHOUT THE RESTAURANT. IT CAN BE DETERMINED BY LOCATING THE CHAIR NEAREST THE FRONT DOOR**

**THE CHAIRS AROUND THE TABLE ARE THEN NUMBERED IN A CLOCK-WISE FASHION**

**ONCE THE PIVOT POSITION HAS BEEN IDENTIFIED, AND THE CORRESPONDING NUMBERS WRITTEN ON THE ORDER PAD, THE ORDER CAN BE TAKEN IN ANY SEQUENCE**

**USING THE ORDER PAD AS A REFERENCE, THE ORDER CAN BE PRESENTED TO THE APPROPRIATE CUSTOMERS WITHOUT HAVING TO ASK CUSTOMERS WHAT THEY ORDERED**

# SETTING THE STAGE- Service Basics

---



## CLEARING THE TABLE

---

### Standard methods for clearing food and drink

---

In order to cause the least intrusion at the table whilst clearing, it is best to follow the standard conventions for delivering and clearing.

Clear from the right

Drinks  
Bottles or glasses  
Plates

---

### Remember the FHI-FHO rule

---

Never go into the kitchen or dining room empty handed...

**F**ull  
**H**and  
**I**n

**F**ull  
**H**ands  
**O**ut

A cluttered table is unattractive and makes it difficult for you to deliver further courses or drinks to the table.

It is important to clear the table only once everyone at the table has finished with a course.

This should be done in the least intrusive manner possible.

### Tips for removing plates

Plates are normally removed with the right hand and transferred to the left for stacking- If left handed the reverse may be preferable

- When there is a lot of food left on the plates, it may be easier to clear several plates at a time
- Clearing should be done as quietly as possible- avoid scraping plates loudly or banging cutlery and plates when stacking
- Remove the hosts plates last

- Properly serve dishes and beverages. When possible, serve from the left and clear from the right.
- Check back for quality. Remember the 2 minute rule.
- Handle glassware from the lower half. Stemware should always be handled by the stem. Check plates in the kitchen before delivering. Make certain everything is as it should be on the plate. Be sure hot food is hot and cold food is cold.
- If a customer orders a starter to share, you can deliver two plates and a serving spoon.
- Keep an eye on the timing, ensure starters appear quickly and there is a good flow between the each course. This is achieved by knowing the cooking times of the various dishes, which chef is working, and how busy the restaurant is.
- At the same time, keep an eye on your tables. Clear ashtrays, cigarette wrappers, crumpled cocktail napkins, and other debris. Know when to de-crumb or wipe the table.
- Be able to constantly watch each table so you can anticipate your customer's every need. Light a cigarette; refill water, parmesan cheese or the pepper mill, before the customer has to ask.



## REHEARSAL

- ✦ Using props
- ✦ Mastering product knowledge
- ✦ The menu

## USING PROPS

---

---

Props are  
an  
important  
part of  
any show

---

When you are on the restaurant stage, remember to use your sales and service props.

Props provide an opportunity to enhance your guests dining experience. When a guest has seen something that is being described, they have a better basis for making an ordering decision that is right for them.

Customers often order a dish that they have seen delivered to a nearby table. This is frequently the case with theatre dishes, such as sizzling fajitas or coffee liqueur floaters, which attract customer's attention as you carry them through the dining room.

### How can props be used?

A prop can serve several purposes.

Remember props must be used correctly; Table cards, menus, and other props should always be in excellent condition.

Check for tears, worn edges and stains.

✓ Props can be used to reassure and educate your guests.

For example, you might bring several bottles of malt whiskey to a table to help your guest recognise a brand they have ordered before.

✓ Props can be used to create excitement and stimulate interest

Serving exotic cocktails and unique drinks often create excitement and interest at a nearby table, and provide an ideal prompt for a guest that would like 'something different'.

✓ Props can be used to visually support menu descriptions

Dessert displays and menus containing pictures are good examples of props that can be used for this purpose.

When you don't use props, you lose the ability to positively influence our guests, and may miss opportunities to exceed their expectations.

# MASTERING PRODUCT KNOWLEDGE

---

Product knowledge is the foundation of a great performance.

Your guests look to you for guidance and reassurance in what they may be ordering.

Good product knowledge will provide you with the confidence to assist guests and suggest items they are likely to enjoy.

You must know specific details about each and every food and drink item offered at the restaurant.

Therefore, you should know the following details about the items you serve

☞ **The amount**, weight, size or portion of the item. This should help you answer questions like – “How many wings do you get with a starter portion of buffalo wings?”

☞ **Method of preparation**, or how an item is cooked, including cooking methods and times. This should help you answer questions like – “Is the breast of pigeon fried or baked?” or “How long will it take to cook, we’ve got to be at the match at 7:00?”

☞ **Presentation**, or what an item might be served or garnished with. This should help you answer questions like – “Does the barbecued chicken come with sauce?”

☞ **Cost**- This is particularly relevant where daily specials are listed without the price.

Can you think of any other details that might be useful?

---

---

---

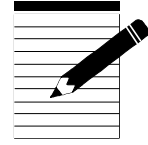
---

Good product knowledge will provide you with the confidence to assist guests and suggest items they are likely to enjoy.

---

EVALUATION COPY

## MASTERING PRODUCT KNOWLEDGE EXERCISE 5



Directions: TEST your product knowledge by listing one of the popular items served in your restaurant, then answer the questions below.

Menu Item: \_\_\_\_\_

What are the  
Ingredients? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many do you get with an order? \_\_\_\_\_

What is the weight or size?  
EVALUATION COPY  
How is the item prepared?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How is the item served?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How much does it cost? \_\_\_\_\_



## Exceeding Expectations with a Great Service Performance

- \* **Personality and stage presence**
- \* **Anticipating needs**
- \* **Customer Cue Cards**
- \* **Offering suggestions and recommendations**

# EXCEEDING EXPECTATIONS

---

## Exceeding expectations

Offering great service is not only about meeting customer expectations, but exceeding them.

---

Basic Customer expectations include

- ☞ Staff who are knowledgeable about the restaurant, the menu, and general information about local areas of interest
  - ☞ Efficient and attentive service, including taking the order, serving it correctly and totalling a bill accurately
  - ☞ A clean, safe and pleasant atmosphere.
  - ☞ Food that is flavourful, wholesome, and served at the correct temperature.
- 

In order to exceed expectations, we must first understand the **basic expectations** of our customers, and meet those basic expectations consistently.

But this type of service is not enough to keep customers coming back to the restaurant. The challenge for today and tomorrow is to do more to distinguish ourselves from our competitors.

### **To exceed expectations, you must be more than a simple 'order taker'.**

The old view that "waiting staff" are simply servants, at the beck and call of "customers" has changed. Today's customer is more sophisticated, and requires more than any "servant" can offer.

Even though you work in the hospitality industry, your role could easily be compared to that of both professional performer and salesperson.

Like a commissioned salesperson, you are paid partly through tips, which is typically based on a percentage of sales.

The tables in your station, or the general dining area, is your sales territory.

From a sales perspective, your task is much easier than most sales situations. Why? Because anyone that enter the restaurant and sits in your 'sales territory has already made a conscious decision that they will be making a purchase!

Therefore, it is an important part of your role to you to use your personality, showmanship, and flair to bring the menu to life and make suggestions that will result in both increased sales and most importantly- a dining experience that exceeds all expectations.

**The tables in your station, or the general dining area, should be considered your sales territory.**

## SHOWTIME

---

Your personality and stage presence play an important part in offering courteous and friendly service.

Use the following checklist as a guideline to offering courteous and friendly service to your guests

- ❑ Say "thank you" when accepting something from customers, such as their business, payment, or a tip.
- ❑ Say "excuse me" or "pardon me" or "I'm sorry" if you inconvenience someone, such as by bumping into or interrupting a person.
- ❑ If we cannot accommodate a customer's request, apologise and explain why
- ❑ Address customers by name whenever possible, using their last name
- ❑ Do not talk about inappropriate subjects to or around customers.

EVALUATION COPY

# ANTICIPATING NEEDS

---

## Anticipating Guest Needs

One of the best ways to ensure great service is to predict what your guests will want before they have to ask. Observe and listen to what guests say and how they say it, and be alert for special situations.

## Observation

With careful observation, some of your guests needs can be pre-determined.

Although every guest and situation is different, the following can be used as a rough guide-line

### Type of Guest

### Possible needs

Children

high chairs, special menu, extra napkins

Dining alone

newspaper or reading material

Business

attentive and efficient service, minimal interruptions during business discussions

Groups

special attention, groups may appreciate more informal service

Party/celebration

typically most responsive to friendly, outgoing style. Out for a memorable experience, make everyone feel like VIP's

EVALUATION COPY

# CUSTOMER CUE CARDS EXERCISE- 10



With careful observation, some of your guest's needs can be pre-determined .

Although every situation is different, certain types of customer do have similar needs.

Instructions: In the spaces below, list the most likely requirements of the following customer types

Type of Customer	Possible needs
------------------	----------------

Children:

Dining alone:

Business:

Groups: **EVALUATION COPY**

Other customer needs may be established by careful observation of their behaviour and body language, or what they say and how they say it.

In the spaces below, describe how you would interpret the following behaviour or body language.

---

Behaviour or body language	What it means
----------------------------	---------------

Folded arms:

Menu closed:

Looking around:

Difficulty pronouncing menu items:

# Screen Test



NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

POSITION: \_\_\_\_\_ LOCATION: \_\_\_\_\_

MANAGER: \_\_\_\_\_

Module 1

1. What key factor has affected the importance of offering great service?

- Increase in customer expectations
- A decrease in competition
- High staff turnover

2. Who plays the key role in the direction and choreography of the service performance?

- The chef
- The Host, Hostess or Maitre d'
- The owner or manager

3. Who has a greater impact on the quality of a customer's dining experience?

- Host, Hostess or Maitre d'
- Waitstaff
- Manager

4. Customers that complain...

- Offer an opportunity to make things right
- Will never return
- Are difficult people that cannot be pleased

5. How many people would an unhappy customer tell about a bad experience?

- Four
- Ten
- Six

6. What is the primary reason that customers do not return to a restaurant?

- High prices
- Indifferent or rude service
- Not enough selection on the menu

7. What percentage of unhappy customers actually complain to management

- 40%
- 10%
- 4%

8. Which of the following personality traits are qualities of a star performer?

- Quiet and shy
- Bold and aggressive
- Confident and people orientated

EVALUATION COPY



Module 2

9. Which of the following will have the greatest impact on customer satisfaction?

- Attentive service
- Low prices
- A unique atmosphere

10. When checking the bathrooms for cleanliness, you should wash your hands...

- Regardless of the circumstances
- If they look dirty
- Only if you are about to serve food

11. Your body language sends an unspoken message to customers. Which of the following does not indicate confidence and enthusiasm?

- Eye contact
- Slouching
- An upright posture

12. Effective communication with your colleagues and customers requires that you...

- Listen actively to what the person is saying
- Speak loudly
- Interrupt when appropriate

EVALUATION COPY

13. How often should your uniform washed and pressed?

- Once a week
- Only when there are stains or heavy wrinkles
- Before every shift

14. In order to perform your role effectively, you should know about

- The products and services on offer at your restaurant
- The products and services on offer at your competitors restaurant
- The profit margin on the products and services on offer at your restaurant

15. You can show respect for your co-workers by...

- Arriving for work even if you have the flu
- Arriving for work on time
- Politely asking your colleagues to do your prep work



Module 3

16. A couple has entered the restaurant and the hostess is busy seating a table, you should...
- Ignore them and continue what you are doing
  - Wait until you have time to seat them
  - Acknowledge them immediately and explain that someone will be right with them
17. What is the accepted standard for delivering and clearing plates?
- Deliver and clear plates from the customers left side
  - Deliver from the customers left and clear from the right
  - Deliver from the customer's right and clear from the left
18. When should the bill be presented?
- Only when the customer has requested it
  - 15 minutes after the main course is finished
  - Either when the customer has requested it or after the coffee has been served
19. A party of four is being seated at your table, you should...
- Help with coats and chairs
  - Ask for their names
  - Ask if they are ready to order
20. When handling glassware, what part of the glass should not be touched?
- The base
  - The rim
  - The stem
21. Upon entering the restaurant, what is the maximum amount of time customers should have to wait before being greeted?
- 15 seconds
  - 1-2 minutes
  - 45 seconds
22. Efficient service means...
- Taking the order and serving the meal as quickly as possible
  - Not having to answer questions about the menu
  - Taking the order and serving the meal correctly
23. Plates should be cleared from the table...
- When the host has finished
  - Only once everyone has finished
  - When the next course is ready to be served
24. A table of four has paid the bill and is getting up to leave, you should...
- Approach the table and check for your tip
  - Start clearing and resetting the table
  - Help with chairs and thank them for visiting



## Module 4

25. Examples of restaurant props include...

- Menus, table cards and bottles of wine
- Chairs, tables and pictures
- Salt & pepper pots, flowers and ashtrays

26. Props can be used to...

- Extend the length of a table
- Create a warm and friendly atmosphere
- Create interest and educate customers about the food and drink on offer

27. A table of three has just sat down at your table, what is the best way to present the menus?

- Place the menus on the table next to the host
- Hand the menus opened and right side up to each customer
- Place the menus in the centre of the table

28. According to a recent survey, what proportion of restaurant customers require additional information to that provided on the menu?

- 1 in 3
- 1 in 6
- 1 in 10

29. What element of menu knowledge relates to the way an item is served?

- Portion
- Preparation
- Presentation

30. What element of menu knowledge relates to how long an item will take to cook?

- Preparation
- Portion
- Presentation

31. What element of menu knowledge relates to the size or amount of food being served?

- Preparation
- Portion
- Presentation

32. A customer has asked you a question about an item on the menu, you should...

- Read the menu description out loud
- Point to the description on the blackboard
- Use descriptive words to explain the item in further detail



## Module 5

33. The role of waitstaff could easily be compared to a...
- Servant and accountant
  - Performer and salesperson
  - Performer and order taker
34. Sales orientated service means...
- Helping the customer to make decisions that are good for them
  - Suggesting the most expensive items on the menu
  - Telling the customer what you want them to order
35. As a service performer, creating a memorable dining experience requires...
- Common sense
  - Strict adherence to service procedures
  - A servile attitude
36. Anticipating customer needs means...
- Deciding what the customer may want based on their appearance
  - Assuming the customer will ask for anything they require
  - Determining what the customer might want before they have to ask
37. Body language can provide a clue to your customers wants and needs. What is the likely message of a customer walking through the dining room and looking around?
- Looking for the bartender
  - Looking for the bathroom
  - Looking for a wine menu
38. What is the likely message of a table of four sitting with the menus closed?
- Not interested in the menu
  - Ready to order
  - Require more time to decide what to order
39. A party of six are getting ready to order and ask you "what is good on the menu?", you should...
- Ask questions about likes and dislikes and make recommendations accordingly
  - State that everything on the menu is good
  - Point to the specials board and explain that you will return in several minutes
40. A customer asks if you can make an alteration to an item on the menu, you should...
- Explain that no changes can be made under any circumstances
  - Ask the customer to choose another item
  - Explain this should not be a problem and that you will double check with the chef

BEST WISHES FOR A  
GREAT SHOW THAT RESULTS IN  
RAVE REVIEWS!

EVALUATION COPY