

**Food & Beverage  
Service Standards  
Manual**

**INTRODUCTION**

\_\_\_\_\_ Kitchen & Service Team perform a large number of important tasks and play a significant role in the day to day operation of the Restaurant. The Kitchen & Service Team are responsible for satisfying many of the physical and social needs of the Restaurant's guests. They provide information about the food and beverage products available in the Restaurant. They make recommendations to the guests in order for them to meet their needs and desires. Kitchen & Service Team attendants take orders and deliver meals and drinks. They answer questions, fix problems, and provide information. Kitchen & Service Team are ambassadors of good will, sales people and representatives of the Restaurant.

In order to be successful in the role of Kitchen & Service Team, you must have the right attitude. You must be prepared to work hard and strive for excellence. You must understand what good service is and how to provide it. You must be efficient and thorough in the performance of your duties and responsibilities. To ensure all guests feel comfortable in their surroundings.

The purpose of this manual is to provide you with the information you will need to know in order to perform well as a Kitchen & Service Team member. The information in this manual will be supplemented with materials and procedures which apply specifically to your position in the Restaurant. If you have any questions, please do not hesitate to ask.

### **THE FOOD AND BEVERAGE TEAM**

Within the Restaurant there are a number of smaller teams that work shoulder to shoulder with one another. The members of the Kitchen & Service Team include: Kitchen & Service Team, Chefs, and Managers. The major functions of each part of the team are as follows:

#### **Service Team**

The main function of the Kitchen & Service Team member is to provide the guest with quality food and beverage service. Their duties include delivering food and beverages, suggestive sales, taking reservations, clearing food and beverages, wine service, and guest relations.

#### **Bar Team**

The Bar team's primary function is to provide the guest with quality beverage products in a efficient and effective manner. Their duties include preparing and delivering beverage products, suggestive sales, monetary transactions, clearing beverages, guest relations, providing beverage information to the other members of the service team, and providing support and assistance to the Kitchen & Service Team during periods of time when it is extremely busy.

#### **Kitchen Team**

Their primary responsibility is to provide the best food product possible. Their duties include pre-service preparation, portion control, plate presentation, and quality control.

### **GUEST COURTESY GUIDELINES**

The hospitality industry is one that depends upon the good will of people. People must choose to come to a restaurant. Any person who goes to a restaurant or bar expects to receive quality food and beverage products and excellent service. If they do not receive these two things they will probably not come back. Since the success of a restaurant depends upon repeat business, it is essential that all service personnel consistently maintain a friendly, courteous, enthusiastic, professional, service orientated attitude. We must all strive to make the guest happy.

As a general rule you will be expected to display the following characteristics when dealing with guests:

- Be open and honest with guests.
- Strive to maintain a positive physical appearance.
- Recognise that each and every guest is different and it may be necessary to change your behaviour in order to please all of the guests.