



Banquet and Catering Quiz

Name: _____

Date: _____

1. Earrings larger than a nickel are acceptable attire for a Centerplate Banquet Server.
True _____ False _____ (check one)
2. When dealing with customer complaints, you should greet withand: _____ (insert letter)
a. Excitement & laughter b. Nervousness & hesitate
c. Empathy & apologize for their inconvenience d. Anger & argue
3. If the meal service has china which has a logo, what position should logo be placed at for the place setting: _____ (insert letter).
a. 12 O'clock b. 8:30 AM c. 4:20 PM d. 5:50 AM
4. The butter knife is placeddegree angle on theside of the B&B plate: _____ (insert letter).
a. 45° & Straight b. 15° & Left c. 6:00 PM and Right d. 90° and Right
5. Glassware should always be handled by the stem.
True X False _____ (check one)
6. The handle of the coffee cup is at a position of: _____ (insert letter).
a. 2:45 PM b. Turn up side down c. 90 degree d. 5 o'clock
7. Breads, rolls, morning pasties for breakfast should be place in a: _____ (insert letter).
a. Shoe Box b. Napkin c. Cup d. Basket
8. A plated lunch coffee cup is placed at: _____ (insert letter).
a. Upper right b. Upper left c. Lower right d. Lower left
9. Coffee service is determined by: _____ (insert letter).
a. The kind of bread served b. The left over from the pastry next door
c. The BEO d. What you think the guest might like.
10. Where do you place the appetizer and salad: _____ (insert letter).
a. On the person to the right of who order plate b. The person that is yelling
c. In front of the client d. None of the above
11. Sauces or dressings are served in a counter clockwise rotation.
True _____ False _____ (check one)
12. Coffee Breaks are to be in place no later than 15 minutes prior to the scheduled starting time.
True _____ False _____ (check one)
13. When cups are not pre set you should : _____ (insert letter).
a. Take them from another set table with guest already seated.
b. Take an oval tray to the table filled with the following: 10 cups, 10 saucers, 2 sugar caddies' & 2 creamers.
c. Pour coffee in a water glass.
d. Inform guest we are out of coffee.
14. You should know the table numbers in your vicinity and assist any and all guests in reaching their table and seats.
True _____ False _____ (check one)
15. When serving a plated function, your thumb should be placed: _____ (insert letter).
a. In the guests' mashed potatoes b. Along the rim
c. Underneath the plate d. Folded into your fist
e. None of the above
16. Buffet set up should be completed minutes _____ before start time: _____ (insert letter).
a. 10 b. 30 c. 45 d. 60

Banquet and Catering Quiz pg 2

17. A location of back up cold and hot food needs to be established.
True ____ False ____ (check one)
18. The Banquet Server should return to the kitchen when they tray is ____ to replenish: ____ (insert letter).
a. Half Full b. $\frac{3}{4}$ Empty c. Full d. One piece left
19. Present a wine bottle so the ____ faces the guest: ____ (insert letter).
a. bottom of the bottle b. cork
c. label d. back of the bottle
20. The banquet sever should pour a full glass of wine for the guest to taste/approve.
True ____ False ____ (check one)
21. When is crumbing traditionally done: ____ (insert letter).
a. Before the appetizers b. After the main course or as needed.
c. Two days after the guest leave d. A week before the event.
22. Dessert should be served from the right.
True ____ False ____ (check one)
23. Clear the plates from the right using your right hand unless it's more convenient for the guest from the left.
True ____ False ____ (check one)

By signing below you are saying that you understand our banquet and catering standards and will provide
EXTRAordinary Service to every guest.

Make sure that all quiz forms are signed and dated.

Signature: _____ Date: _____



MASTER KEY

Banquet and Catering Quiz

Name: _____

Date: _____

- [illegible]

MASTER KEY
Banquet and Catering Quiz pg 2

17. A location of back up cold and hot food needs to be established.
True X False _____ (check one)
18. The Banquet Server should return to the kitchen when they tray is ____ to replenish: **B.** (insert letter).
a. Half Full **b. ¾ Empty** c. Full d. One piece left
19. Present a wine bottle so the ____ faces the guest: **C.** (insert letter).
a. bottom of the bottle b. cork
c. label d. back of the bottle
20. The banquet sever should pour a full glass of wine for the guest to taste/approve.
True _____ **False X** (check one)
21. When is crumbing traditionally done: **B.** (insert letter).
a. Before the appetizers **b. After the main course or as needed.**
c. Two days after the guest leave d. A week before the event.
22. Dessert should be served from the right.
True _____ **False X** (check one)
23. Clear the plates from the right using your right hand unless it's more convenient for the guest from the left.
True X False _____ (check one)

By signing below you are saying that you understand our banquet and catering standards and will provide EXTRAordinary Service to every guest.

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Signature: _____ Date: _____



BANQUET AND CATERING
CERTIFICATE OF TRAINING

I hereby acknowledge that:

1. I have attended frontline employee training on Banquet and Catering;
2. I understand the requirements and standards reviewed in the training;
3. I understand that every employee is required to comply with the requirements and standards presented in the training;
4. I am committed to being hospitable in all services and encounters with our customers, providing the best service possible for our guests and to improve all levels of service for our customers; and
5. I understand that failure to comply with the requirements and standards of the Banquet and Catering training will subject me to disciplinary action, including dismissal.

Signature

Employee Name

Position

Location

Date



Banquet and Catering Follow Up Notes

	Page
<u>DAY ONE</u>	
1. Ground Rules: Steps to Excellent Service	2
2. Points of Etiquette	2
3. Appearance, Dress and Grooming Standards	2 - 3
<u>DAY TWO</u>	
4. Accident avoidance needs as much attention as safety awareness:	4
5. How to Problem Solve and Provide Extraordinary Customer Service	4
6. Miscellaneous: Do's and Don'ts	5
<u>DAY THREE</u>	
7. Banquet Server	6
8. Banquet	6 - 7
<u>DAY FOUR</u>	
9. Standard Meal Function Set-up	8
<u>DAY FIVE</u>	
10. Placement of Food and Beverage	9
<u>DAY SIX</u>	
11. Service	10
<u>DAY SEVEN</u>	
12. Breaks/Breakouts	11
13. Slips, Trips and Falls	11
14. If a guest finds a foreign object in his/her food:	11
<u>DAY EIGHT</u>	
15. Banquet Server	12 - 13
<u>DAY NINE</u>	
16. Banquet Continued	14 - 15
<u>DAY TEN</u>	
17. Buffets	16 - 17
<u>DAY ELEVEN</u>	
18. Beverages	18 - 19
<u>DAY TWELVE</u>	
19. Clearance and Breakdown.	20
<u>DAY THIRTEEN</u>	
20. Breakdown, continued.	21 - 22

Banquet and Catering Follow Up Notes

DAY ONE

1. Ground Rules: Steps to Excellent Service

'Teams win more championships than individuals'

- Observe the rules of good personal hygiene.
- Be properly attired.
- Keep your work area clean, neat and tidy.
- Be polite and pleasant at all times.
- Provide outstanding service at every opportunity.
- Speak in a clear voice.
- Keep noise level down as much as possible.
- Treat equipment with respect and care.
- Strive for excellence in service, presentation and attitude.

2. Points of Etiquette

- Offer a kind, sincere welcome as well as fond farewell upon departure.
- All servers must be present for the arrival of their guests and remain on the floor during an event.
- No 'huddling' among servers is allowed while on the floor.
- Conversation among service staff is limited to business only.
- Do not speak with a guest in a foreign language unless he/she initiates the conversation.
- Never make derogatory remarks about a guest or co-worker.
- Do not argue with anyone, especially a guest.
- No pointing or flailing of arms in guest's presence.
- No crossing of arms when not engaged in service activity.
- No snapping of fingers at others.

3. Appearance, Dress and Grooming Standards

a. Personal Hygiene

- Employees are expected to be clean and well groomed every day.
- Hair must be clean and neat.
- Tattoos should not be visible.
- Perfume, cologne or aftershave need be subtle and not bold.
- Fingernails should be relatively short with only a light color nail polish.

b. Hair

- Hair styles are to be conservative, neatly styled and worn away from the face.
- Wigs and hair pieces are acceptable if the style and color are conservative and conform to regular hair standards.
- Men must have their hair groomed to the top of the collar.
- Sideburns can not be lower than the bottom of the ear lobe.
- No beards or handle bar mustaches.
- Mustaches can not extend below the corners of the mouth and must not cover the lips.

c. Cosmetics

- Emphasis on natural appearance: Eye shadow, mascara, and blush/rouge, lipstick colors to be used in moderation.
- Hair styles and make up are to be conservative.

Banquet and Catering Follow Up Notes

- Tattoos should not be visible.
- Fingernails should be relatively short with only a light color nail polish.
- No brightly colored hair dyes.
- Finger polish must be well maintained to avoid chipping.

d. Jewelry

- Jewelry must be kept to a minimum. Simple earrings are acceptable. No decorative jewelry may adorn any visible parts of the anatomy. Earrings shall not be larger than a dime in diameter.
- No facial piercing.
- Gentlemen shall not wear earrings.

e. Uniforms

For the Men

Black dress pants with crease, designated Centerplate shirt, tie, black polished shoes with closed toe, black socks and non-skid rubber soles. Name Tag/Badge worn on the left side of the uniform, Wine Opener, Writing Pad should be pocket size, Pen and Crumber.

For the Ladies

Black dress pants with crease, designated Centerplate shirt, tie, black polished shoes with closed toe, black socks and heels and non-skid rubber soles. Name Tag/Badge worn on the left side of the uniform, Wine Opener, Writing Pad should be pocket size, Pen and Crumber with the addition of suitable nylons (natural or black).

Additional information

- If white uniform shirts are utilized, wear only non logo white T-shirts. The neck of the T-shirt shall not be visible.
- Tennis shoes may not be worn at anytime.
- Staff members must be in uniform prior to punching in and starting work.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Banquet and Catering Day 1

Banquet and Catering Follow Up Notes

DAY TWO

4. Accident avoidance needs as much attention as safety awareness:

- Keep all aisles clear.
- Be sure entrances and exits are not blocked by equipment.
- Mop up spills and sweep up broken glass immediately.
- Do not leave area unattended, call for assistance.
- Always use a Wet Floor sign.
- Report wet or greasy floors to supervisor.
- Know fire and emergency exit locations.
- Walk defensively, be aware of your surroundings.
- Horseplay and running are forbidden.
- Always disconnect electrical equipment before cleaning.
- Always use a ladder or step stool to reach high places.

5. How to Problem Solve and Provide Extraordinary Customer Service

a. Greet, Introduce and Show Concern

Say "Hello," "Welcome," "Good Afternoon," "Enjoy the Game." Identify yourself by name and state your position. Stop what you are doing and pay immediate attention to the customer. State you recognize the situation and them. If possible, find a quiet, private place to discuss the situation with the customer.

b. Listen with Empathy and Apologize

Accept responsibility. Do not ever pass it off by saying, "That's not my department." LISTEN carefully to the customer's complaint. Allow the customer the opportunity to tell the whole situation or and do not interrupt. In either case, SHOW EMPATHY and APOLOGIZE for his/her inconvenience.

c. Refer

If you are uncertain who should handle the problem, FIND OUT before referring the customer. Nothing will fire up a customer's anger more quickly than to be referred to someone else who can not help them either.

d. Gain Additional Information & Confirm

Begin your questions with Who, What, Where, When and How can I rectify the challenge? This will encourage dialogue. It will also helps to bring the customer into a rational discussion. Continue to TAKE NOTES. CONFIRM the customer's concern by restating your understanding of the situation to the customer. Ask for a confirmation.

e. Take Action & Check for Satisfaction

Tell the customer what you feel can be done to resolve the problem. Act quickly and if possible, do something visible in front of the customer. This might simply be picking up the phone and writing something down. A visual confirmation that you take the problem seriously and are setting the wheels in motion, will reassure the customer.

f. Finally

Once you have developed solutions to the problem, ask the customer if that will satisfy the concern. You may also ask if he/she agrees with your actions. If you have several alternative solutions, allow the customer to make a choice.

Banquet and Catering Follow Up Notes

6. Miscellaneous: Do's and Don'ts

a. Do...

- Wear your uniform at all times while setting up and breaking down.
- Eat only during breaks and in designated dining area.
- Inform your captain when your shift is over and punch out within specified times.
- Smoke only in designated areas; Smoking is prohibited within the building.
- Place plates gently in front of guests; No "helicopter" placement of food.

b. Don't...

- Don't chew gum while on duty.
- Don't make personal phone calls or use cell phones during your shift.
- Don't drink coffee or soda during setup or breakdown.
- Don't conduct personal activities such as reading or writing while on duty.
- Don't give drugs of any kind, including aspirin or over-the-counter drugs, to any guest.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Banquet and Catering Day 2

Banquet and Catering Follow Up Notes

DAY THREE

7. Banquet Server - A banquet server must perform the following pre-function duties and responsibilities.
 - Be on time for the pre-shift meeting.
 - Know your pre-function side work, and station assignment.
 - Know the menu and sequence of service.
 - Know your table assignments and any special arrangements (diets, guests of honor).
 - Learn the traffic flow for pick up and drop off.
 - Know of any special uniform or grooming requirements.
8. Banquet
 - a. Table set-up - is generally provided in the BEO, but check for any last minute changes.
 - b. Tablecloths:
 - Need to be clean and free from debris.
 - No wrinkles, and creases must be centered.
 - The creases are to follow the same directional principle in which tables for the function are positioned: North to South, East to West.
 - The turned, underside of the hem line should be facing the table.
 - The tablecloth is to be placed so that the point covers the table leg.
 - c. The assembly line technique - for accomplishing excellent customer service works best and promotes teamwork, cooperation and mutual support. For example, one person is responsible for placing all forks in the room, one for the knives, or the other particular items on all of the tables.
 - d. Positioning place settings:
 - The first place setting should always be set directly opposite the head (North) position depending upon which principle was used to set the room.
 - Base plates should be placed ½ inch from the edge of the table.
 - Any logos should be placed at the 12 o'clock position. The BEO will govern whether the table is set for 8, 10 or 12 guests.
 - e. Banquet Silverware: * The amount of silverware is determined by the BEO.
 - The placement needs to follow the exact order in which it will be used, starting from the outside and working inward.
 - The silverware must be clean and free of water spots and must not have any bent tines, blades or handles.
 - Servers must always pick up silverware by the handle.
 - Placement should be ½ inch from table edge.
 - Positioned at a 90° angle on the straight table edge.
 - Butter knife is placed at 90° angle on the right side of the b&b plate.
 - Forks: No more than 3 forks should ever be pre-set.
 - The cutting edge of the knife must always face the plate; they are never staggered.
 - B&B Knives are placed to the right edge of the B&B plate with the blade facing left.
 - Spoons are never staggered. They are to line with the lowest piece of the silver, no less than 1/2 inch from the edge of the table.
 - Usually only one spoon is placed in the lower part of the place setting, it is the soup spoon which is placed in the outside position, next to the knives.
 - The coffee spoon is placed horizontally over the dessert spoon unless it is served with the coffee cup and saucer.

Banquet and Catering Follow Up Notes

- The setting of the table should be done from inside outward: for example: first place the main course fork which is closest to the base plate location, then add the salad or appetizer fork.

There are two exceptions:

- The dessert utensils should be parallel to the edge of the table and placed above the base plate position with the tines of the fork facing to the right and the roundest part of the spoon facing left.
- The dessert fork is placed below the spoon.

f. Banquet Glassware

- All glassware must be clean and free of water spots, chips and/or cracks.
- The water glass is to be placed directly above the top of the knives.
- If there is a rare occasion when the water glass is not required to be pre-set the Captain/Supervisor will notify you.
- The wine glass should be placed to the left and at a 45° angle below the water glass. As many as three glasses can be clustered in this manner.
- Champagne glass to be set to the left of the wine glass.
- Glassware should always be handled by the stem.

g. Banquet China

- Coffee cups and saucers are placed directly to the right of the spoon, slightly below the center of the base plate.
- The handle of the cup is at the 5 o'clock position.
- Bread and butter plate is placed above the forks.
- They are placed on the tables for all sit down functions unless otherwise specified by the client.

h. Banquet Linen

- Napkins must never be used if frayed, torn or obviously wrinkled.
- Napkins are used for guest service, wine service and handling of hot plates in front of the guests only.
- Napkins can also be used as side towels and are to be folded and draped over the server's forearm in the event of carrying hot plates.
- The type and style of the napkin fold is determined by the Captain/Supervisor after reviewing the BEO.
- The location of the napkin is determined by the Captain/Supervisor usually above the base plate for dinner or for breakfast or lunch placed directly in front of the Guest in base plate location.

i. Banquet Table Centers

- Table centers include salt, pepper, sugar and cream.
- Optional items are votives, candles and floral centerpieces.
- Bread baskets may be pre-set at breakfast and lunch.
- Table centers are always placed in a North-South access.
- Salt and pepper need to be placed side by side, directly in front of the sugar bowl and creamer.
- Salt is always on the right, facing North, with the cream behind it. Easy to Remember: White on the Right.
- Butter dishes are pre-set for sit down functions; they are placed on a B&B under liner.
- A cocktail fork is placed to the right of the butter dish.
- There is one exception: when butter dishes are not set for buffets.

Supervisor name: _____

Location/Department: _____

Banquet and Catering Follow Up Notes

Date Reviewed: _____
Banquet and Catering Day 3

DAY FOUR

9. Standard Meal Function Set-up

a. Plated Breakfast

- Coffee cup at lower right.
- Handle at 5 o'clock position.
- Standard set-up for Plated Breakfast:
 - Dinner fork
 - Salad Fork (for fruit)
 - Dinner Knife
 - Teaspoon
- Designated glass for juice.
- Water to be served upon request at all breakfasts unless otherwise specified on the BEO.
- Baskets for breads, rolls, morning pastries, etc.

Servers must place all items on the table to create a unified and professional appearance on the table.

b. Plated Lunch

- Coffee cup at lower right.
- Handle at 5 o'clock position.
- Standard set-up for Plated Lunch:
 - Appetizer fork, salad fork or Soup spoon (as needed)
 - Main course fork
 - Dinner knife
 - Dessert fork or spoon as needed
 - Coffee teaspoon
- Water glass is pre-set for many lunch functions.
- Basket for luncheon breads, rolls or crisps.

c. Plated Dinner

- Coffee service on table will be determined by BEO.
- Bread to be French passed or on table will be determined by BEO.
- Bread and butter knife left of center on bread and butter plate.
- Water service is generally pre-set at most dinner function.

After the entrée as been cleared, remove salt, pepper, bread and butter dishes, breadbasket, butter dishes and any other condiments before serving dessert. After your guests have finished dessert, clear the dessert plate and the accompanying silverware.

The only items which should remain on the table after the dessert course has been cleared are the water glass, the wine glass (if it is still being used), coffee cup and saucer, teaspoon, cream, sugar and napkin.

d. Buffets

- Be creative: use fabrics, flowers, plants, elevations or accent theme to highlight the presentation of the food.
- The focal point should always be the food; the decoration is used to enhance the overall presentation.
- Remember to use descriptive tags for food items on the buffet.

Supervisor name: _____

Location/Department: _____

Banquet and Catering Follow Up Notes

Date Reviewed: _____
Banquet and Catering Day 4

DAY FIVE

10. Placement of Food and Beverage

a. General

A pre-meal briefing is essential for all service staff prior to beginning to set the room.

A second pre-shift is also important to set out the last minute instructions and guidance for the staff.

Each function will have an assigned pick up station for each course. It is important that one table is completely served before beginning another table.

Food should be moved off the tray jack as quickly as possible....hot food on hot plates and cold food on cold plates.

Always serve the protein or main attraction at the 6:00 o'clock position.

b. Mixed Drinks

During the meal period mixed drinks may be placed directly on the tablecloth. They are to be placed at the top of the place setting.

c. Bread and Butter

French style bread passing is always done from the guest's left hand side. If a napkin is used to cover the rolls, the server must lift it back while passing the rolls to the guests.

d. Appetizer & Salad

Can be pre-set or served after the guest is seated. They are placed directly in front of the guest.

e. Sauce or Dressing

Served in a counter clockwise rotation. Server is responsible to identify the sauce and state what it is to accompany. The sauce is offered from the left side with a tablespoon. If the BEO directs dressing are to be preset. It is necessary to have two goosenecks per table set on the designated plate as an under liner.

f. Soup

The plate containing the soup course is set directly in front of the guest. The soup cup needs to have an under-liner plate.

g. Sorbet

Served on a bread and butter plate.

h. Main Course

The protein or focus of the plate needs to be directly in front of the guest at the 6 o'clock position.

i. Dessert

When serving cake or pie, the point of the piece is to face the guest in the 6 o'clock position. If the dessert has a decorative garnish or a design, this must face the guest at the 6 o'clock position.

Supervisor name: _____

Location/Department: _____

Banquet and Catering Follow Up Notes

Date Reviewed: _____
Banquet and Catering Day 5

DAY SIX

11. Service

a. General Guidelines of Service

The head table is always served first. Thus it is important to clear the head table in a timely manner.

Food is served from the guest's left in a clockwise direction. Beverages are served in from the right in a clockwise direction. Beverages are also cleared from the right in a clockwise direction.

Ladies are always served first in a counter clockwise direction. The first guest served is the guest sitting in the number #1 position that is the position facing the focal point of the function.

If the #1 position is a lady she is the first person served. Then proceed in a counter clockwise fashion serving all the ladies first. If the #1 position is a man, the first person served is the first lady reached when moving in a counter clockwise direction.

The last person served will be the person to the left of the #1 person. Completely serve all the ladies, then return the #1 position and proceed to serve in a counter clockwise direction until all the men have been served.

Never carry more than 3 main courses from the tray stand to the table and always use a side towel.

b. Valuable Points of Service

- Servers must be standing at their stations when doors open.
- Greet guest, lap napkins, introduce yourself and share menu with guests. Inform Captain/Supervisor of special dietary needs.
- Side stations should be well stocked prior to guests arriving.
- For salads, remember to pass dressings and serve bread.
- Refill beverages after each course is served.
- In clearing a course, always clear all cutlery and condiments associated that service.
- After the main course is served check for satisfaction, offer additional beverages and replenish bread and butter.
- Every person at the table should be served before starting to serve another table.

For proper service, remember: Solids from the left/Liquids from the right.

- Water glass are automatically refilled.
- Salt and peppers shakers are refilled prior to service.
- Silver and glassware is polished and spot free.
- All china and table top items are clean both inside and out.
- Chairs are free of dirt, stains and crumbs.
- Clean clothes are used to wipe surfaces and keep area neat, clean and tidy.
- Special food and beverage requests will be honored quickly and efficiently.

Supervisor name: _____

Location/Department: _____

Banquet and Catering Follow Up Notes

Date Reviewed: _____
Banquet and Catering Day 6

DAY SEVEN

12. Breaks/Breakouts

- Coffee breaks are generally pre-set on draped skirted tables or carts.
- Coffee breaks are to be in place no later than 15 minutes prior to the scheduled starting time.
- All food items must be attractively displayed.
- Coffee breaks must have an adequate supply of sugar, sugar substitutes, cream, complete tea service including sliced lemons.
- Display these items in clean containers and with under liners when possible.
- Coffee urns must be placed in a position that will best facilitate the flow of guests.
- Printed signs must be used, handwritten signs are not acceptable.
- Urns must be clearly labeled:
Coffee, Decaf, Hot Water.
- Sterno is never to be lit in transporting hot beverages.
- If the break is larger than 75 persons, use a utilize a second condiment station.

13. Slips, Trips and Falls

In the event of an accident, follow these steps:

- Apologize to the guest.
- Offer your help in cleaning the spill.
- If a guest's clothing is stained, dampen a clean towel with soda water; this may help in reducing the stain.
- Notify a Captain/Supervisor immediately.
- If an employee caused the accident, the Captain/Supervisor will arrange for compensation for dry cleaning compensation.

14. If a guest finds a foreign object in his/her food:

Immediately remove the plate or dish containing the food from the table and take it to the Captain. The Captain will take on the responsibility for the incident at this time.

Your personal, efficient assistance will go a long way towards restoring the good will of the guest.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____
Banquet and Catering Day 7

Banquet and Catering Follow Up Notes

DAY EIGHT

15. Banquet Server

a. Hot Tea Service

- Offer guest choice of tea varieties.
- Rinse the tea pot with hot water and empty.
- Fill tea pot with boiling water.
- Place lemon wedge on plate under liner.
- Take a saucer, teapot, lemon and milk to table with tea selection.
- Place tea pot above the cup and saucer on the table to the right of the guest.
- Place milk next to the sugar bowl.
- If cups are not preset, take the cup and saucer to the table and place to the right of the guest. Place sugar caddy appropriately if not preset.

b. Coffee Service - Preset Cups

- Fill a container with hot, freshly brewed regular and decaffeinated coffee.
- From the right, serve ladies first, followed by gentlemen; serve host last.
- Place the coffee cup to the right of the guest and have the rim at a 5 o'clock position.
- Offer guests either regular or decaffeinated coffee to ½ inch below the rim and/or offer alternative beverages.
- Offer refills when guest cups are ½ full and/or until guests decline.

Special notes

- Breakfast coffee is offered as soon as guest arrives at the table.
- Double check the table for additional cream and sugar.

c. Coffee Service - Cups Not Preset

- When cups are not preset take an oval tray to the table filled with the following for each table: 10 cups, 10 saucers, 2 sugar caddies and 2 creamers.
- Check whether teaspoons are on the table or they need to be provided.
- Set the two creamers and sugar caddies on the table.
- As the cups are being placed, ask each guest if they would like to have coffee. If not, offer an alternative beverage.
- From the right, serve ladies first, followed by gentlemen and serve host last.
- Fill the coffee containers with hot, freshly brewed regular and decaffeinated coffee.
- Pour regular or decaffeinated coffee to ½ inch below the rim.
- Offer refills when guest cups are ½ full and/or until guests decline.
- Sugar bowls and creamers to be placed on the table when pre-setting coffee cups and saucers.

d. Coffee Service

- Coffee is always poured at the table. It is not carried to the table unless it is a specialty coffee drink.
- Coffee cups are never to be picked up from the table when pouring coffee.
- The cup may be moved to the edge of the table so it is easier to reach and helps the server pour the coffee more efficiently.
- A server must always ask the guest whether they wish to have more coffee.
- Coffee is always served as a separate course unless otherwise specified by the BEO.

Banquet and Catering Follow Up Notes

e. Bread and Butter Service

- Place designated assortment of bread/rolls in bread basket. One slice of bread/roll per person.
- Preset on table unless otherwise specified.
- If bread is to be passed, explain to each guest bread choices before the guest is served.
- French serve bread/rolls and butter to each guest or VIP table as requested by Captain.
- Refill as needed throughout the course of the meal.

f. Ice Water Pitchers

- All ice bins must be clean. Use designated ice scoop when removing ice from bin.
- Glassware / hands are never to be used to remove ice from bin.
- Water glasses are iced and filled prior to guests' arrival.
- Water pitchers are clean, with no chips, cracks, dents or debris.
- Water pitchers are filled with ice and water for each server station.
- Water must be clear, clean and fresh.
- At the end of the shift, be sure ice bin is free from ice, debris and liquid.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Banquet and Catering Day 8

Banquet and Catering Follow Up Notes

DAY NINE

16. Banquet Continued

a. Meet and Greet Guests

- All banquet service staff are at their designated positions. If they are assigned tables and/or buffet stations, they are standing adjacent to them as the guests enter the room.
- When the guests arrive, they are individually welcomed with a pleasant greeting: good morning, good afternoon, good evening and a special welcome to the name of your place of business.
- Know the table numbers in your vicinity and assist any and all guests in reaching their table and seats.
- Pull out chairs for ladies and offer assistance to elderly guests.
- Smile, maintain eye contact and positive body language throughout the arrival period.

b. Tray Service

- All items placed on the tray need to be resting well.
- When reaching to pick up a tray, squat down for maximum balance. Place the other hand under center of the tray or on the center of maximum weight.
- The other hand is free to hold front/outside of the rim.
- In one motion, lift tray above the shoulder.
- Note: if the tray is too heavy...stop and adjust.
- If tray is very heavy, rest the tray upon the shoulder.
- When leaving/entering the serving area, push the exit/entry door with one hand while holding the tray with the other.
- Do not kick the door open.
- Walk through the door being careful not to bump into the wall, doorway or a coworker.
- Allow door to gently close the door behind you.
- Carry the tray to the bend, bend properly and set tray down.

c. Plated Functions

- Prior to the beginning of service check that table is set correctly with appropriate china, glass and silverware.
- If the food is served with plate cover, remove cover and serve the ladies from the left working in a counter clockwise rotation.
- Place thumb along the rim and not onto the plate.
- Set plate with the protein at the guest's 6 o'clock position.
- Check bread/rolls and replenish as necessary.
- Check and refill water and other beverages.
- Remove all items from the prior course before serving the next course.
- Be careful to reduce unnecessary noise or clanking of plates.
- Pass any sauce or dressing from the guest's right.
- Check to insure guests have proper cutlery before the next course is served.

- Key service notes: do not reach in front of guests who are seated at a table.
- Do not carry more than 3 plates to a table at one time.
- Serve solid foods from the left and clear from the right.
- Never say 'are you done' but ask 'may I remove your plate' or 'are you still enjoying your meal.'
- When clearing items to a tray, do not scrape food directly onto the tray, use a plate to collect unused food.

Banquet and Catering Follow Up Notes

- Help other servers if you have finished your service assignment. Remember how you feel when someone is there to help you.
- d. Crumbing of Table
- The crumbing of the table is traditionally done after the removing the main course plate from the table.
 - Be ready to crumb table as needed between courses.
 - Take crumber or neatly folded napkin and remove the crumbs from each person's place setting around the table.
 - Brush crumbs onto a b&b or salad plate.
 - Do not brush crumbs into your hand and do not brush crumbs onto the floor or cocktail tray.
- e. Plated Dessert Service
- Check the tables to ensure the appropriate silverware is on the table before serving dessert.
 - Bring out additional silverware if needed on a tray and place on table in proper position.
 - Serve dessert after Captain or Supervisor gives the signal.
 - Serve the dessert from the left.
 - If sauce is part of the service, serve from guest's right.
 - Be clear about how to present the dessert.
 - Bring out the complete table on one tray.
 - Serve ladies first and serve the table counterclockwise.
 - Set plates down quietly.
 - Check and refill beverage.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____
Banquet and Catering Day 9

Banquet and Catering Follow Up Notes

DAY TEN

17. Buffets

a. Buffet Set up

- Be in good communication with the Captain, Supervisor to learn about the BEO and your responsibilities.
- Set up buffet tables with according to the BEO.
- Speak with Culinary to understand their needs.
- Check to ensure skirting is clean and properly draped on tables.
- Use decoration of fresh flowers, appropriate props and varying height on the buffet to enhance presentation.
- Each item needs to have a signage card.
- Place serving utensils with under liner plates adjacent to chafing dishes and other bowls, platters and dishes.
- Place gel or heating pod under chafing dishes and pour hot water in to pan and cover with lid.
- All plates on the buffet need to be inspected and wiped with cloth to insure cleanliness.
- Double check BEO to verify all details listed have been done.
- Buffet set up should be completed 30 minutes to scheduled start time.
- Location of back up cold and hot food needs to be established.

b. Normal buffet sequence

- Cold Plates.
- Salads and Cold Foods...always start with the least expensive items.
- Dressing.
- Basket of Breads, Rolls and Crisps.
- Butter and/or Margarine.
- Hot foods...vegetables, starch, fish, shellfish, poultry (starting with lightest flesh to darkest flesh), pork, veal, beef, game.
- If silverware is not placed on the tables, then rolls of silverware.
- If the menu has dessert, this station should be placed at the end of the buffet line either connected or at a separate table.
- Dessert plates.
- Desserts on elevation.
- Basket or tray with rolled silverware.
- All of the above needs to have the appropriate serving utensil and under liner plate.
- If it is a double sided buffet, then you will need to have serving utensils on both sides.
- Following your BEO, it is important to have menu cards for every item on the buffet.

c. Buffet Attendant/Runner

- Be clear about your station assignment and responsibilities
- Offer explanation of buffet items.
- Ensure cold food is cold and hot food is hot.
- Monitor the heating elements under chafing dishes and add more ice when necessary.
- Keep buffet clean and switch out dirty utensils.
- Refill food as required by menu and listed on BEO.
- Consolidate like items to maintain attractive appearance.

Banquet and Catering Follow Up Notes

- Reduce number of buffet lines as food becomes depleted.
- Do not pour food from one pan to another in view of guests.
- Offer to assist guests to carry their plates to the table when possible.
- Be flexible: as the buffet opens, guests will start from the cold then proceed to hot lines, followed by dessert.
- Be in good communication with Captain or Supervisor to offer service assistance after all guests are no longer passing through the buffet.
- Before the buffet opens be clear about where the back up cold and hot food is located. Double check with the kitchen and the Captain/Supervisor to understand the process and flow of pick up and drop off.
- When opening the buffet and removing the covers always invert the covers so the water does not spill onto the food or the floor.
- When replenishing food or any other item on the buffet, do not wait for the container to be empty. Think about the total number of guests and understand what percentage of the guests have passed through the line and how many more need to go through.
- If the event is a reception, then have sufficient supply of clean plates ready to be placed on the buffet to replenish.

d. Guest Assistance

- Warmly greet all arriving guests and offer assistance.
- Be gracious and hospitable by offering to explain menu items and service sequence.
- Assist guests with small children and elderly guests in carrying their plates from the buffet table to their seats.
Once the guests are seated, the server is to introduce themselves to the table and begin to lap napkins.

e. Butler Style Service

This style of service requires all food and beverage to be passed on trays and offered to the guests.

- Be in good communication with Captain or Supervisor to understand your responsibilities in the service sequence.
- Speak with Culinary to know what is on the menu and their ingredients because of allergies to nuts, garlic, spices, etc.
- Upon receiving the serving tray with food, have cocktail napkins in the other hand and proceed to the designated area.
- Smile, have good posture and maintain good eye contact.
- Present the tray to the guest, offering an explanation of the items on the tray. Offer a napkin to each guest. Use proper utensil if not self service.
- Return to the kitchen when the tray is $\frac{3}{4}$ empty to replenish the tray and return quickly to the room.
- If white gloves are required, keep clean and free from stains.
- Staff members should not gather in groups.
- Do not eat food from the trays or back-up stations.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Banquet and Catering Day 10

Banquet and Catering Follow Up Notes

DAY ELEVEN

18. Beverages

a. Beverage and Cocktail Service

- Approach the guest and give a warm salutation.
- When taking a beverage order, repeat back to the guest their order to verify that you have understood the order correctly.
- All beverages orders should be written down and served to the guest who placed the order and not 'auctioned off'.
- Serve guests from their right.
- Serve ladies first and the host last.
- Smile, maintain eye contact and good posture.
- Drinks should be served within specified time limit.
- If logo napkins are used, the logo should be facing the guest.
- Glassware should be handled by base/stem only.
- When serving a guest in a seated position, place a cocktail napkin down in front of the guest then set the beverage on the center of the napkin.
- When serving a guest who is standing, hand the beverage to the guest, then follow with an offer of a cocktail napkin.
- Pour $\frac{3}{4}$ of the bottled beer into a chilled glass, then place bottle to the right of the guest with the label facing the guest.

b. Ice Bucket Service

- All buckets and stands must be clean, polished, and without stains, spots or tarnish.
- Fill the buckets 1/3 full with ice and 1/3 with cold water.
- Place folded napkin across top of bucket or inside bucket handle.
- Place buckets in designated locations by the Captain or Supervisor.
- Place bucket within close proximity to table for quick service.

c. Open Wine Bottle

- Check to verify wine and vintage are correct before approaching the table.
- Introduce the wine by name and type to the table as you are introducing, and display the bottle so the guests can see the label.
- Have wine key ready, present bottle to the host for approval.

Steps to open :

- Hold the bottle in one hand.
- Remove the foil by using the knife of the wine key and cutting just under the second lip at the neck of the bottle.
- Ensure the lip and top of the bottle are free of dirt and debris using the service towel.
- Insert the wine key into the center of the cork and turn clockwise, pushing gently.
- Anchor the lever on the rim of the bottle and make sure the bottle is on a firm base. Twist the wine key and not the bottle.
- Cover anchor level with one hand and use other hand to pull the lever up thus pulling out the cork.
- Pull the cork out slowly to avoid the popping sound.
- Present the cork to the host, wipe the inner lip of the bottle, check to see no bits of cork are inside the bottle.

Banquet and Catering Follow Up Notes

Steps to serve :

- Hold the bottle so the label faces the guest.
- Pour a small amount into the glass of the host for tasting and approval.
- After receiving approval, offer wine to all the ladies then proceed clockwise around the table, serving the host last.
- Fill each glass to the widest part of the glass, approximately ½ full or to the most round part of the glass.
- Use linen napkin while serving. Slightly twist the bottle after pouring to prevent drips.
- Place bottle of red wine on the table near the host. Place the white or rose wine in an iced wine bucket within close proximity to the host.

d. Champagne Bottle

- Check that the label and vintage is correct before approaching the table.
- Present the bottle with the label facing the host for approval.

Steps to Open

- The bottle remains in the ice bucket until ready for service.
- Remove the foil cap from the bottle.
- Champagne bottle should always be held at a 45° degree angle to open.
- Place one hand around the neck of the bottle and the thumb over the cork.
- Point the bottle away from all guests.
- Remove the wire guard while keeping the thumb on the neck
- Cover the cork with a napkin.
- Holding the cork, slowly turn the bottle allowing the cork to come out...avoid the pop. Present the cork to the host.
- Lift the bottle and pour the champagne into the designated glass.
- Pour a small amount allowing the bubbles to rise and fall then continue to fill until the appropriate portion size.

e. Refill of Beverages

- When do you check with the table in order to keep guest's beverage refilled?
 - After serving each course.
 - When clearing the first course.
 - When glass or cup is half full.
- Be aware of the guest's ice needs.
- Refill creamer and sugar as needed. Trade full sugar bowl for used bowl.
- When refilling coffee, do not lift cup off the table, rather pour into the cup on the table.
- No empty coffee, iced tea or water glasses to remain on the table while the guests are still at the table.
- Juice is refilled upon request.
- Hot tea is refilled by setting up a new tea service.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Banquet and Catering Day 11

Banquet and Catering Follow Up Notes

DAY TWELVE

19. Clearance and Breakdown.

- b. Clear Plates/Dirty Table
 - Clear the plates from the right using your right hand unless it is more convenient for the guest from the left.
 - No more than 3 plates at a time are carried by hand.
 - To clear place plate in left hand. Place forks across plate bridge, knife under fork. Clear neatly and quietly.
 - When clearing plates do not scrape plates with silverware.
 - Clear dishes clockwise, ladies plates first.
 - Condiments, side plates and silver not needed for ensuing courses are cleared immediately from table.
 - Plates cleared between guests visits to buffet.
 - All actions must take place behind the guest, not at his/her side.
 - Carry plates to the side station or place all dirty dishes on a tray and remove to dish service area immediately. Separation can be done at the breakdown station.
 - Replace silverware needed for the following course.
 - Remove empty glasses and carry on tray to designated area.
- b. Take trays to the dish station breakdown as follows:
 - Shake the linen and place by type in the dirty bin.
 - Place all flatware in soaking bins.
 - Place all glassware inverted into the appropriate glass racks.
 - Stack all china by type.
 - Empty trash from tray.
 - Place all reusable condiments in the proper area.
 - Wipe down tray.
 - Sugar bowls, salt and pepper shakers, condiments and vases are placed in designated areas and not in breakdown area.
 - Water pitchers and coffee pots are placed on Queen Mary's followed by the bread baskets.
 - Never scrape leftover food onto trays.
 - Glassware must always be carried on separate trays.
 - Napkins and table linen need to be placed into linen bins and not on trays.
 - Do not place table skirting into the linen bins, they need to be folded, hung and returned to their proper location.
- c. Strip the Room
 - The Captain or Supervisor will give the signal to clear and strip the whole table after all guests have left the room.
 - Staff is to remain in full uniform.
 - Take all remaining china, glass and flatware to dish station on oval trays.
 - Return all clean, unused wares to designated locations.
 - Separate sugar caddies, salt and pepper sets and other table top centers to storage area for refilling.
 - Make sure perishables are refrigerated.
 - Breakdown creamers, butters and other food items as directed.
 - Give any items left by guests to Captain or Supervisor.
 - Return trays and tray jacks to storage.
 - Empty trash.

Supervisor name: _____ Location/Department: _____

Date Reviewed: _____ Banquet and Catering Day 12

Banquet and Catering Follow Up Notes

DAY THIRTEEN

20. Breakdown, continued.

a. Soiled Linen

- Shake out all linen to remove debris and flatware.
- Remove all dirty linen to the designated area.
- Refold clean linen and store neatly by size and color in proper location.
- Keep damaged linen separated.
- Hang skirting neatly in storage area.
- Separate dirty skirting for dry cleaning.
- Soiled linen sent out to be cleaned.

b. Refill Salt and Pepper Shakers

- All salt and pepper shakers must be clean and full at all times and free of debris and stains.
- Allow shakers to thoroughly dry before refilling with new salt and pepper.
- Shakers must pour freely with no holes blocked.
- Check that salt is not hard or lumpy; replace as needed.
- Wipe down outside of salt and pepper shaker with warm soapy water and let dry.
- If the inside of the pepper shaker is dusty, remove pepper and wash out the shaker. Retain all usable condiments.
- All salt and pepper shakers returned to and neatly stored in Banquet supply closet.

c. Restock Sugar Bowls

- Check inside of sugar caddy to ensure it is clean, empty contents, clean and restock when necessary.
- Wipe the outside of sugar caddy to remove any stickiness.
- Periodically, clean all caddies in the dish machine.
- Check each caddy to make sure there is an adequate supply of sugar and sugar substitutes. Caddies must be free of cracks, chips or granules.
- Each unit shall establish the correct number of sugar, Sweet n' Low and Equal packets.
- Items should be sorted by type and not mixed up.
- All packets dry and face in same direction.
- All caddies returned to and neatly stored in Banquet supply closet.

d. Breakdown Creamers and Butters

Creamers

- Remove all creamers from the table, discard used cream and send dirty creamers to dish room.
- Clean all spills from shelves, trays and refrigerator.
- Check date on creamer container to ensure freshness.
- All fresh cream returned to original containers.
- All cream from tables thrown out.

Butters

- Discard all used butter and send ramekins or plates to dish room for cleaning.
- Cover all unused butter with plastic and keep refrigerated.
- All butter is to be fresh and odor free.
- All unused ramekins of butter are covered.
- Butters are not be left out between shifts.

Banquet and Catering Follow Up Notes

e. Clean Coffee Machine

- Empty portable urns of any coffee and rinse urn immediately after use.
- Drain by opening faucet. Clean and rinse thoroughly. Clean urn by emerging in urn cleaner solution, scrub with brush and rinse thoroughly and dry.
- Important Note: Do not use soap, scouring pads or abrasives. Use only urn cleaner and brush. Always rinse the urn with boiling water before using.
- Wipe down machine exterior and counter area.
- Coffee machine is to be free of debris and stains.

f. Wrap -Up

- Anticipate guest wants or needs before they make a request.
- Make excellence a priority.
- Committed to be the best at what you do.
- Be the ultimate professional in your attitude, appearance, attention to detail and service attitude.
- Make our guests feel important, do it with sincerity, be genuine in providing service beyond their expectations.
- Be a positive upbeat person.
- Let your enthusiasm radiate through your eyes, face, voice and whole personality.
- Enthusiasm is contagious, make a difference in your world.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

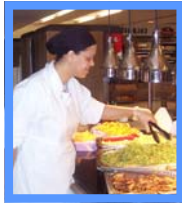
Banquet and Catering Day 13



Banquet and Catering (1.27.12)



Centerplate



**“Craveable Experiences.
Raveable Results.”**

Banquet and Catering (revised 3.3.09)



Centerplate

Banquet and Catering:

Front Line Service Training Standard Operating Procedures

Notes: pg 2

Thank you for coming and we appreciate your participation in this important training session.

Please feel free to ask questions and engage in dialogue about Banquet and Catering Services as we review the materials.

Some of the topics we are going to discuss will be “review” for many of you and others will be new. So please be a good listener and be ready to take notes and ask questions when something is not clear or needs more explanation.

This training is a Centerplate company-wide initiative to raise the level of service and attention to detail in Banquet and Catering Services.

We are very pleased and excited to participate in this initiative.



Banquet and Catering Ground Rules:

Introduction: Steps to Excellent Service

'Teams win more championships than individuals'



- Observe the rules of good personal hygiene.
- Be properly attired.
- Keep your work area clean, neat and tidy.
- Be polite and pleasant at all times.
- Provide outstanding service at every opportunity.
- Speak in a clear voice.
- Keep noise level down as much as possible.
- Treat equipment with respect and care.
- Strive for excellence in service, presentation and attitude.

Notes: pg 3

As a partner with the host in staging an event, we have only one opportunity to make a first impression on our guests. The goal is to win friends and hopefully influence them to return.

By emphasizing courtesy, please use such words at all times: “please”, “thank you” and “excuse me”, as this expresses our sincerity and commitment to hospitality.

By consistently exceeding guest food and beverage expectations, we are able to create life long memories for our guests.

[Pause so audience can read slide]



Points of Etiquette



- Offer a kind, sincere welcome as well as fond farewell upon departure.
- All servers must be present for the arrival of their guests and remain on the floor during an event.
- No 'huddling' among servers is allowed while on the floor.
- Conversation among service staff is limited to business only.
- Do not speak with a guest in a foreign language unless he/she initiates the conversation.
- Never make derogatory remarks about a guest or co-worker.
- Do not argue with anyone, especially a guest.
- No pointing or flailing of arms in guest's presence.
- No crossing of arms when not engaged in service activity.
- No snapping of fingers at others.



Notes: pg 4

Each element in a banquet and catering event is crucial to its success. Our culinary team, stewarding, expediting, banquet and catering and beverage departments all contribute to the event's success. We have only one opportunity to make a first impression for our guests.

Here are several points of etiquette we all must follow – read each carefully [Pause to review].

In providing top flight food and beverage experiences, we exceed expectations and create life long memories for our guests.



Appearance, Dress and Grooming Standards

Personal Hygiene

- Employees are expected to be clean and well groomed every day.
- Hair must be clean and neat.
- Tattoos should not be visible.
- Perfume, cologne or aftershave need be subtle and not bold.
- Fingernails should be relatively short with only a light color nail polish.



Notes: pg 5

Your appearance is vital to your successful employment at Centerplate. You should always wear your name badge or security badge AND a smile. You must wear the appropriate uniform for your position (which your trainer will advise) and proper shoes. Personal hygiene and proper grooming are also critical. Ask your supervisor or GM if you have any questions.



Appearance, Dress and Grooming Standards

Hair

- Hair styles are to be conservative, neatly styled and worn away from the face.
- Wigs and hair pieces are acceptable if the style and color are conservative and conform to regular hair standards.
- Men must have their hair groomed to the top of the collar.
- Sideburns can not be lower than the bottom of the ear lobe.
- No beards or handle bar mustaches.
- Mustaches can not extend below the corners of the mouth and must not cover the lips.



Notes: pg 6

An important element of our appearance is the grooming of your hair. Please review these standards closely, and ask your trainer if there are questions.

[Pause to read].



Appearance, Dress and Grooming Standards

Cosmetics

- Emphasis on natural appearance: Eye shadow, mascara, and blush/rouge, lipstick colors to be used in moderation.
- Hair styles and make up are to be conservative.
- Tattoos should not be visible.
- Fingernails should be relatively short with only a light color nail polish.
- No brightly colored hair dyes.
- Finger polish must be well maintained to avoid chipping.



Notes: pg 7

A conservative appearance is most pleasing to our guests. Your personal grooming including cosmetics should emphasize your natural appearance and result in an overall conservative appearance.



Appearance, Dress and Grooming Standards

Jewelry

- Jewelry must be kept to a minimum. Simple earrings are acceptable. No decorative jewelry may adorn any visible parts of the anatomy. Earrings shall not be larger than a dime in diameter.
- No facial piercing.
- Gentlemen shall not wear earrings.



Notes: pg 8

As a part of our grooming standards, Centerplate requires that jewelry be kept to a minimum. Simple earrings worn by females should be no longer than a dime in diameter. Gentlemen shall not wear earrings. No facial piercing is allowed for any employee. No decorative jewelry may adorn any visible parts of the anatomy of any employee.



Appearance, Dress and Grooming Standards

Uniforms

Black dress pants with crease, designated Centerplate shirt, tie, black polished shoes with closed toe, black socks and heels and non-skid rubber soles. Name Tag/Badge worn on the left side of the uniform, Wine Opener, Writing Pad should be pocket size, Pen and Crumber.

For the Ladies

Same as above with the addition of suitable nylons (natural or black).



Notes: pg 9

Uniforms may vary from location.

Generally the uniform should consist of:

- Black dress pants with crease.
- designated Centerplate shirt.
- tie.
- black polished shoes with closed toe.
- black socks.
- heels and non-skid rubber soles.
- Name Tag/Badge (worn on the left side of the uniform).
- Wine Opener.
- Writing Pad (should be pocket size).
- Pen.
- Crumber.

[Trainer – explain the appropriate uniform(s) for your unit.]



Appearance, Dress and Grooming Standards

Additional information

- If white uniform shirts are utilized, wear only non logo white T-shirts. The neck of the T-shirt shall not be visible.
- Tennis shoes may not be worn at anytime.
- Staff members must be in uniform prior to punching in and starting work.



Notes: pg 10

Staff shall be in full uniform before punching in and starting work. No tennis shoes are allowed. If white uniform shirts are utilized, wear only non logo white T-shirts. The neck of the T-shirt shall not be visible.



General Safety Procedures

Accident avoidance needs as much attention as safety awareness:

- Keep all aisles clear.
- Be sure entrances and exits are not blocked by equipment.
- Mop up spills and sweep up broken glass immediately.
- Do not leave area unattended, call for assistance.
- Always use a Wet Floor sign.
- Report wet or greasy floors to supervisor.
- Know fire and emergency exit locations.
- Walk defensively, be aware of your surroundings.
- Horseplay and running are forbidden.
- Always disconnect electrical equipment before cleaning.
- Always use a ladder or step stool to reach high places.



Notes: pg 11

In banquet and catering operations, we serve large number of guests in a limited time frame. It is important to be aware of your surroundings and be prepared to respond to what is present around you.

Please review each listed item thoroughly to avoid accidents and ensure safe operations. [Pause]



How to Problem Solve and Provide Extraordinary Customer Service

1. Greet, Introduce and Show Concern

Say "Hello," "Welcome," "Good Afternoon," "Enjoy the Game." Identify yourself by name and state your position. Stop what you are doing and pay immediate attention to the customer. State you recognize the situation and them. If possible, find a quiet, private place to discuss the situation with the customer.



Notes: pg 12

We must all know how to properly address a customer's concern or complaint. This problem solving technique can be simply stated as

"LEARN":

LISTEN

EMPATHIZE

APOLOGIZE

REACT

NOTIFY

There are many versions used in the business world. This is an easy to remember phrase to discuss this subject.

Body language is critical when employing this strategy. During the conversation, engage contact, maintain good eye contact, and be sincere and proactive.

The first step is to Greet the Customer and acknowledge his/her concern, by demonstrating attentiveness and acknowledgement.

[Trainer - Breakout example: Create a problem/complaint and ask for several volunteers to role play and act out the scene. Use their example of how it was or was not presented properly. Thank everyone and applaud their efforts to demonstrate before the class.]



How to Problem Solve and Provide Extraordinary Customer Service

2. Listen with Empathy and Apologize

Accept responsibility. Do not ever pass it off by saying, "That's not my department." **LISTEN** carefully to the customer's complaint. Allow the customer the opportunity to tell the whole situation or and do not interrupt. In either case, **SHOW EMPATHY** and **APOLOGIZE** for his/her inconvenience.



Notes: pg 13

Listen carefully to the customer's complaint. Do not interrupt. Never pass it off by saying "that's not my department". Accept responsibility, show empathy and apologize for his/her inconvenience.



How to Problem Solve and Provide Extraordinary Customer Service

3. Refer

If you are uncertain who should handle the problem, **FIND OUT** before referring the customer. Nothing will fire up a customer's anger more quickly than to be referred to someone else who can not help them either.



Notes: pg 14

When handling a customer complaint, make sure you refer the issue to someone who has the knowledge and authority to address and resolve the matter.



How to Problem Solve and Provide Extraordinary Customer Service

4. Gain Additional Information & Confirm

Begin your questions with **Who, What, Where, When and How** can I rectify the challenge? This will encourage dialogue. It will also help to bring the customer into a rational discussion. Continue to **TAKE NOTES**. **CONFIRM** the customer's concern by restating your understanding of the situation to the customer. Ask for a confirmation.



Notes: pg 15

Problem solving requires you to politely gain information about the concern. Ask the customer the relevant facts with questions that begin with "Who," "What," "When," "Where" and "How". Take notes of his/her responses, and confirm the information gathered.



How to Problem Solve and Provide Extraordinary Customer Service

5. Take Action & Check for Satisfaction

Tell the customer what you feel can be done to resolve the problem. Act quickly and if possible, do something visible in front of the customer. This might simply be picking up the phone and writing something down. A visual confirmation that you take the problem seriously and are setting the wheels in motion, will reassure the customer.



Notes: pg 16

The last step of problem solving is to tell the customer what can be done, take some visible action in front of the customer, such as taking notes or calling a manager, and check back with the customer to confirm that he/she is satisfied with the actions taken.

As an example of a problem and resolution:

If a guest finds a foreign object in his/her food, immediately remove the plate and/or dish containing the food from the table, place it off to the side and bring the guest a fresh plate. Bring the dish to the Captain as quickly as possible after serving the guest. It is the responsibility of the Captain to speak with the guest. As a follow up, it is the responsibility of Captain to speak with the kitchen and inform the Manager on Duty about the issue.



How to Problem Solve and Provide Extraordinary Customer Service

Finally...

Once you have developed solutions to the problem, ask the customer if that will satisfy the concern. You may also ask if he/she agrees with your actions. If you have several alternative solutions, allow the customer to make a choice.



Notes: pg 17

As a wrap up step, ensure the customer is satisfied with the resolution. Sometimes allowing the customer to choose the corrective alternative is helpful.



Miscellaneous: Do's and Don'ts

Do...

- Wear your uniform at all times while setting up and breaking down.
- Eat only during breaks and in designated dining area.
- Inform your captain when your shift is over and punch out within specified times.
- Smoke only in designated areas; Smoking is prohibited within the building.
- Place plates gently in front of guests; No "helicopter" placement of food.



Notes: pg 18

Here are some general standard requirements:

- Wear your uniform at all times while setting up and breaking down.
- Eat only during breaks and in designated dining area.
- Inform your captain when your shift is over and punch out within specified times.
- Smoke only in designated areas; Smoking is prohibited within the building.
- Place plates gently in front of guests; No "helicopter" placement of food.



Miscellaneous: Do's and Don'ts

Don't...

- Don't chew gum while on duty.
- Don't make personal phone calls or use cell phones during your shift.
- Don't drink coffee or soda during set-up or breakdown.
- Don't conduct personal activities such as reading or writing while on duty.
- Don't give drugs of any kind, including aspirin or over-the-counter drugs, to any guest.



Notes: pg 19

Please review these prohibited practices carefully:

- Don't chew gum while on duty.
- Don't make personal phone calls or use cell phones during your shift.
- Don't drink coffee or soda during set-up or breakdown.
- Don't conduct personal activities such as reading or writing while on duty.
- Don't give drugs of any kind, including aspirin or over-the-counter drugs, to any guest.

[Trainer: Question and Answer Time: This section offers the leader the opportunity to customize the presentation and add anything special or unique to their lesson plan. Encourage attendees to ask questions about the information offered up to this point.

After this slide completed, lead a stretch where in the entire class gets up and stretches and/or a short bathroom break then continue on with the instruction.]



Water is Wet and Rocks are Hard

What are your **TOP TEN** Basic Service Fundamentals?

Please list your top ten.

Here are a few to start your list:

- Coffee is always served 'steaming hot.'
- Silverware is always polished prior to being set on the table.



What other examples can you provide?



Notes: pg 20

Narration:

Now lets review and reset some basic service standards of banquet and catering:

For example:

- Water glass are automatically refilled.
- Salt and peppers shakers are refilled prior to service.
- Silver and glassware is polished and spot free.
- All china and table top items are clean both inside and out.
- Chairs are free of dirt, stains and crumbs.
- Clean cloths are used to wipe surfaces and keep area neat, clean and tidy.
- Special food and beverage requests will be honored quickly and efficiently.
- All condiments need to be filled.
- Chafing dishes must be kept clean and highly polished.

[Trainer: Pause and use this section as an opportunity to set the high level guidelines for ensuing slides.

Write down for the class to see those items which come to mind as be clear how each one applies to this list.]



Banquet Server

Pre-function Duties and Responsibilities

- Be at the designated location on time for pre-shift meeting.
- Know your pre-function side work.
- Know your station assignment.
- What is the menu and the sequence of service?
- If/when there are table numbers, what are your table numbers?
- Special arrangements: flowers, special diets, guests of honor.
- Traffic flow in the room: pick up and drop off.
- Special uniform, grooming and/or hygiene standards.
- Menu tasting, if/when appropriate and/or available.



Notes: pg 21

A banquet server must perform the following pre-function duties and responsibilities.

- Be on time for the pre-shift meeting.
- Know your pre-function side work, and station assignment.
- Know the menu and sequence of service.
- Know your table assignments and any special arrangements (diets, guests of honor).
- Learn the traffic flow for pick up and drop off.
- Know of any special uniform or grooming requirements.



Table Set-up

The BEO will provide guidelines for the table set-up. On the event day, the organizer may well come with last minute changes which supersede the BEO, so be flexible.

Tablecloths

- Need to be clean and free from debris.
- No wrinkles, and creases must be centered.
- The creases are to follow the same directional principle in which tables for the function are positioned: North to South, East to West.
- The turned, underside of the hem line should be facing the table.
- The tablecloth is to be placed so that the point covers the table leg.



Notes: pg 22

Table set-up is generally provided in the BEO, but check for any last minute changes.

Tablecloths:

- Need to be clean and free from debris.
- No wrinkles, and creases must be centered.
- The creases are to follow the same directional principle in which tables for the function are positioned: North to South, East to West.
- The turned, underside of the hem line should be facing the table.
- The tablecloth is to be placed so that the point covers the table leg.



Assembly Line Technique

'Sweeping the Room' is the Best Approach

Each server will set one particular item at a time on all the tables.

Example: one person is responsible for all the forks, another for the knives, etc.



Notes: pg 23

The assembly line technique for accomplishing excellent customer service works best and promotes teamwork, cooperation and mutual support. For example, one person is responsible for placing all forks in the room, one for the knives, or the other particular items on all of the tables.

[Trainer: Discuss with the class the reason why this works and share examples of it promoting teamwork, cooperation and mutual support.]



Positioning Place Settings

The BEO will determine whether the table should be set for 8, 10, 12.

- The first place setting should always be set directly opposite the head (North) position depending upon which principle was used to set the room.
- Base plates should be placed $\frac{1}{2}$ inch from the edge of the table.
- Any logos should be placed at the 12 o'clock position.



Notes: pg 24

Here are the standards for positioning place settings:

- The first place setting should always be set directly opposite the head (North) position depending upon which principle was used to set the room.
- Base plates should be placed $\frac{1}{2}$ inch from the edge of the table.
- Any logos should be placed at the 12 o'clock position.

The BEO will govern whether the table is set for 8, 10 or 12 guests.



Banquet Silverware



The amount of silverware is determined by the BEO

- The placement needs to follow the exact order in which it will be used, starting from the outside and working inward.
- The silverware must be clean and free of water spots and must not have any bent tines, blades or handles.
- Servers must always pick up silverware by the handle.
- Placement should be ½ inch from table edge.
- Positioned at a 90° angle on the straight table edge.
- Butter knife is placed at 90° angle on the right side of the b&b plate.



Notes: pg 25

Here are the standards for Banquet silverware:

- Forks: No more than 3 forks should ever be pre-set.
- The cutting edge of the knife must always face the plate; they are never staggered.
- B&B Knives are placed to the right edge of the B&B plate with the blade facing left.
- Spoons are never staggered. They are to line with the lowest piece of the silver, no less than 1/2 inch from the edge of the table.
- Usually only one spoon is placed in the lower part of the place setting, it is the soup spoon which is placed in the outside position, next to the knives.
- The coffee spoon is placed horizontally over the dessert spoon unless it is served with the coffee cup and saucer.
- The setting of the table should be done from inside outward: for example: first place the main course fork which is closest to the base plate location, then add the salad or appetizer fork.



Banquet Silverware



There are two exceptions:

- The dessert utensils should be parallel to the edge of the table and placed above the base plate position with the tines of the fork facing to the right and the roundest part of the spoon facing left.
- The dessert fork is placed below the spoon.



Notes: pg 26

Dessert utensils shall be parallel to the edge of the table and placed above the base plate position with the tines of the fork facing to the right and the roundest part of the spoon facing left. The dessert fork is placed below the spoon.



Banquet Glassware



- All glassware must be clean and free of water spots, chips and/or cracks.
- The water glass is to be placed directly above the top of the knives.
- If there is a rare occasion when the water glass is not required to be pre-set the Captain/Supervisor will notify you.
- The wine glass should be placed to the left and at a 45° angle below the water glass. As many as three glasses can be clustered in this manner.
- Champagne glass to be set to the left of the wine glass.
- Glassware should always be handled by the stem.



Notes: pg 27

Banquet glassware must be clean and free of water spots, chips and/or cracks.

Always handle glassware by the stem.

The water glass is to be placed directly above the top of the knives.

If there is a rare occasion when the water glass is not required to be pre-set the Captain/Supervisor will notify you.

The wine glass should be placed to the left and at a 45° angle below the water glass. As many as three glasses can be clustered in this manner.

Champagne glass to be set to the left of the wine glass.



Banquet China

- Coffee cups and saucers are placed directly to the right of the spoon, slightly below the center of the base plate.
- The handle of the cup is at the 5 o'clock position.
- Bread and butter plate is placed above the forks.
- They are placed on the tables for all sit down functions unless otherwise specified by the client.



Notes: pg 28

- Coffee cups and saucers are placed directly to the right of the spoon, slightly below the center of the base plate.
- The handle of the cup is at the 5 o'clock position.
- Bread and butter plate is placed above the forks.
- They are placed on the tables for all sit down functions unless otherwise specified by the client.



Banquet Linen

- Napkins must never be used if frayed, torn or obviously wrinkled.
- Napkins are used for guest service, wine service and handling of hot plates in front of the guests only.
- Napkins can also be used as side towels and are to be folded and draped over the server's forearm in the event of carrying hot plates.
- The type and style of the napkin fold is determined by the Captain/Supervisor after reviewing the BEO.
- The location of the napkin is determined by the Captain/Supervisor usually above the base plate for dinner or for breakfast or lunch placed directly in front of the Guest in base plate location.



Notes: pg 29

Here are several points on banquet linen:

Napkins should not be placed in coffee cups, wine glasses or water glasses.

Napkins are used for guest service, wine service and handling of hot plates in front of the guests only.

Napkins can also be used as side towels and are to be folded and draped over the server's forearm in the event of carrying hot plates.

The type and style of the napkin fold is determined by the Captain/Supervisor after reviewing the BEO.

The location of the napkin is determined by the Captain/Supervisor usually above the base plate for dinner or for breakfast or lunch placed directly in front of the Guest in base plate location.

Napkins must never be used if frayed, torn or obviously wrinkled.



Banquet Table Centers



- Table centers include salt, pepper, sugar and cream.
- Optional items are votives, candles and floral centerpieces.
- Bread baskets may be pre-set at breakfast and lunch.
- Table centers are always placed in a North-South access.
- Salt and pepper need to be placed side by side, directly in front of the sugar bowl and creamer.



Notes: pg 30

Please follow these standards for proper banquet table centers:

- Table centers include salt, pepper, sugar and cream.
- Optional items are votives, candles and floral centerpieces.
- Bread baskets may be pre-set at breakfast and lunch.
- Table centers are always placed in a North-South access.
- Salt and pepper need to be placed side by side, directly in front of the sugar bowl and creamer.



Banquet Table Centers



- Salt is always on the right, facing North, with the cream behind it. Easy to Remember: White on the Right.
- Butter dishes are pre-set for sit down functions; they are placed on a B&B under liner.
- A cocktail fork is placed to the right of the butter dish.
- There is one exception: when butter dishes are not set for buffets.



Notes: pg 31

Additional standards for banquet table centers are:

- Salt is always on the right, facing North, with the cream behind it. Easy to Remember: White on the Right.
- Butter dishes are pre-set for sit down functions; they are placed on a B&B under liner.
- A cocktail fork is placed to the right of the butter dish.
- There is one exception: when butter dishes are not set for buffets.



Standard Meal Function Set-up

Plated Breakfast

- Coffee cup at lower right.
- Handle at 5 o'clock position.
- Standard set-up for Plated Breakfast:
 - Dinner fork
 - Salad Fork (for fruit)
 - Dinner Knife
 - Teaspoon
- Designated glass for juice.
- Water to be served upon request at all breakfasts unless otherwise specified on the BEO.
- Baskets for breads, rolls, morning pastries, etc.



Notes: pg 32

Please review this plated breakfast set-up.

[Pause for class to read]

This set-up can also be adapted for buffets.

This is a classic morning set-up for breakfast. The BEO will determine the changes necessary to accommodate the guest's specific requests.

Servers must place all items on the table to create a unified and professional appearance on the table.



Standard Meal Function Set-up

Plated Lunch

- Coffee cup at lower right.
- Handle at 5 o'clock position.
- Standard set-up for Plated Lunch:
 - Appetizer fork, salad fork or Soup spoon (as needed)
 - Main course fork
 - Dinner knife
 - Dessert fork or spoon as needed
 - Coffee teaspoon
- Water glass is pre-set for many lunch functions.
- Basket for luncheon breads, rolls or crisps.



Notes: pg 33

This is a classic set-up for lunch. The BEO will determine the changes necessary to accommodate the guest's specific requests.

Servers shall place of all items on the table in a uniform fashion to create a unified and professional appearance on the table.

[Pause to read]



Standard Meal Function Set-up

Plated Dinner

- Coffee service on table will be determined by BEO.
- Bread to be French passed or on table will be determined by BEO.
- Bread and butter knife left of center on bread and butter plate.
- Water service is generally pre-set at most dinner function.



Notes: pg 34

This is a classic set-up for dinner/buffet. The BEO will determine the changes necessary to accommodate the guest's specific requests.

Servers shall place all items on the table in a uniform manner to create a unified and professional appearance on the table.

After the entrée as been cleared, remove salt, pepper, bread and butter dishes, breadbasket, butter dishes and any other condiments before serving dessert.

After your guests have finished dessert, clear the dessert plate and the accompanying silverware.

The only items which should remain on the table after the dessert course has been cleared are the water glass, the wine glass (if it is still being used), coffee cup and saucer, teaspoon, cream, sugar and napkin.



Standard Meal Function Set-up

Buffets

- Be creative: use fabrics, flowers, plants, elevations or accent theme to highlight the presentation of the food.
- The focal point should always be the food; the decoration is used to enhance the overall presentation.
- Remember to use descriptive tags for food items on the buffet.



Notes: pg 35

Buffets should be presented in creative manner, using fabrics, flowers, plants and accent themes. The focal point must always be the food, and decoration is used to enhance the overall presentation. Descriptive tags shall be located next to food items on the buffet.



Placement of Food and Beverage on Table

Mixed Drinks

During the meal period mixed drinks may be placed directly on the tablecloth. They are to be placed at the top of the place setting.

Bread and Butter

French style bread passing is always done from the guest's left hand side. If a napkin is used to cover the rolls, the server must lift it back while passing the rolls to the guests.

Appetizer & Salad

Can be pre-set or served after the guest is seated. They are placed directly in front of the guest.



Notes: pg 36

A pre-meal briefing is essential for all service staff prior to beginning to set the room.

A second pre-shift is also important to set out the last minute instructions and guidance for the staff.

Each function will have an assigned pick up station for each course.

It is important that one table is completely served before beginning another table.

Food should be moved off the tray jack as quickly as possible....hot food on hot plates and cold food on cold plates.

Always serve the protein or main attraction at the 6:00 o'clock position.

Additional standards for placement of mixed drinks, bread and butter, appetizer and salad are explained on this slide.

[Pause for class to read]



Placement of Food and Beverage on Table

Sauce or Dressing

Served in a counter clockwise rotation.
Server is responsible to identify the sauce and state what it is to accompany. The sauce is offered from the left side with a tablespoon. If the BEO directs dressing are to be preset. It is necessary to have two goosenecks per table set on the designated plate as an under liner.



Soup

The plate containing the soup course is set directly in front of the guest. The soup cup needs to have an under-liner plate.



Notes: pg 37

Presented here are the standards for proper placement or service of sauces, dressings and soup.

Sauces and dressings are served in a counter clockwise rotation. The server is responsible to identify the sauce and state what it is to accompany. The sauce is offered from the left side with a tablespoon. If the BEO directs dressing are to be preset. It is necessary to have two goosenecks per table set on the designated plate as an under liner.

The plate containing the soup course is set directly in front of the guest. The soup cup needs to have an under-liner plate.



Placement of Food and Beverage on Table

Sorbet

Served on a bread and butter plate.

Main Course

The protein or focus of the plate needs to be directly in front of the guest at the 6 o'clock position.

Dessert

When serving cake or pie, the point of the piece is to face the guest in the 6 o'clock position. If the dessert has a decorative garnish or a design, this must face the guest at the 6 o'clock position.



Notes: pg 38

Placement of sorbet, the main course and dessert are presented on this slide.

[Pause]



Placement of Food and Beverage on Table

General Guidelines of Service

The head table is always served first. Thus it is important to clear the head table in a timely manner.

Food is served from the guest's left in a clockwise direction. Beverages are served in from the right in a clockwise direction. Beverages are also cleared from the right in a clockwise direction.

Ladies are always served first in a counter clockwise direction. The first guest served is the guest sitting in the number #1 position that is the position facing the focal point of the function.

If the #1 position is a lady she is the first person served. Then proceed in a counter clockwise fashion serving all the ladies first. If the #1 position is a man, the first person served is the first lady reached when moving in a counter clockwise direction.

The last person served will be the person to the left of the #1 person. Completely serve all the ladies , then return the #1 position and proceed to serve in a counter clockwise direction until all the men have been served.

Never carry more than 3 main courses from the tray stand to the table and always use a side towel.



Notes: pg 39

General guidelines of service:

The head table is always served first.

Food is served from the guest's left in a clockwise direction.

Beverages are served and cleared from the right in a clockwise direction.

Ladies are always served first in a counter clockwise direction.

The first guest served is the guest sitting in the number #1 position that is the position facing the focal point of the function.

If the #1 position is a lady she is the first person served. Then proceed in a counter clockwise fashion serving all the ladies first.

If the #1 position is a man, the first person served is the first lady reached when moving in a counter clockwise direction.

The last person served will be the person to the left of the #1 person.

Completely serve all the ladies , then return the #1 position and proceed to serve in a counter clockwise direction until all the men have been served.

Never carry more than 3 main courses from the tray stand to the table and always use a side towel.



Valuable Points of Service

- Servers must be standing at their stations when doors open.
- Greet guest, lap napkins, introduce yourself and share menu with guests. Inform Captain/Supervisor of special dietary needs.
- Side stations should be well stocked prior to guests arriving.
- For salads, remember to pass dressings and serve bread.
- Refill beverages after each course is served.
- In clearing a course, always clear all cutlery and condiments associated that service.
- After the main course is served check for satisfaction, offer additional beverages and replenish bread and butter.
- Every person at the table should be served before starting to serve another table.

Tricks of the Trade! For proper service, remember:
Solids from the left/Liquids from the right.



Notes: pg 40

Please review each of the Valuable Points of Service. [Pause to read].

Guests should not feel rushed or hurried but the meal should have a cadence to the service sequence.

In a plated function do not clear a table until all the guests have finished their meal.

In a buffet function, clear the plate as each guest finishes.

[Trainer] Use this section as an opportunity to set the high level guidelines for ensuing slides.

Write down for the class to see those items which come to mind as be clear how each one applies to this list.]

Additional basic service standards are:

Water glass are automatically refilled.

Salt and peppers shakers are refilled prior to service. Silver and glassware is polished and spot free.

All china and table top items are clean both inside and out. Chairs are free of dirt, stains and crumbs.

Clean clothes are used to wipe surfaces and keep area neat, clean and tidy.

Special food and beverage requests will be honored quickly and efficiently.



Breaks/Breakouts

- Coffee breaks are generally pre-set on draped skirted tables or carts.
- Coffee breaks are to be in place no later than 15 minutes prior to the scheduled starting time.
- All food items must be attractively displayed.
- Coffee breaks must have an adequate supply of sugar, sugar substitutes, cream, complete tea service including sliced lemons.
- Display these items in clean containers and with under liners when possible.



Notes: pg 41

Presented on this slide and the next slide are several requirements for presentation and set up of coffee breaks. Please review each carefully and ask your trainer if you have any questions.

[Pause to read]



Breaks/Breakouts

- Coffee urns must be placed in a position that will best facilitate the flow of guests.
- Printed signs must be used, handwritten signs are not acceptable.
- Urns must be clearly labeled: Coffee, Decaf, Hot Water.
- Sterno is never to be lit in transporting hot beverages.
- If the break is larger than 75 persons, use a utilize a second condiment station.



Notes: pg 42

Points of Coffee presentation and set-up are listed here.

[Pause to read]



Slips, Trips and Falls

In the event of an accident, the server must follow these steps:

- Apologize to the guest.
- Offer your help in cleaning the spill.
- If a guest's clothing is stained, dampen a clean towel with soda water; this may help in reducing the stain.
- Notify a Captain/Supervisor immediately.
- If an employee caused the accident, the Captain/Supervisor will arrange for compensation for dry cleaning compensation.

If a guest finds a foreign object in his/her food:

Immediately remove the plate or dish containing the food from the table and take it to the Captain. The Captain will take on the responsibility for the incident at this time.

Your personal, efficient assistance will go a long way towards restoring the good will of the guest.



Notes: pg 43

In the event of an accident, follow these steps:

- Apologize to the guest.
- Offer your help in cleaning the spill.
- If a guest's clothing is stained, dampen a clean towel with soda water; this may help in reducing the stain.
- Notify a Captain/Supervisor immediately.
- If an employee caused the accident, the Captain/Supervisor will arrange for compensation for dry cleaning compensation.

If a guest finds a foreign object in his/her food:

- Immediately remove the plate or dish containing the food from the table and take it to the Captain. The Captain will take on the responsibility for the incident at this time.



Banquet Server Hot Tea Service

- Offer guest choice of tea varieties.
- Rinse the tea pot with hot water and empty.
- Fill tea pot with boiling water.
- Place lemon wedge on plate under liner.
- Take a saucer, teapot, lemon and milk to table with tea selection.
- Place tea pot above the cup and saucer on the table to the right of the guest.
- Place milk next to the sugar bowl.
- If cups are not preset, take the cup and saucer to the table and place to the right of the guest. Place sugar caddy appropriately if not preset.



Notes: pg 44

The proper service of hot tea to our guests is reviewed on this slide.
Review thoroughly and practice each step in the service of hot tea to our customers.

[Pause to review]



Banquet Server Coffee Service - Preset Cups

- Fill a container with hot, freshly brewed regular and decaffeinated coffee.
- From the right, serve ladies first, followed by gentlemen; serve host last.
- Place the coffee cup to the right of the guest and have the rim at a 5 o'clock position.
- Offer guests either regular or decaffeinated coffee to $\frac{1}{2}$ inch below the rim and/or offer alternative beverages.
- Offer refills when guest cups are $\frac{1}{2}$ full and/or until guests decline.



Special notes

- Breakfast coffee is offered as soon as guest arrives at the table.
- Double check the table for additional cream and sugar.



Notes: pg 45

Coffee service with preset cups is explained here. Follow each step for the proper service of coffee to our guests.

[Pause to read]



Banquet Server Coffee Service - Cups Not Preset

- When cups are not preset take an oval tray to the table filled with the following for each table: 10 cups, 10 saucers, 2 sugar caddies and 2 creamers.
- Check whether teaspoons are on the table or they need to be provided.
- Set the two creamers and sugar caddies on the table.
- As the cups are being placed, ask each guest if they would like to have coffee. If not, offer an alternative beverage.



Notes: pg 46

- Coffee is always poured at the table. It is not carried to the table unless it is a specialty coffee drink.
- Coffee cups are never to be picked up from the table when pouring coffee.
- The cup may be moved to the edge of the table so it is easier to reach and helps the server pour the coffee more efficiently.
- A server must always ask the guest whether they wish to have more coffee.
- Coffee is always served as a separate course unless otherwise specified by the BEO.
- Listed here and on the next slide are additional pointers for the coffee service without pre-set cups.

[Pause]



Banquet Server

Coffee Service - Cups Not Preset

- From the right, serve ladies first, followed by gentlemen and serve host last.
- Fill the coffee containers with hot, freshly brewed regular and decaffeinated coffee.
- Pour regular or decaffeinated coffee to $\frac{1}{2}$ inch below the rim.
- Offer refills when guest cups are $\frac{1}{2}$ full and/or until guests decline.
- Sugar bowls and creamers to be placed on the table when pre-setting coffee cups and saucers.



Notes: pg 47

Fresh hot aromatic coffee is an important part of a meal – follow these additional tip for extraordinary service.



Banquet Server Bread and Butter Service

- Place designated assortment of bread/rolls in bread basket. One slice of bread/roll per person.
- Preset on table unless otherwise specified.
- If bread is to be passed, explain to each guest bread choices before the guest is served.
- French serve bread/rolls and butter to each guest or VIP table as requested by Captain.
- Refill as needed throughout the course of the meal.



Notes: pg 48

The standards of proper bread and butter service include placement, variety, explanation and refilling. Bread may be passed by the guests, or offered individually by servers, as instructed by the Captain.

[Trainer - Prepare slices of bread and/or rolls and make demo about the proper procedure to French pass breads for banquet service.]



Banquet Server Ice Water Pitchers

- All ice bins must be clean. Use designated ice scoop when removing ice from bin.
- Glassware / hands are never to be used to remove ice from bin.
- Water glasses are iced and filled prior to guests' arrival.
- Water pitchers are clean, with no chips, cracks, dents or debris.
- Water pitchers are filled with ice and water for each server station.
- Water must be clear, clean and fresh.
- At the end of the shift, be sure ice bin is free from ice, debris and liquid.



Notes: pg 49

Service of ice water to our guests requires that you follow each standard contained in this slide.

[Pause]



Banquet Server Meet and Greet Guests

- All banquet service staff are at their designated positions. If they are assigned tables and/or buffet stations, they are standing adjacent to them as the guests enter the room.
- When the guests arrive, they are individually welcomed with a pleasant greeting: good morning, good afternoon, good evening and a special welcome to the name of your place of business.
- Know the table numbers in your vicinity and assist any and all guests in reaching their table and seats.
- Pull out chairs for ladies and offer assistance to elderly guests.
- Smile, maintain eye contact and positive body language throughout the arrival period.



Notes: pg 50

The arrival period of guests requires that the banquets servers be present at their designated stations or table, they warmly greet each guest as they draw within five feet of the servers, and courtesy is extended to each guest.



Banquet Server Tray Service

- All items placed on the tray need to be resting well.
- When reaching to pick up a tray, squat down for maximum balance. Place the other hand under center of the tray or on the center of maximum weight.
- The other hand is free to hold front/outside of the rim.
- In one motion, lift tray above the shoulder.
- Note: if the tray is too heavy...stop and adjust.
- If tray is very heavy, rest the tray upon the shoulder.
- When leaving/entering the serving area, push the exit/entry door with one hand while holding the tray with the other.
- Do not kick the door open.
- Walk through the door being careful not to bump into the wall, doorway or a coworker.
- Allow door to gently close the door behind you.
- Carry the tray to the bend, bend properly and set tray down.



Notes: pg 51

Please follow these important steps in tray service so as to avoid injury or accident.

[Pause]

[Trainer – pause to demonstrate proper technique of tray service.]



Banquet Server Plated Functions

- Prior to the beginning of service check that table is set correctly with appropriate china, glass and silverware.
- If the food is served with plate cover, remove cover and serve the ladies from the left working in a counter clockwise rotation.
- Place thumb along the rim and not onto the plate.
- Set plate with the protein at the guest's 6 o'clock position.
- Check bread/rolls and replenish as necessary.
- Check and refill water and other beverages.

Tricks of the Trade!

- Remove all items from the prior course before serving the next course.
- Be careful to reduce unnecessary noise or clanking of plates.
- Pass any sauce or dressing from the guest's right.
- Check to insure guests have proper cutlery before the next course is served.



Notes: pg 52

Please review and follow each step listed on this slide for a plated function.
[Pause].

- Key service notes: do not reach in front of guests who are seated at a table.
- Do not carry more than 3 plates to a table at one time.
- Serve solid foods from the left and clear from the right.
- Never say 'are you done' but ask 'may I remove your plate' or 'are you still enjoying your meal.'
- When clearing items to a tray, do not scrape food directly onto the tray, use a plate to collect unused food.
- Help other servers if you have finished your service assignment. Remember how you feel when someone is there to help you.



Banquet Server Buffet Set up

- Be in good communication with the Captain, Supervisor to learn about the BEO and your responsibilities.
- Set up buffet tables with according to the BEO.
- Speak with Culinary to understand their needs.
- Check to ensure skirting is clean and properly draped on tables.
- Use decoration of fresh flowers, appropriate props and varying height on the buffet to enhance presentation.
- Each item needs to have a signage card.
- Place serving utensils with under liner plates adjacent to chafing dishes and other bowls, platters and dishes.



Notes: pg 53

Proper buffet set-up involves communication and use of proper buffet techniques listed here.

[Pause to review]

The following is the normal buffet sequence, which may vary depending on the wishes and desires of the client:

- Cold Plates.
- Salads and Cold Foods...always start with the least expensive items.
- Dressing.
- Basket of Breads, Rolls and Crisps.
- Butter and/or Margarine.
- Hot foods...vegetables, starch, fish, shellfish, poultry (starting with lightest flesh to darkest flesh), pork, veal, beef, game.
- If silverware is not placed on the tables, then rolls of silverware.
- If the menu has dessert, this station should be placed at the end of the buffet line either connected or at a separate table.
- Dessert plates.
- Desserts on elevation.
- Basket or tray with rolled silverware.
- All of the above needs to have the appropriate serving utensil and under liner plate.
- If it is a double sided buffet, then you will need to have serving utensils on both sides.
- Following your BEO, it is important to have menu cards for every item on the buffet.



Banquet Server Buffet Set up

- Place gel or heating pod under chafing dishes and pour hot water in to pan and cover with lid.
- All plates on the buffet need to be inspected and wiped with cloth to insure cleanliness.
- Double check BEO to verify all details listed have been done.
- Buffet set up should be completed 30 minutes to scheduled start time.
- Location of back up cold and hot food needs to be established.



Notes: pg 54

These additional steps for buffet set-up and maintenance will ensure the guests enjoy a memorable meal and event! The buffet set-up should be completed 30 minutes before the event. Double check and inspect all parts and stations to ensure cleanliness. Verify BEO details and location of backup cold and hot food items.



Banquet Server Buffet Attendant/Runner

- Be clear about your station assignment and responsibilities
- Offer explanation of buffet items.
- Ensure cold food is cold and hot food is hot.
- Monitor the heating elements under chafing dishes and add more ice when necessary.
- Keep buffet clean and switch out dirty utensils.
- Refill food as required by menu and listed on BEO.
- Consolidate like items to maintain attractive appearance.
- Reduce number of buffet lines as food becomes depleted.
- Do not pour food from one pan to another in view of guests.
- Offer to assist guests to carry their plates to the table when possible.
- Be flexible: as the buffet opens, guests will start from the cold then proceed to hot lines, followed by dessert.
- Be in good communication with Captain or Supervisor to offer service assistance after all guests are no longer passing through the buffet.



Notes: pg 55

The buffet attendant or runner has several important duties and responsibilities listed here. Please review each duty carefully.

[Pause to review slide]



Banquet Server Buffet Attendant/Runner

- Before the buffet opens be clear about where the back up cold and hot food is located. Double check with the kitchen and the Captain/Supervisor to understand the process and flow of pick up and drop off.
- When opening the buffet and removing the covers always invert the covers so the water does not spill onto the food or the floor.
- When replenishing food or any other item on the buffet, do not wait for the container to be empty. Think about the total number of guests and understand what percentage of the guests have passed through the line and how many more need to go through.
- If the event is a reception, then have sufficient supply of clean plates ready to be placed on the buffet to replenish.



Notes: pg 56

Here are additional Key points to effective buffet presentation and management.

[Pause to review slide]



Banquet Server Guest Assistance

- Warmly greet all arriving guests and offer assistance.
- Be gracious and hospitable by offering to explain menu items and service sequence.
- Assist guests with small children and elderly guests in carrying their plates from the buffet table to their seats.



Notes: pg 57

The welcome greeting is important as it creates the first impression for our guests....they are in good hands and will be well taken care.

Assist guests with small children and elderly guests in carrying their plates from the buffet table to their seats.

Once the guests are seated, the server is to introduce themselves to the table and begin to lap napkins.

- Be mindful of the service sequence:
- Beverage
- Bread and butter service....is the bread placed on the table or passed?
- Is the dressing on the table or will it be passed? Are the spoons either on the table or ready to be used when needed to serve?
- Are the jack stands close at hand and ready to use?
- Do you have large oval trays ready so when the table is cleared you have a place to lay the soiled items?
- If you are serving beverages, do you have a tray close at hand?
- Once the trays are filled remove them quickly and return the designated breakdown area as quickly as possible.



Banquet Server Butler Style Service

This style of service requires all food and beverage to be passed on trays and offered to the guests.

- Be in good communication with Captain or Supervisor to understand your responsibilities in the service sequence.
- Speak with Culinary to know what is on the menu and their ingredients because of allergies to nuts, garlic, spices, etc.
- Upon receiving the serving tray with food, have cocktail napkins in the other hand and proceed to the designated area.
- Smile, have good posture and maintain good eye contact.



Notes: pg 58

Butler Style Service requires all food and beverage to be passed on trays and offered to the guests.

Be in good communication with your Captain or Supervisor to understand your responsibilities in the service sequence.

Be informed regarding the menu and ingredients to assist guests with allergy concerns.

Pass food on trays with cocktail napkins in the other hand.

Smile, have good posture and maintain good eye contact.



Banquet Server Butler Style Service

- Present the tray to the guest, offering an explanation of the items on the tray. Offer a napkin to each guest. Use proper utensil if not self service.
- Return to the kitchen when the tray is $\frac{3}{4}$ empty to replenish the tray and return quickly to the room.
- If white gloves are required, keep clean and free from stains.
- Staff members should not gather in groups.
- Do not eat food from the trays or back-up stations.



Notes: pg 59

Butler style service requires that you:

- Present the tray to the guest, offering an explanation of the items on the tray. Offer a napkin to each guest. Use proper utensil if not self service.
- Return to the kitchen when the tray is $\frac{3}{4}$ empty to replenish the tray and return quickly to the room.
- If white gloves are required, keep clean and free from stains.



Banquet Server Beverage and Cocktail Service

- Approach the guest and give a warm salutation.
- When taking a beverage order, repeat back to the guest their order to verify that you have understood the order correctly.
- All beverages orders should be written down and served to the guest who placed the order and not 'auctioned off'.
- Serve guests from their right.
- Serve ladies first and the host last.
- Smile, maintain eye contact and good posture.
- Drinks should be served within specified time limit.



Notes: pg 60

Beverage and cocktail service includes these important steps described on this slide. After warmly greeting the guests, take the order and write it down. Repeat the order to confirm the order. Deliver the drink to the person who placed the order. Serve ladies first, the host last, and all guests from the right.

Once the guest has finished a beverage if they do not request a refill or order another beverage, then remove the glass from the table.



Banquet Server Beverage and Cocktail Service

- If logo napkins are used, the logo should be facing the guest.
- Glassware should be handled by base/stem only.
- When serving a guest in a seated position, place a cocktail napkin down in front of the guest then set the beverage on the center of the napkin.
- When serving a guest who is standing, hand the beverage to the guest, then follow with an offer of a cocktail napkin.
- Pour $\frac{3}{4}$ of the bottled beer into a chilled glass, then place bottle to the right of the guest with the label facing the guest.



Notes: pg 61

Additional requirements of proper beverage and cocktail service are:

- If logo napkins are used, the logo should be facing the guest.
- Glassware should be handled by base/stem only.
- When serving a guest in a seated position, place a cocktail napkin down in front of the guest then set the beverage on the center of the napkin.
- When serving a guest who is standing, hand the beverage to the guest, then follow with an offer of a cocktail napkin.
- Pour $\frac{3}{4}$ of the bottled beer into a chilled glass, then place bottle to the right of the guest with the label facing the guest.



Banquet Server Ice Bucket Service

- All buckets and stands must be clean, polished, and without stains, spots or tarnish.
- Fill the buckets 1/3 full with ice and 1/3 with cold water.
- Place folded napkin across top of bucket or inside bucket handle.
- Place buckets in designated locations by the Captain or Supervisor.
- Place bucket within close proximity to table for quick service.



Notes: pg 62

Follow these steps for proper Ice Bucket Service. [Pause while class reads]



Banquet Server Open Wine Bottle

- Check to verify wine and vintage are correct before approaching the table.
- Have wine key ready, present bottle to the host for approval.

Steps to open

- Hold the bottle in one hand.
- Remove the foil by using the knife of the wine key and cutting just under the second lip at the neck of the bottle.
- Ensure the lip and top of the bottle are free of dirt and debris using the service towel.
- Insert the wine key into the center of the cork and turn clockwise, pushing gently.



Notes: pg 63

Proper wine Service requires several procedures to be followed.

- Introduce the wine by name and type to the table before pouring for guests as you are introducing, and display the bottle so the guests can see the label.
- Have wine key ready, present bottle to the host for approval.

Steps to open

- Hold the bottle in one hand.
- Remove the foil by using the knife of the wine key and cutting just under the second lip at the neck of the bottle.
- Ensure the lip and top of the bottle are free of dirt and debris using the service towel.
- Insert the wine key into the center of the cork and turn clockwise, pushing gently.



Banquet Server Open Wine Bottle

Steps to open (continued)

- Anchor the lever on the rim of the bottle and make sure the bottle is on a firm base. Twist the wine key and not the bottle.
- Cover anchor level with one hand and use other hand to pull the lever up thus pulling out the cork.
- Pull the cork out slowly to avoid the popping sound.
- Present the cork to the host, wipe the inner lip of the bottle, check to see no bits of cork are inside the bottle.



Notes: pg 64

Additional steps for wine service and steps to open a wine bottle are:

- After removing a white wine from the iced bucket and before pouring the wine, wipe the bottle with a linen napkin so the condensation does not drip onto the table.
- When pouring red wine fill the glass half full; when pouring chilled white wine, fill the glass 2/3 full.
- Always be sure your hand is not covering the label when pouring the wine.
- Serve beverages from the right and move clockwise around the table.
- Anchor the lever on the rim of the bottle and make sure the bottle is on a firm base. Twist the wine key and not the bottle.
- Cover anchor level with one hand and use other hand to pull the lever up thus pulling out the cork.
- Pull the cork out slowly to avoid the popping sound.
- Present the cork to the host, wipe the inner lip of the bottle, check to see no bits of cork are inside the bottle.



Banquet Server Serve Bottle of Wine

Steps to Serve

- Hold the bottle so the label faces the guest.
- Pour a small amount into the glass of the host for tasting and approval.
- After receiving approval, offer wine to all the ladies then proceed clockwise around the table, serving the host last.
- Fill each glass to the widest part of the glass, approximately $\frac{1}{2}$ full or to the most round part of the glass.
- Use linen napkin while serving. Slightly twist the bottle after pouring to prevent drips.
- Place bottle of red wine on the table near the host. Place the white or rose wine in an iced wine bucket within close proximity to the host.



Notes: pg 65

Service of wine requires the server to follow each of the steps listed here.

[Pause to read].



Banquet Server Champagne Bottle

- Check that the label and vintage is correct before approaching the table.
- Present the bottle with the label facing the host for approval.

Steps to Open

- The bottle remains in the ice bucket until ready for service.
- Remove the foil cap from the bottle.
- Champagne bottle should always be held at a 45° degree angle to open.
- Place one hand around the neck of the bottle and the thumb over the cork.
- Point the bottle away from all guests.
- Remove the wire guard while keeping the thumb on the neck
- Cover the cork with a napkin.
- Holding the cork, slowly turn the bottle allowing the cork to come out...avoid the pop. Present the cork to the host.



Notes: pg 66

Service of champagne involves completion of each step described on this slide.



Banquet Server Champagne Bottle

Steps to Serve

- Lift the bottle and pour the champagne into the designated glass.
- Pour a small amount allowing the bubbles to rise and fall then continue to fill until the appropriate portion size.



Notes: pg 67

Champagne should be served according to the guidelines listed here.



Banquet Server Refill of Beverages

- When do you check with the table in order to keep guest's beverage refilled?
 - After serving each course.
 - When clearing the first course.
 - When glass or cup is half full.
- Be aware of the guest's ice needs.
- Refill creamer and sugar as needed.
Trade full sugar bowl for used bowl.
- When refilling coffee, do not lift cup off the table, rather pour into the cup on the table.
- No empty coffee, iced tea or water glasses to remain on the table while the guests are still at the table.
- Juice is refilled upon request.
- Hot tea is refilled by setting up a new tea service.



Notes: pg 68

Extraordinary customer service requires the timely refilling of beverages and other table items as explained in this slide. Refill beverage after serving each course, when clearing the first course or when a glass is half full. Be aware of a guest's ice needs. Refill juice upon request. Hot tea is refilled by setting up a new tea service. Refill coffee with the cup on the table. Remove all empty beverage glasses or cups.



Banquet Server Crumbing of Table

- The crumbing of the table is traditionally done after the removing the main course plate from the table.
- Be ready to crumb table as needed between courses.
- Take crumber or neatly folded napkin and remove the crumbs from each person's place setting around the table.
- Brush crumbs onto a b&b or salad plate.
- Do not brush crumbs into your hand and do not brush crumbs onto the floor or cocktail tray.



Notes: pg 69

Grooming of the table by removing crumbs should be accomplished following these tips.

[Pause to allow class to read]



Banquet Server Plated Dessert Service



- Check the tables to ensure the appropriate silverware is on the table before serving dessert.
- Bring out additional silverware if needed on a tray and place on table in proper position.
- Serve dessert after Captain or Supervisor gives the signal.
- Serve the dessert from the left.
- If sauce is part of the service, serve from guest's right.
- Be clear about how to present the dessert.
- Bring out the complete table on one tray.
- Serve ladies first and serve the table counterclockwise.
- Set plates down quietly.
- Check and refill beverage.



Notes: pg 70

Correct plated dessert service requires the server to follow each listed step.

[Pause to read]



Banquet Server Clear Plates/Dirty Table

- Clear the plates from the right using your right hand unless it is more convenient for the guest from the left.
- No more than 3 plates at a time are carried by hand.
- To clear place plate in left hand. Place forks across plate bridge, knife under fork. Clear neatly and quietly.
- When clearing plates do not scrape plates with silverware.
- Clear dishes clockwise, ladies plates first.
- Condiments, side plates and silver not needed for ensuing courses are cleared immediately from table.



Notes: pg 71

Clearance of Plates and other table items is best accomplished following these standards:

- Clear the plates from the right using your right hand unless it is more convenient for the guest from the left.
- No more than 3 plates at a time are carried by hand.
- To clear place plate in left hand. Place forks across plate bridge, knife under fork. Clear neatly and quietly.
- When clearing plates do not scrape plates with silverware.
- Clear dishes clockwise, ladies plates first.
- Condiments, side plates and silver not needed for ensuing courses are cleared immediately from table.



Banquet Server Clear Plates/Dirty Table

- Plates cleared between guests visits to buffet.
- All actions must take place behind the guest, not at his/her side.
- Carry plates to the side station or place all dirty dishes on a tray and remove to dish service area immediately. Separation can be done at the breakdown station.
- Replace silverware needed for the following course.
- Remove empty glasses and carry on tray to designated area.



Notes: pg 72

Proper clearance of the guest table requires servers to also:

- Plates cleared between guests visits to buffet.
- All actions must take place behind the guest, not at his/her side.
- Carry plates to the side station or place all dirty dishes on a tray and remove to dish service area immediately. Separation can be done at the breakdown station.
- Replace silverware needed for the following course.
- Remove empty glasses and carry on tray to designated area.



Banquet Server Breakdown Procedures

Take trays to the dish station breakdown as follows:

- Shake the linen and place by type in the dirty bin.
- Place all flatware in soaking bins.
- Place all glassware inverted into the appropriate glass racks.
- Stack all china by type.
- Empty trash from tray.
- Place all reusable condiments in the proper area.
- Wipe down tray.
- Sugar bowls, salt and pepper shakers, condiments and vases are placed in designated areas and not in breakdown area.



Notes: pg 73

The breakdown procedure is as important as the set up. It must be a team effort. The Captains/Supervisors are responsible to assign each person his/her duty and responsibility.

The following are a few key points in the breakdown procedure:

- As glassware is removed from the table it is immediately place into the appropriate glass rack.
- Water pitchers and coffee pots are placed on Queen Mary's followed by the bread baskets.
- Never scrape leftover food onto trays.
- Glassware must always be carried on separate trays.
- Napkins and table linen need to placed into linen bins and not on trays.
- Do not place table skirting into the linen bins, they need to be folded, hung and returned to their proper location.
- Follow the steps listed on the slide as well.

[Pause to read slide]



Banquet Server Breakdown Procedures

Strip the Room

- The Captain or Supervisor will give the signal to clear and strip the whole table after all guests have left the room.
- Staff is to remain in full uniform.
- Take all remaining china, glass and flatware to dish station on oval trays.
- Return all clean, unused wares to designated locations.
- Separate sugar caddies, salt and pepper sets and other table top centers to storage area for refilling.
- Make sure perishables are refrigerated.
- Breakdown creamers, butters and other food items as directed.
- Give any items left by guests to Captain or Supervisor.
- Return trays and tray jacks to storage.
- Empty trash.



Notes: pg 74

The room should be stripped and cleared when the Captain or Supervisor give the signal. Staff must remain in full uniform during the breakdown process.

Breakdown standards include:

- Take all remaining china, glass and flatware to dish station on oval trays.
- Return all clean, unused wares to designated locations.
- Separate sugar caddies, salt and pepper sets and other table top centers to storage area for refilling.
- Make sure perishables are refrigerated.
- Breakdown creamers, butters and other food items as directed.
- Give any items left by guests to Captain or Supervisor.
- Return trays and tray jacks to storage.
- Empty trash.



Banquet Server Breakdown Procedures

Soiled Linen

- Shake out all linen to remove debris and flatware.
- Remove all dirty linen to the designated area.
- Refold clean linen and store neatly by size and color in proper location.
- Keep damaged linen separated.
- Hang skirting neatly in storage area.
- Separate dirty skirting for dry cleaning.
- Soiled linen sent out to be cleaned.



Notes: pg 75

Servers are to shake out all linen to remove debris and flatware, and move the linen to the designated area. Clean linen must be refolded and stored neatly by size and color in the proper location. Damaged linen should be stored separately.

Skirting should be hung neatly in the storage area. Soiled skirting and linen must be separated for dry cleaning.



Banquet Server Breakdown Procedures

Refill Salt and Pepper Shakers

- All salt and pepper shakers must be clean and full at all times and free of debris and stains.
- Allow shakers to thoroughly dry before refilling with new salt and pepper.
- Shakers must pour freely with no holes blocked.
- Check that salt is not hard or lumpy; replace as needed.
- Wipe down outside of salt and pepper shaker with warm soapy water and let dry.
- If the inside of the pepper shaker is dusty, remove pepper and wash out the shaker. Retain all usable condiments.
- All salt and pepper shakers returned to and neatly stored in Banquet supply closet.



Notes: pg 76

Servers must follow these techniques in refilling Salt and Pepper Shakers.

[Pause to read slide]

[Trainer – discuss any different procedures at your unit.]



Banquet Server Breakdown Procedures

Restock Sugar Bowls

- Check inside of sugar caddy to ensure it is clean, empty contents, clean and restock when necessary.
- Wipe the outside of sugar caddy to remove any stickiness.
- Periodically, clean all caddies in the dish machine.
- Check each caddy to make sure there is an adequate supply of sugar and sugar substitutes. Caddies must be free of cracks, chips or granules.
- Each unit shall establish the correct number of sugar, Sweet n' Low and Equal packets.
- Items should be sorted by type and not mixed up.
- All packets dry and face in same direction.
- All caddies returned to and neatly stored in Banquet supply closet.



Notes: pg 77

Servers shall restock sugar bowls as instructed here. Read the steps carefully to properly restock sugar bowls.

[Trainer – discuss any different procedures at your unit.]



Banquet Server Breakdown Procedures

Breakdown Creamers and Butters

Creamers

- Remove all creamers from the table, discard used cream and send dirty creamers to dish room.
- Clean all spills from shelves, trays and refrigerator.
- Check date on creamer container to ensure freshness.
- All fresh cream returned to original containers.
- All cream from tables thrown out.

Butters

- Discard all used butter and send ramekins or plates to dish room for cleaning.
- Cover all unused butter with plastic and keep refrigerated.
- All butter is to be fresh and odor free.
- All unused ramekins of butter are covered.
- Butters are not be left out between shifts.



Notes: pg 78

Servers shall follow these steps to accomplish the proper breakdown of creamers and butters. [Pause]



Banquet Server Breakdown Procedures

Clean Coffee Machine

- Empty portable urns of any coffee and rinse urn immediately after use.
- Drain by opening faucet. Clean and rinse thoroughly. Clean urn by emerging in urn cleaner solution, scrub with brush and rinse thoroughly and dry.
- Important Note: Do not use soap, scouring pads or abrasives. Use only urn cleaner and brush. Always rinse the urn with boiling water before using.
- Wipe down machine exterior and counter area.
- Coffee machine is to be free of debris and stains.



Notes: pg 79

Empty portable urns of coffee and rinse immediately after use. Clean urn with urn cleaner (not soap, scouring pads or abrasives) and rinse with boiling water, then dry. Wipe down exterior of coffee machines and counter areas.



Banquet Server Wrap-up

Closing remarks

- Anticipate guest wants or needs before they make a request.
- Make excellence a priority.
- Committed to be the best at what you do.
- Be the ultimate professional in your attitude, appearance, attention to detail and service attitude.
- Make our guests feel important, do it with sincerity, be genuine in providing service beyond their expectations.

Excellence



Notes: pg 80

Excellence

Each Banquet server must make “excellence of service” a priority, by being committed to be the best at what you do, and anticipating and filling guests needs even before a request is made. Each of you should strive to be the ultimate professional in your attitude, appearance, service attitude and attention to detail. Provide excellent service beyond our guests’ expectations with sincere service and commitment.



Banquet Server Wrap-up

Closing remarks

- Be a positive upbeat person.
- Let your enthusiasm radiate through your eyes, face, voice and whole personality.
- Enthusiasm is contagious, make a difference in your world.

Enthusiasm



Notes: pg 81

Be a positive upbeat person.

Let your enthusiasm radiate through your eyes, face, voice and whole personality.

Enthusiasm is Contagious – make a difference in your world.



Centerplate



Welcome!

to the Banquet and Catering Team.

Thank you!

for participating in this training session



Notes pg 82

Thank you!

for participating in this training session.

Please sign the Training Acknowledgment and turn in to the trainer.



Banquet and Catering

Quiz Time

Name: _____

Date: _____

1. Earrings larger than a nickel are acceptable attire for a Centerplate Banquet Server. True _____ False _____ (check one)
2. When dealing with customer complaints, you should greet withand: _____ (insert letter)
a. Excitement & laughter
b. Nervousness & hesitate
c. Empathy & apologize for their inconvenience
d. Anger & argue
3. If the meal service has china which has a logo, what position should logo be placed at for the place setting: _____ (insert letter).
a. 12 O'clock b. 8:30 AM c. 4:20 PM d. 5:50 AM
4. The butter knife is placeddegree angle on theside of the B&B plate: _____ (insert letter).
a. 45° & Straight b. 15° & Left c. 6:00 PM and Right d. 90° and Right
5. Glassware should always be handled by the stem.
True _____ False _____ (check one)
6. The handle of the coffee cup is at a position of: _____ (insert letter).
a. 2:45 PM b. Turn up side down c. 90 degree d. 5 o'clock



Notes: pg 83

This is a short quiz for you to complete and sign. It will help us gauge your retention and understanding. We will review these principles again in future staff meetings.



Banquet and Catering

7. Breads, rolls, morning pasties for breakfast should be place in a: _____ (insert letter).
a. Shoe Box b. Napkin c. Cup d. Basket
8. A plated lunch coffee cup is placed at: _____ (insert letter).
a. Upper right b. Upper left c. Lower right d. Lower left
9. Coffee service is determined by: _____ (insert letter).
a. The kind of bread served
b. The left over from the pastry next door
c. The BEO
d. What you think the guest might like.
10. Where do you place the appetizer and salad: _____ (insert letter).
a. On the person to the right of who order plate
b. The person that is yelling
c. In front of the client
d. None of the above
11. Sauces or dressings are served in a counter clockwise rotation.
True _____ False _____ (check one)
12. Coffee Breaks are to be in place no later than 15 minutes prior to the scheduled starting time. True _____ False _____ (check one)

Notes: pg 84



Banquet and Catering

13. When cups are not pre set you should : ____ (insert letter).
a. Take them from another set table with guest already seated.
b. Take an oval tray to the table filled with the following: 10 cups, 10 saucers, 2 sugar caddies' and 2 creamers.
c. Pour coffee in a water glass.
d. Inform guest we are out of coffee.
14. You should know the table numbers in your vicinity and assist any and all guests in reaching their table and seats.
True ____ False ____ (check one)
15. When serving a plated function, your thumb should be placed:
____ (insert letter).
a. In the guests' mashed potatoes b. Along the rim
c. Underneath the plate d. Folded into your fist
e. None of the above
16. Buffet set up should be completed ____ minutes before start time:
____ (insert letter). a. 10 b. 30 c. 45 d. 60
17. A location of back up cold and hot food needs to be established.
True ____ False ____ (check one)

Notes: pg 85



Banquet and Catering

18. The Banquet Server should return to the kitchen when they tray is ____ to replenish: ____ (insert letter).
a. Half Full b. $\frac{3}{4}$ Empty c. Full d. One piece left
19. Present a wine bottle so the ____ faces the guest: ____ (insert letter).
a. bottom of the bottle b. cork
c. label d. back of the bottle
20. The banquet server should pour a full glass of wine for the guest to taste/approve. True ____ False ____ (check one)
21. When is crumbing traditionally done: ____ (insert letter).
a. Before the appetizers b. After the main course or as needed.
c. Two days after the guest leave d. A week before the event.
22. Dessert should be served from the right.
True ____ False ____ (check one)
23. Clear the plates from the right using your right hand unless it's more convenient for the guest from the left.
True ____ False ____ (check one)
- By signing below you are saying that you understand our banquet and catering standards and will provide EXTRAordinary Service to every guest.
- Signature: _____ Date: _____



End Page 87