

ORDER TAKING AND DELIVERING SEQUENCE PROTOCOL
IN THE RESTAURANTS 2021
(NEW TEMPORARY MEASURES DUE TO COVID-19)

ALL STAFF (no exceptions) should always wear mask.

1. Welcome the guests at the entrance and ask them kindly to use antiseptic gel for their hands.
2. Ask Guest for seating preference indoor/outdoor smoking etc.
3. Escort the guests at their table and once seated, offer antiseptic gel.
4. Ask for preference for meal buffet / a la carte.
5. Menu will be available in QR code for Smartphone download. (If that is not possible for the guest, we provide them with a tablet)

6. **(Ask Guest for any allergies and advise to check Allergens information in our menu and to let us know if they need a Vegan or Vegetarian Menu Always inform Kitchen and Maître on duty if guest has any Allergies)**

- Ask first for aperitif drinks and water still/sparkling.
- Offer assistance with the menu: Allergens info, Vegan and Vegetarian Menu.
- Take order when guest is ready.
- Ask for room number and place in System with correct covers.

7. Repeat the order and agree on the content and the sequence of courses for all guests (to make sure no mistakes will be made). Inform guest about cooking time for dishes that take more than 15 minutes to cook.

- Place in POS the order ASAP and any Allergies and inform Kitchen.

8. Prepare the covers set up according to the order taken. (correct cutlery and glasses, ice bucket if necessary)

- Serve bread and butter for a la carte.

9. Deliver the order

- Deliver the wine if ordered. (5 – 7 minutes maximum)
- Deliver the 1st course in 8 – 10 min after taking order.
- (Deliver the 2nd course. If there is one.) Order taker should be alert to send a message to the kitchen if there is a middle course
- Deliver the main course.
- Give time to guests to taste the food and check for satisfaction “Are you happy with your meal?” (This question should be made by the order taker for all meals – courses.)

10. Clean Table and ask Dessert.

- Deliver dessert in 5 – 6 min of order.
- If no dessert is ordered clear the dessert cutlery and make sure salt/pepper removed from table.
Ask for coffee /or digestive drinks after the dessert.
- Deliver coffee /or digestive drinks if guest orders.

11. It is the Order Takers Responsibility to Present the correct bill upon guests request with a pen in folder. (double check for correct signature and room number after guest signs)

Every Shift order taker are responsible for the following points

- Briefing colleagues regarding smooth operation of station
- Order taker must always be aware of guest's food/drink requests.
- Maître on duty to be informed directly if there are any comments or complaints by guests.

P.S. MAITRE D' HOTEL DUTIES ARE TO INFORM ALL ORDER TAKERS ABOUT FOOD AVAILABILITY OR ANY IMPORTANT ISSUE BEFORE SERVICE.

Signature: _____ Date: ____ / ____ / 2021

