



ORDER TAKING AND DELIVERING SEQUENCE PROTOCOL

AT THE COLORS CAFE (new, temporary measures due to Covid-19)

1. **ALL STAFF (no exceptions), should always wear mask.**
2. Welcome the guests at the entrance and ask them kindly to use antiseptic gel for their hands.
3. Escort the guests at their table and before seated, sanitize the table in front of them and offer antiseptic gel.
4. Menu will be available in QR code for Smartphone download. **(If that is not possible for the guest, we provide them with a tablet)**
5. Keep eye contact with the guests and check after 3-4 minutes if they are ready to order or ask if they need any help with the menu. **(Public relations with guests must be minimized. When talking to a guest, keep some distance and AVOID any body contact e.g. handshakes.)**
6. If they are not ready, leave a coaster on the table and check them again later. **(COASTER: communication method to let everyone know that the specific table is getting served).**
7. When the guests are ready to order, the waiter must go with a captain order paper and take the order. **(Always avoid, more than one staff member, to be serving the same table at the same time.)**
8. Then the waiter must repeat the order to the guests and confirm that is correct.
9. When finishing with the order taking, leave a coaster on the table.
10. Then the waiter must charge the order on the Theova system. (Always put the room number in the system-if residents be careful about any allergies or special requests shall appear on the screen).



11. Make any preparation needed before serving the order. **(Double and triple check the items you place on the table, to be absolutely clean and sanitized.)**
12. Deliver the order:
 - Deliver the drinks, cakes, and bakeries (4-5 minutes)
 - Deliver the food (8-10 minutes)
 - Deliver the ice cream (as soon as its ready).
13. After order delivery (within 4-5 minutes) go back and check if everything is fine and to the guest's satisfaction.
14. If guests did not have food, the waiter must provide the bill with the end of the order.
15. Remove any empty glasses or plates from the table (always ask guests if they finished before removing anything) and at the same time ask for 2nd drinks or if they would like anything else.
16. If the guests had food, after we clean the table, we ask kindly for coffee, tea, and dessert.
17. When the guests are leaving the table, very politely, say goodbye to them and then **disinfect table and chairs.**

Note:

Always communicate with your colleagues in the station regarding special requests (i.e. Guest likes to serve the wine by himself, allergies etc.) and maintain a professional and pleasant attitude during service.

Signature: _____ Date: ____ / ____ / 2021