



## **ORDER TAKING AND DELIVERING SEQUENCE PROTOCOL**

### **AT THE VISTA BAR**

1. Welcome the guests and help them to find a table. (See for special requests i.e. Smoking or no smoking, near or far from music etc.)
2. After being seated, offer antiseptic gel.
3. Inform guests that menu is available in QR code or, if necessary, tablet can be provide and suggest helping with it - if needed. Remember, tablet has to be clean with antiseptic napkins after each time is used.
4. Keep eye contact with the guests and check after 3-4 minutes if they are ready to order. (keep in mind that some guests would be ready to order straight away without seeing the menu-in this case the order must be taken directly)
5. When guests are ready, take the order and offer any help or suggestions (if needed) while doing that. Always ask if they have any allergies!!! If they are residents , obtain the room number.
6. Repeat the order to the guests and confirm that is correct.
7. If any food items are in the order inform guests of delivery time (15-20 minutes-depending on what they order and how busy the kitchen is)
8. When finishing with the order taking, leave a coaster on the table.  
(Communication method to let everyone know that the table is being served)
9. Charge the order in the Theova POS system and double check that is correct before sending. (Always put correct covers and the room number, if residents. Be careful about modifications: allergies or special requests shall appear on the screen). A call to the kitchen can be helpful as well.
10. Make any preparation needed before serving the order (cutlery, chopsticks, plates, napkins, salt & pepper, bread, butter).
11. Check frequently if any new guests have joined the table and be ready to take the order.
12. Deliver the order:
  - Drinks (5-6 minutes max)-always place glasses and bottles on coasters and a paper napkin on the right-hand side of the guest.
  - Ice creams and desserts (6-7 minutes max),

- Deliver the food (15-20 minutes max)

**Note:**

- If no food was served the bill must be placed on the table upon delivery of drinks.
  - If food was ordered the bill will be given at the end upon request.
  - Always have a pen in the folder in case of residents
13. After order delivery (within 4-5 minutes) go back and check if everything is fine and to the guest's satisfaction.
  14. In case that bottles of wine or champagne are served then a regular refilling must be done (before glasses get empty) and check regularly the champagne bucket to have sufficient ice quantity (if not replace it with a fresh one)
  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 2<sup>nd</sup> drinks** or if they would like anything else.
  16. Check and change ashtrays regularly.
  17. If the guests had food, after we clean the table, we kindly ask for coffee, tea or desserts.
  18. Once guests are finished and settled their bill thanked them.
  19. On their way out bid them farewell.
  20. Prepare your table for the next customers. Use antiseptic to clean it.

**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