

BANQUET SERVER TRAINING

- What is JOB as a Banquet Server

To provide quality service to the guest with **life-time memories.**

- HOW ???

C.A.R.E.S.

- C**ustomers are our focus
- A**ttitude affects everything
- R**espect others – have fun.
- E**arn profits for everyone
- S**ervice is **EVERYTHING!**



BANQUET SERVER TRAINING

- **Banquet Servers' Responsibilities**

The server is responsible for the complete service of food and beverages, catering to all guests' needs.

The server works closely with the captain or head waiter/waitress to provide quality of service to the guests.

- **Following is the Sequence of Procedure for Servers at the Banquet Function:**

- ❖ **Set-up and Preparation**
- ❖ **Seating and Greeting**
- ❖ **Serving**
- ❖ **Clean Up and Tear Down**



How do we make sure we meet everyone's expectations?

- We must be **organized** in both our **planning and execution of the function**.
- We must be **well-trained** to deliver high quality service in all aspects of the function.
- We must work as a **TEAM**. Kitchen and service staff must understand their responsibilities, execute them efficiently, be prepared for the unexpected, and help each other out whenever necessary.
- We must have **positive attitude and a strong commitment** to service. We should smile easily and often, and look for ways to be helpful to members, guests and fellow employees.

Standards of a Banquet Server

- **UNIFORM and APPERANCE:**

Banquet servers are expected to be neat and well groomed upon arrival to work.

- Common Example of Uniform

- White Tuxedo Shirt & Black Dress Pants
- Black Bow Tie & Black Apron
- Black Socks / Natural Colored Hose
- Rubber Soled Shoes
- Name Tag
- Hair Tied Up (if long)
- Serviette
- Smile
- All shirts, pants, and aprons must be **ironed.**



Friendly Service

- Remember that guests can see you whenever you are in the room – be courteous, efficient, and quiet.
- Maintain good posture – and never slouch, lean, or slump
- While in the room, smile and, when appropriate, acknowledge guests through brief eye contact.
- All associates shall remain on the floor while guests are around.
- Each server should constantly monitor his/her station, refilling water glasses, and serving fresh coffee or tea.
- Be aware of your surroundings –help out your other servers if they need it, be sure to always be available to your guests.

Handling Requests

- Do not neglect a guest request just because the guest is not in your area. If he/she makes a request directly to you, take care of it personally and quickly, if possible.

Rules for Resolving Complaints

1. **Listen and Empathize**
 - Listening is the most important component of the communication process.
 - Having empathy is being aware of and sensitive to the emotions of others
 - “I think I know how you feel.”
 - “I understand what is upsetting you and I am glad you told me”.
2. **Apologize and Commit to Solving the Problem.**
 - Accept responsibility for the problem’s resolution.
 - If you are unable to do so, bring in to the attention of the captain or manager. If the complaints regards a meal, remove the plate and replace it.
3. **Identify a Mutually Acceptable Solution**
4. **Check Back and Follow Up**

When the Guest Leaves the table

- **Take napkin and fold it neatly**
- **Set napkin back on table.**
- **Attend to the place setting as needed**
- **Reposition the chair**

Team System of Service

- To increase all aspects of service to the guests.

- Back Position:

- Support the front partner
- running food items from the back aisle to the station, responding to special guest requests from the front partner, and anticipating the next need of the front partner.

- Front Position:

- Be on the floor most of time to serve guests
- handling actual food delivery to each guest and taking special requests which he/she then passes on to the back position server.

COMMUNICATION STANDARDS

- Controlling Service in the Room
 - Floor supervisor control service
 - When serving
 - When clearing
 - Begin and end
- Communication with the Kitchen
 - Head Count
 - Any last minute requests
 - Any anticipated problems that may arise
- Communication with Guests - “10 and 5” Rule
 - This rule is about the zone between customer and employee in terms of hospitality good customer service.
 - Smile, make eye contact with a customer at 10 foot range
 - Smile, greet them, and offer assistance within a 5-foot range

PRE-MEAL BRIEFING

- Making the Most of the Most Important 15 Minutes

A pre-meal briefing is required before all meal functions. It should be conducted by the Captain or floor supervisor who in charge of the event. Station assignments are given out after the agenda is covered.

- ***Inspect*** : To insure the staff ready for the function
- ***Inform*** : Communicate accurate information;
Standard Agenda / Station Assignment / Sequence of Service / opening & closing side-work assignment
- ***Motivate*** : To have a Positive & Productive shift

SET-UP & PREPARATION

Table Cloths for all table arrangements

1. Should be clean and free from rips and burn holes.
2. Should be pressed (small wrinkles may be smoothed out with palm of hand; excessive wrinkles must be pressed with an iron or steamer).
3. Creases should be “centered” following the same directional principle in which the tables for the function were positioned.
4. Cloths should not fall below the seats of the guests’ chairs, but should be tangent to (i.e., just touching) the top of each chairs’ seat.
5. “Turned under” side of the hemline should be facing the table.

Round Tables

1. Cloths should be “centered” on the tables so there is an equal drop on all sides.
2. Center fold line should run from north to south (head of the room is always considered north) with corners of the cloth dropping directly over table legs, depending on where head table is.

Basic Table Setting Method

a. Assembly Line Technique

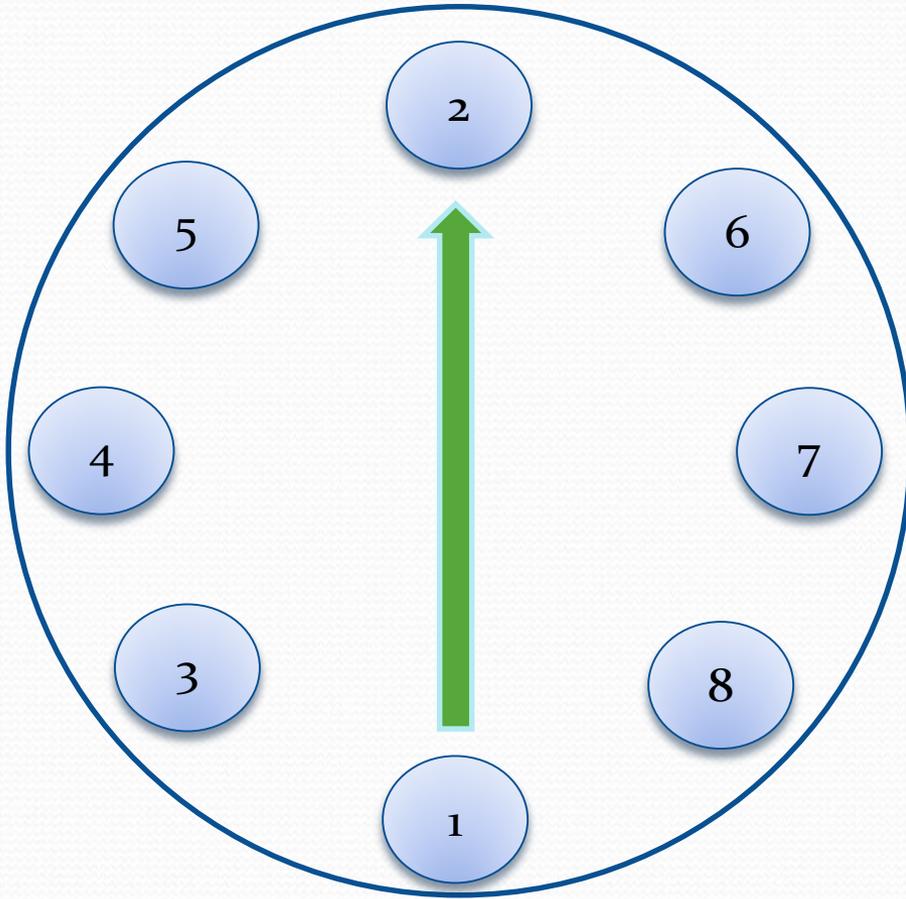
- One server sets one particular item at a time on all the tables (e.g., all forks, all knives, etc.)

b. Station Set

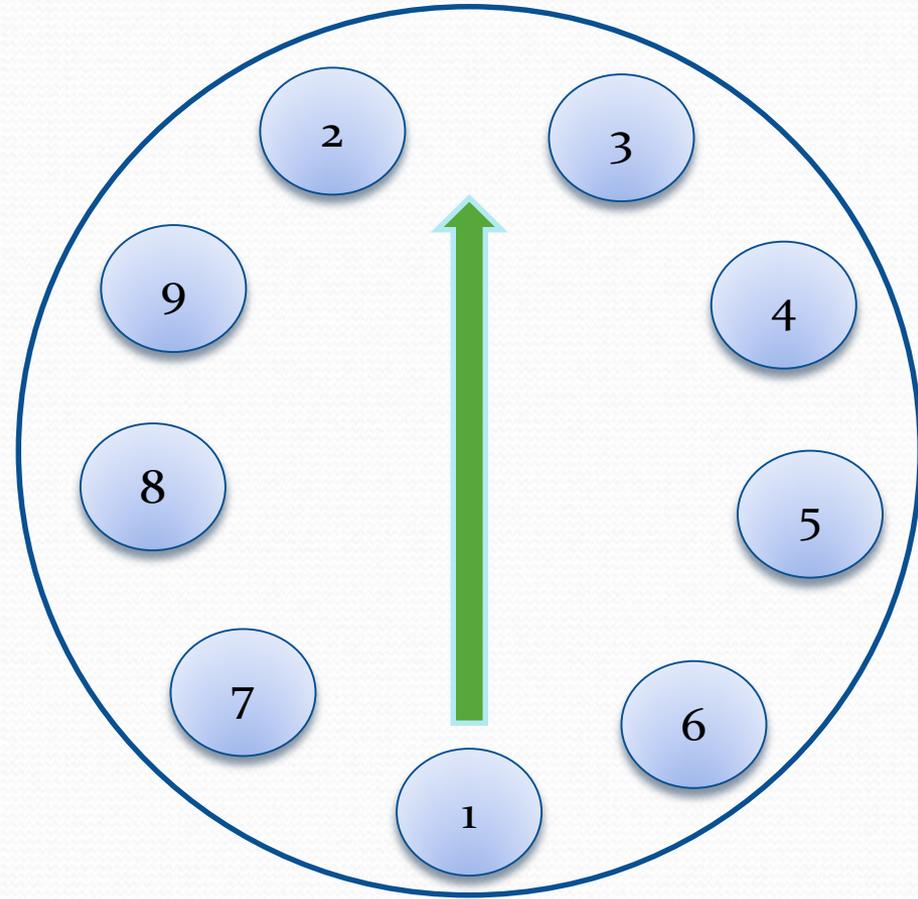
- One server (or team) is responsible for setting all the items on his/her(their) particular station. With this method, well organized and combined efforts increase efficiency and decrease setup time.

Table/station assignments can be made prior to the pre-meal briefing with any additional questions/details regarding assignments discussed during the briefing.

PLACE SETTING



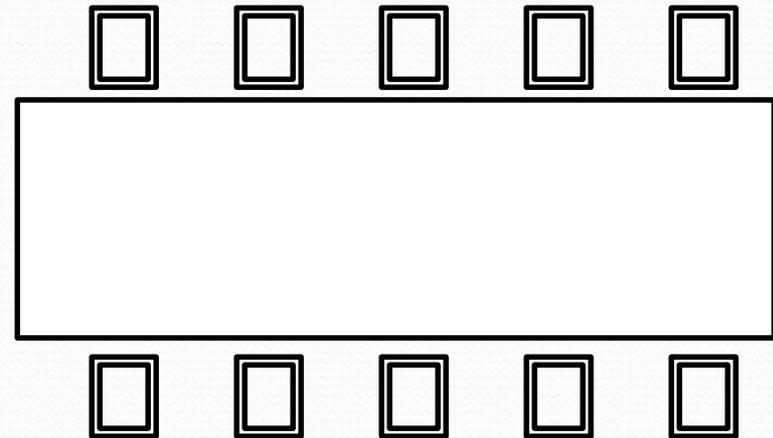
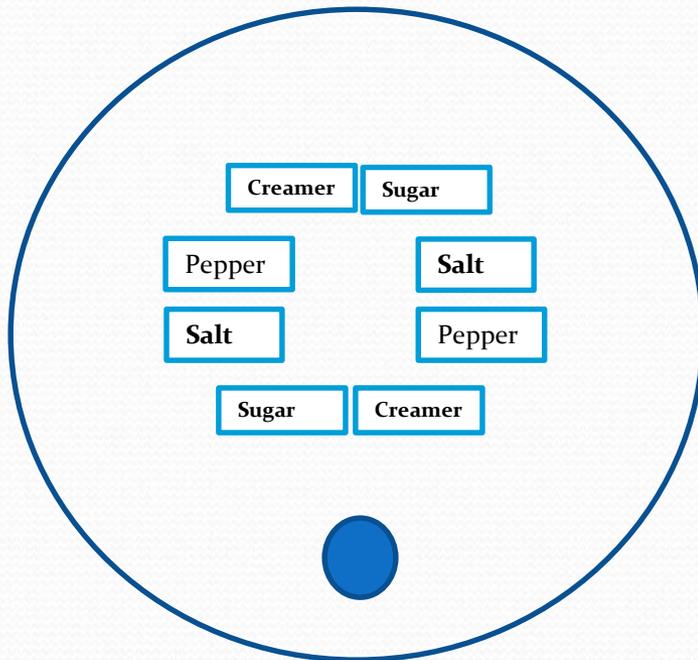
Even number of place setting,



Odd number of place setting,

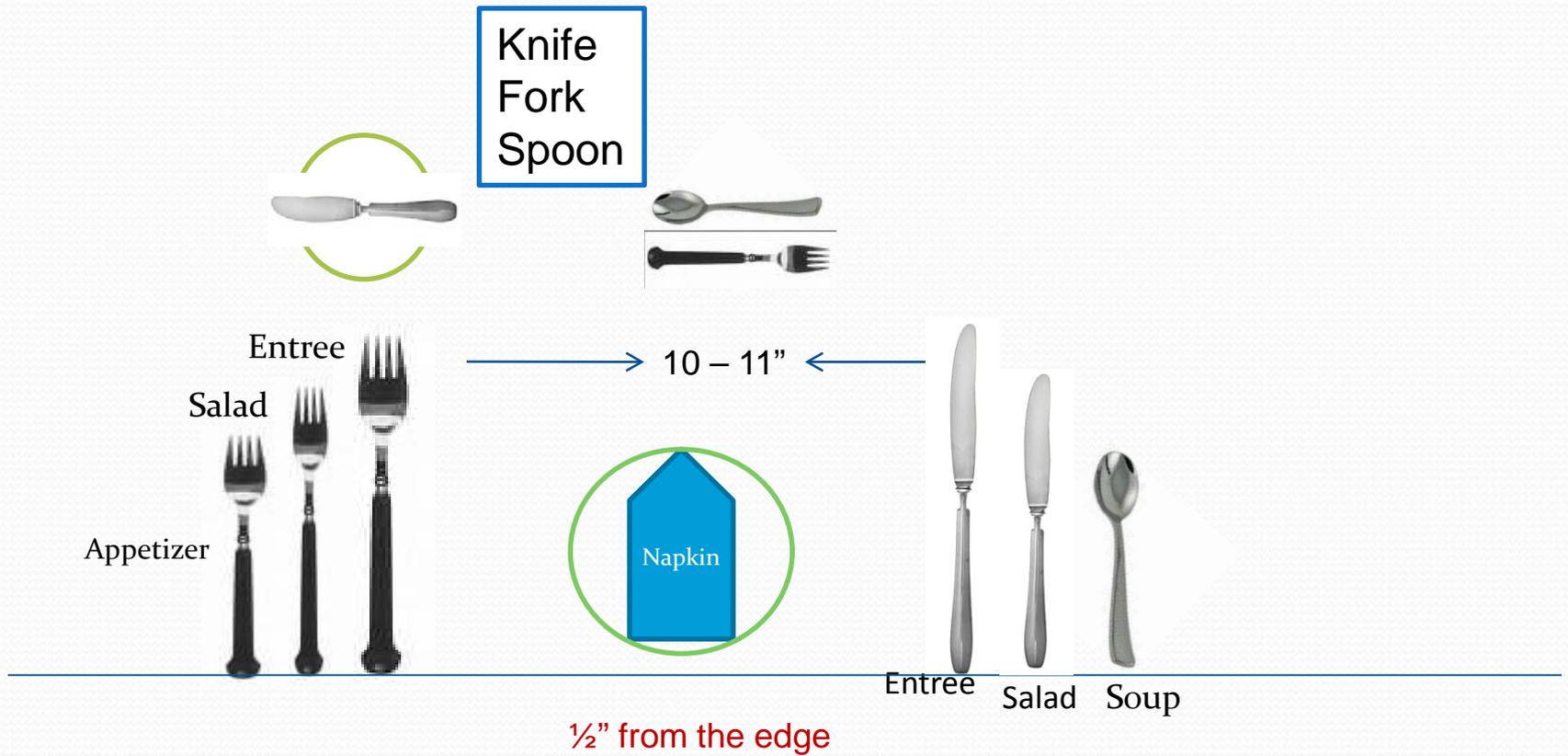
TABLE SET-UP

- ❖ The first plate (or place setting) should always be set the center. The reminders are evenly spaced from there.
- ❖ Chairs must be lightly touching tablecloth.
- ❖ Two sugar caddies and two creamers on each table & creamer is always on the right.
- ❖ Two sets of salt and pepper shakers completely filled on each table.
- ❖ Salt is going to be on right side and pepper is going to be left side.
- ❖ 3 o'clock 9 o'clock positions for salt & pepper shakers.



STANDARD TABLE SETTING

- Silverware need to be sanitized before using them.
- Set a silverware in the width of the chair
- Knife blade side is in.



PLACE SETTING REMINDERS

- Napkin in ½ inch from table.
- Knife blade faces inward.
- Spoon and Knife handles are even.
- Dessert fork above napkin, handle facing left.
- Intermezzo spoon above dessert fork with handle facing right. (4 and 5 course only)
- Coffee sauce placed near edge of table.
- Coffee cup handle at 4 o'clock position.
- Water glass directly above tip of knife.
- Champagne glass at 11 o'clock to water glass
- Wine glass at 5 o'clock to water glass
- Bread and Butter (B&B) plate above forks.
- B&B knife handle to the right.



STANDARD TABLE SETTING for BREAKFAST

Bread and Butter (B&B) plate above forks
Bread & Butter



Entrée Fork

10 - 11"



1/2" from the edge



Water glass directly above tip of knife.



1/2"



Coffee Cup & Saucer

Coffee cup handle at 4 o'clock position

* The napkin goes to the left of the fork, or on the plate if using base plate.

The flatware must be placed no closer than 1/2" from the edge of the table.

STANDARD TABLE SETTING for LUNCHEON

Bread and Butter (B&B) plate above forks.

Bread & Butter



Dessert fork and coffee spoon are always at the top of the place setting. Coffee Spoon on top.

Dessert



Water glass directly above tip of Entrée knife.



Wine glass at 5 o'clock to water glass

Entrée



10 - 11"

Salad



Napkin

1/2" from the edge



Entrée

Salad

Soup



Coffee Cup & Saucer

Coffee cup handle at 4 o'clock position

1/2"

The flatware must be placed no closer than 1/2" from the edge of the table.

STANDARD TABLE SETTING for FORMAL DINNER

Bread and Butter (B&B) plate above forks.

Bread & Butter



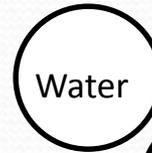
Dessert fork and coffee spoon are always at the top of the place setting.
Coffee Spoon on top.

Dessert



Water glass directly above tip of Entrée knife

Water



Red Wine glass at 5 o'clock to water glass

Red Wine



White Wine



White Wine glass at 5 o'clock to Red Wine

Entrée

10 - 11"

Salad



Appetizer



1/2" from the edge

Entrée



Salad



Soup



Coffee Cup & Saucer

Coffee cup handle at 4 o'clock position



Seating and Greeting

- As guests begin to enter the room, all team members will be standing at his/her station, facing the doors with serviette over left arm.
- **A SMILE is a must!**
- Greeting guest as they arrive, assisting them with chairs, and napkins.
- Depending upon how the seating arrangement have been finalized, they may also help escort guests or assist them in finding their tables.
- At this time the servers introduce themselves.

Serving

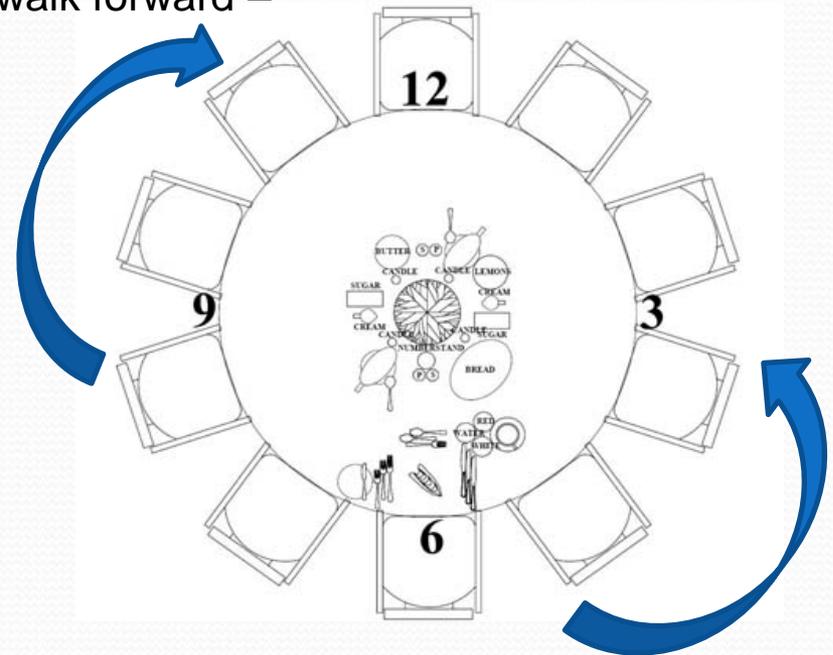
- Banquet servers are informed prior to the start of the event of what is going to be served and when.
- The wait staff need to coordinate the appropriate meals with the kitchen so that the entire table can be served at one time.
- Required to return to the guests' tables frequently to check for any special request, questions or complaints or to refill water glasses, coffee or other beverages.

TABLESIDE SERVICE STANDARDS:

Serving a Whole Table

- a. Ladies before gentlemen
- b. Old before young
- c. **Food is served to guest's left side, and beverage is served from the guest's right side. Clearing dishes is from the guest's right side.**
- d. **Hold all dishes by the rim of the plate. Keep your fingers away from the food.**
- e. **Keep cups and glasses on the table when refilling them.**
- f. Walk Forward : After serving someone, walk forward – in the direction you are facing.

Walk clockwise while
Serving beverages and clearing.



Walk counter-clockwise while serving food to the guest.

TRAY STANDARDS

➤ CARRYING TRAYS

- OVAL

- »» Carry over your left shoulder
- »» 1 hand under the heaviest part
- »» Fingers pointed to the back of the tray
- »» Do not carry in front, at waist level
- »» Keep your other hand free to balance the tray, open doors, carry the tray stand, etc

- 16" ROUND

- »» Use as directed for mixed drinks, individual beverage orders, etc.
- »» Carry on the left for ease, in front of your body



Tray jacks should only be placed around the perimeter of the room.

➤ TRAY HANDLING GUIDELINES

Trays require special care to avoid accidents. Follow these guidelines.

➤ LOADING TRAYS

- »» Never load more than you can carry – 2 trips are better than 1 accident
- »» Before loading, check that the tray is clean and dry
- »» Place heavier items at center of the tray or on the side closest to your body
- »» Lay tall glassware down and away from the edge of the tray
- »» Lay condiment bottles flat on the tray
- »» Fit plate covers properly before carefully stacking on the tray

➤ SERVING FROM TRAYS

- ❖ Always use a tray stand with oval trays
- ❖ Open stand, bend at the knees, gently slide the tray onto center of the stand
- ❖ Never place tray on chair

➤ CLEARING DISHES ON THE TRAYS

When removing soiled plates, the remaining food should never be scraped onto the banquet tray. Instead, place two plates' side-by-side and then slide the food onto one plate. This will leave one plate with all the food on it, and one stack of plates with no food or debris. Do this with your back to the guests, as quietly as possible. No noise should be heard.



Never overload trays. Stack heavier items at the center of the tray.



Carry oval trays over your left shoulder, with one hand under the heaviest part.

Clearing Tables

- Clearing should be done quickly and quietly.
- Do not stack dishes in front of guest.
- Always clear items onto an oval tray.
- Clear food and beverages from the guest's right side.
- When clearing tables, it is important to completely clear on table at a time.
- Between courses, make sure that all items that related to the food service is taken from the tables such as empty dishes, glasses and silverware that are no longer needed, and leaving only what may be used during the next course.



Clearing Tables

➤ FINAL CLEARING

- As guest finish their desserts, coffee should be refilled and tables cleared completely.
- Do not clear unfinished beverages. Clear the sugars bowls and remove them from your tray in the kitchen and place them on the sugar tray.
- If the program begins before clearing is completed, the serves should check to see that all guests' beverages are refilled and then quietly remove all tray stands and equipment from the room.
- **YOU MAY NOW CHECK THE BULLETIN BOARD TO CHECK FOR YOUR CLEAN UP ASSIGNMENT.**

GENERAL BANQUET SERVICE GUIDELINES

1. Tray jacks should only be placed around the perimeter of the room
2. Remove all trays from the room before the meal begins; do not return them until clearing is required or meal service has ended.
3. Remain on the floor while guests are eating
4. Only leave the floor to remove dirty items or pick up food & beverage items.
5. When in the room, keep quietly focused on diners – do not huddle or chat with fellow servers.
6. Constantly monitor the carpet for items that need pickup and removal
7. Carry no more than 3 entrees at a time from the service stand to the table
8. Warn guests when serving hot plates, beverages, etc.
9. Handle all items as quietly as possible around guests (and try to keep noise to a minimum in areas adjacent to the dining room.

THE “DOs of BANQUET SERVICE



- Keep quietly focused on the guests
- Warn guests when serving hot plates and beverages
- Handle all items as quietly as possible
- SMILE

THE “DON’Ts of BANQUET SERVICE



- Don't place a napkin under your arm.
- Don't wipe your face or your mouth with your side towel.
- Don't use the guest entrance during a function
- Don't huddle or chat with other servers while on the floor.
- Don't eat or drink anything in front of the guests.
- Don't eat anything while servicing the guests.
- Don't stand around with your hands in your pockets or your arms crossed
- Don't pick up glasses by the tops
- Don't go to break all together
- Don't chew a gum during a function

Tear Down

- Remove the centerpieces and linen
- Break down the tables and chairs, and put them away in storage.

CLEANILINESS AND SANITATION

- Daily Cleaning Checklist
- Banquet Linen Checklist
- Banquet Equipment Care Checklist
 - Skirting
 - Silver Chafers
 - Mirrors
 - Candles
 - Coffee Break Urns
 - Number Stands & Numbers
 - Salt & Pepper Shakers and Sugar Bowls
- Side Work Assignment : *pre-function / post-function*

Service



THANK YOU