



EDWARDIAN  
HOTELS

LONDON

# Sequence of Service Workbook

Scoff & Banter Berkshire

November 2020



SCOFF & BANTER

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# The Seven Steps of Service Excellence

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## 1. Make eye contact and smile

This demonstrates that you have acknowledged our guests and want to make them feel special. It sends a message that you know they are there.

This is the perfect way to have a "one second" interaction. Looking them in the eye and smiling is a positive interaction.

If we make this part of our day-to-day routine, our guests will feel like we are really going the extra mile.

## 5. Display appropriate body language

Do not lean. Keep your hands out of your pockets and never fold your arms.

Always smile and look happy.

Do not be distracted. Always focus on the guest with a pleasant look on your face.

As far as our guests are concerned, we are always happy because this is part of our ROLE IN THE SHOW.

## 2. Greet and welcome each and every guest

We are in the hospitality business. Smile!

When staying in one of our properties or visiting one of our restaurants or bars, our guests should feel like they are in a home away from home.

## 6. Preserve the remarkable guest experience

Be courteous, friendly and helpful - even under pressure.

Be professional at all times, no matter what. Never be defensive or rude with guests. The louder they get, the quieter and calmer you get.

Don't take it personally because they don't even know you. They are usually upset because we have not lived up to their expectations, reasonable or not.

Some guests will try and take advantage of you to get something but they really are the exception.

Treat them as you would a cherished friend and that is what they will become.

This is what sets us apart from the rest of the world. Remember that the "moment of truth" is when the guest comes into contact with you.

You are an Edwardian Service Excellence representative and should be very proud of that.

## 3. Seek out guest contact

Look for opportunities to approach guests during their experience without being intrusive.

Share your hospitality knowledge with your guests, as this is often the highlight of their visit.

Make them feel special and leave a memory or experience that they will remember for a long time.

## 4. Provide immediate service recovery

Find a way to make the situation better and always be sincere.

Say you are sorry and mean it, never be sarcastic, rude, or defensive, as this is not part of your role.

Look for some alternatives and ask your Manager for assistance.

Don't say "no" until you have tried everything else. Then it should be the Manager who says "no" as the last resort.

## 7. Thank each and every guest

This is a common courtesy that is not commonplace today and it really is appreciated by everyone.

Do it with sincerity and a smile.

## Conclusion

Always tell people why you want them to do something. This significantly encourages them to do it. Constantly remind the team of your expectations based on the enclosed guidelines.

**Always remember**

**"The standard you walk past, is the standard you accept."**

## Service & Hospitality

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Great service is reflected in the spirit of the restaurant. It is accomplished through the dedication of our staff to care for our guests in a gracious, humble and sincere manner.

Our restaurants can only achieve great service by understanding that we are here to serve and accommodate our guests.

Every single member of the team has to truly embrace the spirit of hospitality and have a sincere desire to please each and every guest who enters our four walls.

“A guest is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.”

Mahatma Gandhi

## Breakfast

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### Host

They will be the first point of contact for guests when entering the restaurant.

They must give a warm and welcoming greeting in a confident and professional manner, will have immaculate grooming and great personalities.

They will be required to wear masks; no other PPE is required. There will be an increase in hand washing and sanitisation as per the employee journey document.

Host dext phone is to be allocated to one team member only for the duration of a shift.

Key touch areas are to be sanitised every 60 minutes.

All verbal interactions with the guests are to take place adhering to social distancing guidelines.

- Guests are to attend the restaurant on reservation times only, or when called via the wait list system. Walk-ins will be accommodated if there is availability.
- Guests are to queue in the designated area when they arrive to the restaurant.
- Host/Maître D' to greet guest at the designated area.

"Good afternoon/evening Madame/Sir. Welcome to ...."

- Ascertain the guest's room number and reference via the breakfast app/booking system.
- Cross reference the guest's name and confirm back to them using the guest's name in a personalised manner. At the end of the shift post all the inclusive breakfast on POS system confirming the numbers via the breakfast app.
- Host to request the guest use of the hand sanitising station.

"If you would please use the sanitising station while I locate your reservation details"

"If you would please use the sanitising station while I check the availability for you"

- If the guest does not have a reservation, ascertain if there is room to accommodate the table.

Do not seat guests on larger tables than their party. Parties should only sit at tables sized appropriately.

- Host will escort guest to the table and explain the concept and flow, demonstrating the following behaviours: smiling, making eye contact, being friendly and personalising the service.

"My name is ..., please follow me to your table (use their name Mr or Mrs/Ms)."

"Have you had breakfast with us before? We have our new selection available, with individual breakfast pots and cereals for you to select as you wish. Our new à la carte menu will be available via the QR code on the table."

- Host to direct the guest to the table, allowing enough space for the guest to take their seat while adhering to social distancing guidelines. Chair assistance will not be offered.
- Host to inform the guest who their section waiter will be.

"... will be your waitress for today, please inform her of any allergies you may have. Enjoy your breakfast (use their name Mr or Mrs/Ms)."

Host to inform the waiter of non-inclusive breakfasts ONLY.

## Waiting On

Each waiting employee will run their own section. They will be the only point of service for their allocated tables, except for the food runner.

They are elegant, well presented, knowledgeable and efficient.

They will be required to wear masks; no other PPE is required. There will be an increase in hand washing and sanitisation as per the employee journey document.

Each member of employee will be allocated a specific waiter station to be used for the duration of their shift.

Key touch areas are to be sanitised every 60 minutes.

Items used by multiple people during a transaction should be sanitised after use, i.e card machines, trays, ash trays, tables and chairs.

All verbal interactions with the guests are to take place adhering to social distancing guidelines.

- Waiter/Waitress to acknowledge their new guest within 10 seconds of them being seated (with a warm smile and welcoming eye contact).
- The waiters are to attend each table within 60 seconds and greet the guest in a friendly, welcoming manner and introduce themselves by name.

"Good morning Madame/Sir. My name is ..., I will be looking after you today. Have you dined with us before for breakfast? "

"We have a new format for our breakfast, please take a selection from our individual breakfast pots, we have seasonal fresh fruit, strawberry yoghurt, coconut yoghurt and Bircher muesli. If you wish to have cereal, we also have our cereal box selection to choose from, including Dorset muesli and Special K. Once you are ready, I can take your order from our à la carte menu which is available on the QR code.

- Waiter to offer the guest a coffee, tea or juice to begin with, seeking preferences and offering recommendations.

"May I get you a tea, coffee or fresh juice this morning?"

"May I please check if you have any allergies?"

- Waiter to ascertain what the guest would like to order from the breakfast menu, including the condiments they may require. Waiter to ensure that ladies at the table are served first and that the cheque is written in the agreed format.
- Waiter to repeat the order back to the guest and thank the guest for their order.
- Waiter to process the order through POS system and double check the order before sending to the kitchen. They must ensure seat numbers are placed beside each order.
- All condiments are to be decanted to a fresh ramekin.
- Waiter to deliver drinks to the table on a non-slip tray within 4 minutes.
- Waiter to handle glasses by the stem or by the base, avoiding heavy hand contact around the body/rim of the glass.
- In the instance of a pot of tea or coffee, the waiter/commis is to leave the drink on the table and advise the guest on brewing time
- In the instance of a pot of tea or coffee, the waiter/commis is to inform the guest that the pot/cafetiere is hot.
- The runner is to deliver the food to the table, placing using the seat numbers provided.
- Ensure that the ladies' orders are placed at the table first and not auctioned off.

- Dishes to be placed on the table from the right-hand side – where possible.
- In instances of the plate being hot, the waiter/commis should inform the guest.
- Waiter to wish the guest a pleasant meal.
- Waiter to check back with the guest using open-ended questions, preferably using the name of the dish, within 2 minutes of it being served.

“How is The Continental for you this morning Madame?”

- Waiter must ensure empty plates are cleared within 3 minutes of all guests finishing their course.
- Waiter to ascertain if the guest would like any further drinks, and tea or coffee.
- If the guest would like a tea or coffee, then the waiter should follow previous service standards and timings.
- If the guest requests the bill, then the waiter should collect the bill and present to the guest within 2 minutes of requesting, if the breakfast is not inclusive.
- Waiter to ask guest what their method of payment will be.
- Waiter should give the guest a further 2 minutes before returning to the table and collecting payment, taking a PDQ machine with them in instances of a card payment.

Contactless payment will be encouraged wherever possible.

If the guest is paying by cash:

- Take cash to the allocated POS system with a float
- Complete transaction and return the change and receipt to the guest
- Sanitise the bill holder and hands

If guest is paying by card:

- Take PDQ machine to the table
- Take payment and issue the card and customer receipt back to the guest
- Close bill on POS system
- Sanitise PDQ machine, bill holder and hands

If guest is closing to a room:

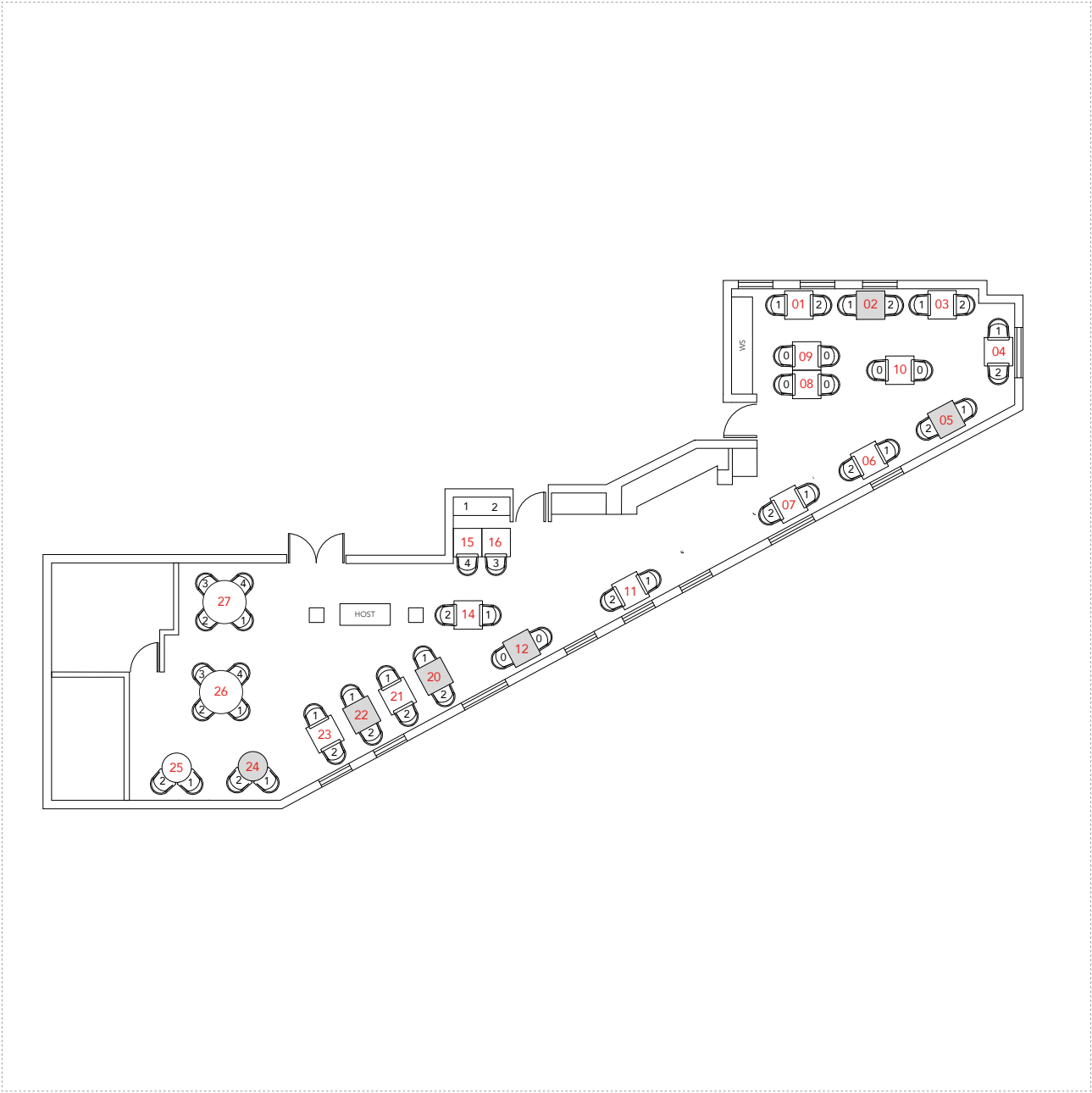
- Ensure guest has credit on the room prior to closing the bill
- Provide the guest with a company pen and ask them to print and sign the receipt along with their room number
- Close in POS system, checking that details match
- Sanitise pen, bill holder and hands

In all instances, the waiter should depart on a warm, friendly note, thanking the guest, wishing them a good day and saying they hope to see them again soon.

# Floorplan



# Scoff & Banter Floorplan



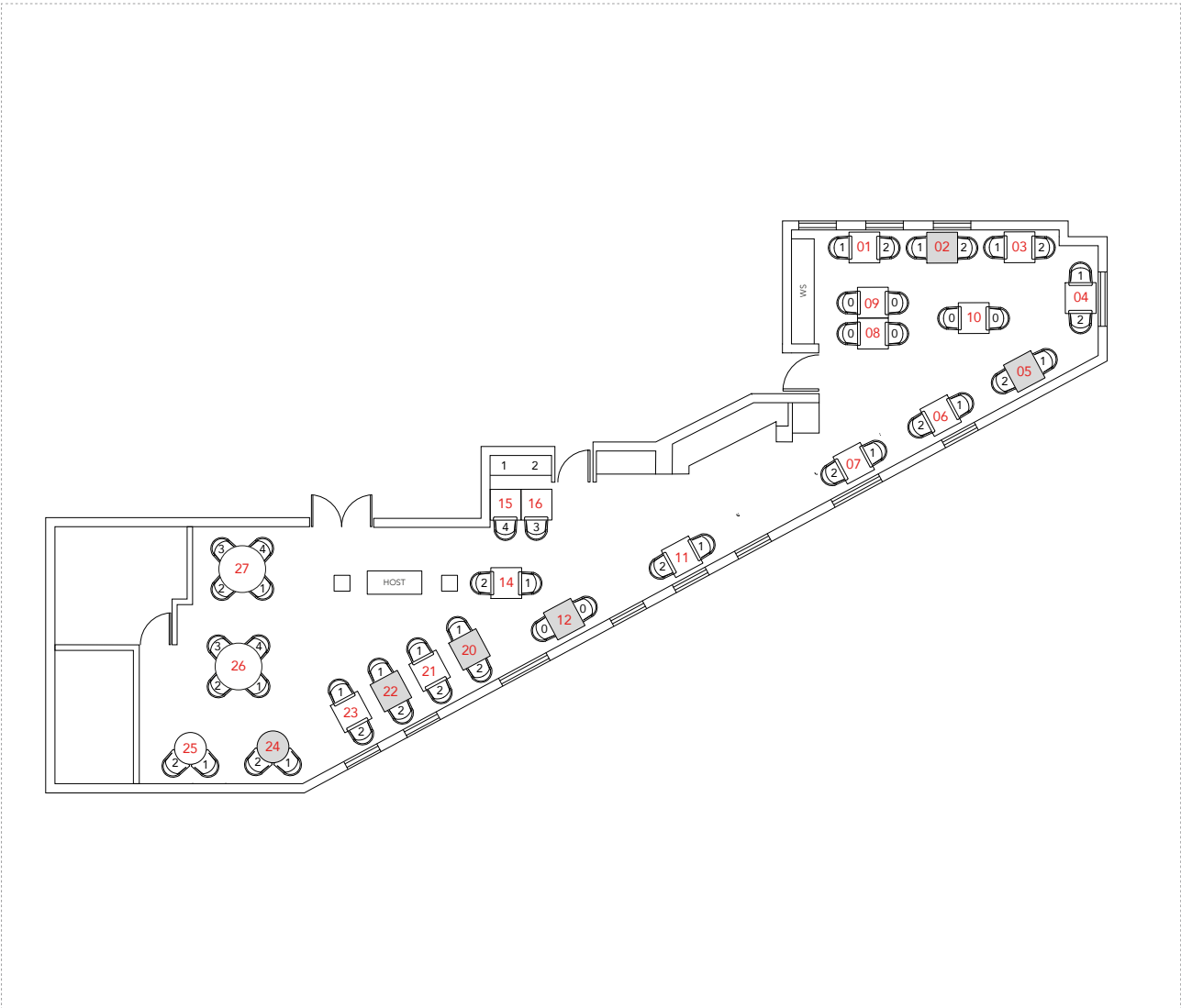
# Briefing Notes

# Scoff & Banter Floorplan

Shift \_\_\_\_\_

Date \_\_\_\_\_

Manager	
Host Team	
Floor Team	
Expeditor	
Bar	
Still Room	
Runners	
Commis	
Kitchen	



[illegible][illegible]

## Cash Tips Form

Week Commencing \_\_\_\_\_

[illegible]



## Waiter's Notes

Name:	
Regular <input type="checkbox"/>	VIP <input type="checkbox"/>
Covers	Table No
Time In	Return Time
1st Round of Drinks <input type="checkbox"/>	Manager Fully Comp <input type="checkbox"/>
Dessert Comp <input type="checkbox"/>	Voucher <input type="checkbox"/>
30% Staff Discount <input type="checkbox"/>	Dietary Requirements <input type="checkbox"/>
Fam Trip <input type="checkbox"/>	Special Request <input type="checkbox"/>
Special Occasion Plate <input type="checkbox"/>	
Comments:	



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