

## **TAKING FOOD ORDERS**

Quality service requires that food orders be taken quickly and efficiently. Members do not like to wait for their meals and expect that all orders will be taken correctly and served as quickly as possible. The following general procedures will help servers better serve our members:

- When a table is seated in your section, you should note the table number and number of members on the duplicate pad. This allows other employees to identify orders and assist with service should it become necessary.
- You should approach any members seated at a new table, greet them, present menus if they do not already have them, and announce and describe any features, and mention items that are not available.
- You should inquire if the members would like a beverage (at lunch) or cocktail (at dinner) while they are looking at the menu. If so, take the order. Before leaving the table to fill the beverage order, remove any unnecessary place settings, to include glassware, flatware, napkins, and place mat (if used).
- In order to take the order and serve the members without having to inquire who ordered what, you should use the Focal Point Method of taking both food and beverage orders and use standard abbreviations.
- After serving the beverage order or when it is apparent that the members are ready to order, approach the table.
- While the order should be taken from ladies, oldest to youngest, and then gentlemen, oldest to youngest, it is often a matter of taking the order of whomever is ready.
- When taking orders for meat entrees, always inquire how the item should be cooked, i.e., rare, medium rare, medium, medium well, and well done.
- When a salad is ordered, ask for the dressing preference and be prepared to recite the list of available dressings.

(Continued on Reverse)

## Bev Terms

B&B - In the 1930s the heads of the Le Grand firm (makers of D.O.M. Bénédictine) were convinced that a substantial amount of Bénédictine was consumed in the form of Bénédictine and brandy by people who preferred a drier liqueur. They decided to prepare their own B&B (Bénédictine & Brandy) to create a drier drink.

## Service Tip of the Day

Before a service period always check the condiments in the kitchen or pantry to insure that the bottles are clean. This is particularly important at the mouth of bottles that can become gummy with dried condiment.

Clean condiment bottle tops with a clean, damp cloth or wet paper towel. Don't wait till the middle of the meal period when you may be too busy to clean a bottle before taking it to a table.

This would apply to various bottled condiments such as: ketchup, mustard, A-1 Sauce, hot sauces, Tabasco sauce, etc.

## Server Information & Expectations

### Food and Beverage Standards

All food and beverage items served in the Club are prepared and presented according to well-defined and pre-established standards.

- Food items are prepared according to standardized recipes and served in specified portion sizes. Further, all food items are served to the member on specified tableware in a standardized presentation.
- Mixed drinks are mixed according to the recipes in the Mr. Boston Official Bartender's and Party Guide and served in the specified glassware.
- Other beverages, alcoholic or non-alcoholic, are served in the specified glassware.

The purpose and benefit of standardization is consistency of product. All food service employees are expected to familiarize themselves with and consistently meet those standards.

## TAKING FOOD ORDERS, Continued

- You should offer a wine list at the dinner meal by leaving it at the table for the members to look at. Another approach is to suggest wine by the glass or a bottle of wine to accompany the diner's menu selection.
- After taking the order on a duplicate pad, repeat the order to the table to ensure it is correct.
- You then place the order with the kitchen staff by means of the point-of-sale terminal, located in the kitchen pantries.
- If the table has ordered appetizers and salads, make sure the cooks know not to "fire" the entree until you give notice, otherwise the entree will be ready before the members are.
- This is why it is important that you know the cooking times of all items on the menu. If a particular entree takes 8 minutes, you should alert the cooks after serving the table's salads.

## Cut it out!

Listed below are descriptions of common knife cuts. Can you name them?

1. A relatively even, very fine cut common with garlic, shallots, and herbs.
2. Coarse chopped; most common with tomatoes.
3. Cutting technique that produces cube-shaped product.
4. The round shape is a result of cutting a cylindrical vegetable.
5. A series of parallel vertical slices through an item producing a layered fan look; used with pickles, strawberries, and avocados.
6. Parallel, continuous, rotating strokes scored into the surfaces of mushrooms; a decorative knife cut.
7. Long rectangular cuts.
8. Cut often used with vegetables for stir-fries.

1. Mincing 2. Concassé 3. Dicing 4. Rondelle 5. Fanning 6. Fluting 7. Julienne 8. Diagonal

## D a i l y R e v i e w

- Specials
- Appetizers du Jour
- Wines by the Glass
- Specialty Drinks
- Menu tasting
- Espresso/Cappuccino
- Desserts du Jour
- Reservations
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