**E’TERIE** STANDARD OPERATING PROCEDURES

Food runner service

Food Runner

**4.5.0**

E’TERIE STANDARD OPERATING PROCEDURE

Food Runner Service

E’terie PROMISE/STANDARD

E’terie Food Runners are the team members responsible for providing quick and efficient food and beverage service in a friendly, courteous and professional manner to our E’terie guests. They greet guests at tables based on numbered delivery system, provide a brief description of the product(s) delivered to the table and place the product(s) in front of the appropriate guest. They consistently ensure guest satisfaction through routine table visits and enhance the guest dining experience by offering to provide additional beverages that are eligible for refill. Their responsibility also includes fast and efficient clearing and resetting of the dining room along with maintaining cleanliness of areas for maximum turns per seat.

TEAM MEMBER CONTRIBUTION

T.4.5.1 General Service

1. All food and beverage team members must report for work in a clean, pressed uniform.
2. All team members will share in the responsibility of cleanliness; no dirty dishes/glasses, clean counters and tabletops.
3. Team members will refrain from unnecessary “personal chit-chat” during on-duty hours. Food Runners will circulate among tables and or service areas continuously throughout shifts for ideal customer service and cleanliness.
4. All food and beverage must be prepared and delivered according to standard. They must be fresh in taste and appearance and have proper and fresh garnishments. Any item failing to meet these standards must be returned to the kitchen or bar to be re-plated or re-poured.
5. Flatware will be touched by the handle only; glassware, by the stem, base or   
   handle only.
6. Glassware and flatware are to be free of food particles or spots.
7. China and glassware must be chip-free so as not to injure our guests. Damaged items should be given to the Floor Manager for disposal.
8. All printed materials must be well-maintained, to include table tents, promo material, menus, etc.

T.4.5.2 Food Service to Table (Number Ordered)

1. Food Runner should check kitchen for food pick-up throughout shift.
2. Printed receipt can be checked for table assignment.
3. To locate corresponding number, the dining room should be scanned for table assigned to guest.
4. The guests at the table should be greeted with a warm smile and cordial greeting. Food Runner should announce the items brought to the table:
   1. “Good afternoon!”
   2. “I have a Caesar Salad, 8” Pepperoni Pizza and a Crispy Chicken Sandwich.”
5. Flatware is to be provided for the guests’ use, along with napkins.
6. Meals should be placed in front of guests with a verbal offer to bring any additional items they may need.
7. Any personal touches that would make the guests’ experience more enjoyable should be mentioned.
   1. ”Save room for our dessert. If you’re too full, you can always get it   
      to-go!”

T.4.5.3 Service Checks

1. Non-alcoholic beverages eligible for refill should be offered to be replenished   
   when appropriate.
2. Floor should be surveyed periodically to monitor guest satisfaction, which includes approaching tables and asking how they are enjoying their experience.

T.4.5.4 Pre-bussing and Table Maintenance

1. Upon the guest finishing lunch or dinner, appetizers or a Soup/Salad course, the appropriate plates and flatware should be removed. Additionally, any garbage that may be present should be removed, i.e. sugar packets, cracker wrappers, etc.
2. Required flatware for use on future courses should be replaced as part of service.
3. Following completion of the main course, as many items from the table as possible should be removed to help expedite turning the table for the next guest.
4. Clearing and resetting tables when guests have left the dining room must be done quickly and efficiently in the following manner.
   1. Clean/dry buss tub and cloth with sanitizer solution should be taken to each table.
   2. Glassware should be removed
   3. Plates and silverware should be removed next.
   4. Garbage should be cleared last.

T.4.5.5 Thank the Guest and Invite them Back

1. All guests departing should be thanked for their business and invited to return.
   1. “Thank you for dining with us today!”
   2. “We look forward to your seeing you again soon!”

T.4.5.6 Side Work & Cleaning schedules

1. Table stations and side work will be assigned daily by the Floor Manager or supervisor for each Food Runner. Side work will include opening and closing side work that must be accomplished prior to having guests in the dining room and prior to the service team members’ departure for the day.
2. Cleaning schedules will include items that must be done on a weekly, bi-weekly and monthly basis and will be assigned by the Floor Manager in a fair and consistent manner.

LEADERSHIP CONTRIBUTION

1. Managers will set the example for all team members by consistently demonstrating the behaviors outlined above.
2. Managers will conduct regular audits and provide positive feedback to their team, or feedback for improvement, to support successful future interactions with our guests.

COMMITMENT ACCEPTED – Team Member

Name:

Role:

Date:

Signature:

COMMITMENT ACCEPTED – Leader

Name:

Role:

Date:

Signature: