


# STANDARD OPERATING PROCEDURES

## CHAMBERS 1.11 COFFEE & TEA SERVICE

<b>PURPOSE...</b>	1.11 Coffee & tea service
<b>WHEN TO...</b>	After the main course is cleared and the table was crumbed down

<b>TASK</b>	<b>➤ THIS IS HOW WE DO IT...</b>
Coffee & tea service 	<ul style="list-style-type: none"> <li>➤ Coffee / Tea are served either with or after the dessert. TM will approach the table and serves coffee from the right side of the guest stating the beverage being served. <b>Sugars and fresh milk to be offered to guest.</b></li> <li>➤ Excuse me sir, here is your coffee with hot milk. Would you like to have any brown or white sugar with it?</li> <li>➤ To serve, place the cup on the right side with the handle at a 4 o'clock position. Position the teaspoon on the top, serve ladies first, followed by the gentlemen from the right side of the guest</li> </ul>

<b>RESULT...</b>	Coffee/tea is served promptly, at correct temperature with sugar, milk.
<b>STANDARDS...</b>	Coffee/tea served promptly and at correct hot temperature.

Prepared By :	Acknowledge by:	Approve By:
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Assistant Outlet Manager	Director Of Food & Beverage	Hotel Manager / Director Of Operation