


STANDARD OPERATING PROCEDURES

CHAMBERS 1.3 PRESENTING FOOD MENU



PURPOSE...	1.3 Presenting Food Menu
WHEN TO...	Approaches guest table bringing food menus for each guest and the wine list with him/her.

TASK	THIS IS HOW WE DO IT...
Introduction 	<p>He / she introduce him/herself to the guests Good afternoon/evening, Mr. and Mrs. Tan. My name is Bobby and I will be taking care of your table today.</p>
Menu explanation	<ul style="list-style-type: none"> ➤ Please allow me to go through the menu with you. We are offering ala carte menu. Today chef's special is... (Describe with simple ingredients) and chef signature dish are ➤ Inform your guest of item not available (Item 86). Suggest an alternative for item 86. "I would also like to inform you that the pumpkin soup which is on (mention the location of the dish) is not available today, but as an alternative, you may try the smokey bloody mary shot".

RESULT...	Guest is aware of the server in charge, and has a good understanding on menu offerings.
STANDARDS...	<ul style="list-style-type: none"> ➤ Menu was in good condition - pages not stained, torn or worn ➤ Signature items / best sellers / chef's special were introduced

Prepared By :	Acknowledge by:	Approve By:
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