

STANDARD OPERATING PROCEDURES

CHAMBERS 1.5 TAKE FOOD & WINE ORDER



PURPOSE...	1.5 Take food & wine order
WHEN TO...	After offering beverage

TASK	THIS IS HOW WE DO IT...
Take food order	<ul style="list-style-type: none"> ➤ Once guests have received their beverages, TM will approach the table to take the food order whenever guest ready. Always offer corresponding wines to the selected dishes if yet to be chosen. TM must be able to describe all available dishes to guests (3 major ingredients and meat doneness). Doneness for the red meat to be repeated to the guests in order to ensure correctness. ➤ Order will be taken and special request will be noted (e.g. cooking method, cooking times, condiments). ➤ TM must give priority to the kid's orders first and have them served immediately. ➤ TM will monitor the guest's behavior through body language indicating the guest is ready to order e.g. eye contact, body language. ➤ Approach the guest table from the right side, stand upright with a cheerful smile and establish eye contact, by saying "Are you ready to place your order?" Ladies to be attended first follow by the gentlemen. ➤ Write the order on captain order, make table plan and refer to seat no. walking clockwise. After the guest have ordered, server says "Yes, Madam/Sir" and repeat the order in that time. This must be done without fail and clearly. ➤ Remember to ask style of cooking e.g. Steak-medium/rare/well done. Time of cooking, condiments or changes made to dish. "How would you like your lamb to be done Madam/ Sir". ➤ Try to up-sell by offering an additional course e.g. "would you like to have tomato soup before your main course?" Mention name of the dishes. Up selling is good if the guest is only having a single dish. ➤ Always double check a special request made by guest and the price with chef if she can do or not before replaying the guest.
Posting Food and Beverage Orders to Micros	<ul style="list-style-type: none"> ➤ TM to be familiar and knowledge in operating Micros. All items sold are to be entered into Micros accordingly. ➤ All orders (food and beverage) are posted immediately into the micros system. When placing the orders, seat numbers must be used to avoid asking guests for their dish ordered. ➤ All employees must be using only his or her Micros Card or ID. No. Handle with care and alert the Manager if card is lost or damaged. This is your responsibility to ensure that Micros card is locked after carefully. ➤ Post order into the Micros accordingly to the guest order and it must be complete and accurate to prevent bartender from in correctly preparing the order. This may cause the delay in service. Missing items, wrong price, etc. Must be report to Manager or Assistant Manager immediately.



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RESULT...	Professional and hassle-free ordering process for guests
STANDARDS...	<ul style="list-style-type: none"> ➤ TM was knowledgeable on dishes and able to explain its contents, taste, and describe the dish in an appealing manner ➤ Guest's dietary requirements were checked / discussed and guest's needs were discovered. ➤ Guest's choice was re-affirmed ➤ Order is repeated

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