

STANDARD OPERATING PROCEDURES

CHAMBERS 2.0 – UNDERSTAND THE SERVICE OF



PURPOSE...	2.0 How to Carry a Tray
WHEN TO...	Carrying small items for service purposes (chinaware, glassware, silverware, food, drinks)

TASK	➤ THIS IS HOW WE DO IT...
Carry a Tray	<ul style="list-style-type: none"> ➤ Service tray should be clean, dry, lined with tray mat, and stacked up neatly at side station. ➤ Always ensure tray is empty of glassware when you pick it up to prevent breakages. ➤ TM should support the tray with flat open palm underneath, in the middle of the tray, with every finger tip in contact with the bottom of the tray. ➤ Pick up the heaviest/tallest items first, and place them in the center of the tray, followed by lighter/shorter items which should be lined around the edge of the tray. ➤ Ensure the weight of the tray is comfortable according to your own strength; you should be able to balance and support the tray with one hand at any point when necessary ➤ Support the tray with your free hand while walking to maximize balance, holding the tray close to your body. ➤ To put down the tray, ensure the surface area is flat and clear of any items which may cause imbalance and breakages. Remember to bend your knees, not your back, if required.

RESULT...	<ul style="list-style-type: none"> ➤ TM looks professional while carrying a tray, breakages is minimized. ➤ Increased efficiency due to carrying several small items on a tray in one go.
STANDARDS...	<ul style="list-style-type: none"> ➤ Tray should be clean, dry and lined with tray mat in good condition ➤ Tray should be held close to the body, with both hands whenever possible



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