

STANDARD OPERATING PROCEDURES

CHAMBERS 2.3 – UNDERSTAND THE SERVICE OF



PURPOSE...	2.3 How to do Coffee & Tea
WHEN TO...	Upon guest order to ensure freshness

TASK	➤ THIS IS HOW WE DO IT...
Coffee	<ul style="list-style-type: none"> ➤ Standby mise-en-place on a serving tray: Saucer with Teaspoon, Brown Sugar Bowl, Milk (if required), and Cannoli (For GRAZE). ➤ Heat up a coffee cup, and then proceed to make espresso and milk as ordered. <i>Refer to coffee illustration as attached.</i> ➤ Long black/Americano is always served with warm milk on the side. ➤ Serve and mention to the guest the coffee, followed by milk, sugar, and cannoli.
Tea	<ul style="list-style-type: none"> ➤ Standby mise-en-place on a serving tray: Cup, Saucer, Teaspoon, White Sugar Bowl, Milk, and Cannoli (For GRAZE) ➤ Tea is served in <i>bodum</i> glass tea pots. Put 1 teaspoon of tea leaves in for small pot, 2 teaspoons for big pot. ➤ For English Breakfast Tea, Earl Grey Tea, and Green Tea, allow 5 minutes steeping time before serving to guest. ➤ For herbal tea (Camomile, Peppermint), allow 3 minutes to steep. ➤ At the table, on your serving tray, plunge down the teapot, and pour tea into tea cup at 2/3 full, allowing more room for milk/sugar. ➤ Serve and mention to the guest the tea, followed by tea pot, milk, sugar, and cannoli. ➤ Always inform the guest that the tea pot is very hot.

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RESULT...	Guest is served coffee/tea and condiments on time, without the hassle of requesting for additional items.
STANDARDS...	➤ Serve coffee/tea within 5 minutes.

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