

4.5.0



MADE
Market

MADE MARKET STANDARD OPERATING PROCEDURES

FOOD RUNNER SERVICE





Standard: Food Runner Service
Ownership: Food Runner
Date: 3.18.13

MADE MARKET PROMISE/STANDARD

The Food Runner is the team member responsible for providing prompt and efficient food and beverage service in a friendly, courteous and professional manner to our Made Market guests. Greets guests at tables based on numbered delivery system and provides brief description of product(s) delivered to the table and places in front of the guest. Ensure guest satisfaction through routine table visits and enhancing guest dining experience by offering to provide additional beverages that are eligible for refill. Responsibility includes fast and efficient clearing and resetting of dining room along with cleanliness of areas to maximum turns per seat.

TEAM MEMBER CONTRIBUTION

T.4.5.1 General Service

- a. All food and beverage team members must report for work in a clean, pressed uniform.
- b. All team members will share in the responsibility of cleanliness; no dirty dishes/glasses, clean counters and tabletops.
- c. Team members will refrain from unnecessary “personal chit-chat” during on-duty hours. Food runners will circulate among tables and or service areas continuously throughout shift for customer service and cleanliness.
- d. All food and beverage must be prepared and delivered according to standard. They must be fresh in taste and appearance and have proper and fresh garnishments. Those items failing to meet these standards must be returned to the kitchen or bar to be re-plated or re-poured.
- e. Flatware will be touched by the handle only. Glassware by the stem, base or handle only.
- f. Glassware and Flatware are to be free of food particles or spots.



- g. China and Glassware must be chip free so as not to injure our guests. Damaged items should be given to the floor manager for disposal.
- h. All printed materials must be well maintained, to include; table tents, promo material, menus etc.

T.4.5.2 Greeting the Guest for the Wake up Doubletree Breakfast Service.

- a. Guests will be cordially acknowledged and greeted with a warm smile at the table or booth within (3) minutes of seating.
- b. Delivery of fresh coffee and orange juice should occur upon greeting the guest. Team Member will have a juice and coffee thermos in hand to pour at table.
- c. Greet guests with a smile, eye contact and introducing the Wake up Doubletree Breakfast; "Good morning welcome to Made Market will you be joining us for the breakfast buffet? We have two options this morning including the full Wake up Doubletree breakfast which includes all hot items along with eggs and omelets cooked to order. Or you may simply choose the quick continental buffet which includes all items except for the hot and cooked to order items.

T.4.5.3 Food Service to Table (Number Ordered)

- a. Monitor counter for food pick-up throughout shift.
- b. Check printed receipt for table assignment.
- c. Scan dining room to locate corresponding number at table assign to guest.
- d. Greet the guests at table with corresponding number with a warm smile and cordial; Good Morning, Afternoon or Evening...".Then announce the items you have brought to the table i.e. "I have a... Made Chop Salad, 8" Pepperoni pizza and a ¼ Rotisserie Chicken dinner."



- e. Flat ware is to be provided for the guests use along with napkins.
- f. Place meals for guests and offer to bring any additional items they may need and perhaps add any personal touches that would make the guest experience more enjoyable....” Save room for some of our famous Doubletree Chocolate chip cookies. If you’re too full you can always buy a tin and take them home with you!”

T.4.5.4 Service Checks

- a. Non alcoholic beverages eligible for refill should be offered to be replenished when appropriate.
- b. Survey floor periodically to monitor guest satisfaction, which includes approaching tables and asking how they are enjoying their experience.

T.4.5.5 Pre-bussing and Table Maintenance

- a. Upon the guest finishing the first pass of the buffet or at lunch and dinner a Made Moment/Soup/Salad course, remove the appropriate plates and flatware. Additionally remove any garbage that may be present i.e. sugar packets, cracker wrappers etc.
- b. Replace required flatware for use on future courses.
- c. Following completion of the main course remove as many items from the table as possible to help expedite turning the table for the next guest.
- d. Clearing and resetting tables (Wake up Doubletree Breakfast) where guests have left the dining room must be done quickly and efficiently in the following manner.
 - i. Take clean/dry buss tub and cloth with sanitizer solution to table.
 - ii. Start by removing glassware
 - iii. Plates and Silverware
 - iv. Garbage



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T.4.5.6 Thank the Guest and Invite them Back

- a. All guests departing should be thanked for their business and invited to return, "Thank you, we look forward to your seeing you again soon!"

T.4.5.7 Side Work & Cleaning schedules

- a. Table stations and side work will be assigned daily by the floor manager or supervisor for each Food Runner. Side work will include opening and closing side work that must be accomplish prior to having guests in the dining room and prior to the service team members departure for the day.
- b. Cleaning schedules will include items that must be done on a weekly, bi-weekly and monthly basis and will be assigned by the floor manager in a fair and consistent manor.



LEADERSHIP **CONTRIBUTION**

- o Managers will set the example for all team members by consistently demonstrating the behaviors outlined above.
- o Managers will conduct regular audits and provide positive feedback to their team, or feedback for improvement, to support successful future interactions with our guests.

COMMITMENT **ACCEPTED** - Team Member

Name: _____

Role: _____

Date: _____

Signature: _____

COMMITMENT **ACCEPTED** - Leader

Name: _____

Role: _____

Date: _____

Signature: _____