

LUNA PARK
CORE

SERVER=CORE

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JOB DESCRIPTION

TITLE: SERVER

REPORT TO: RESTAURANT MANAGER

Summary of Position

Provide friendly, responsive service to create an exceptional dining experience for all of our guests. Each server's primary objective is to show our guests such a marvelous time they will want to return again and again.

Expanded Guidance

This position is the primary point of contact between the restaurant and the guest. Servers are responsible not only for executing service steps correctly, but for shaping the guest's emotional experience throughout the meal. Every interaction — from the first greeting to the final farewell — contributes to whether a guest feels welcomed, cared for, and valued.

A successful server understands that hospitality is proactive, not reactive. The goal is not simply to respond to requests, but to anticipate needs before the guest has to ask. This requires awareness, timing, confidence, and consistency.

Servers represent the brand, culture, and standards of the restaurant at all times while on the floor. Professionalism, composure, and pride in execution are non-negotiable expectations of this role.

Duties & Responsibilities

Welcome and greet guests. Make all our guests feel comfortable and let them know you're there to personally take care of them.

Inform guests of specials and menu changes.

Make recommendations you genuinely feel your guests will enjoy.

Possess knowledge needed to answer questions about our food, beverages, and other restaurant functions and services.

Take food and beverage orders from guests, and enter orders in our point-of-sale system which relays orders to the kitchen and bar.

Deliver food and beverages from the kitchen and bar to guests in a timely matter.

Be the food and wine tour guide and sales ambassador.

Perform side work at the start and end of each shift as required by service station assignment.

Maintain clean service areas.

Maintaining running side work for a restaurant.

Monitor and observe guests' dining experience. Ensure guests are satisfied with the food and service. Respond promptly and courteously to any requests.

Prepare final bill, present check to guest, accept payment, process credit card charges or make change (if applicable) in a timely manner.

Be ready and willing to assist fellow servers as situations arise.

Be ready and willing to assist the busser with clearing and resetting tables.

Thank guests for their visit and invite them to return.

Be available to fill in as required to ensure the smooth and efficient operation of the restaurant as directed by the restaurant manager or immediate supervisor.

Expanded Guidance

Each responsibility listed above is an essential part of maintaining flow, pace, and consistency on the floor. Servers are expected to manage their section as a complete environment — not just individual tables.

Welcoming guests sets the tone for the entire experience. A confident, warm greeting immediately establishes trust and comfort. Guests should feel acknowledged, guided, and relaxed from the moment contact is made.

Menu knowledge and recommendations are not optional skills. Guests rely on servers to translate the menu, clarify unfamiliar items, and guide decisions. Recommendations must be honest, informed, and aligned with the guest's preferences, dietary needs, and time constraints.

Accuracy and attention to detail are critical when taking and entering orders. Servers are responsible for ensuring modifications, allergies, and preferences are clearly communicated to the kitchen and bar. Errors create delays, frustration, and unnecessary recovery situations.

Timely delivery of food and beverages requires awareness of kitchen pacing, bar workflow, and table readiness. Servers must communicate effectively with support staff and management to maintain smooth service during both slow and peak periods.

As food and wine tour guides, servers should confidently describe dishes and beverages in a way that enhances the guest's enjoyment. This role combines hospitality with salesmanship, always focused on improving the guest's experience rather than simply increasing the check.

Side work and station responsibilities ensure the restaurant is prepared, clean, and functional throughout service. Consistent attention to side work prevents service breakdowns and supports the entire team.

Servers are expected to continuously monitor guest satisfaction through observation rather than interruption. Body language, unfinished food, empty glasses, or changes in demeanor are all cues that require attention.

Processing payment is a continuation of service, not the end of it. This step should be handled efficiently, accurately, and graciously, ensuring guests leave with a positive final impression.

Teamwork is a core expectation. Servers must be aware of the needs of fellow servers, bussers, hosts, and bartenders and assist when possible without sacrificing their own section.

Flexibility is required in this role. Servers may be asked to adjust sections, assist with special events, or support unexpected needs to maintain overall service quality.

Qualifications

Be able to communicate and understand the predominant language(s) of our guests.

Must have a basic knowledge of dining room and service procedures and functions.

Possess basic math skills and have the ability to handle money and operate a point-of-sale system.

Be able to work in a standing position for long periods of time.

Be able to safely lift and easily maneuver trays of food frequently weighing up to 20 to 25 pounds.

Expanded Guidance

Communication skills are foundational to this position. Servers must be able to speak clearly, listen actively, and adjust communication style to suit different guests and situations.

A working understanding of dining room procedures ensures smooth coordination with the kitchen, bar, and support staff. Servers are expected to learn and follow established systems and standards consistently.

Math and POS competency are critical for order accuracy, payment processing, and guest confidence. Errors in these areas affect trust and efficiency.

Physical stamina is required due to the pace and duration of service. Servers must maintain professionalism and focus regardless of volume or fatigue.

Safe handling of trays, plates, and glassware is essential to protect guests, coworkers, and oneself. Awareness of surroundings and proper lifting techniques are expected at all times.

SERVICE PHILOSOPHY

It is everyone's responsibility to maintain a positive and upbeat environment. This is easily achieved with a simple smile, sincere eye contact, a courteous food or wine suggestion, walking the guest toward the restroom rather than pointing, pulling out their chair when they return to the table and always addressing the guest with "May I..." Create experiences and find personal gratification when doing so. Live for the guest.

Expanded Guidance

Service philosophy defines how hospitality feels, not just how it functions. A positive and upbeat environment is created through consistent, intentional actions rather than isolated moments of friendliness. Every interaction contributes to the guest's perception of the restaurant, whether direct or indirect.

Small gestures carry significant weight. A genuine smile and eye contact communicate attentiveness and respect. Courteous language reinforces professionalism and warmth. Physical actions — such as escorting a guest instead of pointing, assisting with seating, or acknowledging a returning guest — demonstrate care beyond basic service requirements.

Addressing guests with "May I..." reinforces a mindset of permission and respect rather than assumption. This language signals that the guest's comfort and preferences come first, while still allowing the server to guide the experience confidently.

Creating experiences requires presence. Servers must be mentally engaged with their guests rather than operating on autopilot. Personal gratification comes from recognizing that hospitality is an opportunity to positively impact someone's day, not merely complete a transaction.

"Living for the guest" does not mean losing professionalism or boundaries. It means prioritizing guest comfort, clarity, and enjoyment in every decision made on the floor.

The Psychology of Serving

Each and every table is looking for a different experience. It is your job to assess what type of experience the guest wants to have. Your assessment will allow you to engage the table appropriately. Anticipation, prioritizing and solid execution will be your tools to customizing service for every guest. You will find success by adapting your guest needs.

Expanded Guidance

Guests arrive with different expectations, moods, time constraints, and reasons for dining out. Some seek efficiency, others celebration, others guidance, and others privacy. Effective service begins with observation and adjustment.

Assessment starts immediately. Tone of voice, body language, eye contact, pace of ordering, and responsiveness to conversation all provide clues about how the guest wants to be served. Servers must remain flexible and responsive rather than applying a single style of service to every table.

Anticipation is the ability to recognize needs before they are verbalized. This may include offering water refills before glasses are empty, pacing courses based on guest engagement, or adjusting formality based on guest behavior.

Prioritization ensures that attention is allocated where it is most needed. Not all tables require the same level of interaction at the same time. Servers must manage time and focus to ensure no guest feels neglected or rushed.

Solid execution turns intention into results. Even the best assessment fails without accurate order taking, timely delivery, and consistent follow-through. Adapting to guest needs requires discipline, awareness, and practice.

See Yourself as a Guide

You are a server, not a servant. You hold all the power to ruin an evening, or, to give the guest the best dining experience of their lives. Your job isn't merely to serve guests, but to be their guide, their hosts; direct people who may not know what they want. You have the product knowledge they seek. Our guests have accepted our invitation. Don't be just an order taker, take control and create the experience.

Expanded Guidance

The role of a server is rooted in leadership and confidence. Guests look to servers for direction, reassurance, and expertise. When servers hesitate or disengage, guests feel uncertain. When servers lead with confidence and clarity, guests relax and trust the experience.

Being a guide means helping guests navigate choices without pressure. Product knowledge allows servers to translate menus into understandable, appealing options tailored to individual preferences. Guidance should feel supportive, not controlling.

Taking control does not mean dominating the interaction. It means structuring the experience thoughtfully — guiding timing, making informed suggestions, and ensuring smooth transitions between courses.

Order taking is transactional. Guiding is experiential. Servers who guide elevate the meal from a series of choices into a cohesive dining experience. This approach benefits both guest satisfaction and operational flow.

Every guest interaction is an opportunity. The power described here is responsibility — the responsibility to protect the guest's experience through professionalism, awareness, and care.

PRODUCT KNOWLEDGE

It is required that all staff at FVH has an in-depth knowledge of ingredients and preparation methods for every menu item. You will also be required to understand and recommend all wines, drinks, and beers.

Expanded Guidance

Product knowledge is the foundation of confident service. Guests rely on servers to interpret the menu, explain unfamiliar items, and guide decisions with accuracy and assurance. A server's credibility is directly tied to their understanding of what they are serving.

In-depth knowledge allows servers to answer questions clearly, avoid hesitation, and make recommendations that feel natural rather than rehearsed. This knowledge builds trust and reduces guest uncertainty, especially when guests are unfamiliar with the cuisine or beverage offerings.

Understanding preparation methods helps servers explain flavors, textures, and cooking styles while also identifying potential allergens or dietary concerns. This level of awareness is essential for guest safety and satisfaction.

Beverage knowledge enhances the dining experience by complementing food choices. Servers should be able to recommend wines, cocktails, and beers that align with both the dish and the guest's preferences, whether the guest is experienced or new to the category.

Product knowledge must be maintained continuously. Menus evolve, seasonal changes occur, and specials rotate. Servers are responsible for staying current through pre-shift meetings, tastings, and self-study.

Things you need to know about every dish on our menu

What it is

What it tastes like

How it is prepared

What beverage goes well with it
What are the ingredients for allergens

Expanded Guidance

Knowing what a dish is requires more than memorizing its name. Servers should understand the concept of the dish, its key components, and how it fits within the overall menu.

Describing what a dish tastes like helps guests visualize the experience. Flavor profiles such as rich, light, spicy, savory, creamy, or acidic should be communicated clearly and accurately. Comparisons to familiar flavors can help guests make confident choices.

Preparation methods influence texture, flavor, and doneness. Servers should know whether items are grilled, roasted, fried, braised, or raw, as well as any sauces or finishing techniques that define the dish.

Beverage pairings should enhance the dish without overpowering it. Servers should understand basic pairing logic, such as balancing acidity, richness, and intensity, and be prepared to recommend options across wine, cocktails, beer, or non-alcoholic selections.

Allergen awareness is critical. Servers must know which ingredients may pose risks to guests with allergies or sensitivities and understand how to communicate these concerns clearly to the kitchen. When unsure, servers must never guess and should always verify with management or the kitchen.

Coaching Notes for Servers

Product knowledge is not about reciting information; it is about using knowledge to serve the guest better. Confidence comes from preparation, repetition, and curiosity.

When learning new menu items:

- Taste whenever possible
- Ask questions during pre-shift
- Practice describing dishes out loud
- Connect flavors to guest preferences

When recommending items:

- Listen first
- Ask clarifying questions if needed
- Recommend with confidence and honesty
- Stand behind your suggestion

Guests trust servers who speak clearly, avoid overcomplicating explanations, and show genuine enthusiasm for the product.

THINGS TO PAY ATTENTION TO WITH EACH GUEST

Being able to anticipate what a guest needs is something that certain people have a feel for. Here are some concrete things to focus on that will go a long way to give you this sixth sense.

What is the weather like? If it's hot, they're looking to cool down. If it's cold, they want to warm up. The weather can be a factor on how people order food and beverage.

What is the guest wearing? If they are dressed up, they may have arrangements somewhere else. Are they here for a special occasion? Are they going to the theater?

What type of occasion or why diners are dining out can influence how people order and determine the time frame, it is very important for you to know so you can guide them through a pleasurable dining experience.

Expanded Guidance

Anticipation is a skill developed through awareness and repetition. Servers who consistently observe their guests are better equipped to adjust service style, pacing, and recommendations without being intrusive.

Environmental factors such as weather influence guest behavior more than most people realize. On hot days, guests may prefer lighter dishes, chilled beverages, or quicker service. In colder conditions, guests may gravitate toward warm cocktails, richer dishes, and a more relaxed pace. Servers should adjust suggestions accordingly.

Guest attire provides insight into the occasion and timing. Formal dress may indicate a celebration, business meeting, or plans elsewhere. Casual attire may suggest a more relaxed experience. These cues help determine how much guidance, conversation, and pacing are appropriate.

Understanding the reason guests are dining out is essential. A pre-theater table may need efficient service and clear timing. A celebration may require attentiveness,

enthusiasm, and flexibility. A business meal may require discretion and minimal interruption.

Servers should listen for verbal cues while also observing non-verbal behavior. Hesitation, scanning the room, checking phones, or frequent glances at watches can signal time sensitivity. Leaning back, relaxed posture, or extended conversation often signals a desire for a longer experience.

Effective anticipation allows servers to guide the guest without asking unnecessary questions. When done well, service feels seamless and intuitive rather than scripted.

Coaching Notes for Servers

Developing this “sixth sense” requires practice. After each shift, reflect on interactions that went smoothly and those that felt awkward. Ask yourself what signals you noticed and which ones you may have missed.

Train yourself to notice:

- How quickly guests respond during ordering
- Whether guests engage in conversation or prefer privacy
- How guests react to suggestions
- Changes in energy or mood during the meal

Anticipation improves with experience, but only when servers remain observant and intentional.

SERVICE STANDARD

1. SMILE easily and often.
2. Make eye contact.
3. Be hospitable, from the moment a guest arrives, through the course of their dining experience, including a genuine farewell and invite them back!
4. FIVE FOOT RULE: Acknowledge all guests with eye contact and possibly a subtle greeting of the time of the day such as "Good Afternoon", or "Good Evening". Practice this rule whenever guests are within five feet of you. Remember this includes all guests, not just your guests at your table.
5. If you do not know the answer to a guest's question, inform them that you will research an answer and get back to them as soon as possible. Not knowing an answer is OK, simply tell the guest "I'll find out" and ask someone.
6. The guest always has the right of way. Be sure to yield to the guest even if you are carrying food and drinks.
7. Possess in-depth knowledge of all menu items and timelines for food production. Be aware of any delays in service to the table.
8. Serve food and drink items correctly. Know correct service procedures.
9. Create memorable experiences.
10. Be mindful of the content of the discussion and the language used. This includes communication inside areas. Our guests can hear everything.
11. No empty hands. There is always something to do. If you have down time, look for ways to contribute.
12. Provide excellent care and attention to every party whether they are the first table, a VIP, or the last table of the night.
13. Never carry clean or dirty glassware with your fingers in the glass. Always hold the glass at the stem.
14. Adapt to the guests and establish a relationship.
15. Server from the left, clear from the right. Beverages are served from the right. Sometimes it is not efficient to serve like this. In that case, serve comfortably and gracefully.
16. Pre-bus.
17. Do not go to a table with dirty dishes in your hand.
18. Wait for all members of the party to complete their meal before you clear away plates. An exception to this rule is if a guest has pushed their plate away or stacked napkins and silverware on top of plate.
19. Ask for help if you are behind. Help others if you have time.

- 20. Multi-task.
- 21. Follow your sequence of service. Know the status of all your tables at all times.
- 22. Walk smoothly and gracefully. Speak clearly, do not rush speech. Do not appear flustered. Remain in control.
- 23. Never confront a guest about tips.
- 24. Be attentive but not overbearing at your tables.
- 25. Whenever you are at a table, have something to say. It can be as simple as telling the guest what you are doing at the table. Answer any personal questions in a friendly, appropriate manner however, do not be overly chatty and don't interrupt a business meeting.

Expanded Guidance

Service standards are the non-negotiable behaviors that ensure consistency across every shift, server, and guest interaction. These standards exist to protect the guest experience and the reputation of the restaurant.

A smile and eye contact communicate approachability and confidence. These behaviors should feel natural and genuine rather than forced. Guests quickly sense authenticity, and sincere engagement builds trust.

Hospitality is measured over the entire duration of the visit, not just at greeting. Servers must remain engaged and attentive from arrival through departure, including a thoughtful and warm farewell.

The Five Foot Rule reinforces awareness beyond assigned tables. Acknowledging all guests creates a welcoming environment and reinforces teamwork and professionalism throughout the dining room.

Admitting when you do not know an answer protects credibility. Guests respect honesty far more than guessing. Following up promptly demonstrates accountability and care.

Yielding to guests at all times reinforces the principle that the dining room exists for them. Safety, comfort, and courtesy take priority over speed or convenience.

In-depth menu and timing knowledge allows servers to set expectations, manage pacing, and communicate delays before they become frustrations. Transparency builds trust.

Correct service procedures protect the flow and elegance of service. While efficiency is important, grace and guest comfort must always come first.

Memorable experiences are created through attention to detail, personalization, and consistency. These moments are often small but intentional.

Language and conversation must remain professional at all times. Servers are responsible for maintaining a respectful environment and protecting the guest's experience from internal distractions.

"No empty hands" reinforces teamwork and efficiency. Servers should constantly scan for opportunities to assist with clearing, running food, or supporting coworkers.

Attention must be consistent across all guests, regardless of status, timing, or personal connection. Every guest deserves the same level of care.

Proper handling of glassware ensures cleanliness, safety, and presentation standards are upheld.

Service positioning guidelines exist to maintain consistency and predictability for guests. When deviations are necessary, they should be handled smoothly and unobtrusively.

Pre-bussing is essential for maintaining a clean and comfortable table environment and preventing end-of-meal congestion.

Clearing dishes appropriately respects the pacing of the meal and the comfort of the guests. Servers must read cues and avoid rushing.

Asking for help early prevents service breakdowns. Offering help reinforces a team-first culture.

Multi-tasking requires prioritization and awareness. Servers must balance speed with accuracy and composure.

Knowing table status at all times allows servers to anticipate needs and manage flow effectively.

Movement and speech should remain calm and controlled, even during peak service. Guests should never feel the pressure of the floor.

Tipping discussions are never appropriate. Professionalism must be maintained regardless of circumstances.

Attentiveness requires balance. Servers must be present without hovering, available without interrupting.

Communication at the table should always have purpose. Guests appreciate clarity and awareness, not unnecessary chatter.

Coaching Notes for Servers

Service standards must be practiced until they become instinct. Consistency is achieved through repetition and accountability.

Servers should regularly self-evaluate:

- Are guests acknowledged promptly?
- Is body language calm and confident?
- Are tables being monitored without interruption?
- Is teamwork visible on the floor?

SEQUENCE OF SERVICE

FVH has developed many systems that are in place throughout the restaurant that are designed to be efficient and responsive to our guests' needs. The following information describes the Sequence of Service – our way of ensuring exceptional service to our guests.

Expanded Guidance

The Sequence of Service exists to create consistency, timing control, and a seamless guest experience. When followed correctly, it allows servers to anticipate needs, manage pacing, and reduce errors during service. Consistency does not eliminate personality — it creates a structure within which great hospitality can flourish.

Each step in the sequence builds upon the previous one. Skipping steps, rushing timing, or reordering actions creates confusion for the guest and stress for the service team. Mastery of the sequence allows servers to remain calm and confident, even during peak volume.

BRUNCH & BREAKFAST

Initial Greeting (Mini Greet) – 30 seconds

Approach the table within 30 seconds; have coffee and orange juice in hand, greet guests, and offer coffee, juice, and water.

"Good Morning. May I offer you coffee or orange juice?" Pour what the guest requests and ask while pouring "Would you cream or milk with your coffee? And for water? We offer _____, both still and sparkling, in the bottle."

If the guest wants cream or milk, let them know their choices, half and half, 2%, soy, or skim milk.

If guests request bottled water, make sure they are aware of the different sizes we offer.

Let the guest know that you will be back with them in just a moment.

Immediately get cream for coffee and serve water.

Expanded Guidance

The mini greet establishes immediate awareness and prevents guests from feeling ignored. Speed is critical during breakfast service, as guests often arrive hungry and time-conscious. Arriving with beverages in hand demonstrates preparation and urgency.

Language during the mini greet should be confident, efficient, and warm. Offering specific options rather than open-ended questions helps guests decide quickly and keeps service moving.

Full Greeting – within 1 minute

Offer a warm greeting and your undivided attention. Remember to treat every guest as if they are your only guest. This is your opportunity to use your GREAT PRESENCE and your unique personality.

Now is your chance to provide a fresh description of any menu additions, walk the guest through the menu if it is their first time, and offer to take the order for the meal, if the table is ready.

Expanded Guidance

The full greeting is where rapport is established. Eye contact, posture, and tone should signal confidence and attentiveness. Servers should read the table to determine whether guests want guidance or efficiency.

Menu descriptions should be concise and enthusiastic. Overloading guests with information slows service and creates confusion.

Take the Order

Listen.

Write down the order – make certain you cover all the variables. For example, if the guest orders toast, let them know the types we have. Repeat orders back to guests if there was confusion or a language barrier.

Promptly ring in order.

Anticipate the guest's needs by prepping the table with the items that they need to enjoy their meal before their food arrives.

Expanded Guidance

Active listening is essential. Writing orders ensures accuracy and protects against memory errors during busy service. Repeating orders when necessary confirms understanding and avoids costly mistakes.

Prepping the table in advance prevents interruptions and improves flow once food arrives.

Ring / Review / Send / Print – within 2 minutes

When ringing an order, remember every minute adds up. The guest was hungry when they entered the front door.

Enter the order carefully. Review the order screen before sending and printing.

Expanded Guidance

Speed and accuracy must coexist. Reviewing orders before sending prevents delays, remakes, and guest dissatisfaction. Servers are responsible for catching errors before they reach the kitchen.

Run the Entrée Orders – delivered within 8–10 minutes

Make a final check of the order to ensure quality.

Deliver only complete orders.

Deliver food according to position points. Identify what you are serving to each guest as you do.

Expanded Guidance

Food delivery is a critical moment in the guest experience. Confirming garnishes, temperatures, and presentation protects quality. Announcing dishes reinforces accuracy and professionalism.

The Check Back – 2 minutes or 2 bites

Allow guests time to taste their food before checking back.

Problems discovered early and solved quickly are less upsetting for the guest.

Any issues you can't solve must be brought to a manager's attention immediately.

Expanded Guidance

Timing is essential. Checking too early feels rushed; too late allows problems to escalate. Focused, specific questions yield better feedback than generic inquiries.

Table Maintenance / Pre-Bussing – continuous

Maintain the tabletop appearance from top to bottom.

Provide beverage refills proactively.

Clear away unneeded items throughout the meal.

Expanded Guidance

A clean table signals care and professionalism. Pre-bussing reduces clutter, improves guest comfort, and simplifies end-of-meal clearing. Servers should approach tables with purpose and awareness.

Check Delivery

Once you have confirmed that the guest desires nothing else, place the check.

Collect payment promptly and return change or receipts immediately.

Invite the guest back.

Expanded Guidance

Check presentation should feel natural and respectful, never rushed. Handling payment efficiently allows guests to depart on their own terms while preserving a positive final impression.

LUNCH and DINNER

Initial Greeting (Mini Greet) – 1 minute

If you are unable to fully greet a table immediately, acknowledge their arrival.

Expanded Guidance

Acknowledgement prevents frustration and sets expectations. Even brief recognition reassures guests that they are seen and valued.

Full Greeting – within 2 minutes

Offer a warm greeting and your undivided attention.

Provide menu guidance and describe additions or specials.

Expanded Guidance

Dinner service often allows for more engagement than breakfast. Servers should adapt tone and pacing based on guest behavior and occasion.

Take the Order

Listen.

Write down the order.

Promptly ring in order.

Anticipate guest needs.

Expanded Guidance

The same principles of accuracy, listening, and preparation apply, with greater emphasis on pacing and beverage coordination.

Beverage Run / Delivery

Server beverages – 2 minutes

Bar beverages – 4 minutes

A tray is required for all beverages.

Always place the beverage at the guest's right.

Expanded Guidance

Proper beverage timing sets the rhythm of the meal. Correct placement and presentation reinforce service standards.

Bread Service

Offer bread during lunch after the entrée is ordered.

Automatically deliver bread at dinner.

Expanded Guidance

Bread service should feel timely and intentional, never forgotten or rushed.

Run the Appetizer Order – within 6 minutes

Make a final quality check.

Deliver share plates if needed.

Expanded Guidance

Appetizers set expectations for the rest of the meal. Accuracy and presentation are essential.

Run the Entrée Orders

Lunch: 8–10 minutes

Dinner: 10–14 minutes

Deliver only complete orders.

Expanded Guidance

Pacing must reflect the guest's engagement level and table dynamics. Communication with the kitchen is essential.

Coffee / Espresso – within 4 minutes

Offer coffee or espresso after clearing the entrée.

Bring sugar and cream automatically.

Expanded Guidance

Suggestive but unobtrusive coffee service enhances the close of the meal.

Dessert – within 4 minutes

Present dessert options clearly and confidently.

Expanded Guidance

Dessert service should feel relaxed and inviting. Timing should match guest readiness rather than server urgency.

The Final Touch

Continue service until the guest leaves.

Offer a genuine farewell and invitation to return.

Expanded Guidance

The final impression often determines whether a guest returns. Presence and warmth matter most at this stage.

BAR TRAINING FOR SERVERS

Serving Liquor

Know your products

Be able to describe in detail our specialty cocktails and martinis

Be able to properly pronounce all liquor we sell

Expanded Guidance

Liquor knowledge allows servers to speak with confidence and credibility when guiding guests through cocktail selections. Guests often rely on servers to clarify flavor profiles, strength, and style, especially when cocktails have creative names or unfamiliar ingredients.

Knowing products includes understanding base spirits, modifiers, and flavor balance. Servers should be able to explain whether a cocktail is spirit-forward, refreshing, sweet, bitter, or herbal. This helps guests choose drinks aligned with their preferences.

Proper pronunciation demonstrates professionalism and attention to detail. Mispronouncing spirits or brands can undermine guest confidence. Servers should practice pronunciations during training and pre-shift meetings.

Servers should also understand alcohol content and pacing. Responsible service includes being aware of guest consumption and adjusting recommendations accordingly.

Serving Beer

Some of our guests will probably be beer drinkers. People love beer, especially with all the attention lately Brewers and specialty beers are receiving. When selecting a beer, we must know our products so we can help the guest select a beer that they would enjoy.

Ensure beer pints are clean and cold

Check the lip of bottles and pints for chips

Offer to pour beer for guests

Don't leave beer orders too long at the bar or the head will dissipate
Bottled beer should be placed in front of the guest with a label facing the guest

Expanded Guidance

Beer service requires attention to temperature, glassware, and freshness. A clean, properly chilled glass preserves flavor and presentation. Servers must always inspect glassware before serving.

Understanding beer styles allows servers to guide guests toward selections they will enjoy. Light, crisp beers may appeal to guests seeking refreshment, while darker or hoppier styles may suit those looking for bolder flavors.

Timing matters. Beer left sitting at the bar loses carbonation and visual appeal. Servers should prioritize running beer promptly to preserve quality.

Offering to pour bottled beer enhances hospitality and allows servers to ensure proper presentation. Labels facing the guest demonstrate attention to detail and professionalism.

Serving Wine

There are different reasons why we sell wine. Wine makes food taste better. Wine brings out the flavor of the food. Different types of wine correlate with different entrees. When selecting a wine, we must know our products so we can help the guest select a wine that they would enjoy.

Before you go to the table, verify the vintage of the wine and check the glasses for cleanliness

Expanded Guidance

Wine service is both an enhancement to the meal and an opportunity to elevate the guest's experience. Servers do not need to be sommeliers, but they must understand the basics of wine styles, structure, and pairing logic.

Verifying the vintage ensures accuracy and prevents guest disappointment. Clean glassware is essential for aroma, appearance, and overall enjoyment.

Servers should recommend wine confidently, using simple language rather than technical jargon. Descriptions should focus on flavor, body, and how the wine complements the dish.

Opening Wine

1. Present the bottle to the host
2. Wipe residue off the bottle
3. Remove the foil with a clean cut on the lower lip of the bottle
4. Center corkscrew on top of the bottle, with the label facing the guest
5. Turn slowly and be careful not to break the cork
6. Pull the cork with the opener elbow (do not pop the cork but twist the cork until it is free, popping causes wine to bruise)
7. Place the cork in front of the person who ordered the wine
8. Taste pour the host
9. Pour clockwise to each guest
10. Pour host last

Expanded Guidance

Wine opening is a ceremonial moment that sets the tone for the meal. Each step should be executed calmly and confidently. Rushing creates tension and increases the likelihood of mistakes.

Presenting the bottle confirms selection and builds trust. Clean cuts and controlled movements reflect professionalism. Avoiding a popping cork protects the wine's integrity and maintains a refined atmosphere.

The taste pour allows the host to confirm the wine is sound. Servers should wait attentively for approval before proceeding. Pouring order ensures consistency and respect for service protocol.

Coaching Notes for Servers

Bar training is about confidence, awareness, and responsibility. Servers should never feel pressured to oversell alcohol, but should always be prepared to guide guests toward options that enhance their experience.

Practice describing drinks out loud. Taste products whenever possible. Ask bartenders questions and learn from observation. Beverage confidence grows through exposure and repetition.

Responsible service protects guests, coworkers, and the restaurant. Servers must remain aware of consumption levels and involve management when needed.

KITCHEN ETIQUETTE

1. Always treat the kitchen staff with professionalism and respect.
2. Remember not to interrupt the staff to ask about your order: If a ticket seems to be taking an unusually long time, let a manager know.
3. Keep the kitchen aware of the pace of the restaurant. It might be dead in the bar and busy on the floor. Keep the kitchen aware of potential oncoming rushes and large parties.

Expanded Guidance

The relationship between the dining room and the kitchen is critical to the success of service. Mutual respect and clear communication ensure smooth execution, consistent food quality, and a positive working environment.

Professionalism toward kitchen staff includes tone, body language, and timing. Servers should communicate clearly and calmly, avoiding emotional reactions or confrontational behavior. Respect builds trust and cooperation, especially during high-volume periods.

Interrupting the kitchen disrupts workflow and can create errors or delays. When concerns arise regarding ticket times or order accuracy, servers should follow proper channels and involve management rather than interrupting cooks during service.

Keeping the kitchen informed about floor conditions allows for proactive pacing. Advance notice of large parties, sudden rushes, or changes in volume helps the kitchen manage preparation and timing effectively.

Effective communication is concise and relevant. Servers should relay only necessary information, avoiding unnecessary commentary or pressure. Clarity prevents misunderstandings and protects service flow.

Coaching Notes for Servers

A calm and respectful approach to the kitchen fosters teamwork. Servers who build positive relationships with kitchen staff often receive better communication and support during service.

Practice:

- Communicating issues through managers
- Giving advance notice of large orders or special requests
- Remaining composed during peak periods

Remember that both front and back of house share the same goal: delivering a great guest experience.

SUGGESTIVE SELLING

A server is a “friendly” salesperson who works for commissions. Your commission is your tip! There are two ways to control your tips as a server. First, you need to be friendly, hospitable and use your great personality. Secondly, you control your tips by the total check average. Guests generally tip 15% - 20% of the total check amount. To raise the check amounts, the server needs to become a “friendly” salesperson and a suggestive seller. Your job is to provide each guest everything they could want to get the total check as high as you can.

Think of yourself as a Salesperson – not an order taker!!!

Salespersons control their own income!

If you have 10 tables per shift and upsell to increase your tips by \$5 per table, you will increase your income by \$12,000 per year.

Expanded Guidance

Suggestive selling is not about pressure or manipulation. It is about awareness, confidence, and helping guests enhance their dining experience. When done correctly, suggestive selling feels like thoughtful guidance rather than a sales pitch.

Servers influence the guest’s experience and the check average through attitude, product knowledge, and timing. Hospitality and sales are not separate skills — they work together. Guests are more receptive to suggestions when they feel comfortable, understood, and cared for.

Viewing yourself as a salesperson does not diminish hospitality. Instead, it empowers servers to take ownership of their performance and income. Confidence in recommendations directly affects guest trust and willingness to explore the menu.

The Six Philosophies of Suggestive Selling

1. Selling is simple: Ask. You are not an order taker. It is your job to guide the guest through the menu and beverage lists. If you don’t try to up-sell, you

are depriving your guest of the opportunity to try a new menu item they may have never tried, a bottle of wine they will enjoy, or a dessert that they may have never seen.

2. Your guests are here to buy, not browse! They are hungry and want to have a good time. As a server, why would you ever say to a table, "Can I get you something to drink?" If you don't offer wine, they probably won't order it. Go for the sale! It's not being pushy...it's giving the guest the option to try something exciting and new.
3. You are tipped 10 to 20% of what you sell. To make more money, you need to get your check average up. If you just hope your customers order wine, appetizers, and desserts, you are not controlling your tips. As a server, you really do control your own income. You make it happen and you make it not happen.
4. Remember, suggestive selling is not being pushy; it is helping customers make decisions that are good for them. You help them enhance their meal so they enjoy their dining experience more.
5. You have everything to gain and nothing to lose! What is the worst that could happen when you recommend appetizers, desserts, or beverages? The guest says "No". Try again with the next guest.
6. A salesperson easily makes more tips than an order-taker.

Expanded Guidance

Each philosophy reinforces the idea that selling is service. Asking questions and making suggestions helps guests discover options they may not have considered on their own.

Guests rely on servers to lead. Open-ended questions and confident recommendations invite engagement. Avoiding suggestions removes opportunities for both guest enjoyment and server income.

Ownership of income motivates consistency. Servers who actively guide guests toward additional courses or beverages see measurable results over time.

Rejection is neutral. A "no" is not personal and should never discourage future suggestions. Confidence grows through repetition and experience.

Selling by Suggestion

Use the power of suggestion with our guests. It's a powerful tool. Remember, your guests have come to the restaurant to eat. As a result, the entrée order, for the most part, is a given. This means you must exercise your best skills for those additional selling opportunities such as appetizers, drinks, and desserts.

To practice your suggestive selling techniques, avoid using general terms like drink, cocktail, appetizer, or dessert. Since our food and beverage products are the best, this should be easy for you.

There will always be those guests who are having trouble making a decision on what to drink or whether to have a cocktail at all. There is nothing wrong with asking a guest what he/she feels like, a certain favorite liquor, and making suggestions using your knowledge of our extensive recipe list.

Know your product line and how to describe it.

Expanded Guidance

Specific language creates imagery and excitement. Naming items and describing flavors helps guests visualize their choices. Avoiding generic terms elevates the conversation and increases interest.

When guests hesitate, servers should guide rather than wait. Asking clarifying questions opens the door to meaningful recommendations.

Product fluency allows servers to pivot quickly based on guest responses. Confidence and clarity are key to successful suggestions.

Know how to respond when guests ask for recommendations

When this happens, use it as a selling and guest satisfaction opportunity. Since our products are the best available you can help your guest narrow their selection field by recommending:

Your personal favorite and why.
Your best seller.

Expanded Guidance

Recommendation requests signal trust. Servers should respond promptly and confidently. Sharing personal favorites adds authenticity, while referencing best sellers reassures guests of popularity and quality.

Recommendations should always be aligned with the guest's preferences and context. Enthusiasm should feel natural and informed.

Cocktails

Guests do not come to a bar or restaurant to browse for a drink. They are there to buy. So sell them!

Expanded Guidance

Cocktail suggestions should be proactive and specific. Timing is critical — early suggestions increase acceptance. Describing balance, flavor, and style helps guests decide quickly.

Upselling Beverages

Know your products! What are the daily specials, premiums, super-premium brands, house specialties, current and upcoming promotions?

Start out by suggesting daily specials or wine, instead of saying, "What would you like to drink?"

If a guest wants a specific drink, such as a vodka and tonic; suggest a premium brand.

If a guest is undecided about what they want to drink, make some recommendations based on: season/weather, time of day, and guest profile.

Expanded Guidance

Upselling beverages begins with awareness and timing. Suggesting specials or featured items frames the conversation around options rather than decisions.

Premium suggestions should be presented as choices, not assumptions. Guest comfort always comes first.

Contextual recommendations feel thoughtful and increase acceptance.

Wine

Wine must be suggested to every table.

A wine list is nothing more and nothing less than a selling tool. Its sole purpose is to enhance the sales of wine. The wine list never sells the wine...the server sells the wine!

Select one wine from each of the basic categories of red, white, and blush dinner wines so you will always have a recommendation ready.

Expanded Guidance

Wine sales succeed when servers are prepared. Having go-to recommendations reduces hesitation and improves confidence.

Wine suggestions should be integrated naturally into the ordering process rather than treated as an afterthought.

Non-Alcoholic

Not all guests are out to party. These guests still are looking to have a great time and be included in the fun.

Expanded Guidance

Non-alcoholic upselling is an opportunity to include all guests. Specialty beverages, mocktails, and premium non-alcoholic options should be offered with the same enthusiasm as alcoholic drinks.

Upselling Appetizers and Desserts

Our guests are on a journey and our restaurants are their destinations. Our menu is unique and there will be many questions to answer.

Paint a picture in the guest's head. Use descriptive language and suggest favorites.

Expanded Guidance

Appetizers and desserts are emotional purchases. Visual language and personal enthusiasm increase interest.

Servers should time suggestions thoughtfully and avoid rushing decisions.

Ask Direct, not In-direct Questions

Do not ask questions that can be answered with a yes/no. Ask specific questions, not general questions.

Expanded Guidance

Direct questions guide guests toward decisions while maintaining comfort. Specific phrasing improves clarity and flow.

Have Fun and Make Money

The amount of money you ultimately make as a server is up to you!!!

The great thing about this business is that you don't have to sell an appetizer, bottle of wine, and dessert to every customer to make thousands more each year; only every tenth or twelfth guest.

Expanded Guidance

Suggestive selling is a skill that improves with practice. Confidence, repetition, and consistency drive results. When servers enjoy the process, guests feel it — and both hospitality and income increase.

SERVICE TIME

Initial Greeting – Mini Greet 1 Minute
Full Greeting 2 Minutes
Order Rung In 2 Minutes
Server Beverage Delivery 2 Minutes
Bar Beverage Delivery within 4 minutes
Breakfast Delivery 8 – 10 minutes
Appetizer Delivery 6 minutes
Lunch Delivery 8 – 10 minutes
Dinner Delivery 10 – 14 minutes
Check Back 2 minutes / 2 bites
Espresso / Coffee Delivery Within 4 minutes
Dessert Delivery 4 minutes
Change or Voucher Return
2 minutes from being offered

Expanded Guidance

Service time standards exist to create predictability and comfort for the guest. Guests may not consciously track minutes, but they immediately sense when service feels slow, rushed, or disorganized. These benchmarks establish rhythm and allow servers to manage expectations confidently.

The Mini Greet is critical to acknowledgment. Even when the dining room is busy, guests must feel seen within the first minute. This prevents frustration and sets a positive tone.

Greeting and order timing ensure momentum early in the meal. Delays at this stage amplify hunger and impatience, making recovery more difficult later.

Beverage delivery sets the pace. Prompt delivery reassures guests that service is underway and allows them to relax into the experience.

Food delivery windows reflect ideal kitchen execution under normal conditions. Servers must communicate delays proactively rather than allowing guests to wonder.

The check-back standard ensures problems are identified early, when solutions are easiest and least disruptive.

Dessert, coffee, and payment timing should respect guest readiness rather than server urgency. The goal is to close the experience smoothly, not abruptly.

When guests offer payment, quick processing signals professionalism and respect for their time.

OPTIMUM SERVICE STANDARD

Expanded Guidance

Optimum service is achieved when timing, awareness, and execution align seamlessly. Meeting service time benchmarks consistently requires preparation, communication, and situational awareness.

Servers must understand that service times are guides, not rigid guarantees. Variations occur due to volume, kitchen pacing, and guest behavior. What matters most is proactive communication and visible effort.

Optimum service balances efficiency with warmth. Speed without hospitality feels cold; hospitality without efficiency feels careless. Servers must aim for both simultaneously.

Consistency across tables and shifts is essential. Guests should receive the same level of care regardless of day, time, or server assignment.

Coaching Notes for Servers

Use service time standards as internal checkpoints, not stress points. When delays occur:

- Acknowledge them early
- Communicate honestly
- Offer solutions when appropriate
- Involve management promptly

Master servers manage time with intention and confidence. Guests may forgive delays, but they rarely forgive silence.

THE FINAL TOUCH

Your job isn't finished until the guest leaves the restaurant – continue to offer great service until you say your final goodbyes. Every time a guest gets up to leave, you have a final opportunity to give a little extra to make their experience memorable. Exceptional service doesn't end just because the bill is paid. This is where you can make a lasting impression – “Thank you for joining us today. We look forward to seeing you again soon!” can make all the difference in the world.

Expanded Guidance

The final touch is the last emotional moment of the guest experience and often the most memorable. Guests may forget specific details of the meal, but they remember how they felt when they left. A genuine, warm farewell reinforces the value of the experience and encourages return visits.

Servers must remain attentive and engaged through the final moments of service. This includes monitoring body language, assisting with coats or bags when appropriate, and ensuring the guest does not feel rushed or ignored after payment.

Timing is critical. A farewell should be offered when guests are clearly preparing to leave, not while they are still gathering belongings or engaged in conversation. Awareness ensures the interaction feels natural rather than forced.

Eye contact, a sincere tone, and the guest's name (when known) personalize the farewell. These small details signal care and professionalism and elevate the close of service.

The final touch also includes the condition of the table and surrounding area. A clean, orderly environment reinforces the perception of quality even as guests exit.

Servers should never disengage emotionally at the end of the meal. Consistent hospitality through departure demonstrates pride in service and respect for the guest.

Coaching Notes for Servers

Think of the final touch as the closing chapter of the experience you guided from the beginning. Strong closes create loyalty.

Practice:

- Staying present after payment
- Offering genuine, unhurried farewells
- Using names when appropriate
- Leaving guests with a positive final impression

Exceptional service is not defined by one moment, but by how every moment connects — especially the last one.