



## Server Functions & Responsibilities

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Successful sales and service result from confidence, which can only be developed through knowledge. We will provide you with ample material to develop the necessary knowledge and confidence in relation to service techniques, the menu and the wine list. You, as a server for Blue Fish Grill, must learn it.

### GENERAL JOB GUIDELINES AND RESPONSIBILITIES

- When taking an order, always look the customer directly in the eyes, and stand erect. Never lean or write on the table. Never crouch down on your knees.
- Never handle a glass by the rim with your hand over the drinking surface.
- Never handle silverware with your hand over the eating surface.
- When handling plates or food, never let your hand touch the eating surface or the food.
- Help your guests as much as possible. Get them cigarettes, be aware of the city's favored bars and dance places, know what movies are showing nearby.
- Know your schedule.
- Know what time to be here for each shift.
- Know what the daily specials are and what they cost.
- Know the history of the restaurant.
- Know the managers.
- Avoid any long conversations at any particular table. This will only upset your other customers.
- Clear your mind of everything except work when you walk in the door. When you're at the table make sure your mind is at the table too. Guests can tell when their server is not totally mentally present with them at the table and it has a negative impact on the guests' experience and the server's tip.
- If you get behind, ask for assistance. You'll never get in trouble for asking.



# Restaurant Server Guide

**Lora Arduser**



## **Restaurant Server Guide:**

Restaurant Server Manual Jeffery D. Schim, 2017-06-13 The restaurant Server Manual covers waitstaff training a greeter training This is a valuable resource for your restaurant or bar Waitstaff will learn how to create exceptional service for your guest This restaurant server manual covers the following Orientation Training your Team Effective Training Techniques Certified Trainers Positive Plus Correction Feedback Teamwork How to Prevent Guest Complaints Guest Recovery Food Safety Allergens Food Delivery Procedures Restaurant Safety Clean as you go Server Job Description Six Steps of Service How to Roll Silverware Silverware and Plate Placement Point of Sale Training Restaurant Greeter Training Restaurant Greeter Job Description Return of Investment ROI Training your staff is an investment Your customers will benefit and your bottom line will show an increase in restaurant revenue The most important part of the restaurant server training manual is the six steps of service Basically your managers servers and greeters will learn and memorize the six steps of service Your employees will live the steps of service from shift to shift The server steps of service begin when the customer arrives and walks through your restaurant front door and ends when they depart the restaurant Your goal is to provide exceptional wow customer service by applying the steps of service all throughout the customer s visit **The Restaurant Servers Guide to**

**Quality Customer Service** William B. Martin, 1987 Restaurant Server Guide American Hotel & Motel Association. Educational Institute, 1995 **Tips, The Server's Guide to Bringing Home The Bacon** Tricia Spencer, 2005-06 Tips The Server s Guide To Bringing Home The Bacon The Customer Speaks is the perfect accessory for every restaurant uniform Featuring the results of a national survey of restaurant patrons this book is the only restaurant industry self help resource written from the customer s point of view Delightfully illustrated and straight shooting Tips helps servers and restaurants make more money Service at Its Best Edward E. Sanders, Paul Paz, Ronald Wilkinson, 2002 For undergraduate Hospitality Travel Tourism courses that focus on waiter waitress training and service of food Ideal as a competency based training guide or simply as a reference manual for specific service questions this all inclusive book explains the key aspects and responsibilities of today s food servers It contains broad and in depth coverage on everything a good waiter or waitress will need to know to be successful in this very competitive and dynamic profession from restaurant industry statistics to how tips are calculated the importance of poise and posture the use of place settings menu knowledge the presentation of wine recognizing the nonverbal cues and prompts of guests understanding guest paging systems and touch screen terminals handling complaints and much more Self contained chapters flow in a logical sequence and establish a step by step procedure for understanding and learning appropriate server skills **The Waiter & Waitress and Waitstaff Training Handbook** Lora Arduser, 2017-01-19 The Restaurant Managers' and Waiters' Guide Book James Caldwell, Patrick Caldwell, Michael Rathke, 2017-02-25 Have you noticed that ordinary human beings often turn into extremely impolite and rude characters once they step inside a restaurant They can become extraordinarily messy demanding cheap don t want to

tip and yes they can even become very creative wanting to substitute everything on the menu Does this sound familiar We feel your pain With thousands of hours and decades of experience in the food service industry we know how it goes so we created this guide to share the secrets for making your customers experience positive while helping you earn big tips and keeping your sanity Discover How to handle difficult customer more easily The importance of teamwork with staff members and how to encourage this How to make customers feel at ease and special Ways to stay upbeat optimistic and motivated Seven of the most challenging customer types and how to successfully and gracefully deal with them You ll also get insider advice as well as insightful and entertaining anecdotes to help you excel in any restaurant environment This book is a must for restaurant management wanting to up their game waiters wanting to take their profession to the next level and anyone involved in the food service management business who would like more success in the restaurant business Note ten percent of each book s profit is given to charity Order your copy today     [The Restaurant Server's Guide to Quality Customer Service](#) William B. Martin,1987 This book is designed to make your job as trainer more effective and a bit easier     *Waiter & Waitress Training* Lora Arduser,2003 These step by step guides on a specific management subject range from finding a great site for your new restaurant to how to train your wait staff and literally everything in between They are easy and fast to read easy to understand and will take the mystery out of the subject The information is boiled down to the essence They are filled to the brim with up to date and pertinent information     [HowExpert Guide to Serving](#) Howexpert,Emma Eliason,2022-02-08 If you want to learn how to serve give excellent customer service and achieve success as a server in the restaurant industry then check out HowExpert Guide to Serving Being a server well a good server is so much more than taking an order and dropping food off at a table Serving with hospitality can open doors to meaningful interactions with strangers long term relationships with regulars and ultimately consistent financial success If you re new to the restaurant industry want to improve your skills or you re just curious about how to succeed as a server look no further As an eight year veteran and single mom who has been able to raise two kids on server income alone you can trust me when I say I know what I m talking about I ve listed the best 101 tips tricks and stories I ve accumulated over the years throughout this book with just a pinch of I ve been a server for far too long sarcasm that I know other veterans will appreciate By reading this book HowExpert Guide to Serving you will Learn the difference between hospitality and service Uncover little tricks along the way to increase not only your check average but your tips Hear stories of how these tips played out in real life while laughing along the way Gain more knowledge on how to be a server that your guests will remember and come back for Check out HowExpert Guide to Serving to learn how to serve give excellent customer service and achieve success as a server in the restaurant industry About the Author Emma Eliason has been working as a server for nearly a decade Starting at 19 years old she knew she needed to be able to provide a better life for herself and her daughter Now eight years later she shares the wisdom and humor she has picked up along the way Emma has a strong passion when it comes to servers understanding their endless

potential to positively impact someone's day or even their life. With tips focused on empathy and hospitality, Emma shares how she's been able to financially support two kids on server income alone while taking pride in her skills as a seasoned veteran of the restaurant industry. HowExpert publishes how-to guides by everyday experts. **Server Tips And Tricks** Deangelo Carnell, 2021-06-08. The restaurant industry is ever-growing and competitive. The quality of service at an establishment is what sets one restaurant apart from another. This book gives extremely applicable advice to any server to find themselves not only earning more but also enhancing the relationship between server and customer. The book first takes a deep-dive analysis of how a server's relationship with managers, restaurant hosts, bartenders, and fellow servers is crucial to success. Then the book examines the most important relationship of all: that with the customer. By illustrating the uniqueness of each table, the book provides a framework for working the room and ultimately earning oversized tips every time. Over one night, increasing the average tip from 15% to well over 20%, a server's income is substantially improved. **The Art of Hosting** Gerard A. Pollion, 2002-08-29. Whether you're new to the business or you've been a server for years, *The Art of Hosting* will give you the tools you need to walk, talk, and act like a seasoned pro. Filled with insider tips and info, this book will show you in clear, concise, and easy-to-understand terms how to be an outstanding server in even the finest restaurants and get the biggest tips. Includes sections on Table Set-up, Taking Guest Orders, Serving Drinks and Wine, Increasing Your Tips, and more. **The Waiter & Waitress and Waitstaff Training Handbook** Lora Arduser, Douglas Robert Brown, 2005. This training handbook was designed for use by all food service serving staff members. The guide covers every aspect of restaurant customer service for the positions of host, waiter, or waitress, head waiter, captain, and bus person. The detailed performance of each position is described for different types of establishments and all types of service, including French, American, English, Russian, Family Style, and Banquet. It provides step-by-step instructions on hosting, seating guests, taking orders, filling, loading, unloading trays, table-side service, setting an elegant table, folding napkins, centerpieces, promoting specials, promoting side orders, handling problems, difficult customers, managing tips and taxes, getting customers to order quickly, handling questions, handling the check and money. Plus, learn advanced serving techniques such as flambe and carving meats, fish, and fruits. It also features a chapter devoted exclusively to food safety and sanitation. Whether it's your first day on the job or you are a twenty-year veteran, you are bound to learn a lot. Food service managers will find this book to be an excellent foundation for your organization's training program. **The Professional Server** Edward E. Sanders, Paul C. Paz, Marcella Giannasio, Ron Wilkinson, 2012. Rev. ed. of *Service at its best*. Ed. Sanders, Paul Paz, Ron Wilkinson. 2002.

**Service with a Smile** Esther Karvelas, 2005. *Service with a Smile* is a first and original work based on over 40 years of experience in the restaurant business. *Service with a Smile* provides a unique and much-needed guide to the waitering/waitressing service industry. The book is narrowly tailored as a guide to food servers yet covers every imaginable and not-so-imaginable aspect of this demanding and ubiquitous job. It is easy to read in a do's and don'ts style. It is a must-read for anyone

who desires to make good tips earn the respect of fellow workers and management and most importantly the good will of the customers     Restaurant Training Manual Jeffrey Schim, Donna L. Schim, 2016-04-02 Whether you are a new restaurant or an existing restaurant the restaurant training manual will be the perfect guide to train your management and staff members This guide covers all aspects of restaurant management and operations This training manual goes into detail on how to provide top notch customer service kitchen and food preparation tracking inventory and sales managing food and labor cost how to be prepared for emergencies and daily restaurant operations Use different sections in this manual to train cooks prep cooks dishwashers servers greeters bartenders and barbacks We recommend using the entire manual to train managers since they need to know all the areas in the restaurant The information in this manual has been used in many successful restaurants The material in this manual was created by individuals who worked in the restaurant industry and know how to create a thriving business with exceptional customer service The manual includes the following management topics Orientation Sexual Harassment Open Door Policy Minor Laws What Makes a Great Manager Manager Job Description Hiring and Termination Procedures Interviewing and Hiring Process Application and Hiring Do's and Don'ts of Hiring Interviewing Process Suspending Terminating Employees The Manager's Walk through and Figure Eights Opening Closing Manager Responsibilities Opening Manager Responsibilities Closing Manager Responsibilities Restaurant Pre Shift Alley Rally Call Outs Communication Skills How to Read Body Language The Customer's Eyes How to Prevent Guest Complaints Guest Recovery Restaurant Safety Flow of Food Food Safety Allergens Time Temperature Food Borne Illness Cash Procedures Bank Deposits Manager Computer Functions Bookkeeping Management Cash Register Audits Management Safe Fund Audits Management Perpetual Inventory Audit Labor and Food Cost Awareness Food Cost Awareness Inventory Food Cost Awareness Theft Food Cost Awareness Preventive Measures Restaurant Prime Cost Restaurant Emergency Procedures Refrigerator Units Freezer Units Procedures Robberies Fires Responsibility of Owner Employer     *The SHRM Essential Guide to Talent Management* Sharlyn Lauby, 2022-06-07 Finding and keeping great talent is a constant business challenge and HR's top priority The SHRM Essential Guide to Talent Management is a practical desk reference for HR professionals seeking real world solutions to the full range of talent issues Written by Sharlyn Lauby this guide covers hundreds of topics organized around SHRM's eight core talent management components Strategic and Workforce Planning Talent Acquisition Onboarding and Employee Engagement Performance Management Employee Value Proposition Learning and Development Succession Planning Upskilling and Reskilling Internal and External Transitions Packed with insights tools and best practices the book offers fast effective help when you're facing hiring coaching or retention hurdles A must have resource for busy HR practitioners it keeps you aligned with current trends while providing clear direction when it matters most     **The Unofficial Guide to the Disney Cruise Line 2024** Erin Foster, Len Testa, Ritchey Halphen, 2023-12-05 Save time and money with in depth reviews ratings and details from the trusted source for a successful Disney Cruise Line vacation

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*The Unofficial Guide to the Disney Cruise Line 2022* Erin Foster, Len Testa, Ritchey Halphen, 2022-03-15. Get the no nonsense consumer oriented guide that describes the best of Disney's ships and itineraries. The Unofficial Guide to the Disney Cruise Line by Erin Foster with Len Testa and Ritchey Halphen describes the best of Disney's ships and itineraries including a couple of stellar restaurants, top notch children's activities and Castaway Cay, one of the best vacation islands in the Caribbean. The book also lists which on board entertainment and restaurants should be skipped including recommendations on what to do instead. Along the way, this indispensable travel companion shows how to save money, how to choose the right stateroom, ship and itinerary and how to get to and from the cruise with ease. The guide also provides full coverage of the Disney run European river cruises and includes itinerary and port guides. Honest and

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