




FOOD AND BEVERAGE

BUS PERSON

Task 1: Clock In/Sign In			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Clock in.	a) Upon arrival at the property, clock in at security and/or appropriate department. 	<i>Be punctual always.</i> 	Report for duty at least 30 minutes before shift begins. Enter through the designated area.
2) Sign in.	a) Sign your name on attendance record.  b) Write legibly.	<i>If a pencil is used, it can be erased.</i>	Pen used and photo identification card displayed.

FOOD AND BEVERAGE

BUS PERSON

Task 2: Report to Manager/Host/Hostess/Captain

STEPS	HOW TO'S	HINTS	STANDARDS
1) Sign in.	a) Write signature on sign in sheet, and place the time next to the signature.	<i>Never sign for another person.</i>	Sign in at the time of arrival in the restaurant. Pen used.
2) Receive special instructions, announcements, etc.	a) Listen carefully to special instructions, pre-opening information and station assignments. b) Ask questions for clarification.		All instructions adhered to. Arrive in restaurant 15 minutes before pre-shift.

FOOD AND BEVERAGE

BUS PERSON

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Task 3: Select Equipment For Work Station

STEPS	HOW TO'S	HINTS	STANDARDS
1) Select silverware.	a) Collect from storage area: <ul style="list-style-type: none"> • knives • forks • spoons • service spoon • service forks • service knives • ladles • spatulas • other special service silver ware. 	<i>Depending on the type of restaurant and the meal time, the service equipment will vary.</i>	Par stock for station and selection as per restaurant's standards. Silver ware not bent or tarnished.
2) Select china.	b) Place on side stand or tray stand at work station. a) Collect from storage area: <ul style="list-style-type: none"> • cups • saucers • plates • special service china. b) Place on side stand or tray stand at work station.	<i>Never place trays on table tops. Heavy weight can damage table.</i> <i>Handle china with care.</i>	Par stock for station. No cracks, chips and stains. China never over stacked. Tray used for carrying plates is padded or lined with napkins to avoid accidents.
3) Select glassware.	a) Collect from storage area: <ul style="list-style-type: none"> • water glasses • all purpose wine glasses • white/red wine 	<i>Handle glasses carefully. They break easily.</i>	Par stock for the station.

FOOD AND BEVERAGE

BUS PERSON

	glasses • specialty glasses		
Task 3: Select Equipment For Work Station (<i>continued</i>)			
STEPS	HOW TO'S	HINTS	STANDARDS
4) Select linen.	b) Place on side stand or tray stand at work station. a) Collect from the linen cart in the restaurant: • table cloths • napkins • service cloths.	<i>When using a tray to carry glasses, ensure that it is padded or lined with a napkin.</i> <i>Ensure that linen does not fall on the floor when transporting.</i>	No chips or cracks. Par stock for station. No holes, tears, fags, stains, or wrinkles. Fresh clean and smelling.
5) Select ice /wine buckets/wine baskets and stands.	a) Collect from the storage area. b) Place on side stand or tray stand at work station.		Buckets not tarnished and free of holes. Basket in good condition. Stand sturdy and firm.
6) Select water pitcher.	a) Collect from storage area. b) Place on side stand at work-station.	<i>Ensure that handles on all pots are sturdy to avoid accidents.</i>	Par stock for the workstation. No chips, cracks or dents. Pitcher handle firm.
7) Select coffee and tea pots.	a) Collect from storage area.		Par stock for the station.

FOOD AND BEVERAGE

BUS PERSON

	b) Place on side stand or coffee/tea station.		No cracks, chips, dents or stains.
Task 3: Select Equipment For Work Station (continued)			
STEPS	HOW TO'S	HINTS	STANDARDS
8) Select Ashtrays.	a) Collect from storage area. b) Place on trays and transport to work station. c) Rest tray on side stand.	<i>Handle with care.</i> <i>Surplus ashtrays placed on side stand.</i>	Par stock for workstation. Ashtrays have no cracks, chips and stains.
9) Collect cutting board (s).	a) Collect from kitchen. b) Place on appropriate station: <ul style="list-style-type: none"> • coffee/tea station • bread station. 	<i>Cutting boards are used to slice lemon and bread.</i>	Cutting board: <ul style="list-style-type: none"> • free of dirt, grease and odor. • has a smooth surface • is fresh smelling.
10) Collect service trays and tray jacks.	a) Collect from kitchen and/or storage area: <ul style="list-style-type: none"> • large food service trays • small service trays. b) Place in area as per restaurant's standards.	<i>Tray jacks firm and sturdy to avoid accidents.</i>	Trays free of cracks and warps. Rubber lining smooth. Tray jack straps and legs firm. Tray jack straps and legs free from dust and dirt.
11) Select table lights, lamps and candles.	a) Collect from storage area and place on side stand.	<i>Handle with care as these items can be delicate.</i>	Lamps and lights free from stains and in proper working condition. Candles to restaurant's standards.

FOOD AND BEVERAGE

BUS PERSON

Task 3: Select Equipment For Work Station <i>(continued)</i>			
STEPS	HOW TO'S	HINTS	STANDARDS
12) Collect table accompaniments.	a) Collect from storage area: <ul style="list-style-type: none"> • flowers and vases • floral arrangements • table numbers • table tents b) Place on side stand.		Table accompaniments as per the restaurant's standards.
13) Select place mats.	a) Collect from storage area: <ul style="list-style-type: none"> • paper mats • cloth mats • plastic mats • straw mats 	<i>The type of mats may vary depending on the restaurant and the meal time.</i>	Place mats free of wrinkles, tears, marks, stains and holes.
14) Select check holders.	a) Collect from storage area: <ul style="list-style-type: none"> • folders • trays • plates b) Place on side stand.	<i>Replace worn-out holders.</i>	Holders free from marks and tears. Par stock, per station.

FOOD AND BEVERAGE

BUS PERSON

Task 4: Select Supplies For Work Station			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Select salt and pepper shakers.	a) Collect from storage area. b) Place on a small round tray. c) Place tray on side stand.		No cracks, chips and dents. Par stock per station. Tray padded or lined with napkins to avoid accidents. Salt and pepper shaker clean and filled to standard.
2) Select pepper mill.	a) Collect from storage area. b) Place on side stand.	<i>Pepper mill can easily break if dropped.</i>	Pepper mill in working condition. One pepper mill per station.
3) Select sugar bowls/ dredges and cream jugs.	a) Collect from storage area. b) Place on side stand.		Free of cracks, chips and dirt marks. Par stock per station.
4) Select bread-baskets and/or bread pans.	a) Collect from storage area. b) Place on bread station or designated area.		No tears, holes and dents. Par stock per station.
5) Select butter dish and cruets.	a) Collect from storage area. b) Place in appropriate area in the kitchen.		No chips, cracks or stains on dishes. Par stock per station.
6) Select tea box.	a) Collect from storage area.	<i>Access to tea boxes is central for use by all stations.</i>	No splinters or lose hinges.

FOOD AND BEVERAGE

BUS PERSON

Task 4: Select Supplies For Work Station <i>(continued)</i>			
STEPS	HOW TO'S	HINTS	STANDARDS
7) Select condiments and preserves.	b) Place in designated area in the dining room. a) Collect from storage or kitchen: <ul style="list-style-type: none"> • mustard • ketchup • hot sauce • worchester sauce • pepper corns • ground pepper • salt • jam • jelly • syrup • honey 	<i>Rotate supplies by using the first in, first out method of selection.</i> <i>Condiments may be replenished at the beginning or at the end of the shift, or as required.</i>	Tea box neat and tidy. Box closes securely. Par stock per station. No chips, cracks or stains on bottles. Fresh and wholesome.
8) Select matches.	b) Place in designated area. a) Collect from storage area. b) Place on side stand.		Full package. No marks or tears. Matches not wet or damp. Logo clear. Par stock per station.

FOOD AND BEVERAGE

BUS PERSON

Task 5: Collect Linen From Laundry			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect linen from laundry room.	a) Request restaurant's par stock of: <ul style="list-style-type: none"> • table cloths in various sizes • table napkins • service cloths/side towels • dust cloths 	<p><i>Be sure to collect all types of linen.</i></p> <p><i>Linen is one of the most costly items in the restaurant. Therefore, never use table linen for cleaning or polishing furniture, equipment or supplies. Use a dust cloth or service cloth where appropriate.</i></p>	<p>Linen collected at designated time.</p> <p>Par stock per restaurant's standards.</p>
	b) Count linen.	<p><i>No holes , tears, stains and wrinkles.</i></p> <p><i>Linen not faded and smell fresh.</i></p> <p><i>Tablecloth folded on the right side in screen fold.</i></p>	
	c) Place linen in cart.	<i>If cart is overloaded linen can fall off and became dirty or damaged.</i>	
2) Transport linen to restaurant.	a) Push cart containing linen to restaurant.	<p><i>Never pull cart. Always push.</i></p> <p><i>Never leave cart unattended.</i></p>	<p>Linen stacked neatly and orderly in cart.</p> <p>Cart never overloaded.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 6: Prepare Equipment For Service

STEPS	HOW TO'S	HINTS	STANDARDS
1) Polish table top silverware.	a) Hold silverware in service cloth with the left hand. b) Wipe silverware with service cloth. c) Place silverware on a small tray.	<i>Ensure that hands do not touch the top of silverware after polishing.</i>	Polished to a shine. No streaks or spots. Polished silverware picked up from the sides.
2) Polish china.	a) Hold china in service cloth with left hand. b) Wipe china with service cloth. c) Place china on a tray.	<i>Handle china with care.</i>	No spots or smudge marks. Polished to a shine. Polished plates held by the rim and the underside. Polished cups held by the handle.
3) Polish glassware.	a) Hold glass in left hand with a service cloth: <ul style="list-style-type: none"> • hold stemmed glasses by the stem. • hold flat bottomed glasses by the base. b) Put a portion of the cloth inside the glass. c) Place thumb inside glass over service cloth.	<i>Do not over stuff glasses with the service cloth.</i> <i>Accidents occur more easily when any finger except the thumb is placed in glass during polishing.</i>	Glasses polished one at a time. No pressure placed on glass when polishing.

FOOD AND BEVERAGE

BUS PERSON

Task 6: Prepare Equipment For Service(*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
	d) Polish glass with left hand in a circular motion while moving right hand in the opposite direction.	<i>Hold glasses up to the light to ensure that they are properly polished.</i>	<p>Polished to a shine.</p> <p>No spots, streaks or smudge marks.</p> <p>Polished glasses held by stem or base and placed face down on tray.</p>
4) Rinse inside the water pitcher and coffee/tea pot.	a) Pour hot water into pitcher and pot and swirl water around.		No dirt or particles in pitcher or pot.
	b) Discard water.		
5) Polish the outside of : • water pitchers • coffee pots • tea pots.	a) Hold pitcher or pot in a service cloth, gripping the handle firmly with the left hand.	<i>Recheck inside pitcher and pot for cleanliness.</i>	<p>Polished to a shine.</p> <p>No spots or streaks.</p> <p>Polished pitchers and pots held by the handle.</p>
	b) Hold the loose end of the cloth with the right hand and gently, but firmly wipe the outside of the picture/pot.		
6) Polish ashtrays.	a) Hold ashtrays in service cloth.	<i>Handle with care.</i>	Polished to a shine.
	b) Hold the loose end of the cloth with the right hand and gently but firmly wipe inside and outside of the ashtray.		No spots or streaks.

FOOD AND BEVERAGE

BUS PERSON

Task 6: Prepare Equipment For Service(continued)			
STEPS	HOW TO'S	HINTS	STANDARDS
7) Rinse inside the hot water/coffee urns.	a) Pour hot water into urn and swirl water around. b) Discard water.	<i>If stale coffee or tea is left in the urn, it can cause the fresh beverage to become bitter or contaminated.</i>	No dirt or particles in urn.
8) Polish the outside of hot water/coffee urns.	a) Wipe the outside of urn using a dry service cloth.		Polished to a shine. No spots or streaks.
9) Wipe table lights/lamps/candles.	a) Dust items with a dry dust cloth.		Polished to a shine. No spots, streaks or dust particles.
10) Refresh/replace table accompaniments.	a) Prepare as per the restaurant's standards.	<i>Handle table accompaniments carefully to avoid breakage and damage.</i>	Presentation as per restaurant's standards.
11) Check condition of high chair and booster seat.	a) Examine the seat, back, handles, tray table and legs of the chair, tray locking mechanism and belt. b) Use a wet cloth and the approved cleaning chemical to thoroughly wipe the chair and booster seat. c) Wipe the chair and booster seat with a dry cloth.	<i>A malfunctioning or damaged chair can injure a child.</i>	No cracks, chips, tears or splinters. Chair sturdy and secure. Chair properly sanitized. No dust or other particles.

FOOD AND BEVERAGE

BUS PERSON

Task 7: Prepare Supplies For Service			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Refill salt and pepper shakers.	a) Check the quality of the salt and pepper in the shaker. b) Discard lumpy salt and pepper. c) Check the cover of the shaker for clogged holes. d) Dislodge any particles lodged in the holes by removing the top and wiping the inside and outside with a dry cloth. e) Pour salt and pepper into their respective shakers.	<i>Check at regular intervals as per the restaurant's standards.</i> <i>Ensure that salt and pepper are in the proper shaker. Holes in salt shakers are generally smaller than the pepper shakers.</i>	No lumps in salt and free of moisture. Free flowing and pouring. Black and white pepper never to be combined in shaker. Fill shakers to the level specified by the restaurant.
2) Polish salt and pepper shakers.	a) Use a dry cloth to wipe the shakers.	<i>Ensure that all covers and openings on shakers are secured to avoid accidents.</i>	No spots or smear marks.
3) Refill pepper mill.	a) Unscrew the top cover off the mill. b) Pour peppercorns into the mill. c) Replace the top cover of the mill.		Fill to one inch from top. Top cover securely closed.

FOOD AND BEVERAGE

BUS PERSON

Task 7: Prepare Supplies For Service (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
4) Polish pepper mill.	a) Use a dry cloth to wipe the pepper mill.		No spots or smears.
5) Refill sugar bowls/ sugar dredges.	a) Empty sugar bowl/dredge. b) Wipe the bowl/dredge with a dry cloth. c) Place packets of: <ul style="list-style-type: none"> • sugar • equal • saccharine inside the bowl/dredge 		Stocked uniformly with logos up. Half, sugar Quarter, equal Quarter, saccharine.
6) Wipe breadbaskets.	a) Use a dry cloth to remove all particles from basket. b) Place a napkin or liner inside the basket: <ul style="list-style-type: none"> • linen napkin • paper napkin • paper liner. 	<p><i>The type of napkin/ liner will be determined by the time of service.</i></p> <p><i>The liner prevents the bread from touching the basket and stops bread crumbs from falling onto the table.</i></p>	Liner covers inside surface of basket.
7) Polish cream jugs.	a) Hold jug in a service cloth. b) Use a dry service cloth to wipe the inside and outside of the jug.	<p><i>Recheck inside of the jug for dirt and particles.</i></p>	No spots or streaks. Polished jug held by the handle.

FOOD AND BEVERAGE

BUS PERSON

Task 7: Prepare Supplies For Service (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
8) Polish butter dish/cruets.	a) Wipe the inside and outside of the dish/cruets using a dry service cloth.		No spots or particles.
9) Refill tea box.	a) Collect a variety of teas from the supply area: <ul style="list-style-type: none"> - Ceylon - Herbal - Decaffeinated b) Place tea bags in the slots in the box.	<i>When tea supplies are low, notify the manager immediately.</i>	Tea bags dry and properly sealed. No holes or tears. Tea bags logo/ label facing the same direction in tea box. Tea boxes in a uniform manner.
10) Polish tea box.	a) Wipe box using a dry service cloth.	<i>Tea boxes are emptied and thoroughly cleaned at regular intervals as per the restaurant's standard.</i>	No spots or stains. Free of dust.

FOOD AND BEVERAGE

BUS PERSON

Task 8: Set Up Tables In Station			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Check tables and chairs for condition.	a) Gently shake each table and chair.	<i>Immediately report all damaged furniture to Supervisor for repair or replacement.</i>	Furniture sturdy. No splinters, cracks or chips.
2) Line up furniture in station.	a) Arrange the table and chairs in the standard formation prescribed for the restaurant. b) Centre tables in booths.	<i>When furniture is not uniformly lined up, it detracts from the ambiance of the room.</i> <i>Never pull, drag or push tables.</i> <i>Ask for assistance when moving tables if necessary.</i>	Furniture arranged according to restaurant's standards. Tables lifted.
3) Lightly dust tables and chairs.	a) Use a dry dust cloth to wipe tables and chairs.	<i>Housekeeping would have cleaned the restaurant, however, others might have had access to the area between cleaning time.</i>	Furniture free of dust, particles and chewing gum and grease.
4) Spread tablecloth on tables.	a) Select the correct size tablecloth. b) Stand to one side of the table. c) Place the cloth on the table with the hem facing down.	<i>Ensure that the tablecloth is folded on the right side, in the screen fold.</i>	Size of tablecloth as per restaurant's standards. Right side of tablecloth facing up.

FOOD AND BEVERAGE

BUS PERSON

Task 8: Set Up Table In Station <i>(continued)</i>			
STEPS	HOW TO'S	HINTS	STANDARDS
	d) Unfold a half of the cloth and let it drop to the opposite side of the table from where you are standing.	<i>When spreading large table cloths, request assistance.</i>	Tablecloth not touching the floor.
	e) Position the centre half of the cloth on the tabletop.	<i>Centre fold line in the middle of the table.</i>	
	f) Allow the remaining half of the cloth to fall in front of you.	<i>It is unsanitary to run hands over the top of the cloth to smooth out cloth.</i>	Tablecloth even on all sides of the table.
5) Position chairs around table.	a) Place chairs evenly around the table. e.g. four seater: each chair is centred and opposite each other.		Chairs positioned uniformly.
6) Lay out place mats.	b) Allow front edge of chair to lightly touch tablecloth.		
	a) Collect mats from side stand or appropriate place.		Mats positioned directly in front of centered chairs.
	b) Place mats directly in front of the chairs.		Half inch from the edge of the tables.
			Logo facing customer.

FOOD AND BEVERAGE

BUS PERSON

Task 8: Set Up Tables In Station (continued)			
STEPS	HOW TO'S	HINTS	STANDARDS
7) Put table accompaniments on the tables.	a) Collect accompaniments from side stand or appropriate place. b) Use a dry service cloth to wipe accompaniments. c) Place accompaniments on tables.	<i>Table accompaniments are not always placed in the centre of the table.</i>	Position as per the restaurant's standards. Uniformly placed on every table.
8) Place the lamps/ lights/ candles and candle holders on tables.	a) Collect lamps/ lights/candles and candle holders from side stands or appropriate area. b) Use a dust cloth to wipe lamps/lights or candles and candle holders. c) Place lamps/lights or candles and candle holders on tables as per the restaurant's standards.	<i>These items can have intricate designs and should be thoroughly dusted with care.</i>	No dust or other particles. Polished to a shine. Proper working condition. Uniformly placed on every table.
9) Place salt and pepper shakers on tables.	a) Collect salt and pepper shaker from side stand or appropriate area. b) Use a service cloth to wipe shakers.		No dust or other particles. Polished to a shine.

FOOD AND BEVERAGE

BUS PERSON

Task 8: Set Up Table In Station *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
10) Place ashtrays on table.	<p>c) Place shakers on table as per the restaurant's standards.</p> <p>a) Collect ashtrays from side stand or appropriate area.</p> <p>b) Use a dust cloth to wipe ashtrays.</p> <p>c) Place ashtrays on table as per restaurant's standards.</p>	<p><i>Smoking tables are identified in the restaurant.</i></p>	<p>For every 4 persons: 1 set of shaker; 6 persons: 2 sets; 10 persons: 3 sets.</p> <p>Uniformly placed on every table.</p> <p>No dust or other particles on ashtrays.</p> <p>Polished to a shine.</p> <p>Uniformly placed on every table.</p> <p>One ashtray for every two smokers.</p>
11) Set up china on table.	<p>a) Collect china from side stand or tray.</p> <p>Breakfast:</p> <ul style="list-style-type: none"> • cups • saucers • side plates. <p>Lunch:</p> <ul style="list-style-type: none"> • side plates. <p>Dinner:</p> <ul style="list-style-type: none"> • show plates • side plates. <p>b) Use a service cloth to lightly dust china.</p>		

FOOD AND BEVERAGE

BUS PERSON

Task 8: Set Up Table In Station (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
	<p>c) Place china on table in the following positions:</p> <ul style="list-style-type: none"> • <u>Cup and saucer</u> are placed directly in front of right side of the chair approximately three inches from the edge of the table. • <u>Tea/coffee cup</u> is placed face down in the saucer with the handle facing four o'clock. • <u>Side plate</u> is placed on the opposite side of the cup and saucer in front of the left side of the chair approximately one inch from the edge of the table. • <u>Show plate</u> is placed on the table in direct centre of the chair a half inch from the edge of the table. 	<p><i>Imagine the top of the cup is the face of the clock and the handle represents the hour hand of the clock.</i></p>	<p>Logo facing guest.</p> <p>Cup and saucer on right side, three inches from table edge.</p> <p>Handle facing four o'clock.</p> <p>Tea cups face down.</p> <p>Side plate on left side, one inch from the table edge.</p> <p>Show plate centred and half inch from table edge.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 8: Set Up Table In Station (continued)

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FOOD AND BEVERAGE

BUS PERSON

Task 8: Set Up Table In Station <i>(continued)</i>			
STEPS	HOW TO'S	HINTS	STANDARDS
	<p>c) Place silverware on the table in the following positions.</p> <ul style="list-style-type: none"> Place the joint knife and fork a half inch from the edge of the table and a quarter inch from the side of the plate. Place the fork to the left of the plate and place the knife to the right. Place the side knife or butter spread on the right side of the side plate, an inch from the edge. Place the teaspoon on the saucer to the right side of the cup, underneath the handle. 	<p><i>With the exception of booths and tables against the wall, when setting the table, stand behind the chair for an easy and balanced access to the table.</i></p>	<p>Knife blade facing the plate.</p> <p>Fork prongs facing up.</p> <p>Knife blade facing left.</p> <p>Place butter/spread knife to the restaurant's standards.</p> <p>Teaspoon facing up.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 8: Set Up Table In Station <i>(continued)</i>			
STEPS	HOW TO'S	HINTS	STANDARDS
	<ul style="list-style-type: none"> Place the cereal spoon to the right side of the joint knife, an inch from the edge of the table. Place the soup spoon directly to the right of the joint knife, an inch from the edge. Place the salad fork to the left of the joint fork with the full length of the prongs of the salad fork extending over the joint fork. Place the dessert fork one inch above the plate with the handle facing left. Place the dessert spoon above the dessert fork with the handle facing right. 	<p><i>Some Establishments line up the joint fork and the salad fork evenly at the top or the bottom of both forks.</i></p>	<p>Cereal spoon facing up.</p> <p>Soup spoon facing up.</p> <p>Salad forks facing up.</p> <p>Handles of dessert fork and spoon not extending beyond the plate.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 8: Set Up Table In Station (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
13) Place glassware on table.	<p>a) Collect glassware from side stand or side tray: Breakfast:</p> <ul style="list-style-type: none"> • water glass/ goblet. <p>Lunch and Dinner:</p> <ul style="list-style-type: none"> • water glass/ goblet • wine glass. <p>b) Use a service cloth to lightly dust glassware.</p> <p>c) Place glassware on the table in the following positions:</p> <ul style="list-style-type: none"> • Place water glass/goblet a quarter inch above the tip of the knife. • Place the all purpose wine glass, to the right of the water glass, one inch below. • Place the white wine glass to the right of the all purpose glass, one inch below. 	<p><i>Most set ups use only one wineglass as an all-purpose wine glass.</i></p>	<p>Glasses turned face down on table or as per restaurant's standards.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 8: Set Up table In Station *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
14) Place napkins in appropriate positions.	<ul style="list-style-type: none"> Place the red wine glass directly in the back of the white wine glass and to the side of the water glass. <p>a) Collect napkins from side stand:</p> <ul style="list-style-type: none"> linen napkins paper napkins <p>b) Put the folded napkin in the centre of the table setting,</p> <p>or</p> <p>c) Put the folded napkin inside the water glass.</p>		<p>Glasses turned face down on the table or as per restaurant's standards.</p> <p>Napkin placed as per restaurant's standards.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 9: Set Up Side-Stand/Side Station			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Check side stand /side station for condition and cleanliness.	a) Use a dust cloth to lightly wipe off the stand, if necessary.		<p>Stand sturdy.</p> <p>Free of grease and dirt marks, dust and other particles.</p> <p>Side stand odorless.</p>
2) Cover side stand with cloth if necessary.	a) Put a table cloth or the appropriate covering on the side stand according to the restaurant's specifications.	<p><i>Some stands do not require cloth coverings.</i></p> <p><i>Check that the stand is neatly covered.</i></p>	<p>Stand covered as per restaurant's standards.</p>
3) Stock side stand/ side station.	<p>a) Place the following in their designated positions on the side stand/side station:</p> <ul style="list-style-type: none"> • condiments • jams • preserves • pepper mill • water pitchers/ jugs • silverware used in service • extra silverware • extra china • extra glassware • extra linen • under liners • wine bucket • wine basket • wine stand 	<p><i>Never overstock stands.</i></p> <p><i>A properly stocked stand helps maintain the quality and efficiency of service.</i></p>	<p>Items placed uniformly on stand or inside station.</p> <p>Stand neat and tidy.</p> <p>Par stock per side stand/side station.</p> <p>Items arranged for easy selection.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 10: Set Up Dessert Trolley			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Check trolley for condition and cleanliness.	a) Retrieve trolley from storage area. b) Use a dust cloth to wipe off the trolley.	<i>Some dessert trolleys have a place allocated for liqueurs and after dinner drinks. These beverages are selected by a senior restaurant staff member.</i>	Trolley sturdy and not shaky. Trolley rolls freely and not squeaking.
2) Cover trolley with cloth if necessary.	a) Put a tablecloth on the trolley according to the restaurant's specifications.		Trolley free of grease, dirt marks, dust and other particles. Trolley covered as per restaurant's standards.
3) Deliver trolley to kitchen staff responsible for the stocking of desserts.	a) Roll the trolley to the designated place in the kitchen. b) Inform the kitchen staff that the trolley is prepared for the desserts to be loaded.		Dessert trolley delivered to the kitchen at the time designated by the chef.
4) Collect stocked trolley.	a) After trolley has been stocked, retrieve it and return it to the designated area.		Trolley pushed, not pulled

FOOD AND BEVERAGE

BUS PERSON

Task 11: Attend Roll Call And Briefing Meeting

STEPS	HOW TO'S	HINTS	STANDARDS
1) Inspection of uniform and personal hygiene.	<p>a) Form a line by job categories:</p> <ul style="list-style-type: none"> • bus persons • waiters/ waitresses • captains • etc <p>b) Answer to your name when called by the person conducting the meeting.</p> <p>c) Remain standing while the person conducting the meeting observes the following:</p> <ul style="list-style-type: none"> • hair • face • mouth 	<p><i>If you are late for or miss roll call and briefing meeting, you will miss out on receiving very important information that will help you in your job.</i></p> <p><i>Never answer for another person.</i></p> <p><i>Wash and get professional haircuts and grooming regularly.</i></p> <p><i>Facials if necessary.</i></p> <p><i>Schedule regular dental appointments.</i></p>	<p>Attendance at roll call meeting is mandatory.</p> <p>Roll call and briefing conducted daily, at least an half hour before opening time.</p> <p>Be on time.</p> <p>Voice clear.</p> <p>No dreadlocks. No braids. Hair free of dirt and particles and well groomed to the standard of the restaurant.</p> <p>Face free of dirt, properly washed and groomed to the standard of the restaurant.</p> <p>No beard (Low beard permitted under special health circumstances).</p> <p>Mouth and teeth fresh smelling.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 11: Attend Roll Call And Briefing Meeting			
STEPS	HOW TO'S	HINTS	STANDARDS
	<ul style="list-style-type: none"> • ear 		Free from wax and soap scum.
	d) Clothing : <ul style="list-style-type: none"> • uniform shirt/ blouse 		Earrings worn by females only, as per hotel's standards.
	<ul style="list-style-type: none"> • uniform jacket 	Ensure that uniform is clean and wrinkle free.	Clothes free of dirt, stains and smelling fresh.
	<ul style="list-style-type: none"> • uniform trousers/pants or skirt . 		Clothes pressed and properly fitting.
	<ul style="list-style-type: none"> • panty hose 	Panty hose wrinkle free and the appropriate colour.	No runs and holes.
	<ul style="list-style-type: none"> • socks 	Wear the right colour socks.	Colour socks per restaurant's standards.
	<ul style="list-style-type: none"> • shoes 	Wear comfortable shoes. Rubber sole is better suited for the dining room to help prevent accidents. Never allow shoe heels to wear down.	Shoes polished and neatly fitting.
	<ul style="list-style-type: none"> • apron 	Apron clean and wrinkle free.	Apron free from dirt and stains.
	<ul style="list-style-type: none"> • ties 	Clean and wrinkled free.	Ties free from dirt and stains.
	<ul style="list-style-type: none"> • name tags 	Name tag is worn so employees can be easily identified.	To be worn at all times.

FOOD AND BEVERAGE

BUS PERSON

Task 11: Attend Roll Call And Briefing Meeting

STEPS	HOW TO'S	HINTS	STANDARDS
2) Presentation of working utensils.	e) Hands and nails:	<p><i>Ensure that all dirt is removed from nails.</i></p> <p><i>Always wash hands thoroughly after smoking cigarettes and using the rest room.</i></p>	<p>Nails free from dirt and properly manicured.</p> <p>No finger nail polish.</p> <p>No sculptured nails.</p>
	<p>f) Jewelry:</p> <ul style="list-style-type: none"> • bracelet • finger ring • earring • chain • watch <p>a) Continue standing while the person conducting the meeting examines the following:</p> <ul style="list-style-type: none"> • pens (2) blue or black • pad • table crumber • matches • other specialty working utensils. 	<p><i>Excess jewelry can take away from the appearance of the uniform in the restaurant.</i></p> <p><i>Check pens for leaks. Ink marks can damage uniform and presentation.</i></p> <p><i>A folded service cloth may also be used to crumb down the table.</i></p>	<p>Jewelry worn in moderation and to standard of restaurant.</p> <p>Jewelry free from dirt.</p> <p>Working utensils on person at all times.</p> <p>Pens writing clearly.</p> <p>Pad neat and tidy, no pen marks or ragged edges.</p> <p>Table crumber free of grease and dirt.</p> <p>Matches dry.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 11: Attend Roll Call And Briefing Meeting

STEPS	HOW TO'S	HINTS	STANDARDS
3) Receive final instruction regarding station assignments.	<p>a) Listen to person conducting meeting give information on the status of the station assignment(s) as follows:</p> <ul style="list-style-type: none"> • station assignment remains the same. • assign additional tables • reassign another station • change in table lay out. <p>b) Write information on note pad.</p>	<p><i>In the event that another bus person does not report to work, additional assignment and/or reassignments are necessary.</i></p> <p><i>Tables sometimes have to be built up or broken down.</i></p> <p><i>Do not write information in your hand.</i></p>	<p>Listen attentively.</p> <p>Written notes taken.</p>
4) Receive information regarding special activities, events, restaurant updates etc.	<p>a) Listen to the person conducting meeting informing of any special activities, events and update such as:</p> <ul style="list-style-type: none"> • holidays • special days • groups • V. I. P.s • memo <p>b) Write information on pad.</p>	<p><i>If a customer asks a question and you don't know the answer Find out the correct information. "Never say you don't know".</i></p> <p><i>Everyone should have proper service, but V.I.P's should be given special attention.</i></p> <p><i>Ask questions for clarification.</i></p>	<p>Listen attentively.</p> <p>Written notes taken.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 11: Attend Roll Call And Briefing Meeting

STEPS	HOW TO'S	HINTS	STANDARDS
5) Presentation of day's special.	a) Observe while the chef or designated kitchen staff shows and explains the days special: <ul style="list-style-type: none"> • size • portions • ingredients • preparation • preparation time • accompaniments • price 	<i>When you are unaware of the day's special, you cannot sell it properly.</i> <i>Ask questions for clarification.</i>	Listen attentively. Written notes taken.
6) Taste the day's special.	a) Use a utensil to take and eat a tiny sample of the special. b) Comment on the taste of the special.	<i>Give constructive comments.</i>	Sample in an orderly fashion.
7) Receive instructions regarding "out of stock" menu and bar items.	a) Listen to the designated person(s) giving a listing of menu and bar items not in stock, e g: <ul style="list-style-type: none"> • food items • condiments • wines and spirits • soft drinks. b) Write the list on a note pad.		

FOOD AND BEVERAGE

BUS PERSON

Task 11: Attend Roll Call And Briefing Meeting

STEPS	HOW TO'S	HINTS	STANDARDS
8) Briefing of items to be “up sold”.	a) Listen to the designated person giving a listing of the menu and bar items to be “ up sold”.	“Up sold” items are to be heavily promoted throughout the shift.	<p>Listen attentively.</p> <p>Written notes taken.</p>
9) Voicing of staff views, concerns, congratulations etc.	<p>a) Listen to the person conducting the meeting or the appropriate person(s), informing of staff views, concerns, congratulations, for e g: the previous nights service:</p> <ul style="list-style-type: none"> • grievances • comment cards • new ideas for service • special achievements • birthdays • anniversaries 		<p>Listen attentively.</p> <p>Speak clearly.</p> <p>Respect shown to the speaker.</p> <p>Written notes taken.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 12: Final Preparation For Service			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Light table lights/lamps and candles.	a) Use a match to light the candle/lamp or use the appropriate switch to “turn on” the light. b) Reposition light/lamp, candle and candleholder on table if necessary.	<i>Be careful when handling and striking matches. Accidents can happen easily.</i> <i>Be careful not to disturb items when lighting candles/lamps.</i>	Completed at least 5 minutes before opening time. Close match book cover before striking match.
2) Fill water pitchers.	a) Select an eight inch plate. b) Cover the top of the plate with a folded service cloth and rest it on the side stand. c) Carry empty water pitchers to the ice station. d) Put ice into the pitchers using a scoop. e) Pour water into the pitchers. e) Place filled water pitchers on the side stand.	<i>A napkin is placed on the plate in which the pitcher will sit to avoid water dripping while pouring.</i> <i>If the pitcher is too full, water will spill during pouring.</i>	Napkin folded neatly on the right side. Pitcher three quarters full of ice. Ice free from dirt. Water one inch from the top of the pitcher. Water odorless, colorless and free from dirt and particles.
3) Prepare ice/wine buckets.	a) Carry bucket to ice/water station. b) Half fill bucket with ice.	<i>Ensure there are no particles in bucket.</i>	Ice odorless, colourless, and free of dirt and particles. Bucket filled to half point.

FOOD AND BEVERAGE

BUS PERSON

Task 12: Final Preparation For Service(continued)

STEPS	HOW TO'S	HINTS	STANDARDS
4) Prepare cream jugs.	c) Pour a cup of water at room temperature into bucket.	<i>Water is poured over ice to loosen the ice.</i>	One cup of water at room temperature poured over ice.
	d) Place ice/wine bucket(s) and wine stand in appropriate area.		
	a) Carry jugs into the pantry area.	<i>Ensure jug is clean.</i>	
	b) Check date on milk container.		Milk date not expired.
	c) Sample milk using a tea spoon.		
	d) Fill jug with one the following: <ul style="list-style-type: none"> • fresh milk • low fat • half and half 	<i>Half-and-half generally used in service.</i> <i>Fresh and low fat milk is used upon request.</i>	Milk color, taste and scent in accordance with restaurant's standards.
	e) Place on side stand or dining tables depending on the meal time.	<i>The cream jug is often placed on the table or side stand during breakfast time.</i> <i>For lunch and dinner it is poured into the jug and served on request.</i>	
5) Fill butter cruets/dishes with butter.	a) Collect butter from pantry.	<i>There are various types of butter.</i>	Correct par per station.

FOOD AND BEVERAGE

BUS PERSON

Task 12: Final Preparation For Service *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
	b) Check date on butter wrapper/ container. c) Cut or curl butter to the restaurant's standards. d) Place prepared butter in dish. e) Put prepared butter in appropriate area: <ul style="list-style-type: none"> • on dining table • in refrigerator. 	<i>When butter is not kept at the proper temperature, it loses colour, texture, aroma and flavor.</i>	Check expiry date. Butter firm. Butter color and smell according to restaurant's standards. Dishes placed as close to the centre of the table as possible.
6) Prepare lemon/lime.	a) Collect lemon/lime from pantry. b) Cut lemon/lime according to restaurant's standards. c) Place in appropriate container and cover.	<i>Lemon/lime will stay fresh longer when covered.</i>	Amount of lemon/ limes selected as per restaurant's standards. Lemon/lime firm and free of blemishes.
7) Prepare ice tea.	a) Fill urn with hot water. b) Place tea bags in the hot water.	<i>Use urn that does not heat water.</i> <i>Ensure that tea is neither too strong nor too weak; either is unpleasant to the taste.</i>	Uniform cuts of lemon/lime. Tea water at designated temperature. Select only approved tea bags.

FOOD AND BEVERAGE

BUS PERSON

Task 12: Final Preparation For Service *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
8) Set up coffee station.	c) Allow tea to brew.	<i>Six small tea bags to a gallon of water.</i>	Correct ratio of tea bags to water.
	d) Remove tea bags from tea urn.		
	a) Collect the coffee and filters from the pantry.		Coffee station set up to the restaurant's standards.
	b) Prepare coffee machines for use according to standards.	<i>Some restaurant use more than one type of coffee machines, for example: regular machines and specialty coffee machines.</i>	Coffee brewed to the restaurant's standards.
	c) Place coffee into machine according to standard.	<i>Coffee is brewed during preparation time for breakfast only.</i> <i>Coffee is brewed during service time for lunch and dinner.</i>	Coffee fresh and free from grounds or other particles.
9) Prepare bread and breakfast pastry.	d) Turn on coffee machine and allow coffee to brew.	<i>When coffee is reheated, it becomes bitter or stale.</i>	Coffee never reheated.
	a) Collect bread and/or pastry from designated kitchen staff.	<i>Ensure that the tray is covered when collected from kitchen staff.</i>	

FOOD AND BEVERAGE

BUS PERSON

Task 12: Final Preparation For Service *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
	<p>b) Place bread tray on station.</p> <p>c) Put a portion of the bread and pastry in the warmer as per instructions.</p>	<p><i>Lift tray carefully.</i></p> <p><i>The volume of guest anticipated will determine the amount of bread and pastry placed in the warmer.</i></p> <p><i>Some bread and pastry served at room temperature.</i></p>	<p>Bread and pastry fresh and wholesome.</p> <p>Bread and pastry tray covered.</p> <p>Bread served warm according to the restaurant's standards.</p>
10) Put preserves on table.	<p>a) Place the following preserves on the table in the designated positions:</p> <ul style="list-style-type: none"> • jams • jelly • honey • syrup 	<p><i>Preserves are placed on the table prior to service for breakfast only.</i></p>	<p>Placed as near to the centre of the table as possible.</p>
11) Position dessert trolley in restaurant.	<p>a) Collect trolley from kitchen area and roll into restaurant.</p> <p>b) Remove the following service utensils from the side stand/side station.</p> <ul style="list-style-type: none"> • dessert plates • pastry knife • spatula • pastry fork 	<p><i>Handle with care.</i></p> <p><i>Avoid sudden jerks and stops.</i></p> <p><i>Service utensils will be placed on the dessert trolley after the trolley has been stocked with the day's dessert selection.</i></p>	<p>Desserts placed orderly on trolley.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 12: Final Preparation For Service *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
	<ul style="list-style-type: none"> • spoon • sauce ladle • other specialty items. 		
12) Turn cups face up on table.	<p>c) Place the utensils on the dessert trolley in their assigned positions.</p> <p>a) Lift cup by the handle and turn it over, right side up.</p>	<p><i>Always hold cups by the handle to ensure they remain clean and sanitized.</i></p>	<p>Uniformly placed as per the restaurant's standards.</p> <p>Cups face upward.</p>
13) Turn glasses face up on table.	<p>c) Replace cup into the center of the saucer.</p> <p>a) Lift glass by the stem or base.</p> <p>b) Turn glass over.</p> <p>c) Replace glass in designated position on the table.</p>	<p><i>Avoid touching the top and sides of the glass.</i></p> <p><i>Always put glass back in the exact position from which it was moved to ensure the correct table setting.</i></p>	<p>Cups centered in saucers.</p> <p>Glasses face upward.</p> <p>No smudges or finger prints.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 13 Take Position On Assigned Station			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Stand on station.	<p>a) Position yourself in the designated place on the station.</p> <p>b) Turn body to face the entrance of the restaurant.</p>	<p><i>Posture can indicate whether a customer is welcome and will get good or bad service.</i></p> <p><i>Never sit or lean while on the station.</i></p> <p><i>Avoid sneezing or coughing during service in the dining room.</i></p>	<p>No fidgeting with jewelry.</p> <p>No playing with hair.</p> <p>No tapping fingers, feet or keys.</p> <p>No folding arms. No looking at watch.</p> <p>No yawning, scratching, biting or picking nails, nose or teeth.</p> <p>No loud talking and laughing.</p> <p>Stand alert and up right.</p> <p>Hands at sides or in front and relaxed.</p> <p>Feet slightly apart.</p> <p>Pleasant and smiling face.</p> <p>Communicate only for guest service.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 14: Greet Guest At Table			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect coffee from coffee station.	a) Select appropriate coffeepot from coffee station. b) Put hot water in pot and rinse out pot. c) Pour hot coffee from the urn into the coffeepot <ul style="list-style-type: none"> • regular • decaffeinated • specialty d) Lift coffeepot by the handle. e) Approach the table to be served.	<i>Make a positive first impression with the guest.</i>	Table approached at a moderate pace. Guest approached courteously.
3) If guest says yes: Pour hot coffee into cup.	a) Stand to the right of the guest. b) Hold coffee pot in the right hand by the handle. a) Pour coffee into cup.	<i>When serving booths and tables that are laid out in a complicated manner, alterations are made in the service, and cups and glasses may be moved closer to the server.</i> <i>Handle hot coffee with care.</i> <i>If coffee spills into saucer during service, exchange saucer.</i>	Correct posture. Coffee cup on table in the saucer while pouring coffee. Coffee half inch from the top of the cup. No coffee in saucer. Serving continues to the right.

FOOD AND BEVERAGE

BUS PERSON

Task 15: Serve Coffee, Tea And Water During Breakfast

STEPS	HOW TO'S	HINTS	STANDARDS
4) If guest says no:	a) Inform guest that a waiter will take order and proceed to step 5.		
5) Collect water pitcher from side stand.	a) Lift the water pitcher by the handle with the right hand. b) Place on underliner. c) Lift the underliner and pitcher by placing them on the left palm. d) Approach the table and request guest's attention. e) Stand to the right of guest.		
Pour water.	f) Hold the water pitcher by the handle with the left hand. g) Continue to hold the underliner under the pitcher with the left hand. h) Pour water into glass.	<i>Position glass for easy pouring if necessary and replace in original position after pouring water.</i>	
6) Collect tea box.	a) Pick up tea box from tea station; check contents and presentation	<i>Tea box may be used by all service staff in dining room, always ensure it is orderly and well stocked.</i>	

FOOD AND BEVERAGE

BUS PERSON

Task 15: Serve Coffee, Tea And Water During Breakfast

(continued)

STEPS	HOW TO'S	HINTS	STANDARDS
3) Serve tea.	a) Stand to the right of the guest and present tea selection. b) Offer to serve lemon.	<i>For example: Would you care to have lemon?</i>	Tea upon request.
2) Collect hot water pot.	a) Select appropriate sized pot from tea station. b) Pour hot water into pot and rinse out pot. c) Pour hot water into teapot. d) Lift pot by the handle and place on an eight-inch plate. e) Approach table to be served.	<i>The size of the pot selected will depend on the amount of persons being served.</i> <i>Pot is rinsed out with hot water to warm up pot.</i> <i>Tea will not draw properly if the water is not hot.</i>	Teapot held an upright position. Tea served from a hot pot. Pot filled to an inch from the top. Water hot.
4) Serve hot water.	a) Stand to the right of the guest. b) Request the guest's attention. c) Ask guest if he/she prefers you to pour the water or leave pot on table for guest to brew tea.	<i>For example "Excuse me, Sir/Madam"</i> <i>Guests may request separate pots of water.</i>	

FOOD AND BEVERAGE

BUS PERSON

Task 15: Serve Coffee, Tea And Water During Breakfast

(continued)

STEPS	HOW TO'S	HINTS	STANDARDS
5) Pour hot water.	a) Hold the teapot in the right hand by the handle. b) Hold the plate under the pot with the left hand. c) Pour water into teacup.	<i>Handle hot water with care.</i> <i>If hot water spills into saucer during service, exchange saucer.</i>	Tea cup on table in the saucer while pouring water. Water half inch from the top of the cup. No water in saucer.
6) Place pot on table.	a) Put the eight inch plate on the table slightly above the water glass. b) Rest the tea pot on the plate.	<i>When guest pours their own tea and requests lemon, lemon is placed on tea pot underliner/side plate.</i> <i>Imagine the top of the teapot is the face of the clock and the handle represents the hand of the clock.</i> <i>Gently place the teapot on the eight-inch plate.</i>	Handle of teapot at five o'clock.
7) Pour water into glass.	a) Stand to the right of the guest. b) Hold water pitcher in right hand by the handle.		

FOOD AND BEVERAGE

BUS PERSON

Task 15: Serve Coffee, Tea And Water During Breakfast

(continued)

STEPS	HOW TO'S	HINTS	STANDARDS
8) Serve lemon.	c) Use the left hand to hold the underliner under the pitcher.	<i>Exchange service cloth when wet.</i>	Ensure that service cloth is always on the underliner.
	d) Pour water into glass.	<i>Position glass for easy pouring if necessary and replace in original position after pouring water.</i>	Water one inch from the top of the glass. Water poured through spout and not from side of the pitcher.
	a) Collect prepared lemon from appropriate area.		
	b) Place on a side plate.	<i>The amount of lemon selected will depend on the request.</i>	Lemons always served on a side plate.
	c) Approach table to be served.		
	d) Place as close to the centre of the table as possible.		

FOOD AND BEVERAGE

BUS PERSON

Task 16: Serve Bread, Breakfast Pastry And Butter

STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect prepared butter.	a) Pick up the butter dish/cruet from the refrigerator or side stand. b) Place dish/cruet on the table.	<i>During breakfast service, the butter has been placed on the table at final preparation.</i> <i>Guests sometimes request specialty butter such as low fat.</i>	Portion per person to the restaurant's standards. Dish placed as close to the centre of the table as possible.
2) Collect bread and breakfast pastry basket/pan.	a) Remove bread and/or pastry items from warmer or bread tray. b) Put bread and/or pastry in basket/pan. c) Place basket/pan on dining table.	<i>Some bread and pastry are served at room temperature.</i>	Hot items served hot and cold items served cold. Portions per person to the restaurant's standard. Basket/pan placed as close to the centre of the table as possible.

FOOD AND BEVERAGE

BUS PERSON

Task 17: Loading And Carrying Trays			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Select Tray.	<p>a) Collect the appropriate tray for service:</p> <ul style="list-style-type: none"> • small food and beverage trays • large food and beverage trays. <p>b) Line tray with clean service cloth if necessary.</p> <p>c) carry tray to the designated area:</p> <ul style="list-style-type: none"> • bar • kitchen • side stand • pantry • wash up area. 	<p><i>Small trays are best for carrying glasses, condiments, preserves, salt and pepper shakers and small orders.</i></p> <p><i>Large trays are used to carry large food orders.</i></p> <p><i>Padded trays do not require lining.</i></p>	<p>Trays never overloaded.</p> <p>Service cloth odorless, free of dirt, stains and spread smoothly on tray.</p>
2) Loading and lifting small trays.	<p>Small trays:</p> <p>a) Put tray on left palm.</p> <p>b) Lift tray to waist level.</p> <p>c) Place items on tray, beginning at the centre and working outwards.</p>	<p><i>Hold tray carefully.</i></p>	<p>Tray properly balance when loading.</p> <p>Liquids and heavy items placed at the centre of the tray to maintain balance.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 17: Loading And Carrying Trays (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
3) Loading large trays.	<p>Large trays:</p> <ul style="list-style-type: none"> a) Put tray on tray jack. b) Place items on tray beginning at the centre and working outward. c) Stack larger items such as plates, at the bottom with smaller items on the top. d) Separate silverware, glassware and china on the tray. 		<p>Trays never over loaded.</p> <p>Liquids and heavy items placed at the centre of the tray to maintain balance.</p> <p>Designated areas on tray for each item.</p>
4) Lifting large trays.	<ul style="list-style-type: none"> a) Bend knees with back straight. b) Take hold of the tray by the right and left sides using both hands. 	<p><i>Mixing the silverware, glassware and china together on the tray can cause an accident.</i></p> <p><i>Improper lifting can cause injury to you and others.</i></p>	<p>Tray held with both hands.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 17: Loading And Carrying Trays (<i>continued</i>)			
STEPS	HOW TO'S	HINTS	STANDARDS
5) Carry trays.	c) Slide the left hand underneath the tray until it reaches the centre of the tray. At the same time raise the left arm to shoulder level and straighten the knees. Continue holding the right side of the tray with the right hand.	<i>Wet and/or greasy hands can cause the tray to slide and tilt resulting in an accident.</i>	Hands dry and free of grease.
	d) Balance tray on left hand using the palm of the hand and balls of the fingers.		
	Small trays:		
	a) Hold tray at waist level, 4 inches from the body.	<i>If the tray touches the body it could tilt over and cause an accident.</i>	Tray not touching the body.
	b) Walk toward the designated place for delivery of tray items.	<i>Be cautious when walking behind people.</i>	Walk at a moderate pace.

FOOD AND BEVERAGE

BUS PERSON

Task 17: Loading And Carrying Trays (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
	<p>Large trays:</p> <p>c) Balance tray on left hand at shoulder height.</p> <p>d) Rest tray on left shoulder if necessary.</p> <p>e) Walk toward the designated place for delivery of tray items.</p>	<p><i>When approaching another person in your path, move to the right to avoid a collision.</i></p> <p><i>Depending on the weight off the tray and the distance for the tray to be carried, the tray can be rested on the shoulder.</i></p> <p><i>Be alert for people taking things off the tray. If someone takes something off the tray, this can cause an imbalance.</i></p> <p><i>Avoid walking in grease or water.</i></p>	<p>Correct doors used.</p> <p>One hand free.</p> <p>Walk at a moderate pace.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 18: Set Up Table For Appetizer Course

STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect tray or service plate.	a) Take a small tray or service plate from the side stand. b) Line service plate with service cloth.	<i>Depending on the amount of silverware and utensil to be carried, a tray or service plate will be selected.</i>	Tray padded. Service plate lined with service cloth.
2) Collect specialty silverware.	a) Select the correct silverware for the appetizer being served. b) Place on the service tray or service plate.	<i>Most appetizers require specialty silverware, e.g. : shrimp cocktail, stone crab, escargots, oyster, stewed fruits and sliced fruits.</i>	Correct utensils selected for the appropriate appetizer. Tray or service plate used to carry items into the dining room.
3) Set table.	a) Approach table to be served. b) Stand to the appropriate side of the guest. c) Alert guest of your presence. d) Remove silverware from the tray by holding the sides of the handle.	<i>For example: When placing a fork, stand at the guest's left side and when placing a knife, stand at the guest's right side.</i>	Appropriate side selected from which the item is to be set up. No clanking of silverware. Hands not touching top of silverware and utensils.

FOOD AND BEVERAGE

BUS PERSON

Task 18: Set Up Table For Appetizer Course (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
4) Serve condiments and preserves.	e) Place the silverware in the appropriate positions on the table.		Never stretch across guest when setting items.
	a) Collect from side stand or kitchen.	<i>Most condiments are served when the dish is being served.</i>	Condiment and preserve containers free of dirt and grease.
	b) Place items on a tray or lined service plate.	<i>It may be necessary to place some condiments and preserves on an underliner.</i>	Type of condiment appropriate to the dish being served.
	c) Approach the table to be served.		
	d) Place items on the table within easy reach of the guest.	<i>Condiments and preserves placed carefully to avoid accidents.</i>	

FOOD AND BEVERAGE

BUS PERSON

Task 19: Set Table For Soup and Cereal Course			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect tray or service plate.	a) Take a small tray or service plate from the side stand. b) Line service plate with a service cloth.	<i>Depending on the amount of silverware and utensils to be carried, a tray or service plate will be selected.</i>	Tray padded. Service plate lined with service cloth.
2) Collect silverware.	a) Select the correct spoon for the soup and cereal being served: <ul style="list-style-type: none"> • oval spoon • round spoon b) Place on the service tray or service plate.	<i>An oval spoon is used for soup with small chunks of food and cereals.</i> <i>A round spoon is used for clear and creamy soups.</i>	Correct spoon selected for the soup/cereal being served. Tray or service plate used to carry items into the dining room.
3) Set table.	a) Approach table to be served. b) Stand to the right of the guest. c) Alert guest of your presence.	<i>For example: "Excuse me, Sir/Madam."</i>	

FOOD AND BEVERAGE

BUS PERSON

Task: 19 Set Table For Soup and Cereal Course (<i>continued</i>)			
STEPS	HOW TO'S	HINTS	STANDARDS
	<p>d) Remove the spoon from the tray by holding the sides of the handle.</p> <p>e) Place the spoon to the right side of the knife.</p>		<p>No clanking of silverware.</p> <p>Hands not touching top of silverware and utensils.</p> <p>Never stretch across guest when setting the table.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 20: Set Table For Salad Course			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect tray or service plate.	a) Take a small tray or service plate from the side stand.	<i>Depending on the amount of silverware and utensils to be carried, a tray or service plate will be selected.</i>	Tray padded.
	b) Line service plate with service cloth.		Service plate lined with service cloth.
2) Collect silverware.	a) Select the salad fork and knife.		Tray or service plate used to carry items in the dining room.
	b) Place on the service tray or service plate.		
3) Set table.	a) Approach table to be served.		Stand to the appropriate side from which the item is to be set up.
	b) Stand to the left of the guest.		
	c) Alert guest of your presence.		

FOOD AND BEVERAGE

BUS PERSON

Task 20: Set Table For Salad Course			
STEPS	HOW TO'S	HINTS	STANDARDS
	<p>d) Remove fork from the tray holding it by the handle.</p> <p>e) Place the salad fork to the left side of the dinner fork.</p>		<p>No clanking of silverware.</p> <p>Hands not touching top of silverware and utensils.</p> <p>The full length of the prongs of the salad fork extended above the joint fork.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 21: Set Table For Entrée Course			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect tray or service plate.	a) Take a small tray or service plate from the side stand. b) Line service plate with service cloth.	<i>Depending on the amount of silverware and utensils to be carried, a tray or service plate will be selected.</i>	Tray padded. Service plate lined with service cloth.
2) Collect silverware.	a) Select the joint knife, fork and specialty silverware. b) Place on the service tray or service plate.	<i>Sometimes the joint fork or knife may be used by the guest before the entrée course.</i> <i>Some specialty silverware include:</i> <ul style="list-style-type: none"> • steak knife • fish knife and fork • crab cracker. 	Correct utensil and silverware selected for the appropriate entrée. Tray or service plate used to carry items into the dining room.
3) Set table.	a) Approach table to be served. b) Stand to the side of the guest. c) Alert guest of your presence. d) Remove silverware from the tray by holding them by the handle.	<i>For example, "Excuse me, Sir /Madam." or, "Pardon me, Sir/ Madam"</i>	Bus person positioned on the appropriate side from which the item is to be set up. No clanking of silverware. Hands not touching top of silverware and utensils.

FOOD AND BEVERAGE

BUS PERSON

Task 21: Set Table For Entrée Course (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
4) Set up for pasta; noodles and spaghetti.	e) Place the joint knife and fork, half an inch from the edge of the table and half an inch from the sides of the plate. The fork is placed to the left of the plate and the knife is placed to the right of the plate.		Knife blade facing plate.
	f) Place specialty silverware in the appropriate position on the table.		Fork prongs facing up.
	a) Place the spoon to the left of the plate, half an inch from the edge of the table and half an inch from the side of the plate. b) Place the fork to the right of the plate, a half an inch from the edge of the table and a half an inch from the side of the plate.		Appropriate spoon and fork selected for pasta.

FOOD AND BEVERAGE

BUS PERSON

Task 22: Set Table For Dessert			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Set up for Table d'Hôte.	<ul style="list-style-type: none"> a) Approach table to be served. b) Stand to the appropriate side of the guest. c) Alert guest of your presence. d) Lift the spoon from its position on the table by holding the side of the handle and placing it to the right side of the guest. e) Step back and walk to the left side of the guest. f) Lift the fork from its position on the table the side of the handle and placing it to the left side of the guest. 		Appropriate side selected from which the item is to be set up.
2) Set up for A la Carte:	<ul style="list-style-type: none"> a) Collect a small tray or service plate from the side stand. b) Line service plate with service cloth. 	Depending on the amount of silverware and utensils to be carried a tray or service plate will be selected.	

FOOD AND BEVERAGE

BUS PERSON

Task 22: Set Table For Dessert (<i>continued</i>)			
STEPS	HOW TO'S	HINTS	STANDARDS
	<p>c) Select the correct silverware for the dessert being served.</p> <p>d) Place on the service tray or service plate.</p> <p>e) Approach the table to be served.</p> <p>f) Stand to the right side of the guest.</p> <p>g) Alert guest of your presence.</p> <p>h) Hold spoon by the side of the handle and place it to the right side of the guest.</p> <p>i) Step back and walk to the left side of the guest.</p> <p>j) Hold the fork by the side of the handle and place to the left side of guest.</p> <p>Collect from side stand or kitchen:</p> <ul style="list-style-type: none"> • sauces • sugar • cream 	<p><i>Most desserts require specialty silverware such as</i></p> <ul style="list-style-type: none"> • <i>dessert fork</i> • <i>dessert spoon</i> • <i>grape scissors</i> • <i>ice cream spoon</i> • <i>sundae spoon</i> • <i>nut cracker</i> <p><i>If the dessert only calls for a fork, place the fork to the right side.</i></p>	<p>Correct utensils selected for the appropriate dessert.</p> <p>Tray or service plate used to carry items into the dining room.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 22: Set Table For Dessert (<i>continued</i>)			
STEPS	HOW TO'S	HINTS	STANDARDS
	k) Place items on a tray or lined service plate.		
	l) Approach the table to be served.	<i>It may be necessary to place some condiments and preserves on an underliner.</i>	Type of condiment appropriate to the dish being served.
	m) Place items on the table within easy reach of the guest.	<i>All dessert condiments are placed on an underliner for proper presentation and to maintain a tidy appearance.</i>	Condiments placed within easy reach of guest.

FOOD AND BEVERAGE

BUS PERSON

Task 23: Clear Table After Courses			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect tray and jack.	<p>a) Remove large tray and tray jack from appropriate area.</p> <p>b) Carry the tray and tray jack to an area near the table.</p> <p>c) Open tray jack and place tray on top of the jack.</p>	<p><i>Observe table/guest closely to determine when the meal has been completed..</i></p> <p><i>Clear tables when all persons have completed their course or when requested by guest.</i></p>	<p>Plates never removed if guest is not completed with course.</p>
2) Clear table.	<p>a) Approach table to be cleaned.</p> <p>b) Stand to the right of the guest.</p> <p>c) Alert guest of your presence.</p> <p>d) Place right foot forward.</p> <p>e) Turn body to the right.</p>	<p><i>Indications that a person might be finished their meal are:</i></p> <ul style="list-style-type: none"> • eating utensil placed in the centre of the plate with the handle pointing toward the guest. • knife crossed under the arch of the fork in the centre of the plate. <p><i>For example, "Excuse me Sir/Madam".</i></p>	<p>Be courteous when clearing table.</p> <p>Right foot forward.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 23: Clear Table After Courses (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
3) Remove china and silverware.	<p>f) Remove items in the following order.</p> <ul style="list-style-type: none"> • china and silverware • condiments. <p>a) Place the utensils in the centre of the plate with the handles pointing toward you.</p> <p>b) Use your right hand to pick up the plate by resting your thumb on the handles of the knife and fork and the remaining four fingers on the bottom of the plate.</p> <p>c) Lift the plate to waist level and step away from the table, right foot first.</p> <p>d) Place the knife blade under the arch of the fork with the left hand.</p>	<p><i>Avoid dropping food or sauce on the table or on guest while removing items.</i></p> <p><i>The knife handle is heavy and if not properly secured it could fall off the tray when lifting.</i></p>	<p>Items picked up slowly, quietly and carefully.</p> <p>Chinaware and silverware removed at the same time.</p> <p>Items placed on plate quietly and carefully.</p> <p>Plate held securely.</p> <p>Right foot first.</p> <p>Knife held securely.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 23: Clear Table After Courses (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
4) Removing two or more sets of china and silverware.	<p>e) Rest the used items on the tray.</p> <p>a) Transfer plate to the left hand and hold with thumb on fork handle, with the middle and index fingers underneath the plate.</p> <p>b) Move to the right of the table and repeat step 3, a-d above.</p> <p>c) Transfer the second plate to left hand, using the remaining three fingers to hold and balance the plate; or</p> <p>d) Transfer the second plate to the left hand, resting and balancing the plate on top of the wrist and the two remaining fingers.</p>	<p><i>Mixing the china, glassware and silverware together on the tray can cause accidents.</i></p> <p><i>Use the method for carry and transferring the plate with which you feel most comfortable.</i></p>	<p>Fork held securely.</p> <p>Plate held securely.</p> <p>Move to the right when clearing tables, with the exception of clearing booths.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 23: Clear Table After Courses (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
4) Transfer used items to tray.	e) Take the knife from the second plate and place it alongside the knife on the first plate. Place the forks together in the same direction.		
	f) Continue the process around the table, not exceeding 4 plates being cleared away and a time.	<i>To avoid accidents never exceed the 4 plate limit.</i>	Maximum of four plates cleared at one time.
	Large trays:		Trays never over loaded.
	a) Put tray on a tray jack or a smooth surface.		No loud clatter when placing items on tray.
	b) Place items on tray beginning at the centre and working outward.		Liquids, hot and heavy items placed at the centre of the tray.
	c) Stack larger items at the bottom with smaller items on the top.		Trays and stands out of walk way of staff and guest.

FOOD AND BEVERAGE

BUS PERSON

Task 23: Clear Table After Courses (<i>continued</i>)			
STEPS	HOW TO'S	HINTS	STANDARDS
5) Remove condiments and preserves.	<p>d) Separate silverware, glassware and china on the tray.</p> <p>a) Pick up condiments from table:</p> <ul style="list-style-type: none"> • jams and jellies • lemons/limes • sauces removed after the course in which it is served. • salt and pepper shaker removed after entrée. <p>b) Place on a small tray and carry into the kitchen or place on the side stand.</p>	<p><i>Unused condiments can be stored for future use.</i></p>	<p>Used condiments discarded.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 24: Serve Dessert and Liqueur			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect tray.	a) Select a large tray. b) Line tray with clean service cloth, if necessary. c) Carry tray to kitchen.	<i>Padded trays do not require lining.</i>	Service cloth odorless, free of dirt and stains Trays never overloaded.
2) Collect dessert from kitchen.	a) Enter kitchen area. b) Give dessert order to kitchen staff. c) Put tray on counter top. d) Wait to collect prepared dessert from dessert station. e) Place items on tray beginning at the centre and working outwards. f) Return to the dining room with dessert.	<i>Always enter and exit the kitchen through the designated doors.</i> <i>If the order takes more than five minutes, return to restaurant and continue with other chores.</i> <i>Return to the kitchen after a few minutes to collect dessert.</i> <i>Do not linger in the kitchen area after collecting your order.</i>	

FOOD AND BEVERAGE

BUS PERSON

Task 24: Serve Dessert and Liqueur (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
3) Collect tray jack.	a) Lift tray jack from the appropriate area in the dinning room. b) Carry the tray and tray jack to an area near the table. c) Open tray jack and place tray on top.	<i>Ensure that table has been set for dessert course as per task#22 prior to serving dessert.</i>	Silverware set up before serving dessert.
4) Serve dessert items.	a) Lift plate from the tray, by holding it in the right hand and placing the thumb to the side of the plate with the four remaining fingers holding the bottom of the plate. b) Approach the table to be served and stand to the left of the guest. c) Alert the guest of your presence.	<i>Lift items from the outside inwards to avoid the tray from going off balance.</i>	Thumb never placed on top of the plate.

FOOD AND BEVERAGE

BUS PERSON

Task 24: Serve Dessert and Liqueur (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
5) Serve dessert trolley items.	d) Using a smooth motion, place the plate in the front of the guest, approximately an inch from the edge of the table.		Place plate quietly and gently on table.
	a) Select appropriate china or glass-ware.		Silverware set up before serving dessert.
	b) Plate the dessert item and place on an underliner when necessary.	<i>For better presentation, always use an underliner.</i>	
	or		
	c) Place the individually prepared items on an underliner.		
6) Serve liqueur.	d) Alert the guest of your presence.	<i>For example "Excuse me Sir/Madam".</i>	Liqueur served and placed to the right of the guest.
	e) Using a smooth motion, place the plate in the front of the guest, approximately an inch from the edge of the table.		
	a) Select appropriate glassware.		

FOOD AND BEVERAGE

BUS PERSON

Task 24: Serve Dessert and Liqueur (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
	<ul style="list-style-type: none">b) Pour selected liqueur into glass.c) Hold glass by the stem.d) Stand to the right of the guest.e) Place glass in front of the water glass, slightly to the right and nearest to the guest.		

FOOD AND BEVERAGE

BUS PERSON

Task 25: Table Maintenance During Service			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Change ashtrays.	a) Collect two clean ashtrays from side stand.	<i>Ensure that ashtrays are kept clean, in order to eliminate cigarette ash odor.</i>	Change ashtrays after two cigarette butts have been extinguished in it.
	b) Approach the table, holding one in each hand.		
	c) Use ashtray in the right hand to cap the used ashtray on the table.	<i>Carefully cover ashtrays when replacing them to avoid ashes spilling and blowing onto guest.</i>	Used ashtrays always capped when changing.
	d) Remove both ashtrays away from the table.		
	e) Place the other clean ashtray in the left hand on the table in the designated position.		
	f) Take the used ashtrays to the wash up area.	<i>Never allow used ashtrays to sit on the side stands.</i>	Used ashtrays taken to wash up area immediately.
2) Remove used glasses.	a) Collect small tray.	<i>Remove glasses upon guest's request even if they are not empty.</i>	Glasses removed when empty or at customer's request.

FOOD AND BEVERAGE

BUS PERSON

Task 25: Table Maintenance During Service(*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
	b) Put tray on left palm. c) Approach the table. d) Stand to the right of the guest. e) Lift used glasses from the table by the stem or base. f) Place the used glass(es) on the tray beginning at the centre and working outward. g) Take used glasses to the wash up area and place them in the proper container.	<i>Carefully handle glasses.</i> <i>Accidents occur more easily when glasses are held by the rim or body.</i>	Tray balanced on palm. Glasses held by the stem or base. No fingers in glasses when lifting. No overloading. Glasses not stacked. Walk at a moderate pace. Cloth neatly folded .
3) Brush crumbs from table.	a) Collect an eight inch plate from side stand and hold in left hand.	<i>Crumbing is usually done at the end of the entrée course, but it should be done to remove food particles from the table and maintain table cleanliness throughout the meal.</i>	

FOOD AND BEVERAGE

BUS PERSON

Task 25: Table Maintenance During Service(*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
	<ul style="list-style-type: none"> b) Hold crumber or service cloth in right hand. c) Approach the table. d) Stand to the right of the guest. e) Place the plate slightly below the table top. f) Use the crumber or service cloth to brush crumbs into the plate. g) Take used plate into wash up area. 		
4) Replenish bread and butter.	<ul style="list-style-type: none"> a) Approach the table. b) Ask if guest wishes to have more pastry. c) If guest says yes: remove the basket/pan from the table. 	<p><i>Ensure the crumbs do not fall on the guest.</i></p> <p><i>Close observation of the table can indicate when a guest needs more bread, a guest should never have to ask for bread.</i></p> <p><i>For example: " Do you care to have some more bread?"</i></p>	<p>No crumbs falling on the guest or on the floor.</p> <p>Guest approached courteously with a smile.</p> <p>Speak clearly.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 25: Table Maintenance During Service(<i>continued</i>)			
STEPS	HOW TO'S	HINTS	STANDARDS
5) Refill water glasses.	d) Carry basket/pan to bread station.		
	e) Collect prepared butter from the appropriate area if needed.		
	f) Remove bread and/or pastry items from warmer or bread tray.	<i>Some bread and pastry are served at room temperature.</i>	Hot items served hot and cold items served cold.
	g) Put bread and/or pastry in basket/pan.		Portions per person to the restaurant's standards.
	h) Place basket/pan and butter back on dinning table in position from which it was moved.	<i>By putting the basket/pan in the position from which it was moved, you can ensure that it is in a place that is comfortable for the guest.</i>	Basket replaced in desired position of the guest.
	i) If guest says no, remove basket/pan and take to the appropriate area.		
	a) Collect water pitcher from the side stand. Lift by the handle and place on plate prepared with underliner.	<i>Customer should not have to ask for water.</i> <i>The need to refill glasses should be gathered by observation.</i>	Pitcher held in an upright position.
	b) Approach table to be served.		Guest approached courteously with a smile.

FOOD AND BEVERAGE

BUS PERSON

Task 25: Table Maintenance During Service(continued)			
STEPS	HOW TO'S	HINTS	STANDARDS
	c) Stand to the side of the guest.	<i>Depending on where the guest has placed the glass on the table, water may be served from the right or the left.</i>	
	d) Alert guest of your presence	<i>Example: "Excuse me, Sir/Madam"</i> <i>Use guest's name if known.</i>	Voice clear.
	e) Hold water pitcher in right hand by the handle and hold underliner in left hand.	<i>Ensure that pitcher does not rest on glass while pouring.</i>	Ensure that Service Cloth is always on the underliner.
	f) Pour water into the glass.	<i>It may be necessary to move the glass to pour water.</i>	Water 1 inch from the top of the glass. Glass replaced in desired position of guest. Glass on table while pouring water.
6) Refill coffee cup.	a) Collect coffee pot from station and hold by the handle.	<i>The size of the pot depends on the amount of persons being served.</i>	Coffee pot held in an upright position. Coffee brewed and served to the restaurant standard.
	b) Approach table to be served.	<i>Ensure that the customer gets the type of coffee they ordered.</i>	Coffee served from a hot pot.

FOOD AND BEVERAGE

BUS PERSON

Task 25: Table Maintenance During Service(continued)

STEPS	HOW TO'S	HINTS	STANDARDS
7) Refill tea cup.	c) Stand to the right of the guest.		
	d) Alert guest of your presence to serve coffee	<i>Example: "Excuse me, Sir/Madam."</i>	Approach table courteously with a smile.
	e) Pour coffee into cup, removing cup and saucer to pour, if necessary.	<i>Depending on where the guest has placed his/her cup, the cup may be moved for proper service.</i>	Voice clear.
	f) Replenish milk and sugar when needed.		Coffee cup on table in the saucer while pouring coffee.
	a) Refer to Task 15 when serving tea during breakfast.		Coffee half inch from the top of the cup.
	c) Refer to task 26 when serving tea during lunch and dinner.		No coffee in saucer.

FOOD AND BEVERAGE

BUS PERSON

Task 25: Table Maintenance During Service(*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
9) Carpet and floor maintenance around table.	<p>a) Look over the area to be cleaned for :</p> <ul style="list-style-type: none"> • liquid spills • broken glass • crumbs • debris <p>b) Select the appropriate cleaning tools:</p> <ul style="list-style-type: none"> • broom/mop • dust pan • carpet sweeper • rags <p>c) Approach the area to be cleaned.</p>	<p><i>Liquid spills and broken glass are very dangerous.</i></p> <p><i>Debris and crumbs can shorten the life of the carpet when walked on.</i></p> <p><i>Be careful to avoid accidents.</i></p>	<p>Liquid spills and broken glass cleaned within one minute of discovering them.</p> <p>Carpet and floor kept free of crumbs and debris throughout the shift.</p> <p>Cleaning tools properly functioning and free of dirt and grease.</p> <p>Walk cautiously.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 25: Table Maintenance During Service(*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
	<p>d) If necessary, ask guest to move from area and apologize for inconvenience.</p> <p>e) Clean up area using the appropriate tool.</p>	<p><i>If cleaning job is too large, request the assistance of the space cleaner and post warning sign.</i></p>	<p>Guest approached courteously, with a smile.</p> <p>Voice clear.</p> <p>Floor dry and free of dirt, grease and debris.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 26: Serve Tea At Lunch And Dinner			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect tea box.	a) Pick up tea box from appropriate station. b) Open box and check contents and presentation. c) Close lid securely.	<i>Because the one tea box may be used by all service staff in the dining room, always check that it is in order and well stocked.</i>	No spots or stains on tea box. Tea bags dry, properly sealed, no holes or tears. Logos and labels facing the same direction in the box.
2) Present tea box.	a) Approach the table to be served. b) Alert guest of presence. c) Stand to the right of the guest and place the right foot forward. d) Place the left hand to the bottom of the tea box and use the right hand to raise the lid of the tea box. e) Describe the variety of teas in the box.	<i>Know the types of teas in the box.</i>	Voice clear.

FOOD AND BEVERAGE

BUS PERSON

Task 26: Serve Tea At Lunch And Dinner (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
3) Prepare to serve tea.	f) Allow guest to make tea selection and remove tea bag from the box. g) Ask whether guest prefers lemon, milk, etc. h) Return tea box to its original station.	<i>If guest does not remove tea bag from box, place tea bag on an underliner and place on a tray.</i>	
	a) Select a small tray. b) Collect china and silverware and place on tray: <ul style="list-style-type: none"> • cup • saucer • underliner c) Place tea bag on an underliner and place on tray. d) Collect condiment and place on tray. <ul style="list-style-type: none"> • milk • cream • half and half • sugar • honey • lemon/lime. 	<i>Only collect condiments requested by the guest.</i>	
4) Collect teapot.	a) Select appropriate sized pot from tea station.	<i>The size of the pot selected will depend on the amount of persons being served.</i>	Teapot held in an upright position.

FOOD AND BEVERAGE

BUS PERSON

Task 26: Serve Tea At Lunch And Dinner (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
5) Serve tea.	b) Rinse out pot with hot water.	<i>Pot is rinsed out with hot water to warm pot up.</i>	Hot water served from a hot pot.
	c) Pour hot water into teapot.	<i>Tea will not draw properly if the water is not hot.</i>	Pot filled to an inch from the top.
	d) Lift pot by the handle and place on an eight inch plate.		
	e) Approach table to be served.		
	a) Stand to the right of the guest.		
	b) Request the guest's attention.	<i>Always make a point to request guest's attention when serving hot beverages.</i>	
	a) Place cup and saucer to the right side of the guest, three inches from the edge of the table, with the handle at 5 o'clock and the teaspoon under the cup handle.		Cup face up.
	b) Place underliner with tea bag on the table, left of the water glass.		

FOOD AND BEVERAGE

BUS PERSON

Task 26: Serve Tea At Lunch And Dinner (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
6) Serve hot water.	<p>c) Place the condiments in their appropriate places on the table as close to the centre as possible.</p> <p>a) Stand to the right of the guest.</p> <p>b) Request the guest's attention.</p> <p>c) Ask guest if he/she prefers you to pour the water or leave pot on table.</p> <p>d) If guest asks you to pour water, pour hot water into cup, removing cup and saucer, if necessary.</p> <p>e) Return cup and saucer to original place on table.</p> <p>f) Place teapot on the table in a position convenient for guest.</p> <p>g) If guest prefers to pour water, place teapot in the same position as 'f' above.</p>	<p><i>Guest may request separate pots of water.</i></p> <p><i>Guest would place tea bag in cup.</i></p>	

FOOD AND BEVERAGE

BUS PERSON

Task 27: Serve Coffee At Lunch and Dinner			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Prepare to serve coffee.	<p>a) Select a small tray.</p> <p>b) Collect china and silverware and place on tray:</p> <ul style="list-style-type: none"> • cup • saucer • underliner • tea spoon • coffee pot. <p>c) Collect condiments and place on tray:</p> <ul style="list-style-type: none"> • milk • cream • half and half • sugar • lemon twist • instant coffee packets <p>(Place instant coffee packets on an underliner and place on tray).</p>	<p><i>The size of the coffee pot selected will depend on the amount of persons being served coffee.</i></p> <p><i>Only collect condiments requested by the guest.</i></p>	
2) Collect coffee from coffee station.	<p>a) Select appropriate coffee from coffee station.</p> <p>b) Rinse out pot with hot water.</p>	<p><i>Coffeepot is rinsed out with hot water to warm up pot.</i></p>	<p>Coffee pot held in an upright position.</p> <p>Coffee brewed and served to the restaurant's standards.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 27: Serve Coffee At Lunch and Dinner (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
3) Serve coffee.	<p>c) Pour hot coffee from the urn into the coffee pot:</p> <ul style="list-style-type: none"> • regular • decaffeinated. <p>d) Lift coffee pot by the handle.</p> <p>e) Approach table to be served.</p>		<p>Serve coffee from a hot pot.</p> <p>Fill pot to an inch from the top.</p>
	<p>a) Stand to the right of the guest.</p> <p>b) Request the guest's attention.</p>	.	<p>Guest is alerted when serving hot beverages.</p>
	<p>c) Place cup and saucer to the right side of the guest, three inches from the edge of the table with the handle at 5 o'clock and the tea spoon under the cup handle.</p>	<p><i>Hot water is provided when a guest wishes to brew their coffee at the table.</i></p>	<p>Cup face up.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 27: Serve Coffee At Lunch And Dinner (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
5) Serve specialty coffee.	<p>d) Place underliner with instant coffee packet on the table to the left of the water glass.</p> <p>a) Collect small tray and appropriate cup and saucer.</p> <p>b) Fill cup with coffee directly from the coffee machine.</p> <p>c) Place cup and saucer to the right side of the guest three inches from the edge of the table with the handle at 5 o'clock and the tea spoon under the cup handle.</p>	<p><i>These specialty coffee are non-alcoholic e.g. espresso, cappuccino, mocha and late.</i></p>	<p>Specialty cups filled a quarter inch from the top.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 28: Serve Milk and Juice			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Prepare to serve.	a) Collect a small tray. b) Collect appropriate glassware and china and place on tray.	<i>China is used for underliner.</i>	Free of chips, cracks, spots, streaks and particles.
2) Pour milk and juice.	a) Take tray to appropriate station in the kitchen. b) Pour beverage into glass directly from container. c) Place glass back on tray. d) Return to dining room and approach table to be served.	<i>Check expiry date on container.</i> <i>Put glass on underliner, just prior to serving guest, as a spill may occur during transporting.</i>	Milk and juice fresh and wholesome.

FOOD AND BEVERAGE

BUS PERSON

Task 28: Serve Milk and Juice			
STEPS	HOW TO'S	HINTS	STANDARDS
3) Serve milk and juice.	<p>a) Stand to the right of the guest.</p> <p>b) Alert the guest of your presence.</p> <p>c) Lift the glass by holding the base and place on the underliner.</p> <p>d) Remove the glass and underliner from the tray by holding the underliner with the thumb at the side at the side of the plate and the four remaining fingers at the bottom of the underliner.</p> <p>e) Place the glass on the table to the right of the guest three inches from the edge of the table.</p>	<p><i>Never put fingers on the rim of the glass.</i></p> <p><i>Lift carefully to avoid spillage.</i></p> <p><i>Place carefully on table.</i></p>	<p>Hold glass by base.</p> <p>No clanking of glassware.</p>

FOOD AND BEVERAGE

BUS PERSON

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FOOD AND BEVERAGE

BUS PERSON

Task 29: Clearing Used Table During Service (<i>continued</i>)			
STEPS	HOW TO'S	HINTS	STANDARDS
	<p>b) Pick up the plate from the table, lift to waist level and place on tray.</p> <p>c) Place items on the tray beginning at the centre and working outward. Stack larger items at the bottom and smaller ones at the top. Separate china and silverware.</p> <p>d) Continue the process around the table not exceeding four plates being cleared away at a time.</p> <p>e) Lift bottles and cans by the base, one item at time and place them on the tray.</p> <p>f) Lift disposable place mats and place them on the tray.</p>	<p><i>Items are placed on the tray in an orderly manner to ensure proper balance and safety in transporting.</i></p>	<p>Items placed at the centre of the tray and working outward.</p> <p>Smaller items stacked on top of larger items.</p> <p>Maximum of four plates cleared at a time.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 29: Clearing Used Table During Service(*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
3) Remove glassware from the table.	a) Lift glasses from the table by holding the stem or base. b) Place the glass(es) on the tray beginning at the centre and working outward. c) Carry loaded tray into the wash up area: <ul style="list-style-type: none"> • place china on stand • place glass ware on glassware rack • put silverware in pre wash bin • place bottles, cans, and disposable mats, etc in garbage bin. 	<i>Carefully handle glasses.</i>	Glasses held by the stem or base. Glasses lifted one at a time. No fingers in glasses. No glasses stacked. Trays not overloaded.
4) Remove condiments and preserves from the table.	a) Pick up condiments and preserves from the table: <ul style="list-style-type: none"> • jams and jellies • lemon • sugar • cream • salt and pepper shakers • sauces 		

FOOD AND BEVERAGE

BUS PERSON

Task 29: Clearing Used Table During Service (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
	<p>g) Pick up the plate from the table, lift to waist level and place on tray.</p> <p>h) Place items on the tray beginning at the centre and working outward, stacking larger items at the bottom and smaller ones at the top and separating china and silverware.</p> <p>i) Continue the process around the table not exceeding 4 plates being cleared away at a time.</p> <p>j) Pick up bottles and cans by the base, one item at time and place them on the tray.</p> <p>k) Pick up disposable place mats and place them on the tray.</p>	<p><i>Items are placed on the tray in this orderly manner to ensure proper balance and safety in transporting.</i></p>	<p>Items placed at the centre of the tray and working outward.</p> <p>Smaller items stacked on top of larger items.</p> <p>Maximum of four plates cleared at a time.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 29: Clearing Used Table During Service(*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
5) Remove glassware from the table.	<p>b) Place condiments and preserves on tray and carry into kitchen or place on the side stand.</p> <p>a) Lift glasses from the table by holding the stem or base.</p> <p>b) Place the glass(es) on the tray beginning at the centre and working outward.</p> <p>c) Carry loaded tray into the wash up area:</p> <ul style="list-style-type: none"> • place china on stand • place glass ware on glassware rack • put silverware in pre wash bin • put bottles, cans, and disposable mats, etc in garbage bin. 	<p><i>Unused condiments can be stored for future use.</i></p> <p><i>Carefully handle glasses.</i></p>	<p>Trays not over-loaded.</p> <p>Used condiments and preserves discarded.</p> <p>Glasses held by the stem or base.</p> <p>Glasses lifted one at a time.</p> <p>No fingers in glasses.</p> <p>No glasses stacked.</p> <p>Trays not overloaded.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 29: Clearing Used Table During Service(continued)

STEPS	HOW TO'S	HINTS	STANDARDS
6) Remove condiments and preserves from the table.	a) Pick up condiments and preserves from table: <ul style="list-style-type: none"> • jams and jellies • lemon • sugar • cream • salt and pepper shakers • sauces. b) Place condiments and preserves on tray and carry into the kitchen or put on side stand.	<i>Unused condiments can be stored for future use.</i>	Trays not overloaded. Used condiments discarded.
7) Remove wine baskets and table wine stands, wine bucket and wine bucket stands.	a) Remove wine basket, table wine bucket and bucket stand from or near the table. b) Place on side stand. c) Remove wine basket or wine bucket away from the table. d) Place in the appropriate area.		
8) Remove table accompaniments.	a) Accompaniments: Lift from the table and place on tray or side stand:	<i>E.g. flowers, table tents etc.</i> <i>Handle with care.</i>	

FOOD AND BEVERAGE

BUS PERSON

Task 29: Clearing Used Table During Service (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
8) Remove place mats.	a) Lift place mats from the table by holding both sides and place on tray or side stand. b) Carry mats into the wash up area or place disposable mats in the garbage in.	<i>Ensure that crumbs do not fall to the floor while lifting mats.</i>	Mats held with both hands.
9) Remove particles from table.	a) Pick up any debris or food particles from used tablecloth and put on a service plate or small tray. c) Dispose of refuse in the kitchen.	<i>A folded service cloth may also be used to crumb the table.</i>	
10) Remove used napkins.	a) Pick up used napkins from table. b) Place use napkins in the linen cart or on the side stand.		
11) Clean table.	a) For table without table cloth: use a damp cloth and the approved cleaning chemical to wipe the table top.	<i>Handle with caution.</i> <i>Napkins used for disposal of unwanted items and substances.</i>	

FOOD AND BEVERAGE

BUS PERSON

Task 29 : Clearing Used Tables During Service(*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
11) Clean chairs.	a) Use a damp cloth and the approved cleaning chemical and wipe the chairs.	<i>Thoroughly check chairs for food particles.</i>	<p>Table and chairs free of grease, debris and food particles.</p> <p>Tables and chairs dry.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 30: Set Tables During Service			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Select table cloth.	a) Collect the appropriate sized tablecloth from the side stand or linen cupboard. b) Examine the cloth for cleanliness and appearance. c) Carry the tablecloth to the table to be set.		Table cloth free of holes, tears, stains, and not faded. Smells fresh. Table cloth folded on the right side in screen fold.
2) Change table cloth.	a) Stand to one side of the table and open a clean tablecloth lengthwise into the screen fold. b) Place cloth across the centre of the table. c) Pick up fresh tablecloth by holding the edges farthest from you leaving the bottom flap over the table hanging loosely across the table.		Hold cloth firm with both hands.

FOOD AND BEVERAGE

BUS PERSON

Task 30: Set Tables During Service			
STEPS	HOW TO'S	HINTS	STANDARDS
	<p>d) Lift the clean table cloth off the table and:</p> <p>Drop the bottom flap over the edge of the edges of the table farthest from you.</p> <p>e) While holding the clean cloth, grasp the used cloth with both hands at the farthest corners of the table.</p> <p>f) Release the remaining folded portion of the clean cloth continuing to hold it by the top flap.</p> <p>l) Pull the used cloth and the clean cloth toward you simultaneously.</p> <p>m) When the used cloth is completely off the table, drop the edges of the clean cloth and centre the clean cloth onto the table.</p>	<p><i>Hold cloth securely to ensure that it does not drop to the floor.</i></p>	<p>Hold used cloth securely.</p> <p>Cloth even on all sides.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 30: Set Tables During Service			
STEPS	HOW TO'S	HINTS	STANDARDS
3) Set table.	<p>d) Place the used cloth in the linen cart.</p> <p>a) Check tables and chairs for condition.</p> <p>b) Position chairs.</p> <p>c) Lay out place mats.</p> <p>d) Put table accompaniments on the table. Place the</p> <ul style="list-style-type: none"> • lamps • lights • candles • candle holders • flowers • table tents etc. <p>on table.</p> <p>e) Place salt and pepper shakers on table.</p> <p>f) Place ashtray on table.</p>	<p><i>E.g. flowers, table tent etc.</i></p>	<p>Furniture sturdy.</p> <p>No splinters, cracks or chips.</p> <p>Furniture arranged according to restaurant specifications.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 30: Set Tables During Service			
STEPS	HOW TO'S	HINTS	STANDARDS
	g) Set up china on table. h) Layout silverware on table. i) Place napkins in appropriate positions.		Table set according to restaurant's standards.

FOOD AND BEVERAGE

BUS PERSON

Task 31: Break Down Of Side Stands/Stations			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Remove unused china and glassware.	a) Place china and glassware on a tray. b) Deliver items to the kitchen area for storage.		
2) Remove condiments and preserves.	a) Place condiments and preserves on a tray. b) Deliver items to the kitchen area for storage.		
3) Remove unused silverware.	a) Place silverware on a tray. b) Return unused silverware to storage area.	<i>Separate knives, forks, spoons and specialty utensils into their own compartments.</i>	Silverware stored neatly and orderly.
4) Remove wine bucket and stand.	a) Carry the bucket and stand into kitchen. b) Empty water out of bucket and stand.		

FOOD AND BEVERAGE

BUS PERSON

Task 31: Break Down Of Side Stands/Stations(*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
5) Remove water pitchers.	c) Wipe bucket and stand with a service cloth.	<i>Carefully wipe buckets and stands to avoid rust and corrosion.</i>	Buckets and stands dry and free of particles.
	d) Return items to storage area.		Stored neatly and orderly.
	a) Place water pitchers on a tray and carry into kitchen area.		
	b) Empty water out of pitchers.		
6) Remove coffee pots.	c) Rack pitchers for cleaning.		Pitchers dry and free of particles.
	d) After they have been cleaned return pitchers to storage area.		Pitchers stored neatly and orderly.
	a) Place coffee pot on a tray and carry into the kitchen area.		
	b) Empty coffee from pot.		

FOOD AND BEVERAGE

BUS PERSON

Task 31: : Break Down Of Side Stands/Stations(*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
	<ul style="list-style-type: none"> c) Rack coffee pot for cleaning. d) After cleaning return coffee pot to storage area. 		<p>Pots dry and free of stains and particles.</p> <p>Pots stored neatly and orderly.</p>
7) Remove teapots.	<ul style="list-style-type: none"> a) Place teapots on a tray and carry into the kitchen area. b) Empty tea or water out of pots. c) Rack pots for cleaning. d) Return tea pots to storage after cleaning. 		<p>Pots dry and free of stains and particles.</p> <p>Pots stored neatly and orderly.</p>
8) Remove table wine baskets and stands.	<ul style="list-style-type: none"> a) Lift baskets and stands and carry into the kitchen area. 		

FOOD AND BEVERAGE

BUS PERSON

Task 31: Break Down Of Side Stands/Stations(*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
	<ul style="list-style-type: none"> b) Use a service cloth to wipe the baskets and stands. c) Return items to storage area. 		<p>Baskets and stands free of spots and stains.</p> <p>Stored neatly and orderly.</p>
9) Remove unused ashtrays.	<ul style="list-style-type: none"> a) Place unused ashtrays on a tray. b) Return unused ashtrays to storage area. 		<p>Stored neatly and orderly.</p>
10) Remove salt\pepper shakers and pepper mill.	<ul style="list-style-type: none"> a) Place items on tray and carry into kitchen area. b) Use a dry service cloth to wipe shakers and mill. c) Return items to storage area. 		<p>Shakers and mill free of grease, spots and stains.</p> <p>Stored neatly and orderly.</p>
11) Remove sugar bowls/dredges.	<ul style="list-style-type: none"> a) Place items on a tray and carry into kitchen area. b) Use a dry service cloth to wipe bowl/dredge. 		<p>Bowl/dredge free of spots.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 31: Break Down Of Side Stands/Stations(*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
12) Remove unused: <ul style="list-style-type: none"> • place mats • check holders • matches. 	c) Return items to storage area.		Stored neatly and orderly.
	a) Place unused items on a tray. b) Return items to storage area.		Stored neatly and orderly.
13) Remove unused small service trays.	a) Lift unused trays from the side stand.		
	b) Return trays to storage area.		Stored neatly and orderly.
14) Remove unused linen.	a) Lift napkins, table cloth and service cloths from side stands.	<i>Do not over stack.</i>	
	b) Carry into storage and stack in appropriate area.		Neatly stacked.
	c) Cover linen with a clean and fresh table cloth.	<i>Linen is covered to keep free from dust</i>	Linen completely covered.

FOOD AND BEVERAGE

BUS PERSON

Task 32: Break Down Of Tables In Station			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Remove table lights, lamps and candle holders.	a) Select a service tray. b) Place items on the tray. c) Discard used candles. d) Put candleholders in appropriate storage area. e) Put lights and lamps on charger in storage area.	<i>Ensure that charger is properly functioning.</i>	Candles used as per restaurant's standards. Lights, lamps and candle holders stored neatly and orderly. Lights and lamps charged according to the restaurant's standards.
2) Remove table accompaniments:	a) Select a service tray. b) Place items on the tray. <ul style="list-style-type: none"> • flowers in vase • floral arrangements • table numbers • table tents. c) Discard soiled and outdated table tents.		

FOOD AND BEVERAGE

BUS PERSON

Task 32: Break Down Of Tables In Station (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
3) Remove linen.	<p>d) Use a service cloth to wipe table numbers.</p> <p>e) Place items in storage area.</p> <p>a) Strip used linen from table:</p> <ul style="list-style-type: none"> • napkins • table cloth <p>b) Place linen in cart or bag.</p> <p>c) Strip unused linen from the table.</p> <p>d) Fold tablecloth back into its original fold.</p> <p>e) Return unused linen to storage area.</p>	<p><i>Similar sizes stacked together.</i></p>	<p>Tables thoroughly cleared.</p> <p>Linen stored neatly and orderly.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 33: Linen Handling Procedures At The End of Shift			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect linen requisition form.	a) Obtain the correct form from the designated Supervisor.	<i>Ensure form is in triplicate.</i>	Form is correct, neat and tidy.
2) Remove linen from cart or bag.	a) Empty cart/bag of used linen. b) Place linen in area to be sorted.	<i>Be on alert for equipment folded in linen especially glasses and plates.</i>	
3) Remove debris and food particles from cart/bag.	a) Use a small brush and dustpan to sweep and collect debris and particles from cart. b) Shake linen bag over a garbage bin allowing debris and particles to fall out.	<i>Debris and food particles are a breathing ground for insects and rodents.</i>	Cart/bag neat and free of debris and food particles.
4) Sort linen.	a) Place napkins, service cloths and table cloths into three separate piles. b) Place ruined linen into a pile.	<i>Be cautious for glass and china splinters when sorting linen.</i>	Napkins, service cloths and table cloths in three separate piles. Ruined linen removed out of stock immediately.

FOOD AND BEVERAGE

BUS PERSON

Task 33: Linen Handling Procedures At The End Of Shift

(continued)

STEPS	HOW TO'S	HINTS	STANDARDS
5) Count linen.	a) Count the napkins and service cloths in bundles of twelve and tie individual bundles together. b) Count the tablecloths in single units. c) Tie all the damaged and ruined linen together.	<i>Tie securely.</i>	Exact amounts in each bundle.
6) Enter information onto requisition form.	a) Use a pen to record the following information in the appropriate place on the form: <ul style="list-style-type: none"> • day • date • time • name of individual • name of restaurant • quantities of napkins, service cloths and table cloths • quantities of discarded linen. 		Pen used. Information accurate.

FOOD AND BEVERAGE

BUS PERSON

Task 33: Linen Handling Procedures At The End Of Shift <i>(continued)</i>			
STEPS	HOW TO'S	HINTS	STANDARDS
7) Place linen back into cart/bag.	a) Place the used linen in the cart/bag.	<i>Ensure that napkins remain tied in bundles of 12.</i>	Napkins in bundles of 12. Service and table cloths in one bundle. Ruined linen in one bundle.
8) Submit requisition form.	a) Present completed requisition form to Supervisor for signature. b) Give the original copy of the requisition form to the Supervisor. c) Retain the second and third copies.	<i>Ensure that Supervisor signs requisition form before delivering to laundry area.</i>	Requisition form signed. Two copies retained.
9) Deliver used linen to laundry pick up area.	a) Collect laundry cart/bag. b) Transport laundry cart/bag to laundry pick up area.	<i>Always keep cart in sight.</i>	

FOOD AND BEVERAGE

BUS PERSON

Task 33: Linen Handling Procedures At The End Of Shift

(continued)

STEPS	HOW TO'S	HINTS	STANDARDS
	<p>c) Hand over linen to laundry personnel.</p> <p>d) Give second and third copies of the requisition form to authorized laundry personnel in that area.</p> <p>e) Inform the authorized laundry personnel which pile of linen is ruined and which pile is soiled.</p> <p>f) Obtain the signature of the authorized laundry personnel on the two copies of the form.</p>		<p>Requisition form signed by laundry personnel.</p>
	<p>g) Leave the second copy of the form with the authorized laundry personnel and keep the third copy for your records.</p>	<p><i>Be sure to keep the third copy for future reference and to protect against pilferage.</i></p>	<p>Third copy retained.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 34: Report To Closing Manager/Captain/Hostess For			
Final Instructions			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Inform closing Supervisor of completed duties.	a) Notify Supervisor that the following tasks have been completed: <ul style="list-style-type: none"> • break down of side stands • break down of tables in station • other assigned duties, for example: • tidy bread station • tidy coffee/tea station • linen duties 		All tasks completed to the restaurant's standards.
2) Physical inspection of completed task.	a) Accompany the closing Supervisor as the above areas are being inspected. b) Correct any problems identified by the Supervisor and report back to the closing Supervisor.		
3) Receive special instructions.	a) Listen to the Supervisor or give the following information: <ul style="list-style-type: none"> • special function/s 		

FOOD AND BEVERAGE

BUS PERSON

<div>Task 34: Report To Closing Manager/Captain/Hostess For</div> <div>Final Instructions</div>			
STEPS	HOW TO'S	HINTS	STANDARDS
	<ul style="list-style-type: none"> • special duties • special dress • special guest/s • extraordinary cleaning in the restaurant • special rostering. 		<p>Listen attentively.</p> <p>Notes taken.</p>
4) Sign for gratuities.	a) Sign cashier's slip sheet.		Collected as per the restaurant's standards.
5) Sign out.	a) Write signature on sign out sheet. b) Write the time of sign out next to your signature.	<i>Ensure that you never sign out for another person.</i>	<p>Pen used.</p> <p>Time recorded accurately.</p> <p>Sign out when leaving the restaurant.</p>

FOOD AND BEVERAGE

BUS PERSON

Task 35: Telephone Answering Skills			
STEPS	HOW TO'S	HINTS	STANDARDS
1. Answer the telephone	a) Respond using the correct salutation E.g.: Good morning, afternoon, evening, Restaurant Gemo speaking, how may I help you? b) Speak clearly and use proper grammar. c) Control volume. d) Listen attentively without interrupting.	<i>Smile through your voice.</i>	Telephone answered within three rings. Telephone voice is clear with correct intonation, proper grammar and speed.
2. Placing a call on hold.	a) Ask caller's permission before placing call on hold, e.g. "May I ask you to hold please?" b) Wait for a response.		Caller's permission obtained before being placed on hold.
3. Transfer a call	a) Before transferring a call, inform the caller of the call being transferred. b) Connect call to requested area or person.		

FOOD AND BEVERAGE

BUS PERSON

Task 35 : Telephone Answering Skills (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
4. Take message	a) Collect note pad and pen. b) Take the following information. E.g. <ul style="list-style-type: none"> • First and last name • Phone number. • Time and date • The person's request. • Sign message. 		No personal calls. Message written.

FOOD AND BEVERAGE

BUS PERSON

Task 36 : Guest Relation Skills			
STEPS	HOW TO'S	HINTS	STANDARDS
1. Greet guest.	a) Stand within close proximity of guest (2 – 3 feet). b) Make eye contact and smile. c) Greet guest with appropriate salutation. E.g. <ul style="list-style-type: none"> • Good morning • Good afternoon • How are you? • Are you enjoying your stay? 		Every guest greeted by waiter/waitress. Speak clearly and no slang. Guest feels pampered and welcome. Use guest name if known. Correct posture maintained. Stand within three feet of guest.
2. Listen to guest's response	a) Continue conversation with guest if they are interested in conversing. b) Remain positive, never impatient, and be attentive to guest at all times. c) Anticipate and guest's needs.	<i>Maintain a friendly "on stage" attitude</i>	Do not yell from the other end of the floor or across the room.

FOOD AND BEVERAGE

BUS PERSON

Task 37: Complaint Handling Skills

STEPS	HOW TO'S	HINTS	STANDARDS
1. All guest complaints must be handled in a professional manner.	a) Do not argue with guest. b) First listen to guest's complaint and do not interrupt. c) Thank the guest for bringing the problem to your attention. d) Apologize to them. e) Agree to a feasible solution. f) Act on the solution. g) Follow up to ensure total guest satisfaction. h) Notify your manager of all complaints.	<i>Do not disagree/ agree with guest, remain neutral.</i> <i>Do not cast blame on other individuals / departments.</i> <i>Be sincere and always maintain eye contact.</i> <i>Continually inform guest on the status of the complaint.</i>	Complaint owned. All complaints handled in a courteous and professional manner. Manager notified of all complaints Guest complaints resolved to guest's satisfaction

FOOD AND BEVERAGE

BUS PERSON

Task 38 : Emergency Procedures			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Observe the Company's Emergency Procedures.	a) Attend all emergency meeting seminars sponsored by the hotel. b) Read the emergency Procedure Manual.	<i>Be aware of all Emergency Procedures.</i>	Mandatory attendance of all emergency meetings.
2) Memorize the location of fire equipment on property.	a) Know how to use the Emergency Equipment: <ul style="list-style-type: none"> • fire alarm • fire exit • fire extinguisher • first aid kit b) Contact the appropriate person in case of any emergency.	<i>Be knowledgeable of the location of the nearest fire exit, fire extinguisher and first-aid kit.</i>	

FOOD AND BEVERAGE

BUS PERSON

FOOD AND BEVERAGE

BUS PERSON

FOOD AND BEVERAGE

BUS PERSON