



# Deliver Exceptional Table Service

## Pre-Service & Setup

Ensuring the dining area is pristine and ready for guests before they arrive.

### Verify Table Count

### Inspect Table Linens (Cleanliness & Condition)

### Check Tableware (Polish, Absence of Damage)

- ☐ Plates
- ☐ Cutlery
- ☐ Glassware
- ☐ Napkins

### Confirm Ambiance (Lighting, Music, Temperature)

- ☐ Perfect
- ☐ Minor Adjustment Needed
- ☐ Significant Adjustment Needed

### Note any Specific Table Setups (e.g., Highchair, Special Request)

Write something...

### Verify Fresh Water Pitchers & Ice

Enter a number...

## Guest Greeting & Seating

Creating a warm welcome and seamlessly guiding guests to their table.

### Number of guests in party (if not pre-arranged)

Enter a number...

### Seating Preference (if applicable)

- ☐ Booth
- ☐ Table by Window
- ☐ Quiet Corner
- ☐ Highchair Required?

### Record any special requests during seating (e.g., accessibility needs)

Write something...

### Confirm table assigned is appropriate for party size

- ☐ Yes
- ☐ No - Re-seat required

### Guest Name (for personalized service - optional)

Write something...

### Reservation Notes (if applicable)

- ☐ Birthday Celebration
- ☐ Anniversary
- ☐ Dietary Restrictions Mentioned

## Menu Presentation & Recommendations

Providing knowledgeable and engaging assistance with menu choices.

### Are you familiar with the current menu offerings?

- ☐ Yes - I know the menu inside and out.
- ☐ Yes - I have a good understanding.
- ☐ No - I need more training.

### Describe your approach to presenting the menu to guests.

Write something...

### How do you handle guest inquiries about ingredient sourcing?

- ☐ I have the information readily available.
- ☐ I can find the information quickly.
- ☐ I direct the guest to a manager.

### Provide examples of 3-5 dishes you can confidently recommend and why.

Write something...

### How do you respond when a guest asks for a recommendation outside of the menu?

- ☐ Suggest similar items from the menu.
- ☐ Offer to check with the chef for alternatives.
- ☐ Politely explain that modifications aren't possible.

### Estimate how many menu-related questions you handle per shift (on average).

Enter a number...

## Order Taking & Accuracy

Recording orders precisely and efficiently, handling special requests professionally.

### Confirm Guest Allergies/Dietary Restrictions?

- ☐ Yes
- ☐ No

### **Detailed Guest Requests/Modifications (e.g., 'no cheese', 'extra sauce')**

Write something...

### **Quantity of Each Item Ordered**

Enter a number...

### **Wine Pairing Recommendation (if applicable)**

- ☐ Offered and Suggested
- ☐ Offered, No Recommendation
- ☐ Not Offered

### **Order Taken to Kitchen Properly?**

- ☐ Yes
- ☐ No

### **Table Number**

Write something...

### **Any special instructions regarding cooking temperature?**

- ☐ Rare
- ☐ Medium Rare
- ☐ Medium
- ☐ Medium Well
- ☐ Well Done

# Beverage Service

Expertly serving beverages, including wine pairing and drink preparation.

## Wine Knowledge Level

- ☐ Beginner
- ☐ Intermediate
- ☐ Advanced
- ☐ Expert

## Common Wine Pairing Knowledge

- ☐ Red Meat & Cabernet Sauvignon
- ☐ Fish & Chardonnay
- ☐ Spicy Food & Riesling
- ☐ Dessert & Port

## Pour Size (oz) for Standard Wine Glass

Enter a number...

## Proper Wine Service Temperature (Red)

- ☐ Chilled (45-50°F)
- ☐ Room Temperature (65-70°F)
- ☐ Slightly Cool (55-60°F)
- ☐ Warm (75°F)

## Describe steps for proper sparkling wine service.

Write something...

### Are you trained on any specialized cocktails?

- ☐ No
- ☐ Yes - basic
- ☐ Yes - extensive

### Briefly describe a situation where you successfully handled a guest's beverage request that was not on the menu.

Write something...

## Food Service & Timing

Serving food with impeccable presentation, pace, and attention to detail.

### Course Timing (minutes)

Enter a number...

### Plate Presentation Check

- ☐ Meets Standard
- ☐ Minor Adjustment Needed
- ☐ Significant Adjustment Needed

### Temperature Check (Hot Dishes)

- ☐ Within Range
- ☐ Slightly Cool
- ☐ Too Cool - Reheated

### Special Requests/Modifications Noted

Write something...

### Allergies/Dietary Restrictions Confirmed?

- ☐ Confirmed & Accommodated
- ☐ Confirmation Required - Flag for Manager

### Table Turnover Time (minutes)

Enter a number...

## Table Maintenance & Anticipation

Proactively attending to guest needs throughout the meal, maintaining cleanliness and readiness.

### Check Table Cleanliness Score (1-5)

Enter a number...

### Check for these items:

- ☐ Empty Plates
- ☐ Used Glassware
- ☐ Napkins
- ☐ Cutlery
- ☐ Condiments
- ☐ Water Glasses



**Did you proactively offer refills?**

☐ Yes

☐ No

**Time of last table maintenance check**

**Note any specific guest requests or concerns addressed during table maintenance**

Write something...

**Did you notice any spills or potential hazards?**

☐ Yes

☐ No

**Number of times table was checked during service**

Enter a number...

## Guest Engagement & Rapport

Building positive relationships with guests through attentive and friendly interaction.

**Initial Greeting Tone (Select one)**

☐ Warm & Enthusiastic

☐ Professional & Welcoming

☐ Subtle & Respectful

### **Describe your approach to building rapport with guests.**

Write something...

### **How do you handle a guest who seems disinterested in conversation?**

- ☐ Respect their preference, offer assistance quietly.
- ☐ Attempt to engage them with a lighthearted comment.
- ☐ Ask if they are feeling unwell or need anything specific.

### **Approximate average time spent at each table for proactive check-ins (in minutes)**

Enter a number...

### **Which of the following are appropriate conversation starters (select all that apply)?**

- ☐ Complimenting their attire
- ☐ Asking about their dining experience so far
- ☐ Inquiring about their origin
- ☐ Discussing current events

### **Give an example of how you would handle a guest expressing a minor complaint (e.g., music too loud)**

Write something...

## **Check Presentation & Payment**

Handling payment processing accurately and efficiently, providing a gracious farewell.

### Check Presentation Method

- ☐ Presented verbally with total
- ☐ Printed check presented
- ☐ Digital check presented (tablet)

### Total Bill Amount

Enter a number...

### Payment Method Received

- ☐ Cash
- ☐ Credit Card
- ☐ Debit Card
- ☐ Gift Card
- ☐ Mobile Payment (e.g., Apple Pay)

### Credit Card Type (if applicable)

Write something...

### Tip Amount (if applicable)

Enter a number...

### Authorization Code (if applicable)

Write something...

### Notes on Payment

Write something...

## Post-Service & Resetting

Preparing the table for the next guests, ensuring a smooth transition.

### Number of dirty plates/cutlery removed

Enter a number...

### Table linens/napkins condition

- ☐ Clean & Spotless
- ☐ Minor Stain - Requires Spot Cleaning
- ☐ Significant Stain - Requires Replacement
- ☐ Damaged - Requires Replacement

### Chair Condition

- ☐ Good
- ☐ Minor Mark
- ☐ Requires Cleaning
- ☐ Damaged - Requires Repair/Replacement

### Any specific notes regarding table cleanliness/condition?

Write something...

### Time taken to reset table (minutes)

Enter a number...

### Tableware condition after reset

- ☐ Excellent
- ☐ Good
- ☐ Acceptable
- ☐ Needs Attention