6 Flowchart: Table service from the kitchen

Host
Waits for guest at entrance.

Host
Welcomes & seats guest. Explains process for serving breakfast. Guest is given menu and host upsells where appropriate.

Host removes 'table clean and sanitised' sign.

Food service staff
Attends table within agreed SOP protocol of guest seating.

Offers assistance/advice & takes complete breakfast order (incl. preserves/conserves and any sauce accompaniments).

Confirms room number or assigns table number and takes contact details if non resident for tracing purposes.

Food service staff
Enters order on POS and/ or delivers order docket to kitchen and stillroom.

Adjusts cutlery to table as per order & places milks, sugars and any preserves or sauces not coming from kitchen on table.

Food service staff
Collects & serves from service area. Cereal/ porridge/fruit/ juices/ charcuterie/cheeses.

From the stillroom
Collects & serves beverage/toast/breads/ croissant, butter and preserves.

Service assistant
Clears empty cereal dishes & glasses to wash up.

Food service staff
From the kitchen collects cooked breakfast items (incl. sauce accompaniments ordered and coming from kitchen).

Food service staff
Serves cooked breakfast and accompaniments.

Checks with guest for additional requirements.

Food service staff
Checks on guest satisfaction.

Offers hot beverage top up, checks for additional toast/ breads/pastries.

Service assistant
Clears cooked breakfast plates & accompaniments to wash up.

Food service staff
Moves side plate in front of guest.

Tops up beverage & enquires if more toast is needed.

Food service staff
Processes payment for non residents.

Enquires if guests have plans for the day (offers suggestions for experiences/things to see & do).

Upsells hotel facilities, such as picnic lunch baskets, spa treatments, checks if they need dinner reservations etc.

Food service staff
Engages with the guest, looks for feedback & assesses satisfaction level.

On departure, thanks the guest for their custom, wishes them an enjoyable day & invites them back.

Clear table
Cleans & sanitises table, chairs & cruets.

Replaces 'table cleaned and sanitised' sign.

Informs host that table is available.