6 Flowchart: Table service from the buffet

Host
Waits for guest at entrance.

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Host
Welcomes & seats guest.
Explains process for service of breakfast.
Guest is given menu & host upsells where appropriate.
Host removes 'table clean & sanitised' sign.

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Food service staff
Attends table within agreed SOP protocol timing of guest seating.
Offers assistance/advice on menu & takes tea, coffee, juice, toast & preserve/conserve order.
Confirms if guest is resident or not and takes room number or name and contact information if non resident (for tracing purposes).

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Food service staff
From the stillroom, collects & serves hot beverage, toast, juice, butter & preserves/ conserves, milk & sugar.
Posts order to POS.

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Food service staff
Takes order for cereal/ porridge, cold plates e.g. fruit/ charcuterie/ cheeses as displayed on buffet in sight of customer.
Posts order to POS.

Food service staff
From the buffet collects & serves cereal/porridge/ fruit/ charcuterie/cheese cold plates.

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Food service staff
Takes order for cooked breakfast including noting any sauce/ accompaniments required.
Posts order to POS.

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Service assistant
Brings accompaniments for hot breakfast & clears empty cereal dishes, plates & glasses to wash up.

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Food service staff
From the buffet, collects cooked breakfast items (incl. sauce/ accompaniments if coming from buffet station).

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Food service staff
Serves cooked breakfast & accompaniments from hot buffet station.
Checks with guest for additional requirements.
Offers hot beverage top up.

Food service staff
Checks on guest satisfaction.
Tops up beverage & enquires if more toast is needed.

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

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Food service staff
Processes payment for non residents on POS. 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 and recommends nearby attractions/activities, checks if they need dinner reservations etc.

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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.

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Service assistant
Clears table.
Cleans & sanitises table, chairs and cruets.
Replaces 'table cleaned & sanitised' sign.
Informs host that table is available.