



Hospitality Insurance Providers

A subsidiary of Affiliated Insurance Agency, Inc., St. Louis, MO

STEPS OF SERVICE

Service Step	When to begin	Delivery Time	Key points
Greeting	Within 1 minute of being seated		Guest should be greeted and notified that you will be right with them.
Beverage Order	Within 2 minutes of being seated	2-4 minutes	Water and drink orders need to be made quickly.
Appetizer Order	Upon beverage service	5-7 minutes	Appetizers should be ordered with beverages and staff should alert customers of specials
Entrée Order/Wine Order	Within 0-5 minutes of taking appetizer order		Wine orders are best suggested with entrée selection.
Salad/Soup/Wine Service	Within 2-4 minutes after entrée order	2-4 minutes	Wine service depends on customer preferences (before or during entrée) and soups and salad should be served when appetizers are almost finished.
Entrée Service	After salad/soups have been cleared	Entrée service – 12-16 minutes from time ordered	Allow salads to be completed and all plates removed before serving the entrée. Check if any additional silverware is needed and refill drinks.
Table Check Back	Within 2 minutes of entrée delivery		Promptly check for order correctness and proper cooking temps within 2-3 minutes of entrée service.
Clear Plates	Upon completion of entrée		Finished plates and glassware should be removed promptly during the entire service process. It is imperative to clear all crumbs before asking for dessert order.
Dessert / After-Dinner Drink Order	After plates have been cleared	2-3 minutes	Desserts and after dinner drinks should be prepared and delivered promptly. Additional napkins or silverware maybe required.
Check Presentation	Near or after completion of dessert		Always check one last time for drink refills before presenting check. Clear all flatware that is used.
Check Payment	Within 1 minute of cash or credit card presentation		Never rush a guest for payment but once payment has been presented, process the check quickly.
Table Turn	Within 1 minute of guest leaving		Once guest has left, the table should be cleared and reset promptly to start all over.