Hospitality Studies GR10

Worksheet 1.2: Service procedures in Restaurant

You are the Maitre D' hotel in Restaurant at you school you have to train the waiters .
Read the next scenarios that happened at your PAT evening. How will you correct them?

1. No one was at the door when the principal arrived. You were busy with another guest who should
have received him in your place.

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2. The guests walks to their table, the waiter follows them and leaves.

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3. Wine list are presented from the right side and left side waiter unsure what to do.

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4. After main course unused covers were still on the table.

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5. The plates are to hot. Your waiter needs to get them to the table.

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6. Guests indicates that they are only drinking colddrink. What happens to the wine glasses?

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7. The guest spills his drink on the table. The waiter ignores it.

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8. He sets a tray with 4 cups, teapot, milk and sugar bowl and place it in front of the host.

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9. The waiter is unsure of who the host is. He doesn't know who he must get the bill.

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10. He carries the bill in his hand and leaves it on the table in the middle of the table.

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