

ORDER OF SERVICE



Present hot towels (using silver tray and tongs)
Pick up used hot towels (using silver tray and tongs)
Take beverage orders
Serve beverages with beverage napkins
Present planned menu to passengers and take orders
Service set up: placemats, napkins, silverware, salt & pepper shakers
Serve appetizer course (if applicable)
Clear appetizer and refresh beverages
Serve salad course (salad dressing on the side or on the salad?)
Serve rolls or bread from basket or tray with tongs (make sure to serve butter)
Clear salad plates, forks, knives, salad dressing
Wine service (if requested)
Replace any missing silverware or planned set up for main course (i.e. Steak knives)
Serve main course
Refresh beverages
Clear all plates, salt & pepper shakers, silverware to prepare for dessert course
Take orders for coffee or hot tea
Serve dessert along with proper utensil if not preset
Serve coffee or hot tea and include all accompaniments
Clear dessert plates and utensils
Cheese course (if applicable)
Clear all settings, napkins and accompaniments
Offer after dinner cordials, liqueurs or water
Prior to landing - second hot towel service
Approach service - offer individual chocolates or mints (if applicable)