

Inflight Service Order

Present Hot Towels	Serving Tray and Tongs
Collect Hot Towels	Serving Tray and Tongs (Sanitize Tongs Afterwards)
Beverage Orders	Serving Tray and Beverage Napkins
Present Menu	Printed Menus or iPads
Place Settings Set Up	Open Tables, Place Placemats
	Open Tables, Place Placemats, Napkins, Silverware, S&P (Serving Tray)
Serve First Course	Serving Tray and Additional Utensils (if required)
Clear and Refresh Beverages	Serving Tray
Serve Soup	Serving Tray
Serve Bread/Rolls	Serving Tray and Tongs, Butter
Clear and Refresh Beverages if Needed	Serving Tray
Serve Salad	Serving Tray and Salad Dressing (if on the side)
Clear and Refresh Beverages if Needed	Serving Tray
Wine Service (if requested)	Present Bottle, Open in Galley, Pour and Serve on Serving Tray
Replace/Add Utensils Required	Serving Tray (Steak Knife, Chop Sticks, Replacement Utensils)
Serve Main Course	Serving Tray or By Hand
Refresh Beverages	Serving Tray
Clear	Plates, S&P, Napkin Rings, Used Utensils and Side Service Items
Offer Coffee, Tea, Cordials	
Serve Dessert	Serving Tray and Proper Utensils (Replace Dinner Napkin if Necessary)
Serve Coffee, Tea, Cordial	Serving Tray
Clear and Refresh Beverages	Serving Tray
Offer Cheese Course	
Serve	Serving Tray and Proper Utensils
Clear Complete Table Settings	Serving Tray
Close and Secure Tables	
Offer Water	Cold or Room Temperature Serving Tray
Serve Chocolate or Mints	Serving Tray
Present Hot Towels (if applicable)	Serving Tray and Tongs
Collect Hot Towels	Serving Tray and Tongs (Sanitize Tongs Afterwards)