

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)