Server Sequencing in a Restaurant

# 1. Greet and Seat

Time Frame: Within 30 seconds of the guest's arrival.
Action: Warmly greet the guests and escort them to their table. This sets the tone for the entire dining experience.

# 2. Water and Menus

Time Frame: Immediately after seating.
Action: Offer water and hand out menus. This is a subtle signal that the guests' needs are a priority.

# 3. Introduction and Specials

Time Frame: Within 2 minutes of seating.
Action: Introduce yourself, mention the day’s specials, and suggest a drink or appetizer. This builds rapport and gently nudges the guests towards a more enjoyable experience.

# 4. Take Drink Orders

Time Frame: As soon as the guests are ready.
Action: Take drink orders and confirm any preferences or dietary restrictions. Then, swiftly relay the orders to the bar.

# 5. Deliver Drinks and Take Food Orders

Time Frame: Within 5 minutes of taking the order.
Action: Serve the drinks, ensuring they are correct. Then, take the food orders, starting with appetizers and then moving to entrees. If necessary, offer guidance on the menu.

# 6. Input Orders

Time Frame: Immediately after taking orders.
Action: Enter the orders into the Point of Sale (POS) system promptly. This minimizes wait times and ensures the kitchen gets a head start on preparation.

# 7. Check Back and Course Delivery

Time Frame: Shortly after each course is served.
Action: Check in with the guests to ensure they are satisfied with their food and drinks. Address any issues immediately. Serve each course with timing that allows the guests to enjoy their meal without feeling rushed.

# 8. Clear and Pre-Bus

Time Frame: As guests finish each course.
Action: Clear empty plates and glasses efficiently to keep the table tidy. This also makes room for the next course.

# 9. Offer Dessert and Coffee

Time Frame: After the main course is cleared.
Action: Suggest dessert, coffee, or after-dinner drinks. This is an opportunity to enhance the dining experience and increase the check average.

# 10. Present the Check

Time Frame: When guests are finished and ready to leave.
Action: Present the check in a timely manner, but don’t rush the guests. Offer to process payment quickly and thank them for dining with you.

# 11. Thank and Farewell

Time Frame: As guests leave.
Action: Thank the guests warmly, invite them to return, and offer a genuine farewell. This final interaction leaves a lasting impression.

# Key Points to Remember:

- Timing is Everything: Each step should be well-timed to ensure guests aren’t kept waiting, but also don’t feel rushed.
- Anticipate Needs: Stay a step ahead by predicting what guests might need next.
- Stay Engaged: Regularly check on guests without hovering. This shows attentiveness without being intrusive.
- Team Coordination: Seamless sequencing often involves teamwork. Coordinate with other staff members to ensure smooth delivery of service.