

FOH · SERVER TRAINING

Server Steps of Service

The full guest journey, greeting to goodbye. Master the sequence, then earn the right to relax within it.

Arrival & First Read

1. **Tailor to your guest.** Read the table before you say a word — energy, occasion, who is deciding. Every table tells you how to serve it.

Greeting & Drinks

2. **Greet within 60 seconds — with a smile**, and set a beverage napkin. Acknowledge every guest at the table.
3. **Suggest drinks by name**, tailored to the table — never a generic "something to drink?"

Ordering

4. **Suggest shareables by name**, tailored to the table. Spiel it, don't list it.
5. **Ask about dietary restrictions.** Every table, every time — it is hospitality and it is safety. Flag it on the ticket, confirm with the kitchen.

During the Meal

6. **Pre-set utensils** for each course before it arrives. The guest should never reach for a fork that is not there.
7. **Pre-bus and keep the table clean** throughout. Clear as you go — a clean table is a calm table. Check back two bites into every course.

Dessert & Close

8. **Suggest dessert or after-dinner drinks by name**, tailored to the table. Give the meal space to finish first.
9. **Clear the table before the check.** Nothing left but beverage glasses and napkins when it lands.
10. **Use the guest's name.** Thank them, and say goodbye. The last impression is remembered as much as the first.

The sequence is the floor, not the ceiling. Nail it, then make it your own.