

Skills Required to Manage a Lunchtime Service in a Busy High Street Restaurant

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Introduction

- Hello, my name is Stefan Gheorghe and I will be presenting to you today about the skills required to manage a lunchtime service in a busy high-street restaurant.
- The restaurant has 150 covers, with 120 guests booked and the potential for 30 walk-ins.
- Our team for the shift will include a Kitchen Brigade and a Front of House team.

Restaurant Overview

- The restaurant has 150 covers
- 120 guests booked, the potential for 30 walk-ins
- Kitchen Brigade: Head Chef, 1 Sous chef, 2 commis, and 1 kitchen porter
- Front of House Team: Front of House Manager (myself), Head Waiter, 4 Waiters, 1 mixologist, 1 additional bar team member, and 1 host

Roles and Responsibilities

- Each team member has specific responsibilities during service
- The kitchen team focuses on producing high-quality dishes in a timely manner
- Waitstaff provides excellent customer service and ensures guests are well taken care of
- Front of House Manager oversees the entire operation and addresses any issues promptly

Tasks and Responsibilities

- Kitchen Brigade:
- Prep dishes
- Cook and plate dishes
- Front of House Team:
- Greet guests
- Take orders
- Serve food and drinks
- Clear tables
- Ensure guest satisfaction

Supporting Service

- Service must be supported until the last dining guest has left
- The kitchen team continues to produce dishes
- Waitstaff ensures guests are satisfied and the dining room stays clean
- Front of House Manager ensures staff is working efficiently

Ensuring Customer Satisfaction

- The kitchen team focuses on producing high-quality dishes in a timely manner
- Waitstaff provides excellent customer service and ensures guests are well taken care of
- Front of House Manager keeps a close eye on everything and addresses any issues promptly

Making a Successful Service

- To make this a successful service, it is important that everyone is aware of their responsibilities and that they work together as a team.
- The Kitchen Brigade will need to focus on producing high-quality dishes in a timely manner, while the waitstaff will need to provide excellent customer service and ensure that all guests are well taken care of.
- The Front of House Manager will need to keep a close eye on everything, making sure that any issues are addressed promptly and that the restaurant runs smoothly until the last dining guest has left.

Prepare for service

- To prepare for the service, the first thing we need to do is to ensure that all the necessary ingredients and supplies are available.
- The Head Chef will be responsible for ordering and receiving the ingredients while the kitchen porters will ensure that the kitchen is clean and organized.
- As the Front of House Manager, I will ensure that the dining area is clean, organized, and set up for the service.
- The waiters will assist me in setting up the tables and the bar team will prepare the drinks station.

End of Service

- After a busy lunchtime service at a high street restaurant, it is important to ensure that all guests have been served and are satisfied with their experience.
- The kitchen team should begin closing down the kitchen and ensuring that all equipment is cleaned and stored properly.
- The front-of-house team should start cleaning tables and resetting them for the next service.
- It is important to ensure that all guests have paid their bills and that all cash and card payments have been processed properly.
- Once all guests have left the restaurant, it is important to conduct a final check of the restaurant to ensure that all areas are clean and tidy.

Conclusion

- Successful service requires preparation, communication, and teamwork
- By following the steps outlined in this presentation, we can ensure that our guests have an enjoyable dining experience and that our staff works efficiently to deliver a successful service.

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Thank you