

Topserve Restaurant Consulting

Test Your Knowledge of Dining Room Service!

Choose the best answers for the dining room service questions:
(The correct answers are at the bottom of the page.)

- 1) The best way for the Host/Maitre d' to balance the dining room seating flow is to:
 - a) seat early diners at the back of the restaurant
 - b) seat early diners near the bar
 - c) "stagger" guest seating by allotting an even number of diners to each waitperson (approximately) and recording it on the Daily Reservation Sheet
 - d) seat early diners to the best waitperson in the front of the restaurant

- 2) In an extremely busy restaurant, the best way to keep newly arriving customers from leaving to dine elsewhere is to:
 - a) offer menus to waiting customers to pass the time
 - b) tell the customers that the wait time for an open table is less than what it really is
 - c) appear hurried at the Front Door of the restaurant
 - d) politely ask customers to step over to the bar or waiting area, offer menus to pass the time, and possibly offer some complimentary items (bar snacks, simple appetizers, cocktails, etc.) to keep them from leaving the restaurant

- 3) Menu knowledge is very important for the waitstaff in providing excellent service because:
 - a) customers can be alerted to dietary restrictions
 - b) it is essential for the up selling of menu items
 - c) customers have more confidence in a knowledgeable and helpful waitperson
 - d) all answers

- 4) For maximum usage and efficiency, the menu descriptions must:
 - a) be posted in an inconspicuous area for quick reference by the dining service
 - b) include all of the major ingredients in the dishes
 - c) be printed up clearly and made available to all waitstaff and food-runners with extra copies made available for all new employees
 - d) all answers

- 5) For maximum usage and efficiency, the dining room floor diagrams, including table numbers and position points, must be:
- printed up clearly, posted in an inconspicuous area for quick reference, and handed out to all dining room staff with extra copies available for all new employees
 - kept only as a final reference for any disputes
 - posted in the restaurant office area to be used for quick access
 - answers b and c only
- 6) An example of the staff schedule affecting payroll and/or dining room service would be:
- too many staff members being scheduled on a slow day of business
 - too few staff members being scheduled on a heavy day of business
 - if the staff schedule is done poorly week in and week out it results in low staff morale
 - all answers
- 7) The purpose of the staff substitution book is for:
- meal substitutions for the staff
 - customer service relations
 - dining room service staff substitutions, which are signed by the staff members involved and then initialed by the manager
 - management shift changes
- 8) Cross-training helps form a well rounded staff because:
- employees tend to empathize with each other's work positions
 - it keeps the job more interesting and increases labor productivity
 - it gives employees more confidence in their talents as they take on added work responsibilities
 - all answers
- 9) Dining room temperature, lighting, and music should always be adjusted:
- according to one's mood
 - slowly (with the diners barely noticing) while paying attention to the restaurant theme, needs of the dining room, and time of day, etc.
 - to be warm, bright, and loud
 - to save money
- 10) A great way to cut down on glass and plate ware breakage is to:
- put the glass/plate ware in the bus pans slowly
 - use two separately labeled bus pans: one for glassware and one for plate ware
 - put the glass ware off to the side of the plate ware.
 - answers a and b only

Answers and Explanations:

- 1) c
As best as possible, waitstations should be seated without overloading any one waitperson. If the Host records the seating allotment for each waitstation, it will improve the seating process tremendously.
- 2) d
When working the Front Door of a restaurant, the Host/ Maître d' must go the distance to save any customers from leaving to dine elsewhere. Once the customers are lost, they could be lost forever.
- 3) d
The Menu is a waitperson's sales product. For any salesperson, one of the most important assets is to know the product—inside and out.
- 4) d
The entire dining service staff always needs to have quick access to the menu descriptions—especially new hires—so they can inform customers of the product being sold.
- 5) a
Dining room floor diagrams facilitate the communication and delivery of dining room service by exacting all waitstations, table numbers, and position points for quick access by the service staff and management.
- 6) d
When making the schedule for each and every shift, there must always be a balance of labor that matches the needs of the dining room customers. Over the course of time, improper scheduling lowers staff morale. This is eventually transferred to the customers.
- 7) c
The substitution book, overseen by the management, ensures that all employee shifts will be properly covered for the restaurant.
- 8) d
Cross-training broadens restaurant talents and increases staff versatility to help ensure excellent dining room service.

- 9) b
Air temperature, lighting and music must always be adjusted slowly and properly to create the best atmosphere for diners.
- 10) d
Cutting down on breakage is not only an important safety precaution, but it saves the restaurant on inventory costs. Dining ware should always be handled carefully and kept separated whenever possible.
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Rate Yourself

If your score was:

- a) 10: Go to the head of the dining room!
- b) 8–9: You can still work in restaurants
- c) 0–7: Get my ebook, "How To Improve Dining Room Service!"

"How To Improve Dining Room Service" is an invaluable guide that will help you dramatically improve your restaurant's service and make more money as a result.

To learn more about the ebook and the valuable Free Bonuses that accompany it, please visit:

www.HowToImproveDiningRoomService.com

About The Author



Richard Saporito is the founder and President of Topserve Restaurant Consulting, Inc. He has over 30 years of restaurant service experience in many large, diverse, and profitable New York City establishments ranging from small independents to large scale corporate operations. He uses this successful experience to help restaurants achieve their desired customer service goals understanding that it may be the difference between success and failure for those restaurants.

Topserve's expertise lies in providing you and your restaurant with the dining room service knowledge, strategies, mechanics, and procedures needed for running the day-to-day operations. They are prepared and qualified to offer you the benefit of their many years of successful experience in the food service industry.

Topserve's services are available throughout the New York City area, as well as within the United States and internationally.

If you have any questions pertaining to the information included in this book or if you'd like to see how Topserve Restaurant Consulting, Inc. can help make your restaurant a greater success, please feel free to contact us:



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