

# THE TAHITIAN TERRACE TOUCH...



# THE OUTSIDE HOSTESS



The "Tahitian Terrace Touch" starts with our *Outside Hostess*.

Our guests are met by the Outside Hostess who greets them with a friendly "Aloha!" before they cross the bridge to our friendly Tahitian island.

It's her job to greet the guest... to determine the number in the party, and to make them feel "at home" in our happy Tahitian paradise.

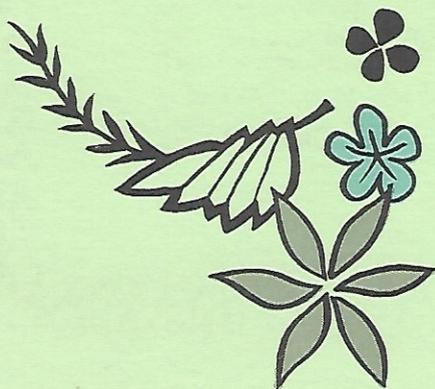
She groups the guests together, and if there is a waiting line, she tells them the approximate waiting period before they can be seated.



She may suggest that they come back later and accept a time-saving reservation.

When there is a waiting line, she hovers around it to answer questions and to keep those waiting in a happy mood.

As seating is available, she escorts them across the bridge to the Inside Hostess.



# THE INSIDE HOSTESS



Our *Inside Hostess* is responsible for pleasantly seating the guests. She realizes that everyone wants to have the best seat on the terrace, but that these are limited.

For this reason, she uses tact in pointing out that the seating is designed so that *everyone* has a good seat.

She works very closely with the *Outside Hostess* and the *Waitress*, to make certain the guests are quickly seated and never have the feeling of being neglected.

If necessary, during rush periods, she will pleasantly pour water while guests await the waitress.



She politely hands menus to each guest, starting with the ladies in the party.

She will also give advice on the items on the menu, and this should always be honest advice.

She maintains a watchful eye on the group until the *Waitress* arrives to take charge.



# THE WAITRESS



The Waitress is Walt Disney's personal ambassador on the Tahitian Terrace, and it is through her efforts that the "Tahitian Terrace Touch" is personalized.

As soon as the guests are brought to a table, our Tahitian Terrace Waitress becomes a Hostess in charge of the group.

Throughout the meal, she hovers over each of her groups, making certain that she can anticipate their every desire. Our specific procedure can be simplified into certain steps:



# TABLE SETTING



Nothing can ebb an appetite faster than sitting down to a sloppy or even a dirty table setting.

The Waitress makes certain that the glasses, silverware . . . everything in the table service . . . is sparkling clean and in its proper place.

A neat, clean and orderly table preparation is an important part of the "Tahitian Terrace Touch."

## THE SERVICE STARTS



The service starts with a smile and a warm welcoming "ALOHA."

Her first step is to immediately bring water, or other drinks as requested. The guest with something to sip is much more amenable to a temporary wait for food than one without such refreshment.

The key to a pleasant dining experience for our guests is the mood in which they are placed before, during, and after their meal. The Waitress plays an important part in setting our happy carefree *Tahitian Mood*.



## ORDER TAKING



As soon as possible, the Waitress takes the order from each guest.

She writes down each item clearly, taking the orders from left to right.

She always repeats each order as she writes it down to make certain that the food service will be accurate.

It's part of our "Tahitian Terrace Touch" to explain the various items and to give honest menu advice.





## PLACING THE ORDER



After placing the order with the food preparation team, the Waitress then coordinates the service between that team and her guests; if she is assisted by a bus-boy, she also coordinates his work.

Timing is vitally important during this period.

If there is going to be a five or ten minute wait before the food will be served, the Waitress should always stop by the table and inform the guests.

Before the order is served, a final check of the table setting is necessary to make *certain* that everything is perfect.

## PICKING UP THE ORDER

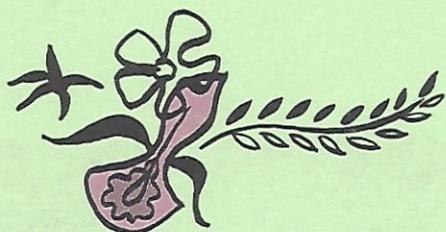


A few seconds here can save embarrassing minutes at the table.

Delivering the wrong food to the right table can be unpleasant for the guests *and* the Waitress.

Mistakes like this can be avoided by making a final check of the order.





## SERVING AND HOVERING



When serving the guests the Waitress should always follow such basic rules as: (1) always serve from the left, (2) serve ladies first, and (3) handle plates by the edges.

After serving, the Waitress hovers around her tables like a mother hen, with eyes alert to an empty coffee cup and ears attentive to guests' requests.

She is alert to call a bus-boy when help is needed, and she can call on the Inside Hostess for help when required.

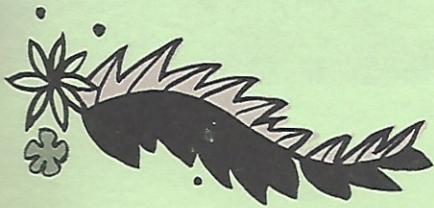
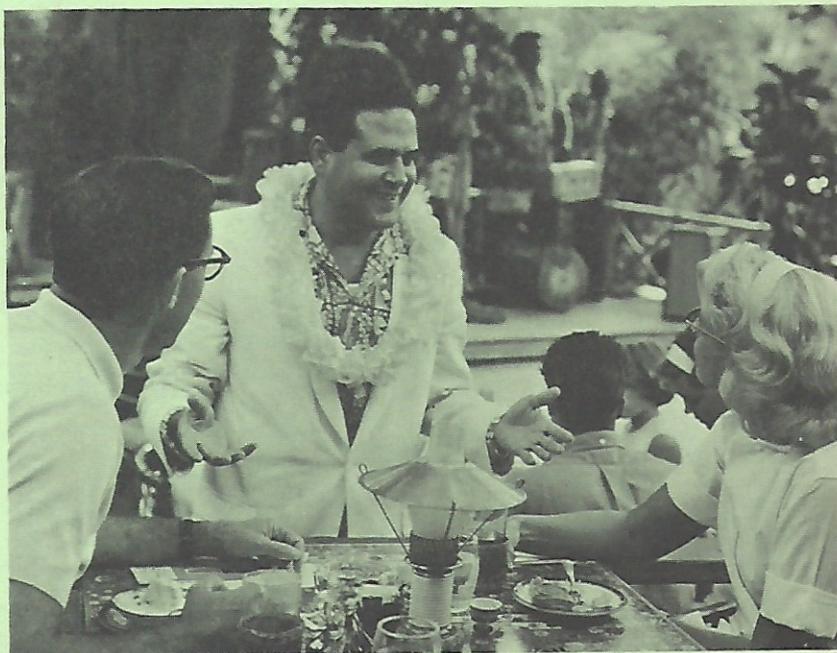
She is helpful in suggesting additional items, such as our special desserts. The guests appreciate suggestions from a competent waitress.



## THE MAITRE d'HOTEL

Our man with eyes that cover everything, our Maitre d' Hotel, moves from table to table to make certain that everything is going as it should.

It's his job to supervise the entire operation . . . to assist our new Hostess and to check on everyone to make sure that the "Tahitian Terrace Touch" is at peak performance.





## CHECK PRESENTATIONS

Since many of our guests are anxious to leave and enjoy the other attractions in our Disneyland Show, the Waitress should always bring the check as soon as possible after she has served the order.

If it is a family of guests, the Waitress should place the check in front of the man. If there is a doubt as to who will pay the check, the Waitress should place the check in the middle of the table.

She should always check for accuracy and place the check face down.

She should always courteously answer any questions concerning the check.

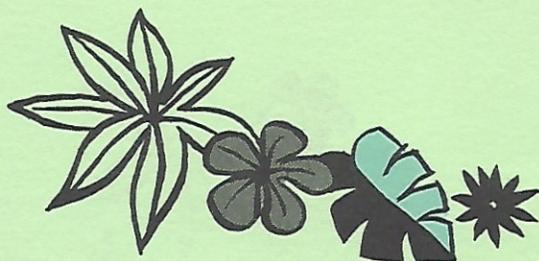


## PRESENTING THE CHANGE

As soon as the guest deposits the money on the check tray, the Waitress takes the tray to the cashier.

After the cashier has made change and recorded the sale, the Waitress returns with the guest's change.





## SERVICE PERSONNEL

Of vital importance to the "Tahitian Terrace Touch" is the brightness and cleanliness of dishes, silverware, and glasses.

One small lipstick smudge on a glass may upset every phase of our carefully planned food.

*Service Personnel*, who in some places are referred to as dishwashers and bus boys, are of vital importance here in Walt's own Tahiti.

Like all of us, they sometimes make a mistake. It is up to the Waitress to check all glasses, silverware and plates to make sure that they are sparkling clean.

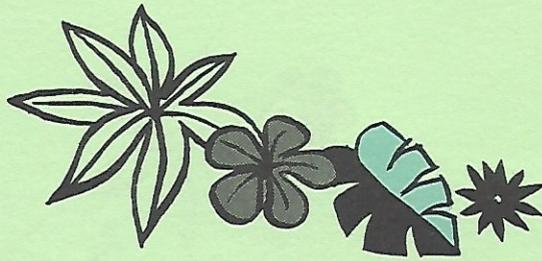


## THE CASHIER

The *Cashier's* job is to make certain that change is correct. Also, the cashier can assist the waitresses and bus boys by making certain that the change provides for easy tipping.

She may also help the Hostess during rush periods. Regardless of crowd situations, she always has a pleasant smile.





## SERVICE PERSONNEL

Of vital importance to the "Tahitian Terrace Touch" is the brightness and cleanliness of dishes, silverware, and glasses.

One small lipstick smudge on a glass may upset every phase of our carefully planned food.

*Service Personnel*, who in some places are referred to as dishwashers and bus boys, are of vital importance here in Walt's own Tahiti.

Like all of us, they sometimes make a mistake. It is up to the Waitress to check all glasses, silverware and plates to make sure that they are sparkling clean. \*



## THE CASHIER

The *Cashier's* job is to make certain that change is correct. Also, the cashier can assist the waitresses and bus boys by making certain that the change provides for easy tipping.

She may also help the Hostess during rush periods. Regardless of crowd situations, she always has a pleasant smile.





## THE CHEF

Our Tahitian Terrace show is outstanding entertainment. Our entertainers are among the best in the world. However, do you realize how many people are responsible for keeping that show at its best?

Plumbers keep the water and gas in working order. Machinists keep the equipment in working order. Electricians make sure everything electrical is operating.

They are just as much a part of the show as the entertainers. We have members of the Tahitian Terrace who are also just as much a part of our "Food Show," as those who are seen by the public.

The master craftsman who designs each plate, just as an art designer designs our attractions, is our *Chef*.

Here in the Tahitian Terrace our chef is a specialist in showmanship in his design of unique foods that are prepared for our guests.

Color, cleanliness and condiments are blended together in order that all of the guests' senses are pleased by the meals' sight and taste.



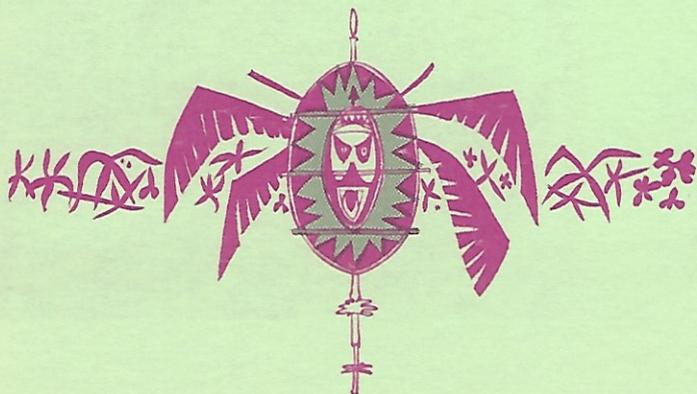
## FOOD PREPARATION SPECIALISTS



Working under the chef is a team of *Food Preparation Specialists*; each of whom contributes his talents to our Tahitian "foodmanship" reputation.

These important members of the team work to make certain that our food is uniformly good and that the finished product is harmoniously attractive.

If the order is correctly given and properly prepared, we should never have any backstage friction in our friendly Tahitian Isle.

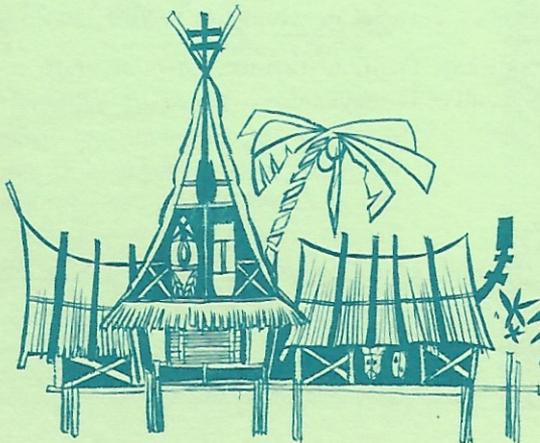




## OFFICE PERSONNEL

In every organization there is a certain amount of paperwork. Upstairs in our office sits our *Office Personnel*; those who answer phone calls, answer questions, and also that person who is important to us all, the payroll Supervisor.

Our Payroll Supervisor is responsible for making certain our checks are right, and that we receive them on time . . . a very important person on the team who creates the "Tahitian Terrace Touch."

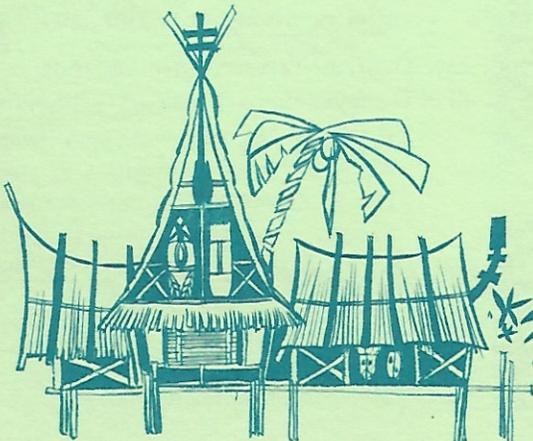




## OFFICE PERSONNEL

In every organization there is a certain amount of paperwork. Upstairs in our office sits our *Office Personnel*; those who answer phone calls, answer questions, and also that person who is important to us all, the payroll Supervisor.

Our Payroll Supervisor is responsible for making certain our checks are right, and that we receive them on time . . . a very important person on the team who creates the "Tahitian Terrace Touch."





## THERE ARE TIPS AND THERE ARE TIPS

In the beginning, tips were bribes . . . money given to insure promptness.

But at Disneyland and the Tahitian Terrace, promptness is one of our bywords, so a tip is something which a guest leaves for the charming waitress as a way of showing his appreciation for the service given.

Every waitress should be proud of the tips she receives because they are an expression of appreciation from a person who feels that he is really enjoying an experience in Tahiti.

A "tip" is also interpreted as a word of advice. Using the word in this way, here are some "tips" for you which are important in your work.

### \*WARDROBE:

Vitally important in our overall show is your wardrobe, which is specifically designed on the style of clothes worn on the island of Tahiti. Make sure that the wardrobe is fresh and clean, and properly worn. Just as the Tahitians are beautiful, natural people, we at the Tahitian Terrace Show present a natural look. This means a natural hair-do, with natural makeup and no jewelry.

### \*SHOES:

Shoes, of course, are important to the way you feel as well as to the way you look. We require that you wear comfortable, flat shoes, which are always neat and clean.

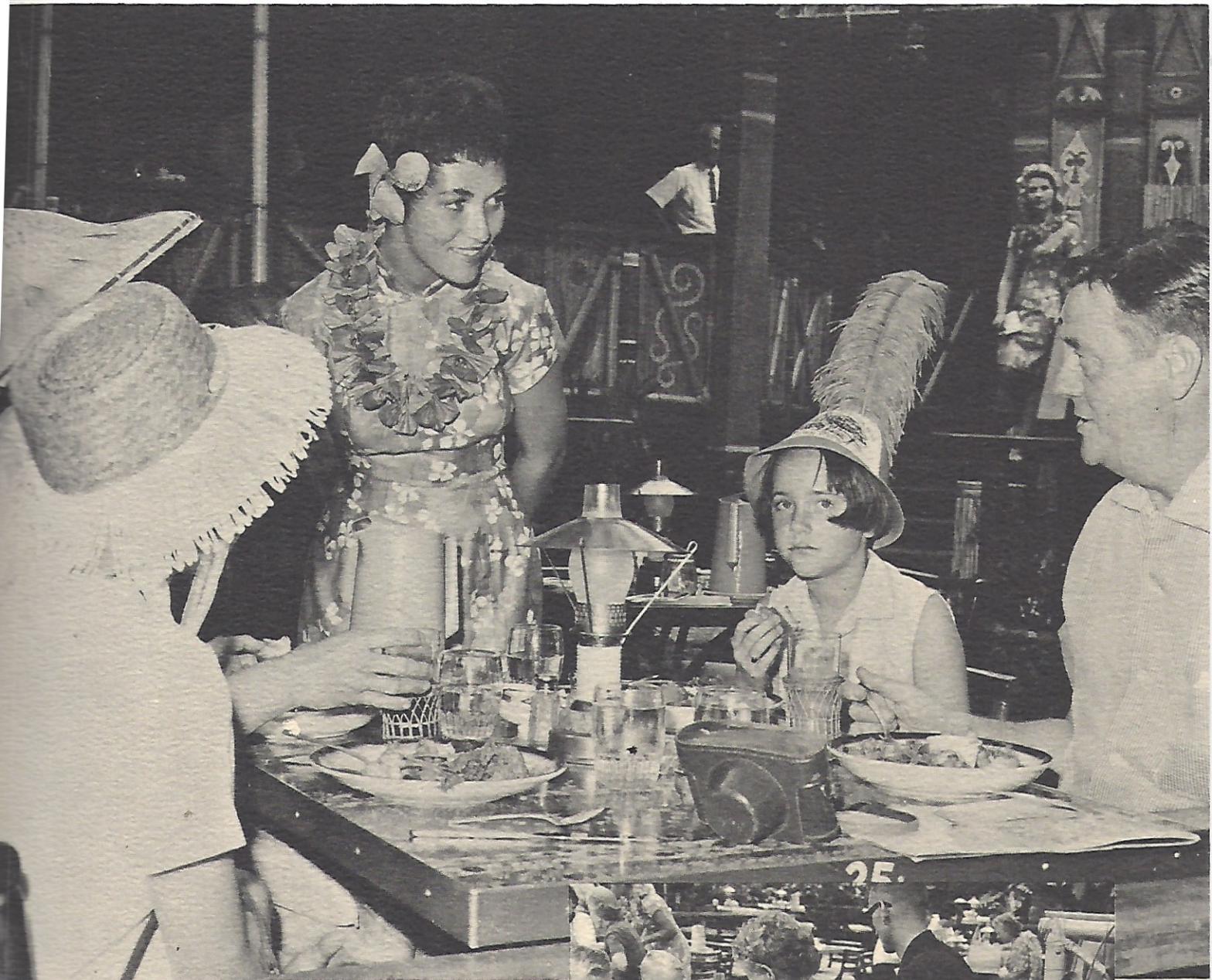
### \*GENERAL GROOMING:

Natural nail polish and all aspects of good grooming are important in the general makeup for the "Tahitian Terrace Touch."

### \*INFORMATION:

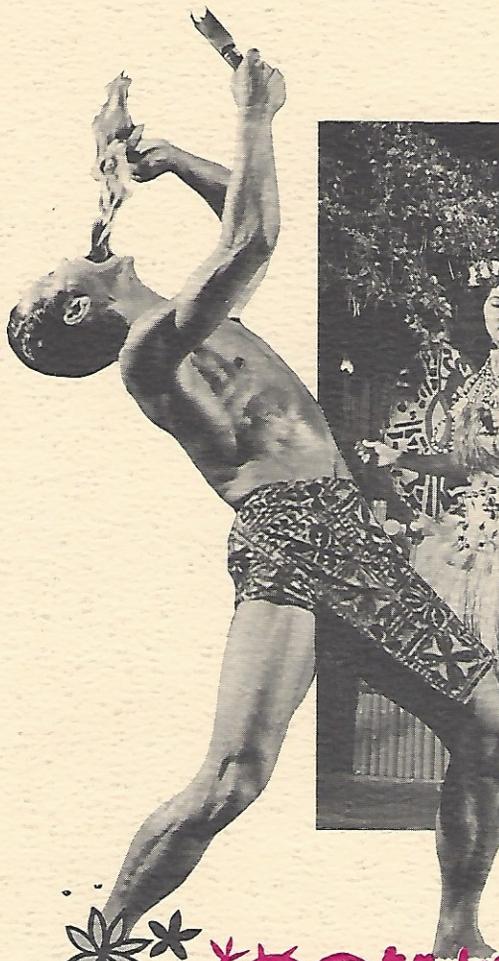
Obviously, the people who visit the Tahitian Terrace are strangers to this land. Everyone should know information about the Tahitian Terrace, such as show times, prices, and general information about all of Disneyland.





**"ALOHA"** 

When the "Tahitian Terrace Touch" is effective, the guests feel that they are leaving a friendly guide to a fun-filled meal when the Waitress says "Aloha" and makes them feel that she is truly happy to have been able to serve them.



## **ALOHA!**

We hope that your work with us here on our Tahitian Isle will be both pleasant and profitable.

Disneyland now has a world-wide reputation for extra courtesy throughout the Magic Kingdom.

Here at the Tahitian Terrace, where "food" and "show" are so completely combined, we appreciate your part in making the Tahitian Terrace world renowned as a Walt Disney Food-Show.

And as we say to every incoming or departing guest.....ALOHA!

