

Table Service Disney Style

For The Finest In Family Entertainment

Ally Bean



Walter
Elias Disney

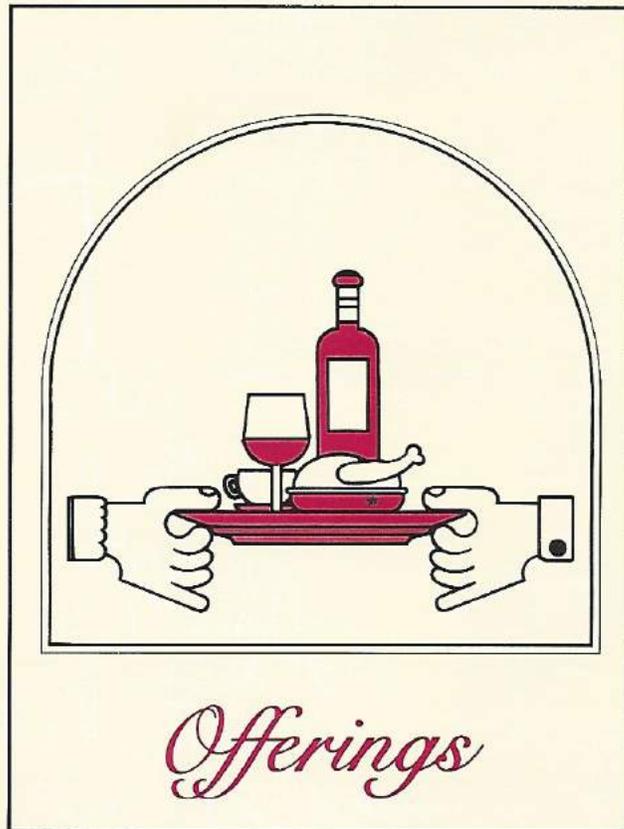
*"When they come here,
they're coming because of an integrity that we've established
over the years. And they drive hundreds of miles.
I feel a responsibility to the public."*

— Walt Disney



Table Service Disney Style

For The Finest In Family Entertainment



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Introduction to Table Service

Welcome to WALT DISNEY WORLD Food Service. This information has been prepared to assist you in learning the practical skills of the art of table service.

Not everyone is cut out to be a service host or hostess; it takes dedication and an honest desire to serve and please.

Food service is a profession to be proud of and requires pride in your performance.

As a WALT DISNEY WORLD food service host or hostess, you are more than just a waiter or waitress — **you are hosting guests just as you would in your home.**

You may find many practices at WALT DISNEY WORLD which differ from your previous experiences. Over the years, we have developed a unique style of hospitality and guest service that has been

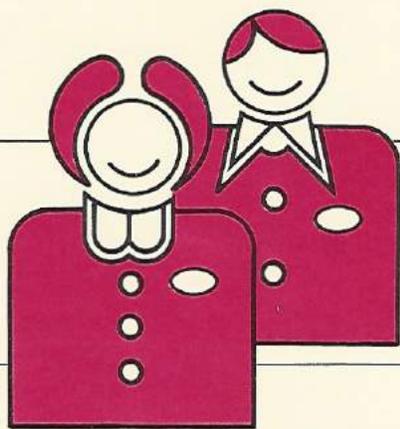
recognized as the "Disney Style." Our "Disney Style" of food service enhances our reputation for "The Finest in Family Entertainment." Only by striving for constant improvement can we hope to maintain this successful approach to the art of table service.

This information is designed to familiarize you with all those tasks involved in making and keeping our guests happy. In fact, all those activities which make dining out a pleasant experience by not only catering to, but actually anticipating the guests' every wish. It is a matter of satisfying their "ego" or sense of importance as well as their physical hunger.

Beginning the moment our guests enter the restaurant they should experience the true art of table service, by not having to ask for anything. Our guests must not be made to feel rushed. Our surroundings are relaxed and this mood must be transferred to our guests. **Service is to be completed with calm, serene movements and the absence of fuss.**

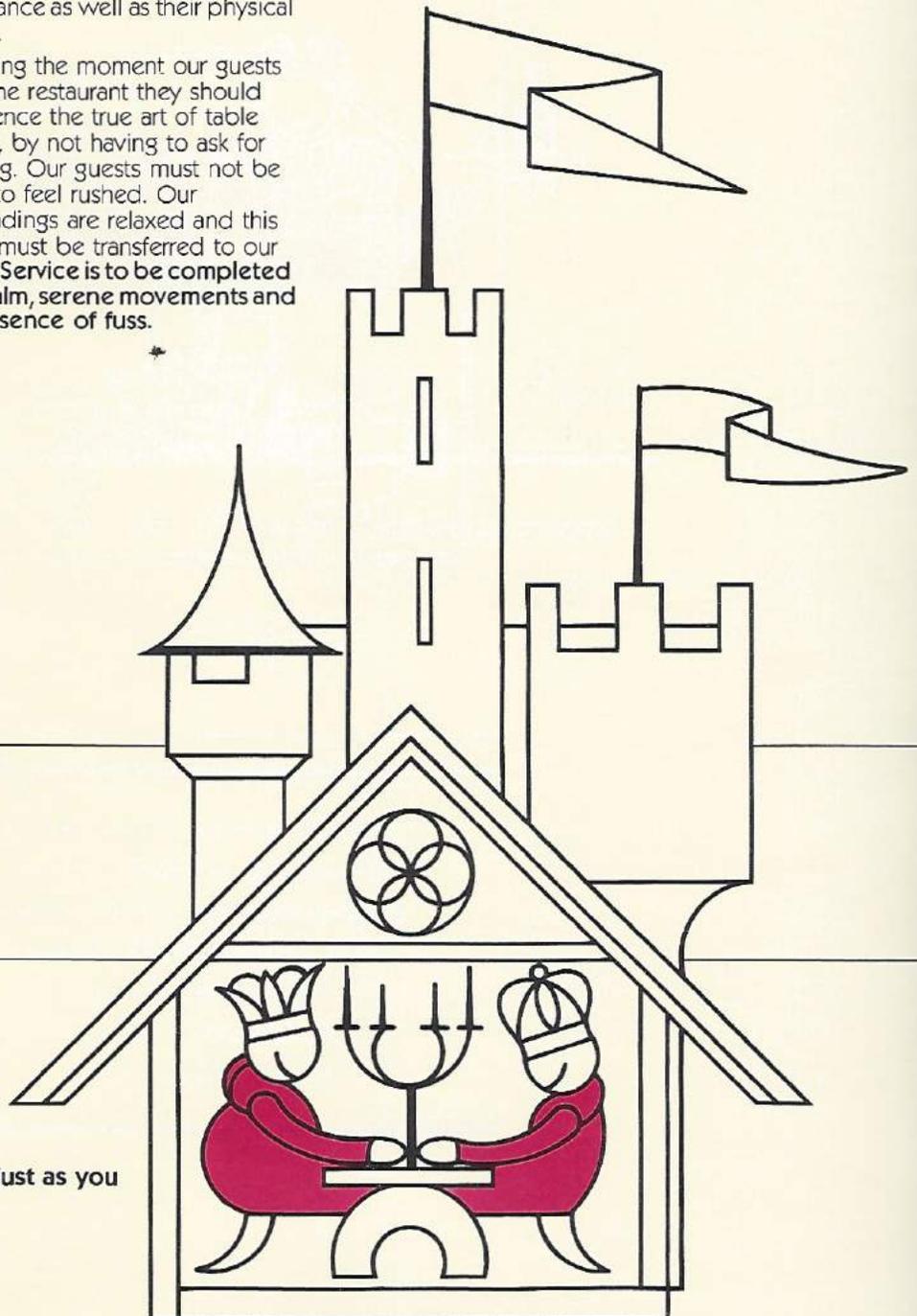
It really takes a very short time to see if someone is cutting corners. When someone starts to lose interest, it has a negative effect on the entire staff. When we accept a service position, we also accept the responsibility that goes with it.

The service position you hold is of extreme importance in conveying to our guests the "Disney Style," which will be recognized and anticipated by everyone you will serve! 🍀



Food service is a profession to be proud of and requires pride in your performance.

You are hosting guests just as you would in your home.



Hospitality in Table Service

Our guests are the most important people in the dining room.

Without the guests, we do not have a job. We must make them feel comfortable and show them that we are happy they're here, and want them to return soon.

Everyone likes recognition and it is nice to be able to say "Good Evening, Mr. Smith," when you approach a table to take an order, but use a name only when you are sure you have the correct name. If you do not know the guests' names, greet them with a smile and say, "Good Afternoon," "Good Evening," or "So nice to have you dining with us," **but always smile.** A smile is so very important, it doesn't cost you anything, yet it can't be bought, borrowed, or stolen. A smile creates so much happiness and will get you one back, but it is no good to us until we give it away. Be sure it is genuine, not a false halfhearted one.

Your attitude has a direct effect on your income through the gratuities you will receive. **The guests know when you are happy to serve them and also when you are not.**

1. Be pleasant with everyone, not just our guests.
2. Be proud of yourself, your job and your Company.
3. Never be negative with a guest.
4. Follow the policies of the Company and your location.

Have a positive attitude towards your job, your Company, fellow employees and, most of all, towards our guests. Attitude and good mental health means freeing your mind from anger, hate, fear, selfishness and worry. You must learn to leave your problems at home. We know this is not as easy as it sounds but, with practice, we learn to do this.

One must work at having a good attitude until it becomes automatic. As an experiment, just before stepping on stage, check to see if you are completely groomed mentally, with a friendly smile

coming from inside. Develop a sense of humor. **Remember the old proverb ... They who laugh ... last.**

Teamwork is of utmost importance:
1. **Teamwork with your fellow cast members.** Help out your fellow cast members when you are able and they will reciprocate. Don't let yourself get in the "it's not my table" syndrome.

2. **Teamwork with our Chefs.** They are in charge of the kitchen, and cooperation with the culinary staff will be of great benefit to you.

3. **Teamwork with new cast members.** Remember when you first started working? Find time to give them the extra attention and cooperation they need.

Remember that serving good food alone is not enough ... showmanship, atmosphere, and personal relationships with the guests create an exquisite dining experience. 🍷



Our guests are the most important people in the dining room.

Preparation for Table Service

It has always been the belief of WALT DISNEY WORLD since its beginning that our hosts and hostesses could and should reflect in their attitude the traditions and philosophies of our Company.

Never forget that you are on stage and everything you do is seen by our guests. You as a host or hostess are responsible for your station and should approach your responsibilities as though it were your own restaurant.

Personal hygiene is an essential part of preparing yourself for service.

Remember these basics daily:

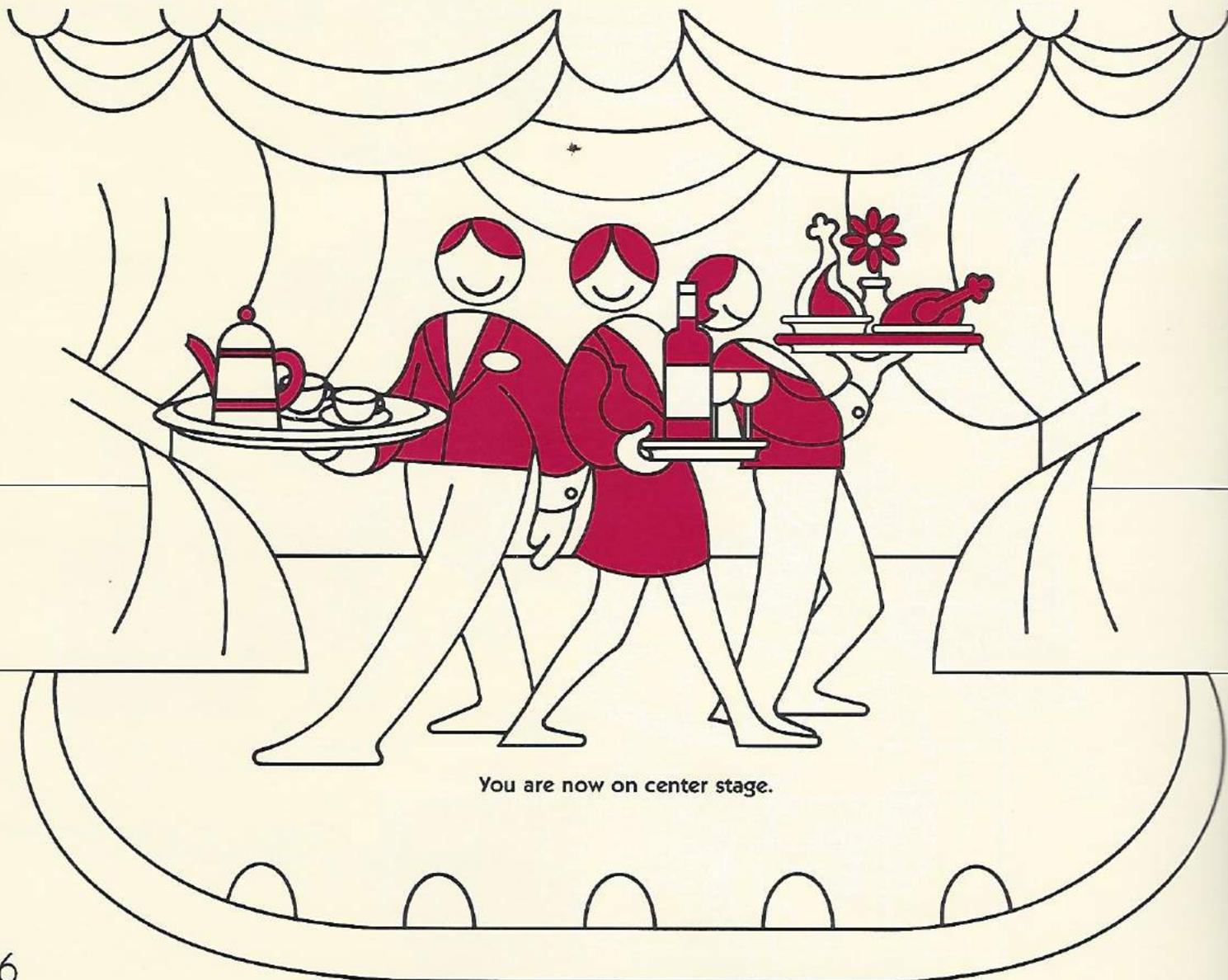
- A. Be properly rested.
- B. Have a good mental attitude.
- C. Bathe.
- D. Use a deodorant.
- E. Brush your teeth.
- F. Use a mouthwash.
- G. Always wash with soap after using the restroom.

Even though Wardrobe maintains your costume, it is your responsibility to be sure it is complete, properly fitted and always clean. Be sure your shoes are comfortable and polished.

Your feet are part of your livelihood. If they break down, you will not be able to work, so take good care of

them. For best comfort, two pairs of shoes can be utilized by alternating them daily.

Each service host and hostess will be assigned a station. Your station will be a certain number of tables for which you will be responsible. You should always check to see which station you are assigned each day, before your first guests arrive.



Start the day right!

- A. Pick up your time card and clock in.
- B. Change into your costume and report to your supervisor or lead.
- C. Check bulletin board for special information.
- D. Check your station. Do you have everything at hand that your guests may ask for?
- E. Is the linen neat, not wrinkled or soiled?
- F. Silver (flatware) clean and polished; placed according to location table setting.
- G. Glasses clean with no spots.
- H. Guéridons set properly.
- I. Area clean and ready for guest. Chairs "crumbed."
- J. Side duties done as assigned by the lead.
- K. Salt and peppers cleaned and filled.
- L. Sugar bowls cleaned and filled.
- M. A side towel is part of your costume.

Know your menu. Make sure you can properly pronounce each item and be ready to give vivid descriptions and recommendations. Your guests will count on your judgment; don't let them down. Take a moment each day to look over the menu. Always be aware of any changes that may occur. **It is important that all menus are presentable.** They should be clean and in good condition, free of dirt, tears and oily film.

You are now prepared for the guests arrival. Remember that the first impression the guests have of you and your restaurant will set the stage for their entire dining experience.

Spices,
Cooking Times
Preparation Methods
Ingredients
Recent Additions

KNOW
YOUR
MENU



The stage has now been totally set for you to begin the show and fulfill your role as a WALT DISNEY WORLD service host or hostess. A party has just been seated at your station. You are now on center stage!

Remember your service hospitality! Approach the table with a friendly greeting and your favorite smile.

Immediately, ice their glasses and pour water, serve butter patties, secure a relish tray or whatever specific instructions you have received within your location. If you are unable to get to their table immediately, acknowledge them at least with a friendly greeting and assurance that assistance will follow.

If your location serves cocktails, now is the proper time to take the guest's cocktail order. "Would you care for a cocktail before dinner?" (See Cocktail Service, page 14).

After checking to see if any more cocktails are desired, say to the guest acting as host or hostess, "Would you like to see our menu now?" Regardless who presents the menu, whether it be you or the seating hostess, **it should be opened and handed to the guest from the left side, rather than placed on the table.**

Make sure you know each of the items on your menu. You cannot assist the guest in ordering their meal if you do not know how the food is

prepared or the details of special items. Depending on the size of your menu, there are many ways of letting the guest know you are happy to assist them. You may ask, "Would you care for steak or seafood today?" When you have some idea of what they want, you should be able to recommend anything on your menu.

When taking the order, print carefully in ink. The kitchen must be able to read the order before they can prepare it. Only you and the guest will suffer if the order is not clear.

Approach the table to the left of the host. Always try to position yourself so that you can see the rest of the guests at the table and the other guests in your station. This way, if a guest at another table needs assistance, you are aware of the fact and can acknowledge that you will be right with them.

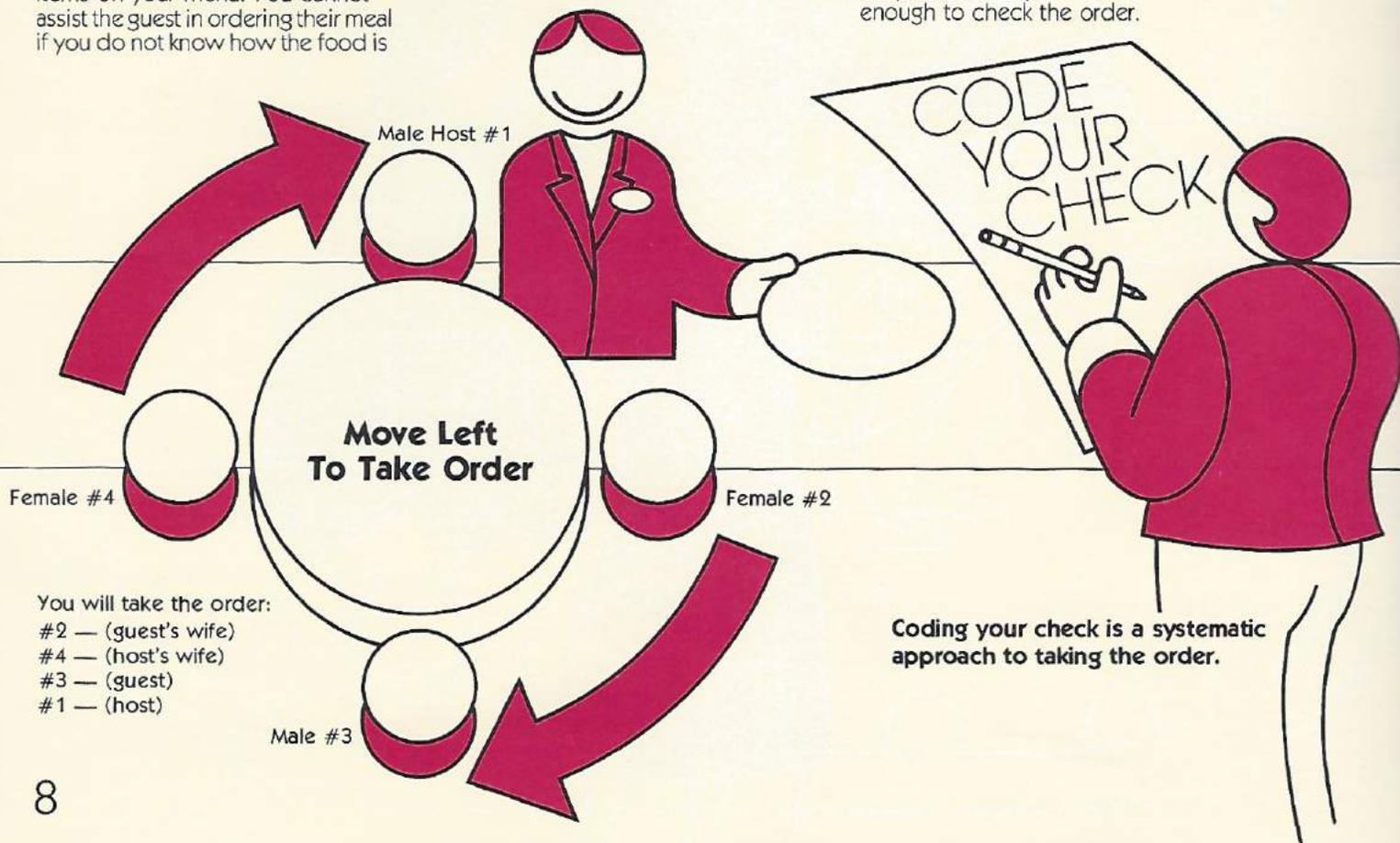
Coding your check is a systematic approach to taking the order. This enables you to later serve the entire table without having to ask, "Who gets the filet?" Knowing which guest gets what item is the Disney style

and, by coding, anyone could serve the table in an emergency. Starting with a chair that has a distinct focal point for your dining room (Example: the chair closest to the kitchen door), count each chair clockwise around the table. You have thus assigned a number to each chair. Now you are set to take the order.

You should not take the order in numerical sequence. Always take the ladies' orders first, starting to the host's left and going clockwise, then the men and last the host. **Move to each guest's left side to take their order whenever possible.** If it can be avoided, never talk across the guests.

Sometimes the host will order for everyone. If he does, it is proper for you to ask after each order, "And this is for whom?" This way you can still use the numbering system or coding system.

If you are uncertain about the order, repeat it, addressing yourself to the guest that has ordered the item you are repeating. The reason for this is very simple . . . you are checking to see that you have the order correct and that someone did not change their mind. The guest will not take offense at this. In fact, most people are pleased that you are concerned enough to check the order.



If your guests have not ordered soup, salad or appetizers, it would now be appropriate to suggest one of these.

Recommend a wine to complement the entree, after you have taken the food order. Ask the host what wine he would like to order.

Selling is a large part of your job. You should know enough about your wine list so that you can make suggestions that will compliment any meal that has been ordered.

When you are sure you have everything that has been ordered on the guest check, take the duplicate check or "dupe" to the kitchen and place it at the appropriate station. You may have an expeditor or you may hand the order to the culinary. Since the order has been properly taken, i.e., Sirloin Steak, M.R., Lamb Chop, Med., and all the information needed is on the dupe, there is no reason for discussing the order with the chef unless it is a special order.

If you are talking or just making noise while in the kitchen, the culinary could miss an order as it is called out and then it will not be ready when you come to pick it up. **Remember, "silent service."**

Know in advance the preparation time of each of the menu items.

The chef can give you this information and you should make note of the time. This way, you can study the timing until you know it. Don't go to the kitchen and stand waiting for an item that takes 15 minutes if you also have an item that takes 25 minutes. You are just wasting your time and your guests may be looking for your service in the dining room.



Spend as much time as possible at your station!

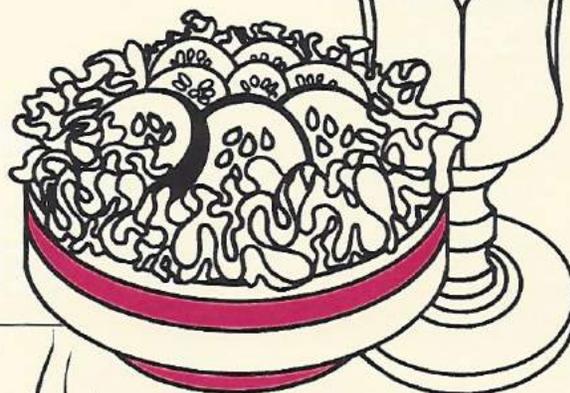
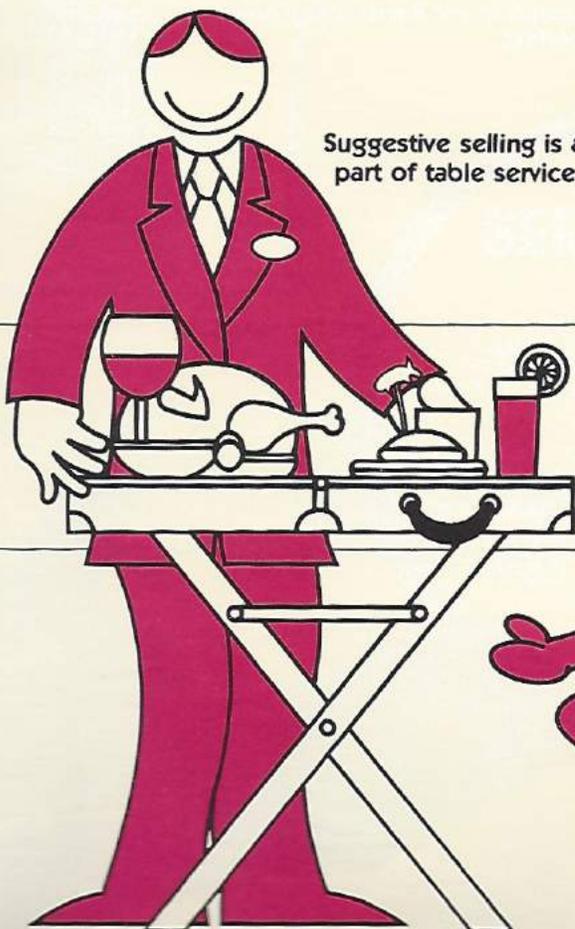
There are many reasons why you should know how long the dishes take to prepare. For example, if a guest is in a hurry, suggest something that is ready or takes only minutes to prepare. This is part of your service to the guest.

Be ready to pick up and assemble your order as soon as it is ready.

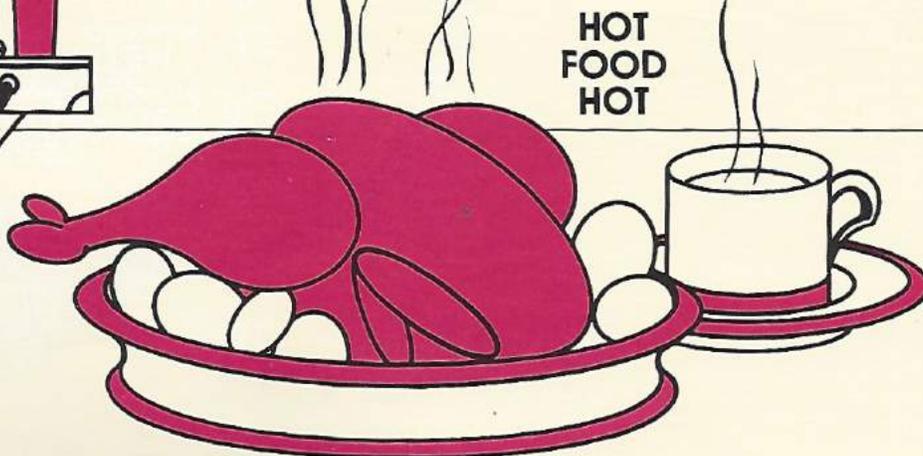
Have everything you need for service, i.e., underliners, doilies, cocktail forks, steak knives or condiments. When you know your timing, you will also know when to pick up your orders.

Plan assembling your orders on the tray in the opposite sequence you will have to serve them at the table. Pick up your cold foods first and your hot foods last, taking care to keep them away from each other. Cover soup with a saucer and dinner plates with plate covers to retain heat. If, in your location, you pick up your vegetables and potatoes, start picking them up just before your order comes out.

Suggestive selling is a large part of table service.



**COLD
FOOD
COLD**



**HOT
FOOD
HOT**

The Art of Table Service (cont'd.)

Remember that appearance and temperature of perfectly prepared food can be spoiled by a service host or hostess who is thoughtless, slow or careless. If the food is not right, it should not be served, but should immediately be brought to the attention of your supervisor or chef.

Serving the meal means to bring the food order to the table in an efficient manner that combines proper serving techniques and courteous attention to our guest throughout the meal.

Proper courtesy is serving children, ladies and elderly persons first. When there is a host, begin with the guest at their left. Continue serving around the table clockwise. **Never ask the guest what they have ordered. You should know their selections by taking the order correctly. Throughout the service process, be sure your guests have full water glasses and clean ashtrays.**

Serve all foods such as appetizers, salads, entrees and desserts from the left of the guest with your left hand. Support the dish with your fingers underneath the plate and your thumb on the rim. Using your left hand may take practice, but the left-handed service eliminates the possibility of elbowing the guest.

The appetizer is the first food item served before the meal . . . such as shrimp cocktail, oysters on the half shell, fruit or juice. The appetizer is placed on a small plate called an underliner.

Soup may be served in place of the appetizer or as a second course. The soup is served in a soup cup on a saucer. Serve the soup from the right with the right hand and center it in front of the guest. If the soup bowl has a lid, present it with the lid, lifting up and away so that the steam is released in a direction away from the guest being served. A soup spoon must be provided if not furnished with the table setting. The soup spoon should be placed to the right of the soup.

The salad is the next food served. It should be served from the left, with the left hand centered in front

of the guest. A salad fork is presented and set to the outside of the dinner fork, if not already part of the table setting. Dinner bread should be served as an accompaniment to the salad course.

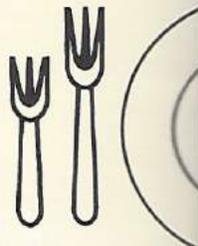
The entree is the main part of the meal and should be served from the left with the left hand. First, be sure the table is properly set for the entrees that have been selected.

For example, steak knives should be added with steak and cocktail forks should be added with lobster. Condiments such as steak sauce should be offered at the time the entree is served. The entree should be served directly in front of the guest, with the meat placed closest to the guest to assure a very pleasing appearance. Next refill the water glasses.

Table wines are served at the time they are ordered or whenever requested. (See Wine Service page 15).

Serve all beverages such as water, milk, tea, soft drinks, and fruit juices from the right with the right hand, always holding the glass by the bottom or by the stem.

Be sure to check back with your guest after the entree has been served to see if everything is now perfect.



SERVE

APPETIZER
SALAD
ENTREE
DESSERT

FROM THE LEFT
WITH THE LEFT

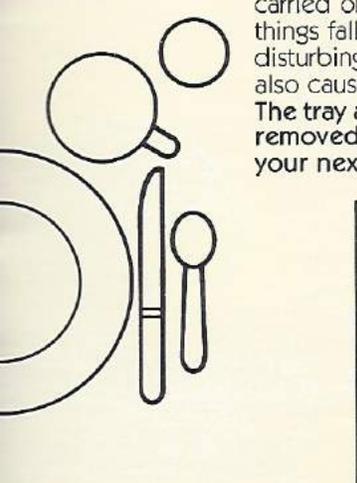
Do not start to clear the table until all the guests have finished their course. If someone at the table is still eating, they will feel rushed. Clear each course completely before serving the next one. Often you can tell if someone is finished when the fork and knife are placed parallel to each other on the plate. When in doubt, ask if they are finished. Then remove all soiled dishes and replace the soiled utensils before serving the next course.

Clear dishes from the right with the right hand. Move from guest to guest in a clockwise direction around the table. In addition to dishes, pick up all cracker wrappers, soiled silverware, continually checking the floor for cleanliness.

Clear soiled dishes to a nearby tray on a tray stand. Work quietly and efficiently and never scrape or stack dishes at the table. Glassware, whenever possible, should be carried on a separate tray. When things fall off trays it's not only disturbing to our guests, but can also cause injuries or ruin clothing. The tray and tray stand should be removed from the dining room on your next trip to the kitchen.



The tray and tray stand should be removed from the dining room on your next trip to the kitchen.



SERVE
SOUP
BEVERAGES WINE

CLEAR
ALL SOILED
DISHES

FROM THE RIGHT
WITH THE RIGHT

The Art of Table Service (cont'd.)

Before dessert, you should remove all dishes (except water glasses and coffee cups) and crumb the table. **Crumbing the table is the process of sweeping loose food particles onto a tray or salad plate with a clean, folded napkin to make the table more presentable.** If the tablecloth is heavily soiled in front of a guest, a clean napkin should be placed over it.

After the table is cleared of all dirty dishes, it is time to suggest dessert, coffee or an after-dinner cordial. After-dinner cordials should be served in the same manner as the cocktails. The dessert is the last course served, it should be served from the left with the left hand. A dessert fork or spoon should be brought with the dessert and placed to the right of the dessert plate.

Clarity, accuracy, and promptness are the clues to success in presenting the check to the guest. Clarity because the guest likes to check his receipts to see if he is being charged for only what he has

ordered. Also, our auditors must be able to read them for menu history, cross-checking, and inventory control, etc. **Accuracy** because a miscalculation of a dining room charge could mean over-charging or under-charging the guest. It would also create an inconvenience to the guest if he is paying the cashier.

Promptness to your guest is not waiting to pay their bill when they are ready to leave. **Remember:**

1. Any changes made on a guest check must be approved by a supervisor.
2. Everything must be written on the guest check.
3. Proper prices are charged.
4. Your addition is correct.
5. You have added the correct amount of tax.
6. Never cross out items.



Crumbing the table.

Clarity, accuracy, and promptness are the clues to success in presenting the check to the guest.

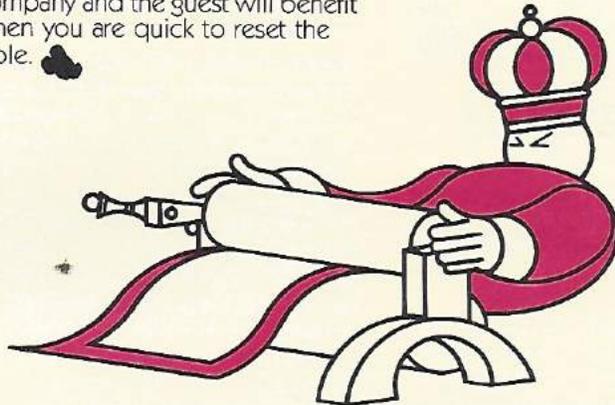
The check should be presented face down on a check tray, or in a check cover. When the guest asks for it, present it to the first person who asks for the check. If the guests are fighting over the check, do not get involved. Let the guest decide who is going to pay. Have a pen ready if the guest is going to sign the check. Step away to allow the guest a few moments to review the check; however, keep your eyes on that station to determine when the guest is ready to have the check and money taken to the cashier. If payment is in cash, pick up the check and money and repeat the sum total and how much they have placed on the tray, i.e., "\$31.45 out of \$40.00, thank you." Take the check and money directly to the cashier, obtain your change, and make sure it is correct. Return the change to the guest on the check tray and say, "Thank you," and step away from the table.

If a credit card is used for payment, return the pay voucher to the guest along with a pen for their convenience. Do not stand directly over the table while the guest adds a tip. Compare his signature to the signature on the credit card. Be sure you or the cashier checks the card for the date it expires and that it is not a lost or stolen card. Return the credit card to your guest along with

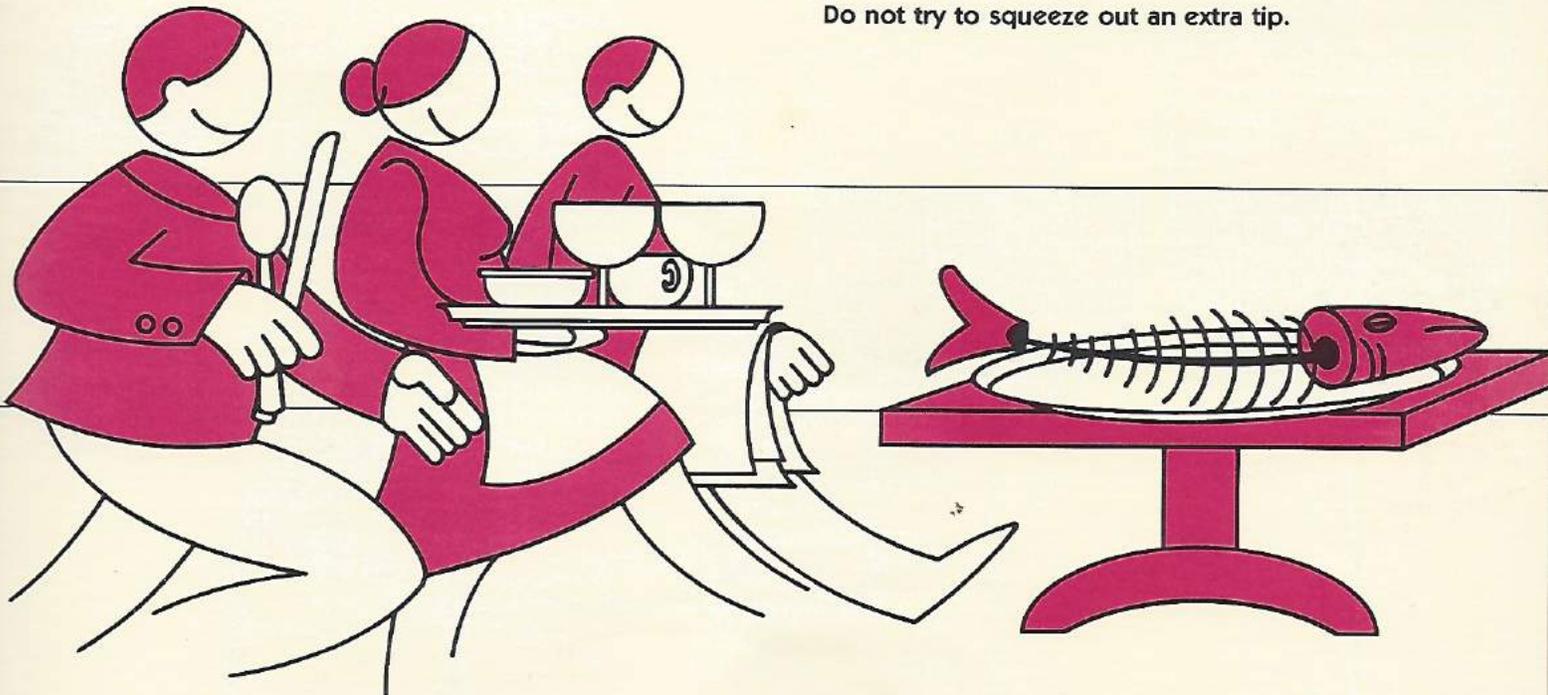
the proper copy of the pay voucher, and return the two remaining copies to the cashier.

When the guests are ready to leave, thank them and, whenever possible, assist them with their chairs, coats, etc. **Do not try to squeeze out an extra tip.** You will only make the guest antagonistic and we will all lose a guest.

After a party has left your table, help the Assistant Host or Hostess in resetting **your** table in preparation for the next guests' arrival. This includes changing all linens, table accessories and, if necessary, refilling salt, pepper and sugar containers. Wipe the chairs, but do not slap at the chair with your side towel. Check the floor under the table. **The sooner your table is reset, the sooner you will receive your next party.** Both you, the Company and the guest will benefit when you are quick to reset the table.



Do not try to squeeze out an extra tip.



The sooner your table is reset, the sooner you will receive your next party.



Beverage Service

Cocktail Service:

The majority of your guests will be first-time visitors, but you will also have a few regulars. When you do, flatter them by remembering their little extras, such as the fact that they like extra ice or a tall or short glass. This shows that you are concerned about their welfare; that you do want them to have a pleasant time and to return soon. These little extras

can result in a larger gratuity for you.

Since there are many drink variations, it is necessary for the service host or hostess to take the order correctly. Many guests request a particular brand of liquor in their drinks, a variation of mixers, a different liquor than traditionally used, or a special garnish. For example, a guest may order a vodka gimlet instead of a gin gimlet, or they may order a lemon twist instead of an olive in their martini. As the orders are given to you, code them onto the guest check. (Bar Abbreviations, page 20 and 21).

After you have properly taken the cocktail order, submit it to the bartender at the service bar. You may be required to assist the bartender in preparing the drinks by setting the appropriate glasses on the cocktail tray, icing the glasses when required or garnishing the cocktails.

When serving the cocktails, all glasses are to be carried on a bar tray, not in your hand. Pick up and serve stem glasses by the stem. Serve all cocktails from the right with your right hand and slightly below the water glass. Cocktail napkins are not required when serving cocktails to tables with tablecloths. Remove empty drink glasses as they are emptied. Never serve another cocktail order until you have removed the empty glasses, napkins, stir sticks, straws and changed the ashtrays.

When a dining room table is available for guests waiting in the lounge, it is proper service for the seating host or hostess to carry the drinks on a tray and serve them again to the guests at their table after being seated.

Beer Service:

Beer may be served before the meal with the appetizer, during the meal, or as a beverage anytime. Check the bottle of beer you will be serving to see that it is cold. The taste of beer will be at its best between 36°-38° F.

A chilled beer glass should be placed on the table to the right and in front of the water glass. Pour the beer for the guest, but do not tip the beer glass or pick it up from the table. Pour the beer directly into the center of the glass to release the carbon dioxide and form a head of foam. For the guest's convenience, place the beer bottle with the remaining beer to the right of the beer glass.

Sparkling Water Service:

Sparkling water is a naturally carbonated mineral water, that should be **served chilled but not over ice**. A wine glass should be placed on the table to the right and in front of the water glass. Pour directly into the center of the glass, never filling the glass more than half full. Do not tip the wine glass or pick it up from the table. For the guest's convenience, place the bottle with the remaining water to the right of the wine glass.

Coffee Service:

Coffee must be fresh and hot. Have sugar and cream on the table and place the coffee cup on the right-hand side of the guest, with the handle of the cup at a 4 o'clock angle. Pour coffee from the right with the right hand without lifting the cup from the table. Whenever pouring hot coffee use a clean, folded napkin or splash plate in your left hand, and shield the guest from the container. Keep your guests happy . . . offer more hot coffee. If the coffee in the cup is cold or if coffee spills into the saucer, change the cup and saucer at the side station.

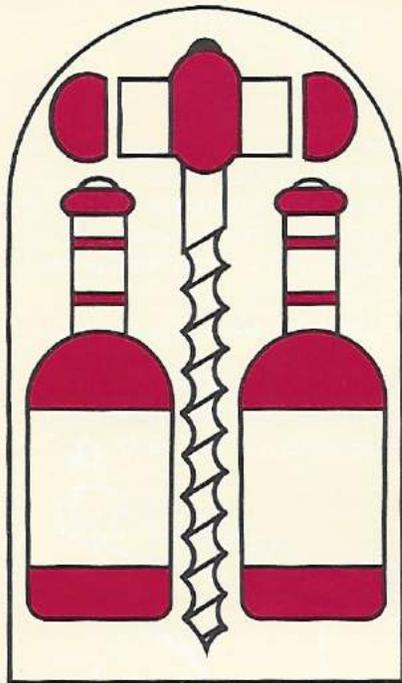
Decaffeinated Coffee Service:

Decaffeinated coffee is packaged in one-cup serving packets. Have sugar and cream on the table and place the coffee cup on the right-hand side of the guest, with the handle of the cup at a 4 o'clock angle. **Decaffeinated coffee is to be mixed for our guests.** In the kitchen or at a side station, empty a Sanka packet into a teapot, fill with boiling water and stir. The mixed coffee should then be brought to the table on a tray and placed on an underliner to the right of the coffee cup.

Hot Tea Service:

Have sugar and cream on the table and place the hot tea cup on the right hand side of the guest, with the handle of the cup at a 4 o'clock angle. In the kitchen or at a side station fill a teapot with boiling water, place it on an underliner with a lemon wedge and tea bag to the side of the teapot. The teapot should then be brought to the table on a tray and placed on an underliner to the right of the hot tea cup.

Wine Service



Wine Service

WALT DISNEY WORLD wine lists are compiled with quality, variety and price in mind. Our wine lists are not large, but are well balanced with wines that complement our menus.

Wines are a living matter and will change if handled roughly. Be careful in the handling of all wines.

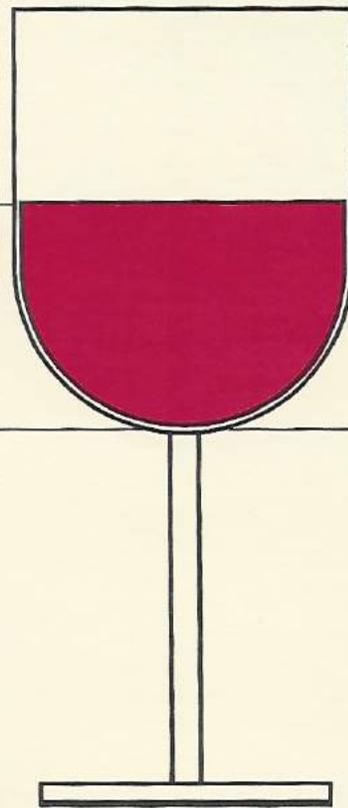
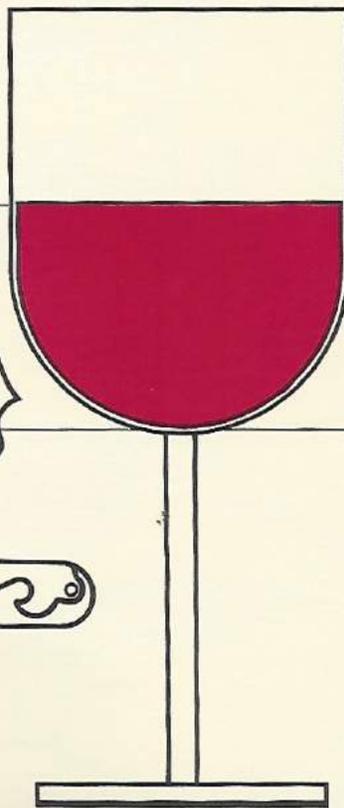
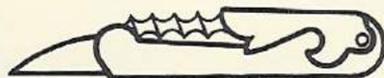
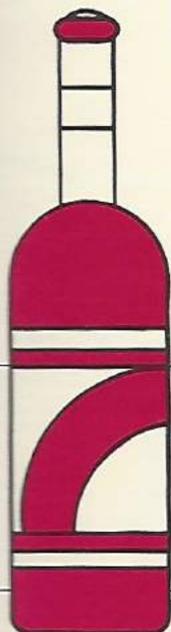
Wines should be picked up from the bar as soon as they are ordered and brought to the table for opening. Make sure that the label is in good condition and that the proper glasses are spot free before presentation. You should present the wine to the host for approval. This should be done by standing on the right side of the host, holding the bottle at a 45-degree angle on a napkin in the palm of the hand with the label face up. The napkin is used so that the temperature of the wine is not affected from the body heat in the hand. Once you have given the host enough time to verify that the bottle you are presenting is the one he has selected, you are ready to open the bottle.

With a corkscrew knife, neatly cut the metal tape around at the second crease from the top and discard. Wipe the bottle top clean. Hold the bottle upright or place on the corner of the table. Tilt the bottle slightly and enter the corkscrew through the center of the cork, trying not to go completely through the cork as this will deposit pieces of cork into the wine. Holding the bottle firmly from the neck, pull the cork silently without popping. Wipe the neck

again. Remove the cork from the corkscrew and smell the cork to see that the wine is not sour. Present the cork to the host for approval.

Let a red wine stand on the table and place a white or rosé wine, and Champagne in the ice bucket until they are ready to be served. The ice bucket is to be placed to the **right** of the host. In some locations, there is a bordeaux tray for the red wines. It should be placed in front and to the right of the host, with the red wine placed inside.

Champagne should be opened just before serving. Always point the bottle away from any guests. Find the loosening wire and begin to twist it open. The bottle should be at a 45-degree angle with one hand gripping the neck with the thumb holding the cork tightly with a napkin. This precaution is necessary until the bottle has been opened . . . always one hand or thumb on the cork. Loosen the wire until the cork can be firmly grasped. Hold the cork firmly with one hand and hold the base of the bottle with the other hand. **Twist the bottle, not the cork, until the cork is out and**



Wine Service (cont'd.)

present it to the host for approval. When removing a plastic cork, do not present it to the host unless requested. Remember, popping the cork must be avoided. Clean the neck of the bottle with a napkin.

After the bottles have been opened, serve the host the first 1 1/2 ounces for him to judge the quality. If approved, serve from the right — ladies first and then the men with the host last. Dry the bottle with a napkin before serving and keep the napkin in the left hand while serving. The bottle should be held with the hand next to the label so it is always exposed. Pour the wine slowly into the middle of the glass, twisting the bottle for the last drop so that it does not drip on the table.

Refill all glasses as necessary, never filling the glasses for white or rosé wine more than one-third full and

red wine more than one-half full. Wine bottles should not be turned upside down in the ice bucket. When it is empty and no more wine is to be ordered, the wine bottle and ice bucket should be removed.

Each bottle of wine has been tagged with an identification number for control and ordering purposes. The sample tag shown on the following wine sales slip reveals the logo of the location as well as the number 011. The bin number is the type of wine — 010, Cold Duck Full Bottle. The bin number for the half bottle always follows the full bottle number — Cold Duck half is 011.

A wine sales slip must be filled out completely and accurately with the following information by the service host or hostess who is picking up a bottle of wine from the service bar:

1. Bin number circled.
2. Bottle price circled.

3. Quantity ordered.
4. Check number.
5. Table number.
6. Server's last name.

The wine sales slip is pre-rung on the register with the exact price. The beverage host will then remove the control tag from the wine bottle and attach it to the wine sales slip before you serve the wine.

Wine sales are a plus for your location and will boost your gratuities, but never pressure your guest into ordering something they really do not want.

WINE SALES SLIP		Wines of the World		TOTAL PRICE	
DESCRIPTIONS	BIN# QTY# FULL BTL	BIN# QTY# HALF BTL			
Cold Duck	010 9.50	011 5.25			
Lafleur Ramp Dry	012 3.00				
Domaine Chandon	014 22.00				
Lanson, Black Label	015 35.00				
Great Western	017 13.75	018 7.50			
Piper-Heidsieck	019 34.00	020 17.50			
Dom Perignon	023 100.00				
Asti Spumante	024 16.00				
Marechal Foch, Innisk	025 9.50				
St. Esprit, Pines	026 10.00				
Zinfandel, Mirasou	027 13.00				
Petite Sirah, Sauveman	028 11.50				
Pinot Noir, Beaulieu	029 12.00	030 6.50			
Zinfandel, Ridge	032 15.00				
Cab Sauv. Beaulieu	033 13.50	034 7.25			
Mouton Cadet	036 11.00				
St. Emilion	037 14.00				
Beaujolais-Villages	041 10.50	042 5.75			
Chateau d'Ardeche	045 19.00				
Lambrusco	046 7.00				
Vaipolicella	047 8.00				
Chianti Classico	048 10.75				
Zinfandel, Rose	050 8.75				
Mareau Rose	052 8.50	053 4.75			
Lancers Rose	054 8.50	055 4.75			
Brae Blanc, Innisk	056 10.00				
Chenin Blanc, Mirasou	057 10.50	058 5.75			
Fume Blanc, Mondavi	059 13.00				
Chardonnay, Wente	060 12.50	061 6.75			
Resling, Wente	062 9.00				
Merlot, St. Michelle	064 12.00				
La Cour Pavillon, Galbey	066 9.00				
Macon Blanc, Jador	067 14.00				
Pouilly-Fume, Nozet	075 25.00				
Blue Nun, Sichel	076 8.25	077 4.50			
Niersteiner	078 12.00				
Piesporter, Wildman	079 13.25				
Berlkastler, Resling	080 10.00				
Wetliener, Sonnenshr	082 12.00				
Sove, Bolla	083 7.25				
Fluri Blanc, Mirasou	084 12.50				
Taillinger	087 100.00				
Chardonnay, Mirasou	087 12.00				
Cab Sauv, K.W.V	098 8.00				
Chenin Blanc, K.W.V	099 7.50				
Chat Riviere, Graves	108 12.00				



check number _____ Room or Table Number _____

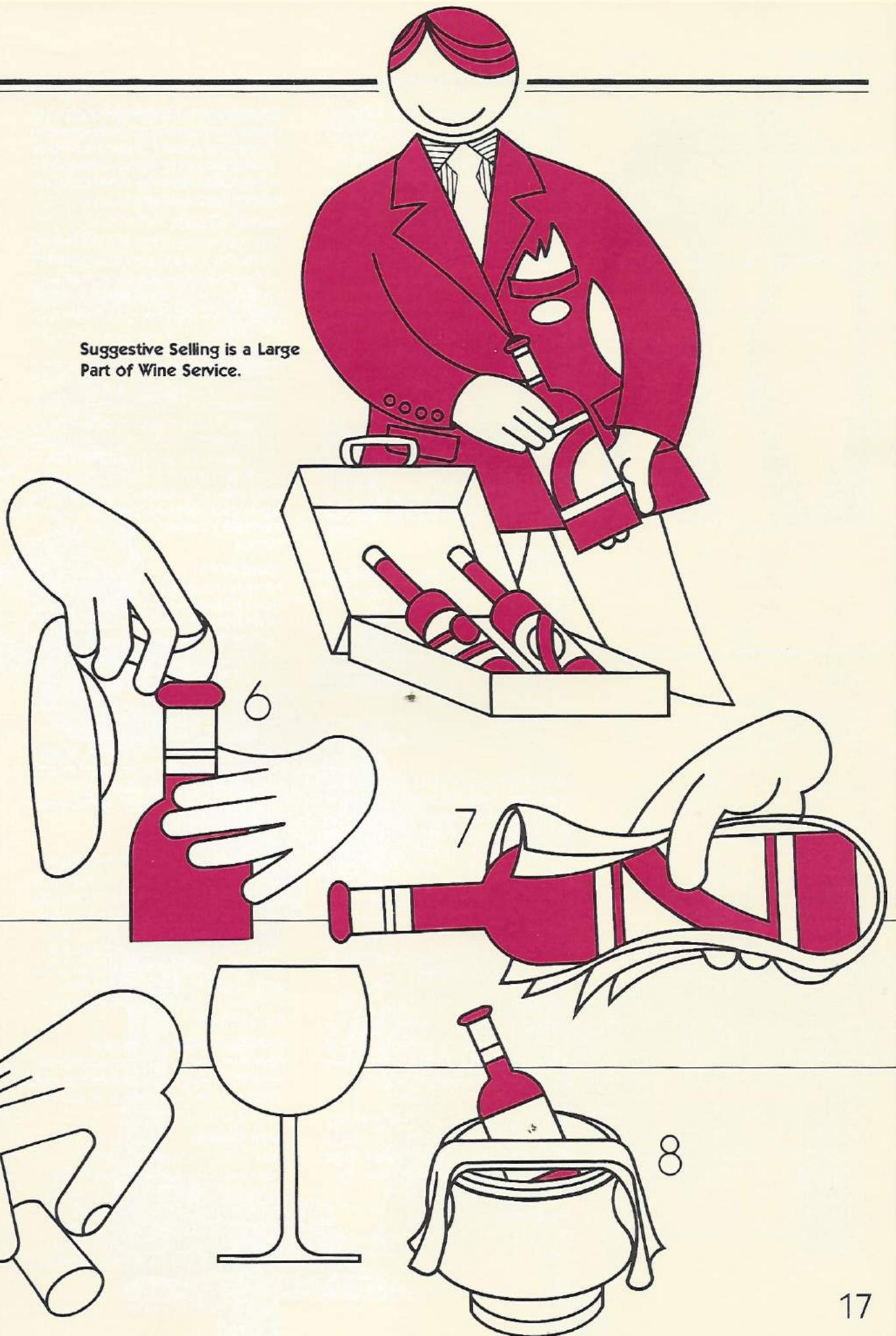
TOTAL _____

SERVER PRINT LAST NAME _____ register #print _____

WHITE bar/warehouse audit _____ CANARY server/location audit _____

WDW 474 R-17 To be stocked 7540-623216

Suggestive Selling is a Large Part of Wine Service.





Guidelines to Service

Silver:

Silver is never polished or wiped in the dining room. During meal hours all silver (flatware) is carried on a bar tray with a napkin for a liner. For example, from the guéridon or sideboard to the table, the silver is on a plate, **never carried in your hand**. During the meal hours, bring your replacement silver on a bar tray with a napkin.

Glassware:

Glassware is carried on a bar tray, **not in your hand**. All stem glassware is handled by the stem, not the bowl. The water glass is placed just above the knife. The water pitcher is carried in the right hand with a side towel in the left hand. The pitcher rests on the towel in the left hand. Watch your style... when the left hand is not in use, keep it behind your back.

Linen:

Linen has become very, very expensive. It must be pressed and draped properly to show its beauty. Never push the chairs against the linen. If you do, it will not show the draping and may become wrinkled. If the linen is not pressed properly, replace it. **Do not use soiled,**

stained or wrinkled linen. Place this linen in the location set aside for such linen.

Salt & Pepper:

Salt and pepper holders must be checked before each meal. Do not overfill. Wipe the tops and sides. Do not empty salt or pepper in a silver container, use glass or stainless for storage.

Sugar Bowls:

Sugar bowls must be checked before each meal. Refill sugar bowls each time a table is reset. At the end of the evening, wipe the insides and outsides thoroughly.

Coats & Furs:

If a lady wants to remove her coat or fur, place it on the back of her chair or an empty chair at that table and cover it with a napkin... you must cover all furs. If you have a checkroom, ask if you may check it for them.

Eating Food:

Remember, it is against Company Policy to eat food items from the kitchen, and may result in termination!

Gathering:

Do not gather in a group or carry on conversations with other personnel in the dining room. This is discourteous and can be disruptive to our guests' dining experience.

Serving:

Remember all liquids are served from the right, including soup. Everything else is served from the left. All items should be removed from the right. There may be cases when you cannot serve from the proper side. If this is the case, make your movements smooth and sure, trying not to bring attention to the fact that the table is hard to serve. **If you must reach in front of a guest, then excuse yourself.**

Cigarettes:

If a guest has taken a cigarette, light it. Use only the match of your area or of the Company. Do not use a lighter except in the Empress Room.

Trays:

Oval trays should be brought into the dining room only to bring food in or clear a table. **Never leave trays and tray stands around the dining room.**

Gratuities:

When a guest has placed a tip on the check tray, remove the tray and say "thank you." Do not let the guest know if you are unhappy about the

tip. After all, you don't give any back when someone over-tips. It will always even itself out if you are providing your guests with good service. This service policy cannot be stressed enough.

Lost & Found:

Any lost articles that are left at your station by a guest should follow the Lost and Found Policy of your location. Turn the lost article into the designated place to be held for claim.

Guest Complaints or Compliments:

Anytime you receive a guest complaint or compliment, be sure to pass it on to your supervisor immediately. Some of our guests are very happy or unhappy with the food we serve. It is very important to pass this information on to your supervisor, also so that we can maintain popular items on our menus.

Work Area:

Always leave your work area neat. Do not leave soiled dishes or food stuffs lying around. It is much easier to keep the area picked up as you go than face a large cleaning job at the end of your shift.

Telephones:

Be sure to answer the phone promptly. Speak softly, with a friendly voice. In each area, there will be a specific spiel used which will follow "Good Morning, Afternoon or Evening," whichever the case may be.

Accidents:

It is your responsibility to inform your supervisor of any incidents or accidents that may occur while you are on duty, whether it involves a guest or a fellow employee. It is important that a report be made immediately for insurance purposes and, more importantly, for the comfort of the person involved in the accident.

Foreign Language Center:

Some of our guests do not speak English. If you need assistance, dial 7900 and they will be able to help our foreign visitors.

Side Duties:

You will be assigned daily responsibilities other than those directly related to serving our guests. These responsibilities include setting up work areas, preparing the dining room, and closing down work areas. During the

operating hours your responsibility lies with our guests, but if you have spare time, use it productively to fill and clean condiment containers and replenish side stations. You should also leave your work area in proper order upon completion of your shift.

Ashtrays:

Change the ashtray as often as needed. Cover the ashtray with a clean one and remove. Then place the clean ashtray on the table.

1. Place clean ashtray over soiled ashtray, top to top.
2. Remove both ashtrays.

3. Return clean ashtray to table, leaving soiled ashtray on service tray to be removed from the dining room.
4. Balance matches on edge of ashtray.

Tablecloth:

Never leave anything on the soiled cloth when you are changing. By this we mean paper, matches, silver or anything else. **Never empty an ashtray in the linen.**

1. Holding the fresh tablecloth at the fold, pick up the soiled cloth by its hem at Point A.
2. Pull both cloths back to Point B.
3. From Point A, pull the top half of the clean cloth to Point B.
4. Transfer ashtray, sugar bowl, etc., to opposite side of table.
5. Take hold of the soiled tablecloth by the hem at Point C. Fold it back to Point B.
6. Now, take hold of all tablecloth ends that are at Point B and pull them toward Point C.
7. You will now have a clean tablecloth on the table and a soiled tablecloth in your hand.

8. Make sure the clean tablecloth is centered.
 9. Center and arrange the clean ashtray, salt and pepper, decoration and sugar container.
- Changing the tablecloth in this manner will result in never exposing the bare table to your dining guests. Your dining room will always appear ready to go. 🍀





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