**Department:** Food and Beverage

**Date:** June 2019

**Applies to:** All culinary and service team members

**Criteria:** Dining Room/Terrace Set up

**Purpose:** To ensure proper set up of dining areas with regards to expected business, weather, group criteria.

Critical to the success of our operation is how each team leaves the restaurant for the next shift. It is imperative that we focus on our work and the success of our team through our actions. At times this will require some extra effort, overtime, the willingness to jump and in and “just do it” as everyone is critical to our collective success. We are not a bank or office that closes and goes home. We are a 24/7 operation and we need to always capitalize on opportunity. How we set up and prepare will mean the difference between winning and losing. And we all want to win.

BREAKFAST AND LUNCH SHIFT

Upon arrival, the breakfast team needs to prepare for the shift and day’s anticipated business. Ensuring water is hot, coffee machines are turned on, the kitchen is ready, lighting, temperatures are correct, the buffet (if being used) is on, heated and ready for food (hot and cold) and that the room and terrace are set and ready to go for the most important meal of the day.

For every shift, prepare your “mis-en-place” (your set up) before you get busy, because when you are busy and generating business, you wont have the time to complete your mis-in-place and you will get behind. Once breakfast is completed, we do a turn for lunch to get set up. Clearing breakfast, clearing the buffet, talking with each other about taking your breaks, getting ready for lunch, opening the terrace (weather permitting)

DINNER SHIFT

Preparing for evening service, getting any missed side-work out of the way and get prepared. Check with the hostess for reservations for any packages, special additions, birthdays, etc., are the floors clean, does the bar need help, are we set up on tables and have tables arranged for groups or larger parties. These are the questions to be asking yourself and going through. Are we ready for pre-shift meeting at 4:45pm? What shall we discuss?