

Restaurant

The Breakfast Standard

Five steps for the meal almost every guest eats. Breakfast sets the tone of each day, and it is often the least managed service in the building.

Who Breakfast host, servers and the buffet attendant	When Every breakfast, from opening to the last table cleared	You need The in-house list, fresh coffee and tea, the buffet round sheet
Measured by Seated within 1 minute of arrival · Coffee or tea offered within 2 minutes · Buffet checked every 15 minutes, logged		

1 Greet and seat

Greet within 30 seconds and seat within one minute. Ask for the room number quietly at the stand, never aloud across the room, and check the name on the in-house list before using it.

"Good morning, Mr Al-Harbi. May I have your room number? Thank you, this way please."

Common mistake Calling "Room number?" across the entrance. Everyone in the queue now knows where the guest is sleeping.

2 Hot drink first

Within two minutes of seating, offer coffee, tea or another hot drink and pour it at the table. Note on the profile how each guest takes it, so tomorrow the cup arrives before the question.

"Coffee or tea to start, Mrs Tanaka? We also have fresh mint tea this morning."

Common mistake Waiting for the guest to come back from the buffet. They sit down to an empty cup and go looking for someone.

3 Explain the room

On a guest's first morning, explain in one sentence where the buffet is, what is cooked to order and how to ask for it. Name the cooked dishes: a guest who doesn't know they exist will never order them.

"The buffet is just behind you, and the eggs and pancakes are cooked to order. I'll bring them to you."

Common mistake Assuming everyone has been before. The new guest queues at the buffet for eggs that were never there.

4 Run the round

Every 15 minutes the attendant walks the whole buffet: refill before a dish is a third full, wipe spills, change serving spoons, check hot food at 63°C or above and cold at 5°C or below. Log the time.

"07:45. Croissants and yoghurt refilled, juice spill wiped. Eggs at 68°C. Sara"

Common mistake Refilling only when a guest says the tray is empty. Every guest before them saw the empty tray and said nothing.

5 Cooked to order

Dishes cooked to order reach the table within 10 minutes. If the guest is at the buffet, hold the plate covered and warm at the station and bring it as they sit, never leave it on an empty table.

"Your eggs Benedict, Ms Lindqvist. I kept them warm while you were at the buffet."

Common mistake Setting the plate down at an empty place. The guest returns to cold eggs and a server who has moved on.

The Breakfast Round

Six stations, one walk. A buffet looks full at seven; this card keeps it looking that way at ten.

Station	Check every	Sign of trouble
Coffee and tea	Every pass of the room	A cup empty for more than two minutes
Bread and pastries	15 minutes	A basket less than a third full
Hot dishes	15 minutes	Below 63°C, or a dry skin on top
Cold dishes and dairy	15 minutes	Above 5°C, or a spoon left in the dish
Juices and water	15 minutes	A jug half full, drips on the cloth
Tables	10 minutes	Used plates stacked with nobody clearing

How to use this with your team

The breakfast host briefs one station each morning at the 06:30 line-up. The attendant signs every round on the sheet, and the restaurant manager reads the gaps once service has ended.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.