

Restaurant

The Plate Service Standard

Five steps from the pass to the first bite. Every plate at the table arrives at the same moment, named, and facing the guest the way the chef plated it.

Who Servers, runners and the head waiter at the pass	When Every course, from the moment it is called at the pass	You need The ticket with seat numbers, enough hands for the table, a clean cloth
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Measured by All plates at a table set down together · Each dish named as it is served · Check-back within 2 minutes or two bites

1 Check at the pass

Before a plate leaves, compare it with the ticket: dish, cooking point, changes, allergy flag. Wipe the rim with a clean cloth, and send back any plate that is not hot or differs from the photo.

"Chef, seat 3 asked for no butter. Can you confirm this one?"

Common mistake Picking up what is on the pass because it has your table number. The ticket belonged to the table next door.

2 Carry enough

Carry no more than three plates per person, never stacked, thumb clear of the rim. If a table needs eight plates, three people go together, so no guest waits while a server makes a second trip.

"Table 9, six mains. Two more hands, please."

Common mistake Bringing half the table's plates and going back for the rest. Two guests eat while two watch.

3 Serve together

Set all the plates down at the same moment, from the guest's right, guests first and the host last. Turn each plate so the main element faces the guest, or the logo sits at 12 o'clock.

"Excuse me, Mrs Patel."

Common mistake Asking "Who had the risotto?" The seat numbers were written so that this question is never asked.

4 Name it

Name each dish as it lands, in under 10 seconds: what it is and one detail. Offer sauce, pepper or cheese at the table if the dish takes them, then step back and let the table start.

"Your lamb, Mr Mensah, slow-roasted on the bone, with rosemary potatoes."

Common mistake Reciting the whole menu description. The food cools while the guest waits politely for you to finish.

5 Check back

Return within two minutes or after the first two bites and ask one question about the dish itself. If anything is wrong, take the plate away straight away and have it replaced before discussing the cause.

"Is the lamb cooked the way you like it, Mr Mensah?"

Common mistake Asking "All good here?" while walking past. The guest nods and leaves half the dish.

Your Dish in Ten Seconds

Every server should be able to name each dish on tonight's menu in one line. Fill in one card per dish with the chef and keep it at the pass.

The dish we sell most

Dish _____

What it is, in 8 words _____

The one detail _____

Which side faces the guest -

The dish guests ask about

Dish _____

What it is, in 8 words _____

The one detail _____

Which side faces the guest -

The newest dish

Dish _____

What it is, in 8 words _____

The one detail _____

Which side faces the guest -

How to use this with your team

The chef fills the cards with the head waiter whenever the menu changes. At each line-up two servers say one dish aloud as they would at the table, and the chef corrects the words.

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