Afternoon Tea

Including set-up, service and clearing

	Set-up	Meet	Below	N/A
1	Was the host stand tidy and free from clutter			
2	Was the music playlist appropriate and at reasonable sound levels throughout opening hours			
3	Were the lights in the outlet set to ambient levels to match the times of the day			
4	Was the heating/air conditioning and music at a pleasant level in the room			
5	Were all tables set up in a uniform way, with the appropriate crockery, cutlery, salt and pepper units			
6	Were the ceiling, walls and skirting's clean and well maintained			
7	Was the carpet/floor clean and free from stains/crumbs			
8	Was the table and chairs clean and free from stains/crumbs			

	Set-up Per Cover	Meet	Below	N/A
9	Main course knife and fork			
10	A flat white napkin placed under the cutlery			
11	Side plate			
12	Water glass			
13	Teacup, saucer and teaspoon			

	Set-up Per Table	Meet	Below	N/A
14	Salt and pepper units, (checked for cleanliness and contents is full)			
15	Sugar bowl containing brown and white sugar and sweetener options			
16	All crockery clean and checked for cracks and chips			

	Service	Meet	Below	N/A
17	Were the guests greeted on arrival and sat at an appropriately set-up table			
18	Did the team member offer to hang jackets and coats			
19	Was the afternoon tea menu and any specials explained to the guest			
20	Was the menu presented clean and in good condition			
21	Did the team member enquire about any special dietary requirements or food allergies			
22	Did the team member explain the different kind of afternoon teas on the menu			
23	If guest has reservation for classic afternoon tea, did the team member use opportunity for up-selling Prosecco or Champagne			
24	Did the team member ask for guest preference for having Prosecco or Champagne to start with, or together with food			
25	Did the team member prepare the tea order as requested, deliver with timely manner, present the tea while serving it and offer to pour the tea			
26	Did the team member serve afternoon tea stand after hot beverages were served, and explain items from the bottom plate to the top in eating order			
27	Did the team member check back and ask if guests require sandwich top up or fresh tea's			
28	First beverage served within 5 minutes of ordering at table			
29	Was a refill or re-order of beverages offered by the team member when there is a 1/4 left to consume			
30	Second beverage served within 5 minutes of ordering at table			
31	Were all crockery and cutlery items present, polished and in good order			
32	Was the bill presented correct and in a clean bill fold			
33	Did the team member offer assistance with collecting coats/jackets			
34	Did the team member thank the guests for coming and wish them a sincere farewell			

	Clearing	Meet	Below	N/A
35	Did the team member clear used crockery, cutlery, glasses from the table as appropriate			
36	Did the team member use a tray when delivering or removing any items from the table			
37	When wiping tables, did the team member spray solution directly onto the cloth, not the table			

	Behavioural Standards	Meet	Below	N/A
38	Each team member target 1 customer a day who are “up for a conversation”, identify any triggers why the guest is staying at the hotel and utilise the “Occasion led amenities” to amplify their experience			
39	Was the team member well-groomed and neatly presented in clean, well fitted uniform, displaying name badge			
40	Did the team member smile and greet the guest in a natural, friendly and interested manner			
41	Was the team member’s speech clear, jargon free and use of English adequate to be fully understood			
42	Was the team member able to explain the menu to the guest in a natural and engaging way			
43	Was there a genuine, individual and natural way the team member engaged the guest on arrival as well as when guest was leaving the outlet			
44	Did the team member check back with the guest during their dining or beverage experience			
45	Did the team member use the guest name at least once during the interaction			
46	Did the team member personalise the interaction in anyway and engage the guest as individuals			
47	Did the team member maintain eye contact, giving the guest their undivided attention			
48	Did the team member offer a sincere farewell at the end of the interaction			