

GOLDEN RULES





- 1-know the history of African queen.
- 2- know the daily specials.
- 3- Never attempt to adjust the lights or thermostats or music level in the restaurant. Ask you manager if needed.
- 4- No eating or drinking in front of the guest or in any visible space that might be seen by the guest.
- 5- No chewing gum or smoking during the operation.
- 6- No phone or any mobile device while on duty.



- 7- Remember full hands in, full hands out!
- 8- When taking order, always make eye contact. NEVER lean or write on the table.
- 9- if your section gets full at once, don't take orders at once. Seek for help from colleagues/manager.
- 10- Space out your orders, if it is a busy operation as to enhance guest experience and alleviate pressure on the kitchen.
- 11- Time management, use your time wisely. When in your station, check all the tables before going back to the kitchen. Do one round.



- 12- if there is a delay in the kitchen, inform your manager, then your guest. The manager will approach the table and explain the situation.
- 13- Secure your dishes and don't carry too much in one Go, two trips are safer than one, if you must.
- 14- Never handle glassware or tableware by the contact points a guest may use or see.
- 15- serve and clear from the right. Women first, then men, then children.
- 16- Replace cutlery after each course.
- 17- Offer more beverages when they're low.



- 18- Never remove a tip from the table whilst the guest is still at the table unless the guest insists or hands the tip to you. NEVER assume that change is your tip!
- 19- Assist your guests in your knowledge of the area.
- 20- When using the toilet, always wash and dry your hands, then sanitize.