6 Flowchart: Assisted service from buffet

Host
Waits for guest at entrance.

Host
Welcomes & seats guest. Explains process for the service of breakfast.

Guest is given a menu & host upsells where appropriate. Host removes 'table cleaned & sanitised' sign.

Food service staff
Attends table within 3 minutes of seating guest, offers assistance/advice & takes tea, coffee, juice, toast & preserve/conserve order. Confirms room number or assigns table number for non residents for tracing purposes.

Food service staff
From the stillroom collects & serves beverage/toast/juice butter & preserves/conserves, milk & sugar.

Food service staff
Invites guest to the cold buffet for cereal/porridge/fruit/charcuterie/cheese.

Guest wears face covering & adheres to service flow & physical distancing.

Food service staff
Offers assistance.

Plates the requested items for the guest & escorts back to table.

Service assistant
Clears empty cereal dishes, plates & glasses to wash up.

Food service staff
Invites guest to hot buffet for cooked breakfast incl. sauce/accompaniments.

Guest wears face covering & adheres to service flow & physical distancing.

Food service staff
Offers assistance.

Plates requested items for the guest & escorts back to table.

Food service staff
Checks on guest satisfaction.

Service assistant
Clears cooked breakfast plates & accompaniments to wash up.

Food service staff
Moves side plate in front of guest.

Tops up beverage & enquires if more toast is needed.

Food service staff
Processes payment for non residents.

Enquires if guests have plans for the day (offers suggestions for experiences/things to see & do).

Upsells hotel facilities, checks if they need dinner reservations etc.

Food service staff
Engages with the guest, looks for feedback & assesses satisfaction level.

On departure, thanks the guest for their custom, wishes them an enjoyable day & invites them back.

Service assistant
Clears table.

Cleans and sanitises table, chairs & cruets.

Replaces the 'table cleaned & sanitised' sign.

Informs host that table is available.