Tips & Tricks for Servers

1. **WRITING UP ORDERS**
   1. **Be consistent:** Everyone has a different thought process and a way of mentally organizing material. The key is to be consistent to keep things simple and efficient.
   2. **Organization:** Prior to asking a table for their orders:
      1. Label the page in your notepad with the table number.
      2. Take a head count of the number of guests at the table and then number the lines on your notepad.
   3. **Shorthand:**
      1. As a server, you are the only one who will have to read your handwritten orders (once you write them down, you must enter them into the POS terminal, which will then notify the kitchen). As long as you can quickly and accurately scratch down orders, the form in which you do it is up to you.
      2. Rule of Thumb:
         1. A general rule of thumb is to use initials whenever possible. Items or directions with only one word are represented by the first two to three letters or a combination of three to four letters that phonetically sound out the full word.
         2. For example, CN represents chicken noodle soup, SA represents sausage, STF describes the word "stuffed" and OTS alerts "on the side."
         3. Take a quick look at the link below to get familiar with common menu abbreviations for servers:

<https://careertrend.com/13373348/common-server-menu-abbreviations>

* + 1. Always circle an order that is modified from its original form. This will help you keep track of special requests and modifications.

1. **HOW TO POUR WATER**
   1. Prior to pouring, give the pitcher a gentle swirl to release any ice that may have stuck to the bottom of the pitcher. (If this is not done, the ice may come loose as you pour, resulting in a gushing flow of water and ice all over the table)
   2. Do not lift the water glass to refill it. Only do so when you cannot easily reach to refill.
   3. Pour from the right side of the guest.
   4. Never let the lip of the pitcher touch the rim of the glass.
2. **HOW TO SERVE DRINKS**
   1. Handle the glasses by the bottom. Never put your fingers near the lip of the glass.
   2. How to serve drinks with a tray: <https://www.youtube.com/watch?v=36RdFEAguMo>
3. **HOW TO CARRY PLATES & TRAYS**

<https://www.youtube.com/watch?v=iIIR2d_vIz0>

This is a great 15 minute video. Very good explanation and demo.