

## Stand To Table Service Form

### Steps of Service 2016

1. Offer the client the option to order food ahead of time in order to up-sale standard catering menu or by using competition food order form.
2. If client does not want to order ahead of time then introduce the “ Stand To Table Service Form”.
  - a. Let the client know that this allows their staff to order early & “ cut in line” for pick-up. This way their staff can maximize their work time and minimize their break time.
  - b. Then discuss payment.
    - i. Will this be charged to a company tab ? If, so you will need them to place a credit card on file that will be ran at end of the event.
    - ii. Or will this be paid with per diems given to the staff ? If, so then the staff member will need pay at time of pick up.
  - c. Per diem is pick up only so there isn't any confusion with money exchanging hands on either side.
  - d. The client will receive the form from their event manager, banquet manager or catering sales manager when the client arrive on site.
  - e. Give the client a time frame in which you will need the forms back in order to give the best service possible.
3. Get a number of how many of the clients staff will be using this option so you have the right amount of forms available.
4. Create a line item on your BEO so the floor staff is aware and list if it is a company tab or a per diem so they will know how to ring in or log the items.
5. Dedicate a concession stand for items to be picked up at.
6. After receiving the forms back from the client take the time show the client the designated pick-up area so they know where to direct their staff to.
7. Have forms sent to the kitchen and prepared to ensure the items are available at designated stand.
8. Check in with your staff and go over what is needed to ensure the client is the priority.
9. You may also want to establish a pick up window for runner or the staff with per diems.