



The Official **SEKAEL** Guide to Professional Service



Introduction

Welcome to the team!

Think of this as your starter guide for a successful career with SEKAEL. It's designed to give you the words, skills, and information you need to provide the high standard of service we're known for.

At SEKAEL, giving customers a wonderful and memorable experience is our top priority. Mastering these skills will not only help you excel in your role but also lead to better tips and future opportunities within the company.

✔ Your success is our success - let's build excellence together!





Level 1:

Basic Words & Ideas at SEKAEL

Knowing the right words is the first step to working effectively on the SEKAEL floor.

Foundation

Master the essential vocabulary that forms the backbone of restaurant communication

Clarity

Clear communication prevents mistakes and enhances guest satisfaction

Professionalism

Using proper terminology elevates the entire dining experience





A. Key People in the Restaurant



Host/Hostess

The first welcoming face of SEKAEL, greeting customers at the door.



Busser

Helps servers maintain the SEKAEL standard of table cleanliness.



Manager

The leader in charge of the restaurant's operations and staff.



Server/Waiter/Waitress

The main point of contact for our guests. (e.g., Jenelie, Patricia, Cris, and Zyrine are servers).



Bartender

Crafts and serves drinks from the bar.



Chef

The culinary expert in charge of the kitchen.

B. Key Places in the Restaurant



Dining Room

The main area where customers sit and eat.



Kitchen

The place where food is made. Customers usually cannot go there.



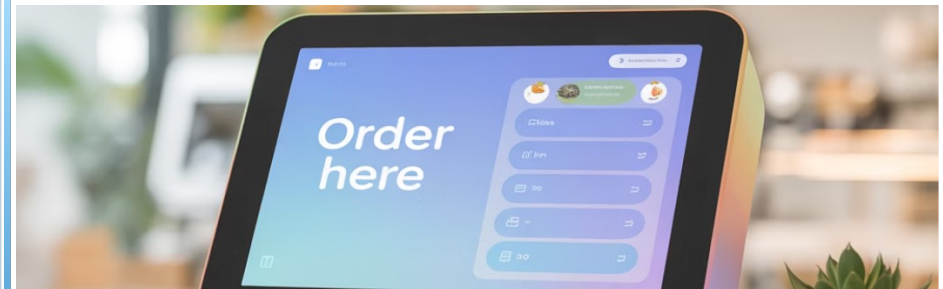
Bar

The area where drinks are made. Sometimes customers can sit and eat here, too.



Host Stand

The desk or counter near the entrance where the host works.



POS Station

The "Point of Sale" is the computer system where servers enter orders and handle payments.

C. Important Items and Action Words

Essential Items

- **Plate:** The dish used to serve food
- **Fork, Spoon, Knife:** These are called cutlery or silverware
- **Glass:** A cup for drinks
- **Menu:** The list of food and drinks
- **Bill/Check:** The paper that shows how much money the customer needs to pay
- **Napkin:** A cloth or paper for wiping your hands and mouth



C. Important Items and Action Words

Key Actions

- **To Greet:** To say hello and welcome a customer
- **To Seat:** To take a customer to their table
- **To Take an order:** To write down what a customer wants to eat and drink
- **To Refill:** To fill up a customer's drink again
- **To Clear:** To take away empty plates and glasses from a table



Pro Tips for Being Professional



Speak Politely to Customers

Uphold SEKAEL's respectful and welcoming atmosphere. Use "Sir" for men and "Ma'am" or "Miss" for women. For a group, you can say "folks" or "everyone."



Learn the POS System

Accuracy in the POS system is crucial for a smooth service.



Level 2:

The Skill of Taking an Order

Taking an order correctly is essential for efficiency and guest satisfaction at SEKAEL.

A. Common Ways Customers Order

People use many different phrases to order. You might hear:

"I'd like..." / "We would like..."

"I'll have..." / "We will have..."

"Can I get...?" / "Could we please have...?"

"I'm going to go with the..."

"For me, the..."





B. Important Questions to Ask

Don't guess; always ask questions to make sure the order is perfect. This stops mistakes and shows you are paying attention.

01

For Steaks

"How would you like your steak cooked?" You should know the choices: Rare (cool red center), Medium-Rare (warm red center), Medium (warm pink center), Medium-Well (a little pink), or Well-Done (no pink).

03

For Special Diets

"Do you have any allergies or special diet rules the kitchen should be aware of?" This is a very important question to keep guests safe.

02

For Salads

"What kind of dressing would you like?" Know the choices your restaurant has (like Vinaigrette, Ranch, or Caesar).

04

Checking the Order

Before you leave, always say the order again to the customer.



B. Important Questions to Ask

Example Scenario: Cris is taking an order for two guests.

Cris: *"Okay, so that is one order of the chicken wings for you, and for you, the Sisig. Is that correct?"*

Pro Tips for Taking Orders



Listen Carefully

Give each guest your full, undivided attention and look at them when they speak.



Write It All Down

Use a notepad. Never trust your memory, especially during a busy service.



Use Seat Numbers

This ensures the right dish goes to the right person without asking who ordered what.

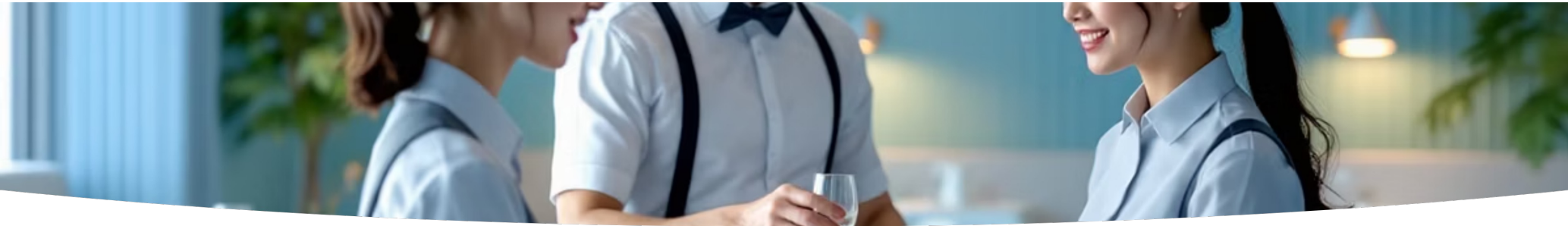


Level 3:

Using Grammar for Polite and Professional Service

The way you speak reflects the quality and professionalism of SEKAEL.





A. The Words of Politeness

Simple word changes can make a big difference.

Use Softer Words (Would, Could, May)

These words sound nicer and more polite.



- Instead of: "Do you want more water?"
- **Polite Way:** Zyrine notices a guest's glass is empty. She asks, "*Would you like some more water?*"
- Instead of: "Can I take your plate?"
- Say: "May I take your plate?"

Say Things in a Positive Way

If you don't have something, offer something else.



Example Scenario: A customer asks Jenelie for a dish with coconut milk, which has just run out.

Jenelie: "The curry has been very popular and we've just run out. However, our chef's green salad is a fantastic and healthy choice tonight; it's very refreshing."

B. Grammar Examples Explained

1

Past Tense Situations



Situation: A customer asks what they ate in the past.

Customer to Patricia: "I can't remember what I ordered last time, but it was delicious!"

Correct Response (Patricia): *"You had the shepherd's pie. I remember you enjoyed the mashed potato topping!"*

Grammar: You use the past tense ("had") for things that are finished. This shows you understood their question.

2

Making Suggestions



Situation: Suggesting a dish to a customer.

Customer: "I'm not sure what to order."

Correct Response (Cris): *"I would recommend the chicken wings. They are my personal favorite and one of our most popular appetizers."*

Grammar: "Would recommend" is the best way to give a polite suggestion. It sounds like helpful advice, not a command.

Level 4: Managing the Full SEKAEL Customer Experience

A server is in charge of the entire meal, from the moment guests arrive until they leave.

A. The Steps of Good Service

The Greeting

1

Say hello to the table quickly with a real, friendly smile. Tell them your name.

Example: "Good evening, welcome to SEKAEL. My name is Jenelie, and I'll be taking care of you tonight." Offer water and tell them about any specials.

Taking the Order

2

Use your skills from Level 2. Be patient and help them with the menu if they have questions.

During the Meal

3

- Bring food and drinks out on time
- **Check in after a few bites:** A few minutes after you serve the main food, go back and ask, "How is everything tasting?" This lets you fix any problems right away
- Pay attention, but don't bother them. Watch their drinks to see if they need a refill

Clearing the Table

4

Take away empty plates when guests are finished.

Example: Patricia sees a guest is finished and asks, "May I take your plate for you?"

The End of the Meal

5

Offer dessert or coffee. When they are ready, give them the bill quietly in a folder. Handle the payment quickly and correctly. Thank them sincerely.

Example: "Thank you so much for dining with us at SEKAEL tonight. We hope to see you again!"

B. Fixing Problems (The L.A.S.T. Method)

When something is wrong, use the SEKAEL approach: **Listen, Apologize, Solve, Thank.**



Listen

Let the customer tell you the whole problem. Don't stop them.



Solve

Offer a clear and fast solution. *"I will take this back to the kitchen and have a new, milder one made for you right away."* If it's a big problem, ask a manager to help.



Apologize

Say you are sorry, even if it wasn't your fault. *"I am so sorry that it's spicier than you anticipated."*



Thank

Thank the customer for telling you about the problem. *"Thank you for letting us know so we could fix it for you."*

Example Scenario: A customer tells Cris their food is too spicy.



Pro Tips on Understanding Customers

▾ Closed Menus

When customers close their menus, it usually means they are ready to order.

▾ Looking Around

If a customer is trying to get your attention or looking around the room, they probably need something.

▾ Pacing

Notice if your guests are eating slowly and talking a lot. Don't try to rush them.

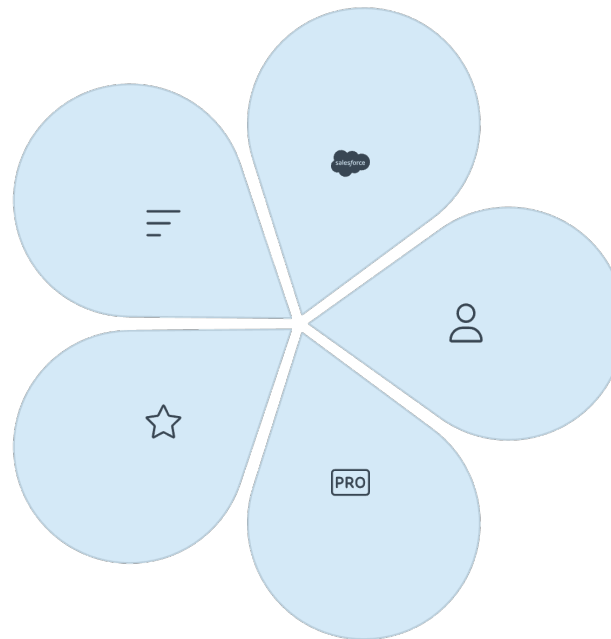
More Essential Knowledge for SEKAEL Staff

Know Your Menu

You must be an expert on every dish SEKAEL offers. Be ready to answer questions about allergies (like nuts or gluten) and how food is cooked (fried, grilled).

Uphold the SEKAEL Standard

Every guest interaction is a reflection of our commitment to quality. Always strive to provide the best service possible.



Suggestive Selling

Give helpful, not pushy, ideas. *"Since you are ordering the Sisig, our light beer pairs very well with it. Would you be interested?"*

Teamwork is Key

At SEKAEL, we succeed as a team. Communicate clearly and respectfully with everyone.

Look Clean and Neat

Your appearance is a representation of the SEKAEL brand. Always be very clean and wash your hands often.



Remember: Excellence in service is not just a goal—it's the SEKAEL way!



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