



JOINERS
SERVICE & BEVERAGE
- FUNDAMENTALS

THE FIVE STEPS OF SUCCESSFUL SERVICE

1. Preparations before entering the work environment:
 - Wash your hands often with warm water and soap. Always wash your hands after using the toilet, smoking a cigarette, or after eating.
 - Always be on time for work. Being on time means being at your workplace ahead of your scheduled start time.
 - Shower and be fresh. Be certain your uniform is clean and orderly.
2. Greeting the passengers and creating the Moment of Truth:
 - Passengers should feel welcomed with a sincere greeting. The server should smile, make eye-contact, adopt a friendly manner and tone of voice, and greet them accordingly.
3. Taking the order:
 - Write down the food/drink order. Special requests are noted and the order is repeated to ensure accuracy.
 - Listen carefully to what the person is saying and maintain eye contact.
4. Service during the dining experience
 - Never eat or chew gum during service. Do not touch your hair or put your hands in your pockets.
 - Serving food and drinks should be done from the right with the right hand. If this is not physically possible then serve from the left with the left hand.
 - Condiments and sauces are served from the left.
 - The service staff should be careful his/her fingers do not touch the food or the top rim of the plate.
 - Service should begin with the ladies first, followed by the gentlemen. Higher ranking officers should be served before the lower ranking officers. If there is a host, then the host is always served last.
 - Reset the appropriate flatware, if more than one dish is being served.
 - The plates must be positioned correctly with the main item (fish, meat, etc.) directly in front of the passenger (six o'clock).
 - Introduce the main item as you place it on the table.
 - The service staff and his/her supervisor should be available if there are any questions or concerns.
 - Every item that is not necessary to be on the table (plates, glasses, and flatware) should be removed.
 - When removing plates and flatware from the tables, place all cutlery on one plate only, and pile up the plates in order to carry them to your station.
 - Dessert and coffee should always be suggested after the main course is complete.
5. Other reminders to ensure quality of service:
 - Reset tables quickly so officers can sit at a clean table.
 - The area should remain clean and free of any garbage, spilled food, etc.
 - Every effort in following the Public Health should be made by the service staff and the entire team.

FUNDAMENTALS

TABLE SERVICE EQUIPMENT

The term “Mis en Place” is defined as “everything in place.” When you “mis en place” a table, you are preparing it for the passenger. This may be necessary when you set a table, deliver the flatware, or prepare your station for service.

FLATWARE

When delivering flatware to the table, use a plate with a napkin underneath the cutlery.

- If the flatware is to be placed on the left side, place it on the table from the left side of the passenger. The same applies with the right side.
- Never cross in front of the passenger and place the cutlery on the opposite side.

FORKS

All forks are to be placed on the left side of the table setting, regardless of their use.

COCKTAIL FORK – smallest fork used for “Always Available” shrimp cocktail, escargot, and entrees such as lobster and crab

APPETIZER FORK – used for salads, appetizers requiring a fork, cheese plates, and desserts

FISH FORK – uniquely shaped, designed for fish entrees only

DINNER FORK – largest fork, intended to accompany all other entrees and pastas



KNIVES

All knives are to be placed on the right side of the table setting facing the left direction, regardless of their use.

BUTTER KNIFE – smallest knife designed to spread butter or condiment; placed on the side plate, left side of the table setting. It also faces left direction.

APPETIZER KNIFE – used for items such as salads, all appetizers requiring a knife and cheese plates

FISH KNIFE – uniquely shaped knife designed for fish entrees only

DINNER KNIFE – largest knife, intended to accompany all other entrees except red meat and pastas that do not require a knife

STEAK KNIFE – used specifically for red meat entrees; can be placed on the table with certain pork and fish entrees



SPOONS

All spoons are to be placed on the right side of the table setting, regardless of their use.*

ESPRESSO SPOON – the smallest spoon, intended to accompany espresso coffees; placed on a saucer with the espresso cup

TEASPOON – a small spoon that has several uses; may accompany tea and coffee and is placed on the saucer; can also be used for fruit appetizers, ice cream, and sorbet



SOUP SPOON – has only one purpose – to accompany soups

PASTA SPOON – the largest spoon accompanies pastas and desserts that require a spoon. It is placed on the left side of the table when with pastas.

PLATE WARE

All plate ware are to be delivered to the table and cleared from the right side of the passenger. Safely deliver the food to the table using a cloth napkin in your hand and inform the passenger if the plate/bowl is hot in temperature.

DINNER PLATE – largest plate intended to accompany entrees only

APPETIZER PLATE – slightly smaller plate that has several purposes; used for cold and hot appetizers, cheeses, and desserts

UNDER LINER PLATE – small plate that is placed under the saucer with the soup

SIDE PLATE – even smaller plate that is placed on the table where the bread is placed upon

SAUCER – same size as the side plate but has an indent for soup bowls and coffee/tea cups

PASTA BOWL – largest bowl designed for pasta entrees only

SOUP BOWL – a small bowl with handles used for hot soup

SALAD BOWL – smaller wide bowl that is exclusively for salads and chilled soups

FRUIT BOWL – small, deep bowl exclusively for breakfast items such as fruits and cereals

SILVER BOWL – chilled, small metallic bowl used for ice cream and sorbet

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GLASSWARE

All beverages are to be poured from the right side of the passenger. You may remove the water glass and coffee/tea cup from the table as you pour the beverage. Wine glasses are to remain on the table as you pour the wine.



WINE GLASS – a small round glass that has a stem; used for both red and white wine

WATER GLASS – slightly larger than the wine glass; water, juices, or any other chilled non-alcoholic beverages can be poured into it

CUP – small, round and has a handle; designed for hot beverages such as tea and coffee

HANDLING OF FLATWARE, GLASSWARE & PLATE WARE

- All flatware and glasses are placed on the table and cleared using a tray.
- Handling of plate ware involves using a cloth napkin.
- All glassware should be held by the stem or the bottom, never with the fingers on top or inside the glass.
- The flatware is touched by the handle only.
- The glasses should be polished, clean, and free of cracks.
- The officers have the appropriate flatware and glasses at the table before the food and beverage arrives.
- Every effort should be made to keep the flatware, glasses, and plates clean.

BEVERAGE TRAYS

- The Service staff will be required to carry his/her tray while working on the open decks and while delivering beverages. The tray must be carried in an elevated position, placed flat on the hand, not resting against the waist or carried by the side.
- All cocktail trays must be kept clean with absolutely no writing. Cocktail trays must never be left on tables, chairs or bar counters.
- Cocktail trays will be used for serving, carrying, and clearing of all items at all times. Glasses must never be carried by hand to the table. A complete cocktail tray set-up includes cocktail napkins, bar checks, ashtrays, pens, check and corkscrew.



JOINERS
SERVICE & BEVERAGE
- BEVERAGE KNOWLEDGE

WINE SERVICE

Wine service is an important part of the dining experience and a professional, skillful approach is required by the staff. The beverage operations in all food areas are the responsibility of the Head Waiters under the supervision of the Maitre d' Hotel and Sommelier.

In order to generate sales, wine, beverages and mineral water must always be offered to passengers prior to filling the glasses with regular ice water. With the integration of food and wine service, these are the guidelines to follow:

- Dining Room Staff must introduce themselves as per standard dining room procedures.
- The wine and beverage order must be taken prior to the food order, unless passenger indicates/wishes otherwise.
- Wine and beverages should be served before or at the latest with the appetizers.
- It is important for the Waiters to understand that it is their prime responsibility to make the sale and take the beverage orders.
- It is the Service Staff's responsibility to collect the beverage orders from the dining room bar/wine pantry and to deliver them promptly to each waiter.
- Each passenger should be approached for lunch or dinner, assuming that wine or beverages will be ordered for that particular meal.
- It is the Service Staff's responsibility to ensure all ice buckets are filled prior to the start of service and replenished between sittings.
- Wine glasses are to be included in the standard set up of the table for dinner.

SERVING WINES AND CHAMPAGNES

Wine/beverages are served by the Waiter or Junior Waiter from the right side of the passenger (where possible); naming the beverage to confirm it is the correct one.

While presenting the bottle of wine/champagne with the label facing the host, the Waiter will name the wine/champagne to confirm that it is the correct one. Only after the host approves for the wine/champagne to be opened will the Waiter proceed.

BEVERAGE KNOWLEDGE

ONBOARD BEVERAGE PROMOTIONS

After reading the various promotions you will be familiar with our featured beverages;

- **BUCKETS OF BEER** (\$17): five beers for the price of four. Becks or Dos Equis, Miller Lite, Coors Light
- **COFFEE CARD PROGRAM** (\$24): 15 shots of espresso (mocha, cappuccino, latte, etc.)
- **SODA FOUNTAIN PROMOTION** (\$4.25 per day): unlimited Coca-Cola, Diet Coke, Sprite, tonic or Soda water drinks
- **SIGNATURE COLLECTION** (\$6.95 per drink): featured cocktails
- **TROPICAL DRINK PROMOTION** (\$7.50): only on Embarkation day for the sail away party
- **UKP**: \$9.00 per day +15%



COFFEE BEVERAGES

ESPRESSO: Rich flavor, lingering aroma and caramel-like sweetness. A properly made fresh shot of espresso forms three layers: the Aromatic Crema, the Body, and the dark intense heart. Espresso can be enjoyed alone or as the base of other coffee beverages. A "solo" is a single shot of espresso, while a "Doppio" is a double or two shots of espresso.



CAPPUCCINO: a classic European Coffee drink, and is a sensory delight. Consists of:

- A shot of fresh Espresso
- Steamed milk
- Creamy Foam

Cappuccino is made with less milk and more foam than a latte. Cappuccino offers a strong espresso flavor, topped with chocolate powder. A Wet Cappuccino has more milk and less foam, and a Dry Cappuccino is made with foamed milk and little or no steamed milk.



CAFÉ LATTE: Made in a similar way to cappuccino, but has more milk.

To layer a Café Latte:

- Pour steamed milk into glass.
- Pour espresso slowly over the back of a spoon through the milk.
- Top off with foamed milk.



CAFÉ MOCHA: Richly intense combination of flavors. Café Mocha should be served layered and well-presented. To layer:

- Pour chocolate syrup in bottom of the glass.
- Slowly pour steamed milk over the back of a spoon over the chocolate.
- Pour espresso slowly over the back of a spoon through milk.
- Top with foamed milk.



FRAPPUCCINO: A creamy blend of espresso, milk and other flavors, which can be customized to taste. May be served hot or ice.



AMERICANO: A shot of Espresso topped with hot water.

CAFÉ BREVE: Made in the same way as cappuccino, latte or mocha, but substitutes milk for half & half.

TEA SERVICE

The following standard tea service procedures will be followed by all Service Staff when servicing orders for tea in the buffet and officer mess.

1. When tea is requested, the Service staff is to offer a choice from Lipton's Premium English Breakfast, Earl Grey, Darjeeling, Chamomile, China Black, Orange Gardens, Mint Soother or Lemon Lane tea, and to inquire whether milk or lemon is preferred.
2. The required tea bag will be placed in a china tea/coffee pot with the string and tag wrapped once around the handle and then boiling water is added. A cup, saucer, and teaspoon will be arranged with the right hand side of the saucer parallel to the handle of the cup. The tea pot will need to be placed on a side plate.
3. The cup and saucer with a spoon will be placed directly in front of the passenger with the handle of the cup facing to the right hand side. The teapot will be placed directly behind the cup and saucer with the handle again facing the right hand side.
4. If milk is required, full fat milk will be served in a milk jug and placed to the right of the teapot on the table with the handle facing the right hand side of the passenger.
5. If lemon is required, two half moon slices of lemon are to be cut to a thickness of approximately 1/4 inch are to be placed on the saucer on the opposite side to the teaspoon one slice overlapping the other, rind facing out.
6. The sugar dispenser containing regular, brown, Equal and Sweet n' Low sachets will be placed on the table to the right of the tea/coffee pot.

RESPONSIBLE SERVICE OF ALCOHOL

It is the beverage server's responsibility to ensure that the legal minimum drinking age of 21 years old is adhered to at all times by passengers and fellow crew.

For all beverage transactions, the following steps must be complied with at all times. Any beverage server found to be in breach of the following items, may be liable to disciplinary action, which may include dismissal.

When taking an order, the passengers ID card must be collected and swiped through the POS when placing the order at the bar. No order should be executed without swiping the passenger ID card.

When taking an order, the passengers ID card must be visually checked to ensure that the letter 'A' appears in the bottom right corner of the card. The server must also check that the card matches the gender of the passenger. If there is any doubt that the bearer of the card is not the actual owner of the card, secondary ID must be requested.

BEVERAGE KNOWLEDGE

In any circumstance where the beverage server still has doubt about a passenger's age the beverage server should always ask for secondary identification. Acceptable IDs are a driver's license, passport, military ID cards. No other forms of ID should be accepted.

Should a beverage server suspect that a passenger of legal drinking age is attempting to purchase an alcoholic beverage for an underage passenger, the server must request the ID of both parties involved.

It is against company regulations to serve a person who is intoxicated. Whenever serving liquor to consenting adults, it is the beverage servers' responsibility to look for signs of intoxication. Such signs are, but not limited to: crude behavior, loud and boisterous behavior, spilling of drinks, dozing while sitting at bar or table, swaying, complaining about the strength of the drink, slurred speech.

When refusing alcohol service, obtain agreement from your supervisor or notify security before refusing service, time and circumstances permitting.

- If for some reason you cannot contact your supervisor immediately, ensure they are contacted as soon as possible afterwards.
- Notify the Bartenders/Bar Supervisors in all other locations.
- Be polite and avoid arguments.
- If appropriate, offer non-alcoholic beverages.
- Never call the passenger a "drunk."
- Warn them politely if their behavior is inappropriate.
- Never raise your voice. Never be persuaded to give them "one last drink" after you have stated they have had enough.

Once a passenger has been refused alcohol service, it is the responsibility of the supervisor who received the report to ensure the incident is recorded. The incident must be recorded in the Service Refusal log book kept in each bar as well as relayed to the First Purser Admin or Night Manager who will create a focus file on the incident. The First Purser Administration or Night Manager must also make the necessary notations in the passenger's folio to ensure no further alcoholic beverages can be purchased on that particular cruise ID card.

Whenever a passenger has been refused alcohol service, the name and folio details of the passenger has to be circulated to all bars and all bartenders to ensure the person is not served alcohol in a different location. It is the responsibility of the Supervisor that received the initial report to ensure that the personal details are circulated.

Legal drinking age requirements are as follows:

SHIPS OPERATED BY PRINCESS = 21 YEARS OF AGE.