

Samba

Colourful celebration with festive energy



Table of Contents

The Shangri-La Experience	2
Service Standards	3

Shangri-La at the Fort – Samba Experience

1. Our greeter will be attentively positioned at the entry of Samba, greeting guests immediately, not from behind the welcome desk
(This simply means that we stand in front of our restaurants, waiting to greet guests and acknowledging guests passing by Samba. If it is required to check a reservation, the host would simply step back to the podium momentarily when needed.)
2. We will seat guests thoughtfully for maximum comfort and privacy, and accommodate guest requests to sit at other tables unless impossible; we will remain at the table until all guests are comfortable
(An indicator of respect is to remain with the guests until they are comfortable rather than “dropping” them off and leaving. Also, in too many cases, the host makes a table choice with no compelling reason, where the guest may wish to sit elsewhere. Thoughtful strategy is still required to direct the guest, for example, directing families to tables where they will feel most comfortable, etc.)
3. We will speak with guests calmly and discreetly, not interrupting conversations or asking obvious questions. It is also crucial for our colleagues' conversations to be quiet and minimal throughout operating time
(The best of service in hospitality is staff that do their work competently and quietly. Often, staff reveals a lack of sophistication or confidence by asking too many questions such as “Shall I clear the plate?” when it is clearly empty or “Shall I pour more wine?” when it clearly needs refilling.)
4. We will knowledgeably and enthusiastically describe our foods and drinks, with special pride in signature dishes; special requests will be accommodated
(This standard would include a la carte items, and also pertains to drinks. If a server does not know a complex answer, they will quickly find a colleague who does. If a request can't be met, then a rational alternative must be suggested.)
5. Whenever a guest has accepted our recommendation, the colleague giving the recommendation will show sincere interest and return to ask how they enjoyed it
(A common courtesy is to ensure that the guest who took your advice enjoyed the dish.)
6. We will present our checks in a distinctive and not a typical folder; when guests are reviewing the check, we will step away to allow privacy
(A measure of respect for our guest's money and privacy. This means we don't use the same tired leather or plastic check folders. And after presenting the check, we step away. While swift check collection is desirable, the guest should never feel a sense of hovering or being watched.)
7. When children and elders are present, we will give them special recognition, for example by ensuring that we pause, speak clearly to them individually to establish a rapport
(For elders this is a sign of respect. For kids, it is an attempt to increase their participation and interest. Perhaps there are other aspects of etiquette that can be shown, especially for elders.)

8. The restaurant manager will visit each guest’s table at least once during their meal
9. Our service will be attentively and seamlessly paced so that the guest never experiences noticeable delays or must signal for service
10. For wine or cocktail assistance we will make appropriate recommendations based on price points and the guests preferences
(Often, the sommelier knows a lot of good wines but does not explain his rationale for suggestions other than bland phrases like “This one is popular.” By asking questions, we indicate respect for the guest’s wishes, and by offering different price points, we show respect for their money and ability to choose.)
- 11 The service standards are established to give clear direction on how to deliver a great guest experience. At all times, we encourage the natural personality of each team member to express who they are in a spontaneous manner.

Service Standards

Overall service direction

The service style is un-pretentious and spontaneous, playful, witty and cheeky, but always respectful. The SLFM VIBE is instilled throughout the sequence as a natural behavior.



Greeting and First Impression

1. Guests will be welcomed at the restaurant door by the greeter who will immediately step towards them and not stand behind the reception desk. The guest will be escorted by the greeter
2. While leading the guest, the greeter will engage in polite conversation as appropriate
3. Greeter will seat the guest at the pre-allocated table, and wishes an enjoyable time to the party before departing the table
4. The following actions are vital during the greeting and first impression:
 - a Give the guest your undivided attention at all times
 - b Smile at all times and be genuine in your body language and actions
 - c When you are speaking to a guest, speak clearly so they can hear you and better understand you
 - d Make sure you are always alert, walk with confidence, never run or seem confused

Table Service

1. Server introduces themselves to the table hands out the menus and starts the conversation by talking about the featured cocktails and offers them to the guests, followed by a short introduction of the menu with specific highlights on signature items and memory makers
2. All service team members will be knowledgeable with both food and beverage offerings, so they can describe everything clearly and enthusiastically. A special highlight on the opportunity to order shared dishes
3. If the guest asks for something special, the server will accommodate and make it happen
4. Waiter lets the guest make their choices, and goes and enters the beverage order on the POS station making sure to enter seat number for each guest.
5. Drinks are served within 5 minutes
6. Waiter takes food order, repeating each item ordered right away and not after the whole order is taken. Guest are asked if they would like to share their food family style or order individually
7. Wines is suggested once the food order is confirmed
8. Waiter enters the food order on the POS station making sure to enter seat number for each guest
9. Table is being prepared according to the food ordered as appetizers. If food is ordered for sharing, individual plates are placed in front of each guest
10. Appetizers are served, all at once for the entire table without having to reconfirm what the guest ordered. If dishes were ordered to share, platters are served in the middle of the table

11. Waiter wishes a pleasant meal while leaving the table
12. Appetizer plates are cleared and the waiter prepares the table for main course, table is prepared according to the food order for main course. If food is ordered for sharing, individual plates are placed in front of each guest
13. If wine has been ordered with the food, it must be served before the appetizers are served to the table unless specified differently
14. Main course is served for the table without having to reconfirm what the guest ordered. If dishes were ordered to share, platters are served in the middle of the table
15. Waiter wishes a pleasant meal while leaving the table
16. Waiter checks on table after a few bites of the main courses has been consumed by the guests
17. At the half way point through the main course, the restaurant manager approaches the table and checks up on the dining experience. Obvious coordination must happen between the manager and waiter to ensure satisfaction has not been checked twice in a row as the guest may be annoyed
18. Main courses are cleared along with main course condiments. Only unfinished beverage/wine/water is not cleared
19. Dessert menus are brought to the table with a short explanation on signature items
20. Chef to make an appearance at least once during each guest visit, with a genuine interaction as appropriate based on the guest wiliness to interact. Tact and sensitivity must be applied
21. Table is prepared with the proper dessert utensil, coffee or tea service is offered. Coffee or tea is served right before the dessert is brought to the table
22. Table is cleared and guests are asked if they are satisfied or if they would like anything further from Samba
23. If necessary, take away food is prepared
24. The check is brought to the table with non-traditional bill folder (see operating philosophy)
25. Waiter will process the payment, then return to the table to thank the guest and wish a pleasant evening and anticipated return.
26. As the guest passes by the welcome desk at the entrance of the restaurant, the greeter making eye contact acknowledges the guest thanking the guest for their visit.
27. Remember to:
 - a. Give the guest your undivided attention at all times
 - b. Smile at all times and be genuine in your body language and actions
 - c. When you are speaking to a guest, speak clearly so they can hear you and better understand you
 - d. Make sure you are always alert, walk with confidence, never run or seem confused
 - e. Be aware of the guest's table and make sure their drinks are not empty, and that they have everything else they might need, like proper cutlery and typical condiments

- f. When you clear dishes from the table, make sure you wait until all the guests are finished and then remove all the dishes at once
- g. Make sure you bring the guest fresh cutlery after each course if they are still eating – never leave the same knife, fork or spoon on the table for the guest to use twice
- h. When you approach guests, don't interrupt their conversation, and don't ask too many questions – if something needs to be done, like clearing a plate or refilling water, do it silently
- i. Be aware of the guest's mood – if they are busy working or reading or engaged in conversation, remain mostly quiet; if they seem receptive to you, engage them in friendly conversation about the region or the weather or recent events

Poolside Service

1. Pool service must be fast, fuss free and efficient. Food and beverage items are featured on the same menu
2. Once the menu has been presented, waiter asks the guest if they would like to order right away or prefer taking few moment to review the offering
3. Food is served on overlap tray if guests are on sun loungers and in a tiffin box directly on the table if guest are seated at poolside tables.
4. The overlap tray and condiments are brought to the sun lounge prior the food so everything is ready for the guest to eat when the food is served.

Maintaining a Comfortable Environment (Look around your work area from time to time)

1. Make sure that everything on your tabletops is immaculately clean and neatly organized
2. Make sure that the chairs and surrounding floor area are clean and free of debris
3. If there is a window or wall near your tables, make sure it is clean and doesn't have splashes or spots
4. Make sure your side station is neat and tidy – cleared of dirty dishes, extra supplies and absolutely no trash or dirty linens
5. When guests leave the restaurant, make sure you get to their table right away to clear it – and once you start clearing, make sure you finish – don't leave it partly cleared
6. Dry cleaned and nicely wrapped shawls will be available and offered for ladies who in any manner indicated discomfort with the room temperature

Manager Duties for a Comfortable Environment (Before every meal period and frequently when guests are present)

1. Look at each employee's uniform to make sure there isn't a stain and that they look crisp and professional
2. Make sure the temperature is comfortable – based on your own impression, the temperature setting and the behavior of the guests (are they bundling up in sweaters?)
3. Makes sure the music is at the right volume and the sound quality is good
4. If the restaurant features windows and views, makes sure the windows are clean and that the shades are adjusted properly for the time of day
5. Walk through all the tables and make sure everything on the tabletop is immaculately clean and in good condition
6. Make sure all the floors are clean and free of debris
7. Look around the walls and ceiling to make sure there are no burned out light bulbs or damage or stains
8. Make sure the décor items are clean and dust free
9. Make sure the workstations are well organized and very clean – clear of dirty dishes, extra supplies and absolutely no trash or dirty linens
10. Look around the room at the way guests are seated; do they look comfortable
11. Look at the buffet presentations and make sure the tables and displays are clean, and that there are plenty of plates and serving utensils
12. Visit or speak to every guest at some point during their meal, either by visiting their table or by greeting them near the buffet – not just during arrival and departure

Service Recovery

1. Sometimes circumstances beyond our control may leave guest with the wrong perception/impression. Always give the guests the benefit of the doubt when we are not able to verify the cause of complaints. Level 3 must be informed immediately.
2. All guest complaints and issues are received with appreciation. Colleagues must apply the Shang Care level 4 steps to gain Guest Loyalty –
 - a. Listen – listen carefully to the guests complaint, do not interrupt them when they are talking and be genuinely interested by making understanding comforting remarks
 - b. Apologize – genuinely apologize to the guest in a sincere manner by saying sorry for what the guest has complained about. Most of the time a sincere apology will fix the issue on hand
 - c. Fix the problem to delight - take control of the situation by making a decision in front of the guest, do not leave the guest until you have made a decision on your way to proceed. Put yourself in the guests' shoes and make sure your decision is well thought out taking the delegation of authority into account. It

is important that utilize your delegation of authority and speak to your manager to ensure you understand and remember it.

- d. Follow up – After your decision has been put into action ensure that you go back to the guest or the colleague who has sorted out the issue to find out if everything has been sorted out and the guest is satisfied. Do not let the guest leave the property until the guest is satisfied.
3. The recovery process must be done with sincere intentions to resolve, delight and regain the loyalty and confidence of our guests with the Shangri-La brand.
4. Issues related to guest's safety and food borne illness are reported directly to the Food and Beverage office and treated with top priority without delays.
5. Details of situation are inputted into the guest's profile. All complaints and comments are tracked under the Shangri-La Defect Tracking System for future analysis.
6. All guests with feedback whereby the hotel did not meet expectations receive a personal call or a personalized written response, signed by the restaurant manager.
7. Sometimes during service spillage may occur on a guest, it will be critical for staff to perform the following steps if this takes place:
 - a. Apologize: Apologize to guest immediately and inform level 3 on duty about the incident. Do not over apologize and make a scene.
 - b. Immediately offer the guest a choice of two solutions:
 - 1 – Clean up at table - Clean up at table requires - Soda Water, salt, wet warm towel and a dry towel. Bring all items in a neat manner. Do not make a mess on the table and ensure a scene is not made to embarrass guest.
 - 2 – Change of clothes/shirt and free laundry service. Get a clean clothing replacement for guest. Request a laundry bag from House Keeping. Escort the guest to bathroom to change. Speak to laundry manager to get wash/dry/press time frame. Inform guest on time frame.
 - c. Level 3 (management) to apologize to guest and assess scenario as to whether a service recovery is needed. If so use the delegation of authority to recover the guest. Ensure the guest feels like Canton Road is taking the issue seriously and to gain loyalty.
 - d. Follow up - Take down guests details and ensure guest receives clean clothing and an extra apology