



Queen Victoria Dining Standards

Britannia Restaurant

Britannia Club Restaurant

Grill Suites Restaurants

Alternative Dining Venues

Artisans' Foodhall



Britannia Restaurant

Venue Standards

Service Standards

Readiness Checklists

Audit Checklists

Pictogram



Britannia Restaurant Venue Standards

Breakfast Set Up

Lunch Set Up

Dinner Set Up

- Lighting warm and consistent throughout service.
 - Level 1: 08:00-12:00
 - Level 2: 12:00-15:00
 - Level 3: 15:00-22:00
 - Level 4: Cleaning
- Background music subtle and non-intrusive on Sound Level 2.
- Table settings immaculate: glassware aligned, cutlery polished.
- Linen crisp, clean, and correctly placed.
- Chairs and floors spotless; no clutter or trays in sight lines.
- Menu folders presented clean and menu inserts uncreased.
- The podium desks are prepared for both Open and Assigned Dining operations. The correct event has been set in XManager, and printers are ready.

Table Set Up

- Plate and cutlery to be 2 cm from the edge of the table.
- The starting point for the lay-up is seat number one - typically the chair facing the entrance of the restaurant or venue.
- Aligned left to right on a square table.
- Aligned in clockwise direction on a round table.
- Settings are aligned opposite each other on a round table.



Breakfast Set Up

All tables

- side plate
- side knife
- fork main course
- knife main course
- napkin
- cup and saucer coffee
- coffee spoon
- flower vase

Table Centre Set Up - 2 or 4 Covers

- salt and pepper
- sugar caddy
- sweetener sachets
- milk jug
- butter dish
- 2x butter floretes
- Side plate (plate butter dish on top)





Table Centre Set Up - 6 or 8 Covers

- 2 x salt and pepper
- 2 x sugar caddy
- sweetener sachets
- 2 x milk jug
- 2 x butter dish
- $\frac{3}{4}$ x butter floretes each
- 2 x side plate (plate butter dish on top)





Lunch Set Up

All Tables

- side plate
- side knife
- fork appetiser
- napkin
- knife appetiser
- flower vase
- water glass

Table Centre Set Up - 2 or 4 Covers

- salt and pepper
- butter dish, liner and spreader
- 4x butter florets

Table Centre Set Up - 6 or 8 Covers

- 2 x salt and pepper
- 2 x butter dish, liner and spreader
- 3-4x butter florets each





Dinner Set Up

All Tables

- side plate
- side knife
- fork appetiser
- napkin
- knife appetiser
- flower vase
- water glass

Table Centre Set Up - 2 or 4 Covers

- salt and pepper
- butter dish, liner and spreader
- 4x butter florets

Table Centre Set Up - 6 or 8 Covers

- 2x salt and pepper
- 2x butter dish, liner and spreader
- 4x butter florets each



Smart Casual Dinner Set Up



Formal Dinner Set Up





Britannia Restaurant Service Standards

Greeting & Seating

Service

Beverage Service

Food Service

During Service

End of Service



Greeting & Seating

Embarkation Day Seating

- ☑ Waiters are lined up 15 minutes before opening at the door to greet the guests and escort them to their table.
- ☑ At table introduce yourself in a friendly and professional manner.
- ☑ Explain you will be taking care of the service at their table and will help with any special requests.

Guest Seating

- ☑ Guests are welcomed with a warm and friendly smile.
- ☑ Appropriate greeting of the time of day and the guest name are used where possible, for example, 'Good morning, welcome to the Britannia Restaurant.'
- ☑ Tables are completely set before guests are seated.
- ☑ Give the guest the opportunity to choose which chair they would like to sit in.
- ☑ Pull out chairs and offer seats, gently pushing in the chairs as the guests sit down.
- ☑ Use one finger and thumb to handle the napkin.
- ☑ Always place the napkin from the right side of the guests, ladies first.
- ☑ Hold one of the corners of the napkin and make it into a triangle and place it gently on the lap.
- ☑ The apex of the triangle is to face the table.
- ☑ Present the menu from the guests 'right, children, ladies, gentlemen in that order.
- ☑ We pre-empt our guests 'needs, we understand if they are going to the theatre or have other plans which impact the time they need to be finished dining so we can accommodate these needs.
- ☑ Confirm pre order and dietary requirements to guests.
- ☑ Wish the guests an enjoyable dining experience.
- ☑ Bread is offered while the guest reads the menu.



Service

Our table service is seamless, recognising the pace of the guest, not too fast or too slow.

Order	Timing
Drinks order	Must be taken within 2 minutes of being seated
Aperitif, wine & liquers	Must be delivered within 5 minutes of the order being taken Replenish at the appropriate time within the dining experience
Food Order – Appetiser and Entrée	Must be taken within 15 minutes of being seated Appetiser must be served within 20 minutes of the order being taken Time between courses must not exceed 30 minutes
Food Order - dessert and coffee	Return with the menu after the main course has been cleared Take dessert and coffee order within 10 minutes of menu presentation Dessert must be served within 20 minutes of order taken.

- ☑ Staff have knowledge of the menu and any specials offered including any dietary such as vegetarian, gluten free, healthier options etc.
- ☑ Ask the guest's cooking temperature preference when there is a choice.
- ☑ We remember the guests 'likes and dislikes.



Beverage Service

- ☑ When guests are seated at the table we ask if they would like to order a beverage, i.e. water, aperitif, wine, etc.
- ☑ Tap water is available upon request and we always re-fill.
- ☑ We ask if the guest would like ice, lemon etc.
- ☑ We check guests 'preferences and food choices before making any wine recommendations i.e. red, rosé or white wines and grape variety 'Do you have any preference in regards to your wine?
- ☑ Recommend wine and cocktail of the day.
- ☑ We ask the guest if they would like to taste, if yes, pour a small amount into the wine glass for the guests 'approval.
- ☑ When serving, we always present the bottle in the right hand and position the label facing toward the guest, if possible ladies first. We say the name of the wine, grape variety, origin and vintage and open the bottle at the table.
- ☑ We never over-fill a glass (three-quarters full).
- ☑ We do not rest the bottle on the rim of the glass.
- ☑ We place the bottle of red wine on a coaster in the centre of the table.
- ☑ We place the white, rose or sparkling wine in an ice bucket $\frac{1}{2}$ filled with ice and water near the table.
- ☑ We offer to replenish beverages whenever they look under half full.



Food Service

- ☑ We provide service to tables in order of their arrival or in an order which will benefit the natural flow in the restaurant.
- ☑ We serve children, ladies and gentlemen in that order (finishing with the host).
- ☑ Whenever serving guests we serve from the right hand side or whichever way is least disturbing for the guest i.e. if the guest is seated in a corner and we can't serve from the right hand side.
- ☑ Clear from the right hand side.
- ☑ Silver service is served from the left hand side
- ☑ Ensure the plate is placed in front of the guest as advised by Chef for presentation.
- ☑ We offer all the condiments / sauces for the specific dish.
- ☑ We ensure we serve all appetisers and entrees to a party of guests together.
- ☑ We warn about hot plates or beverages.
- ☑ We name each dish or item as we serve.
- ☑ When we serve the first course we wish the guest an enjoyable meal i.e. "Enjoy your meal"
- ☑ We check back to ensure guests have everything they need and all is well within a few minutes of serving the entrée.



During Service

- ☑ We visually check on each table regularly.
- ☑ We use a silver service tray with a napkin for a required change of cutlery, course by course.
- ☑ We bring a replacement (sugar, butter, etc) before taking the empty one away.
- ☑ We place napkins on the chair arm and push the chair under the table when a guest temporarily leaves the table. For armless chairs, the napkin is to be placed in the place setting.
- ☑ If an item spills or drops on the floor, we pick it up and never serve or give the item back to the guest. The item is immediately replaced.
- ☑ Crumbs and spillages on the carpets are cleared away promptly.
- ☑ Clearing a course we wait until all the guests have finished before clearing anything from the table.
- ☑ We clear a course completely before serving the next.
- ☑ After the main course we remove cruet sets, any empty used glasses which will not be used again, any cutlery and service ware.
- ☑ We crumb down the table after main course by brushing any crumbs to the table edge on to a side plate using a crumbing tool.
- ☑ We do not make noise (clattering dishes) when clearing.



End of Service

- ☒ We offer any part wine bottles to be stored for the following evening.
- ☒ We deliver the bill discretely during the coffee course or when requested and confirm with the guests how they would like the items charged i.e. all to one account or split.
- ☒ Bill to be presented in a check holder with Cunard branded pen.
- ☒ When a guest signs the bill we move away from the table, but remain close in the event of a query.
- ☒ We do not have a visible reaction to the amount of gratuity.
- ☒ We continue serving the table after the guest has signed the check.
- ☒ Where appropriate we always assist guests when leaving a table.
- ☒ We thank guests when they are leaving the table.



Britannia Restaurant Venue Checklist

Environment and ambiance

- ☒ All tables must be set up correctly. See the photos guidance in [Venue Standards](#).
 - ☒ Music is playing at the appropriate volume.
 - ☒ Lighting is on the correct setting.
 - ☒ Crew adhere to the Company standard for dress code, uniform, appearance and personal hygiene.
 - ☒ Dining room is clean, tidy, and free from clutter and hazards.
-

Linen, table & equipment

- ☒ All linen is clean, pressed, and correctly fitted (no holes, no creases, hem hanging every, correct side up).
- ☒ Cruet sets are full and salt and sugar are not crusted inside shakers or bowls.
- ☒ All of the glassware and silverware is clean, undamaged and not chipped.
- ☒ Table lamps are charged and set to the correct lighting setting.
- ☒ Waiter stations set up with clean and dirty sides clearly separated.
- ☒ Tablecloth is changed after each use, without the table top being visible.
- ☒ Cutlery changed as required for different courses and dishes.
- ☒ Tables cleared of all items except table lamp and table number after service.
- ☒ Pre-order or part bottles of red wine are placed on coasters on the appropriate table.
- ☒ Pre order or part bottle of champagne are placed in white in silver ice bucket near to the table.



Britannia Restaurant Service Standards Checklist

- ☒ Guests greeted with a smile and “Good evening, welcome to the Britannia Restaurant.”
- ☒ Escort guests to table confidently, pull out chairs for ladies.
- ☒ Present menus with both hands, maintaining eye contact.
- ☒ Offer wine list and water promptly.
- ☒ Orders taken from ladies first, served from the left.
- ☒ Plates cleared quietly and efficiently, always from the right.
- ☒ Check satisfaction discreetly after first few bites.
- ☒ Offer dessert and coffee graciously; maintain attentiveness until guests depart.
- ☒ Thank guests sincerely as they leave: “Thank you, it was our pleasure”



Audit Checklists

Observable checks - Venue Standards	Yes	No	N/A
Floors, carpets, and chairs are clean and free from crumbs, spills or debris			
No trays, clutter or used items left in guest sight lines			
Lighting level matches the time of day (not too bright or dim for the service)			
Background music is audible but not intrusive			
Chairs are aligned and pushed in at unoccupied tables			
Tablecloths sit straight, with no holes, stains, creases or exposed table top			
Napkins are folded in the correct design for the occasion (Smart Attire or Gala)			
Glassware and silverware on tables look clean, polished and not chipped			
Cruet sets, butter dishes and sugar bowls are full and not crusted			
Table lamps are lit and at the correct brightness			
Table numbers are visible and correctly positioned			
Menus are clean, uncreased and in the correct branded leather folders			
Waiter stations are tidy, with clean and dirty sides visibly separated			
Unoccupied set tables are fully laid and ready			
Pre-ordered wine/champagne is on a coaster or in an ice bucket beside the table			
Cleared tables show only the lamp and table number remaining			



Observable checks - Service Standards	Yes	No	N/A
Guests are greeted at the entrance by staff with a welcoming posture and smile.			
A host podium is staffed and actively greeting/seating guests			
Crew are in correct uniform, well-groomed and presentable			
Arriving guests are greeted and escorted, not left waiting at the door			
Seated guests have water and/or drinks in front of them			
Bread is on the tables of guests who are reading menus			
Beverages are replenished proactively when glasses are low			
Finger bowls are provided for dishes requiring them.			
Cutlery changes are made between courses (observe staff bringing fresh cutlery).			
Plates and courses are arriving and being cleared without clatter or noise			
Everyone at a table is served their course at the same time			
No dirty plates or used glassware after a course is finished			
Tables are crumbed down after the main course using the crumbing tool			
Cheese course is served from the cheese trolley (observe trolley use).			
Flambé dessert trolley is used for dessert service (observe trolley use).			
Staff are visibly moving between tables and checking on guests, not clustering			
Bills are presented discreetly in a holder, not left open on the table			
Departing guests are acknowledged/thanked			
Chairs are reset behind the departing guests			
Vacated tables are re-laid promptly for the next guests			



Britannia Restaurant

Pictogram
(will be updated)



Britannia Club Restaurant

Venue Standards

Service Standards

Readiness Checklists

Audit Checklists

Pictogram



Britannia Club Restaurant Venue Standards

Breakfast
Set Up

Lunch Set Up

Dinner Set Up

- Lighting warm and consistent throughout service.
 - Level 1: 08:00-12:00
 - Level 2: 12:00-15:00
 - Level 3: 15:00-22:00
 - Level 4: Cleaning
- Background music subtle and non-intrusive on Sound Level 2.
- Table settings immaculate: glassware aligned, cutlery polished.
- Linen crisp, clean, and correctly placed.
- Chairs and floors spotless; no clutter or trays in sight lines.
- Menu folders presented clean and menu inserts uncreased.
- The podium desks are prepared for both Open and Assigned Dining operations. The correct event has been set in XManager, and printers are ready.

Table Set Up

- Plate and cutlery to be 2 cm from the edge of the table.
- The starting point for the lay-up is seat number one - typically the chair facing the entrance of the restaurant or venue.
- Aligned left to right on a square table.
- Aligned in clockwise direction on a round table.
- Setting are aligned opposite each other on a round table.



Breakfast Set Up

All tables

- side plate
- side knife
- fork main course
- napkin
- knife main course
- cup and saucer coffee
- table number
- coffee spoon

Table Centre Set Up - 2 or 4 Covers

- salt and pepper
- sugar caddy
- white granulated sugar
- sweetener sachets
- milk jug
- butter dish
- 2x butter floretes
- Side plate (plate butter dish on top)





Table Centre Set Up - 6 or 8 Covers

- 2 x salt and pepper
- 2 x sugar caddy
- white granulated sugar
- sweetener sachets
- 2 x milk jug
- 2 x butter dish
- $\frac{3}{4}$ x butter floretes each
- 2 x side plate (plate butter dish on top)





Lunch Set Up

All Tables

- side plate
- side knife
- fork appetiser
- base plate
- napkin
- knife appetiser
- water glass
- table number

Table Centre Set Up - 2 or 4 Covers

- salt and pepper
- butter dish, liner and spreader
- 4x butter florets

Table Centre Set Up - 6 or 8 Covers

- 2 x salt and pepper
- 2 x butter dish, liner and spreader
- 3-4x butter florets each





Dinner Set Up

All Tables

- side plate
- side knife
- fork appetiser
- base plate
- napkin
- knife appetiser
- water glass
- table number

Table Centre Set Up - 2 or 4 Covers

- salt and pepper
- butter dish, liner and spreader
- 4x butter florets

Table Centre Set Up - 6 or 8 Covers

- 2x salt and pepper
- 2x butter dish, liner and spreader
- 4x butter florets each



Smart Casual Dinner Set Up

Formal Dinner Set Up





Britannia Club Restaurant Service Standards

Greeting & Seating

Service

Beverage Service

Food Service

During Service

End of Service



Greeting & Seating

Embarkation Day Seating

- ☑ Waiters are lined up 15 minutes before opening at the door to greet the guests and escort them to their table.
- ☑ At table introduce yourself in a friendly and professional manner.
- ☑ Explain you will be taking care of the service at their table and will help with any special requests.

Guest Seating

- ☑ Guests are welcomed with a warm and friendly smile.
- ☑ Appropriate greeting of the time of day and the guest name are used where possible, for example, 'Good morning, welcome to the Britannia Club Restaurant.'
- ☑ Tables are completely set before guests are seated.
- ☑ Give the guest the opportunity to choose which chair they would like to sit in.
- ☑ Pull out chairs and offer seats, gently pushing in the chairs as the guests sit down.
- ☑ Use one finger and thumb to handle the napkin.
- ☑ Always place the napkin from the right side of the guests, ladies first.
- ☑ Hold one of the corners of the napkin and make it into a triangle and place it gently on the lap.
- ☑ The apex of the triangle is to face the table.
- ☑ Present the menu from the guests' right, children, ladies, gentlemen in that order.
- ☑ We anticipate guests' needs by understanding their plans, such as attending the theatre, so we can adjust dining timing and ensure they finish when required.
- ☑ Confirm pre order and dietary requirements to guests.
- ☑ Wish the guests an enjoyable dining experience.
- ☑ Bread is offered while the guest reads the menu.



Service

Our table service is seamless, recognising the pace of the guest, not too fast or too slow.

Order	Timing
Drinks order	Must be taken within 2 minutes of being seated
Aperitif, wine & liquers	Must be delivered within 5 minutes of the order being taken Replenish at the appropriate time within the dining experience
Food Order – Appetiser and Entrée	Must be taken within 15 minutes of being seated Appetiser must be served within 20 minutes of the order being taken Time between courses must not exceed 30 minutes
Food Order - dessert and coffee	Return with the menu after the main course has been cleared Take dessert and coffee order within 10 minutes of menu presentation Dessert must be served within 20 minutes of order taken.

- ☑ Staff have knowledge of the menu and any specials offered including any dietary such as vegetarian, gluten free, healthier options etc.
- ☑ Ask the guest their cooking temperature preference when there is a choice in how a certain dish can be cooked.
- ☑ We remember the guests 'likes and dislikes.



Beverage Service

- ☑ When guests are seated at the table we ask if they would like to order a beverage, i.e. water, aperitif, wine, etc.
- ☑ Tap water is available upon request and we always re-fill.
- ☑ We ask if the guest would like ice, lemon etc.
- ☑ We check guests 'preferences and food choices before making any wine recommendations i.e. red, rosé or white wines and grape variety 'Do you have any preference in regards to your wine?
- ☑ Recommend wine and cocktail of the day.
- ☑ We ask the guest if they would like to taste, if yes, pour a small amount into the wine glass for the guests 'approval.
- ☑ When serving, we always present the bottle in the right hand and position the label facing toward the guest, if possible ladies first. We say the name of the wine, grape variety, origin and vintage and open the bottle at the table.
- ☑ We never over-fill a glass (three-quarters full).
- ☑ We do not rest the bottle on the rim of the glass.
- ☑ We place the bottle of red wine on a coaster in the centre of the table.
- ☑ We place the white, rose or sparkling wine in an ice bucket $\frac{1}{2}$ filled with ice and water near the table.
- ☑ We offer to replenish beverages whenever they look under half full.



Food Service

- ☑ We provide service to tables in order of their arrival or in an order which will benefit the natural flow in the restaurant.
- ☑ We serve children, ladies and gentlemen in that order (finishing with the host).
- ☑ Whenever serving guests we serve from the right hand side or whichever way is least disturbing for the guest i.e. if the guest is seated in a corner and we can't serve from the right hand side.
- ☑ Clear from the right hand side.
- ☑ Silver service is served from the left hand side
- ☑ Ensure the plate is placed in front of the guest as advised by Chef for presentation.
- ☑ We offer all the condiments / sauces for the specific dish.
- ☑ We ensure we serve all appetisers and entrees to a party of guests together.
- ☑ We warn about hot plates or beverages.
- ☑ We name each dish or item as we serve.
- ☑ When we serve the first course we wish the guest an enjoyable meal i.e. "Enjoy your meal"
- ☑ We check back to ensure guests have everything they need and all is well within a few minutes of serving the entrée.
- ☑ Cheese course will be served from the cheese trolley.
- ☑ The gueridon is placed at the guest table.
- ☑ We change cutlery course by course



During Service

- ☑ We visually check on each table regularly.
- ☑ We use a silver service tray with a napkin for a required change of cutlery, course by course.
- ☑ We bring a replacement (sugar, butter, etc) before taking the empty one away.
- ☑ We place napkins on the chair arm and push the chair under the table when a guest temporarily leaves the table. For armless chairs, the napkin is to be placed in the place setting.
- ☑ If an item spills or drops on the floor, we pick it up and never serve or give the item back to the guest. The item is immediately replaced.
- ☑ Crumbs and spillages on the carpets are cleared away promptly.
- ☑ Clearing a course we wait until all the guests have finished before clearing anything from the table.
- ☑ We clear a course completely before serving the next.
- ☑ We clear only two plates at a time.
- ☑ After the main course we remove cruet sets, any empty used glasses which will not be used again, any cutlery and service ware.
- ☑ We crumb down the table after main course by brushing any crumbs to the table edge on to a side plate using a crumbing tool.
- ☑ We do not make noise (clattering dishes) when clearing.



End of Service

- ☑ We offer any part wine bottles to be stored for the following evening.
- ☑ We deliver the bill discretely during the coffee course or when requested and confirm with the guests how they would like the items charged i.e. all to one account or split.
- ☑ Bill to be presented in a check holder with Cunard branded pen.
- ☑ When a guest signs the bill we move away from the table, but remain close in the event of a query.
- ☑ We do not have a visible reaction to the amount of gratuity.
- ☑ We continue serving the table after the guest has signed the check.
- ☑ Where appropriate we always assist guests when leaving a table.
- ☑ We thank guests when they are leaving the table.



Britannia Club Restaurant Venue Checklist

Environment and ambiance

- ☒ All tables must be set up correctly. See the photos guidance in [Venue Standards](#).
 - ☒ Music is playing at the appropriate volume.
 - ☒ Lighting is on the correct setting.
 - ☒ Crew adhere to the Company standard for dress code, uniform, appearance and personal hygiene.
 - ☒ Dining room is clean, tidy, and free from clutter and hazards.
-

Linen, table & equipment

- ☒ All linen is clean, pressed, and correctly fitted (no holes, no creases, hem hanging every, correct side up).
- ☒ Cruet sets are full and salt and sugar are not crusted inside shakers or bowls.
- ☒ All of the glassware and silverware is clean, undamaged and not chipped.
- ☒ Table lamps are charged and set to the correct lighting setting.
- ☒ Waiter stations set up with clean and dirty sides clearly separated.
- ☒ Tablecloth is changed after each use, without the table top being visible.
- ☒ Cutlery changed as required for different courses and dishes.
- ☒ Tables cleared of all items except table lamp and table number after service.
- ☒ Pre-order or part bottles of red wine are placed on coasters on the appropriate table.
- ☒ Pre order or part bottle of champagne are placed in white in silver ice bucket near to the table.



Britannia Club Restaurant Service Standards Checklist

- ☒ Guests greeted with a smile and “Good evening, welcome to the Britannia Club.”
- ☒ Escort guests to table confidently, pull out chairs for ladies.
- ☒ Present menus with both hands, maintaining eye contact.
- ☒ Offer wine list and water promptly.
- ☒ Orders taken from ladies first, served from the left.
- ☒ Plates cleared quietly and efficiently, always from the right.
- ☒ Check satisfaction discreetly after first few bites.
- ☒ Offer dessert and coffee graciously; maintain attentiveness until guests depart.
- ☒ Thank guests sincerely as they leave: “Thank you, it was our pleasure”



Audit Checklists

Observable checks - Venue Standards	Yes	No	N/A
Floors, carpets, and chairs are clean and free from crumbs, spills or debris			
No trays, clutter or used items left in guest sight lines			
Lighting level matches the time of day (not too bright or dim for the service)			
Background music is audible but not intrusive			
Chairs are aligned and pushed in at unoccupied tables			
Tablecloths sit straight, with no holes, stains, creases or exposed table top			
Napkins are folded in the correct design for the occasion (Smart Attire or Gala)			
Glassware and silverware on tables look clean, polished and not chipped			
Cruet sets, butter dishes and sugar bowls are full and not crusted			
Table lamps are lit and at the correct brightness			
Table numbers are visible and correctly positioned			
Menus are clean, uncreased and in the correct branded leather folders			
Waiter stations are tidy, with clean and dirty sides visibly separated			
Unoccupied set tables are fully laid and ready			
Pre-ordered wine/champagne is on a coaster or in an ice bucket beside the table			
Cleared tables show only the lamp and table number remaining			
Flambé dessert trolley is clean, stocked, and ready for service			
Cheese trolley is clean, fully stocked, and positioned correctly.			



Observable checks - Service Standards	Yes	No	N/A
Guests are greeted at the entrance by staff with a welcoming posture and smile.			
A host podium is staffed and actively greeting/seating guests			
Crew are in correct uniform, well-groomed and presentable			
Arriving guests are greeted and escorted, not left waiting at the door			
Seated guests have water and/or drinks in front of them			
Bread is on the tables of guests who are reading menus			
Beverages are replenished proactively when glasses are low			
Finger bowls are provided for dishes requiring them.			
Cutlery changes are made between courses (observe staff bringing fresh cutlery).			
Plates and courses are arriving and being cleared without clatter or noise			
Everyone at a table is served their course at the same time			
No dirty plates or used glassware after a course is finished			
Tables are crumbled down after the main course using the crumbing tool			
Cheese course is served from the cheese trolley (observe trolley use).			
Flambé dessert trolley is used for dessert service (observe trolley use).			
Staff are visibly moving between tables and checking on guests, not clustering			
Bills are presented discreetly in a holder, not left open on the table			
Departing guests are acknowledged/thanked			
Chairs are reset behind the departing guests			
Vacated tables are re-laid promptly for the next guests			



Britannia Club
Restaurant

Pictogram
(will be updated)



Grill Suites Restaurants

Princess Grill Restaurants

Queen Grill Restaurants



Grill Suites
Restaurants

Princess Grill Restaurant

Venue Standards

Service Standards

Readiness Checklists

Audit Checklists

Pictogram



Princess Grill Restaurant Venue Standards

Breakfast Set
Up

Lunch Set Up

Afternoon Tea
Set Up

Dinner Set Up

- Lighting warm and consistent throughout service.
 - Level 1: 08:00-12:00
 - Level 2: 12:00-15:00
 - Level 3: 15:00-22:00
 - Level 4: Cleaning
- Background music subtle and non-intrusive on Sound Level 2.
- Table settings immaculate: glassware aligned, cutlery polished.
- Linen crisp, clean, and correctly placed.
- Chairs and floors spotless; no clutter or trays in sight lines.
- Menu folders presented clean and menu inserts uncreased.
- The podium desks are prepared for both Open and Assigned Dining operations. The correct event has been set in XManager, and printers are ready.

Table Set Up

- Plate and cutlery to be 2 cm from the edge of the table.
- The starting point for the lay-up is seat number one - typically the chair facing the entrance of the restaurant or venue.
- Aligned left to right on a square table.
- Aligned in clockwise direction on a round table.
- Setting are aligned opposite each other on a round table.



Breakfast Set Up

All tables

- show plate
- side plate
- side knife
- fork main course
- napkin
- knife main course
- tea super and saucer
- tea spoon
- table number
- lamp
- flower vase

Table Centre Set Up - 2 or 4 Covers

- salt and pepper
- milk jug
- butter dish with under-liner saucer
- 2x butter floretes
- silver jam holder (marmalade, strawberry jam, honey)
- sugar bowl with lid (cubed sugar)
- sugar tongs





Table Centre Set Up - 6 or 8 Covers

- 2x salt and pepper
- milk jug
- 2x butter dish with under-liner saucer
- 2x silver jam holder (marmalade, strawberry jam, honey)
- 2x sugar bowl with lid (cubed sugar)
- 2x sugar tongs





Lunch Set Up

All Tables

- show plate
- side plate
- side knife
- fork appetiser
- base plate
- napkin
- knife appetiser
- water glass
- table number
- lamp
- flower vase

Table Centre Set Up - 2 or 4 Covers

- salt and pepper
- butter dish with under-liner saucer
- 4x butter florets

Table Centre Set Up - 6 or 8 Covers

- 2x salt and pepper
- 2x butter dish with under-liner saucer
- 3-4x butter florets





Afternoon Tea Set Up

All Tables (2-4 covers)

- Sugar bowl (with cubed sugar)
- Milk jug
- Bud vase
- Jam stand (inc. strawberry jams)
- Tea cups and saucers
- Tea spoons
- Coup plates 22 cm (positioned with crest at 12 o'clock position)
- Linen cocktail napkin (square fold placed diagonally on top of plate)
- Cocktail knife and fork (placed either side of plate 1 inch from table edge)

Items presented during service

- Afternoon tea menus (presented to guests once they are seated)
- Tea strainer (placed if guests order loose leaf tea)
- Afternoon tea stand (placed on the table once tea is served)
- Clotted Cream presented in ramekins on the afternoon tea stand





Dinner Set Up

All Tables

- show plate
- side plate
- side knife
- fork appetiser
- base plate
- napkin
- knife appetiser
- water glass
- white wine glass
- lamp
- table number
- starter fork and knife
- flower vase

Table Centre Set Up - 2 or 4 Covers

- salt and pepper
- butter dish with under-liner saucer

Table Centre Set Up - 6 or 8 Covers

- 2x salt and pepper
- 2x butter dish with under-liner saucer



Smart Casual Dinner Set Up



Formal Dinner Set Up





Princess Grill Restaurant Service Standards

Greeting & Seating

Service

Beverage Service

Food Service

During Service

End of Service



Greeting & Seating

Embarkation Day Seating

- ☑ Waiters are lined up 15 minutes before opening at the door to greet the guests and escort them to their table.
- ☑ At table introduce yourself in a friendly and professional manner.
- ☑ Explain you will be taking care of the service at their table and will help with any special requests.

Guest Seating

- ☑ Guests are welcomed with a warm and friendly smile.
- ☑ Appropriate greeting of the time of day and the guest name are used where possible, for example, 'Good morning, welcome to the Princess Grill Restaurant.'
- ☑ Tables are completely set before guests are seated.
- ☑ Give the guest the opportunity to choose which chair they would like to sit in.
- ☑ Pull out chairs and offer seats, gently pushing in the chairs as the guests sit down.
- ☑ Use one finger and thumb to handle the napkin.
- ☑ Always place the napkin from the right side of the guests, ladies first.
- ☑ Hold one of the corners of the napkin and make it into a triangle and place it gently on the lap.
- ☑ The apex of the triangle is to face the table.
- ☑ Present the menu from the guests' right, children, ladies, gentlemen in that order.
- ☑ We anticipate guests' needs by understanding their plans, such as attending the theatre, so we can adjust dining timing and ensure they finish when required.
- ☑ Confirm pre order and dietary requirements to guests.
- ☑ Wish the guests an enjoyable dining experience.
- ☑ Bread is offered while the guest reads the menu.



Service

Our table service is seamless, recognising the pace of the guest, not too fast or too slow.

Order	Timing
Drinks order	Must be taken within 2 minutes of being seated
Aperitif, wine & liquers	Must be delivered within 5 minutes of the order being taken Replenish at the appropriate time within the dining experience
Food Order – Appetiser and Entrée	Must be taken within 15 minutes of being seated Appetiser must be served within 20 minutes of the order being taken Time between courses must not exceed 30 minutes
Food Order - dessert and coffee	Return with the menu after the main course has been cleared Take dessert and coffee order within 10 minutes of menu presentation Dessert must be served within 20 minutes of order taken.

- ☑ Staff have knowledge of the menu and any specials offered including any dietary such as vegetarian, gluten free, healthier options etc.
- ☑ Ask the guest their cooking temperature preference when there is a choice in how a certain dish can be cooked.
- ☑ We remember the guests 'likes and dislikes.



Beverage Service

- ☑ When guests are seated at the table we ask if they would like to order a beverage, i.e. water, aperitif, wine, etc.
- ☑ Bottled water should be offered while the guest reads the menu.
- ☑ Tap water is available upon request and we always re-fill.
- ☑ We ask if the guest would like ice, lemon etc.
- ☑ We check guests 'preferences and food choices before making any wine recommendations i.e. red, rosé or white wines and grape variety 'Do you have any preference in regards to your wine?
- ☑ Recommend wine and cocktail of the day.
- ☑ We ask the guest if they would like to taste, if yes, pour a small amount into the wine glass for the guests 'approval.
- ☑ When serving, we always present the bottle in the right hand and position the label facing toward the guest, if possible ladies first. We say the name of the wine, grape variety, origin and vintage and open the bottle at the table.
- ☑ We never over-fill a glass (three-quarters full).
- ☑ We do not rest the bottle on the rim of the glass.
- ☑ We place the bottle of red wine on a coaster in the centre of the table.
- ☑ We place the white, rose or sparkling wine in an ice bucket ½ filled with ice and water near the table.
- ☑ We offer to replenish beverages whenever they look under half full.
- ☑ We remove the wine glass if a guest is not drinking wine.



Food Service

- ☑ We provide service to tables in order of their arrival or in an order which will benefit the natural flow in the restaurant.
- ☑ We serve children, ladies and gentlemen in that order (finishing with the host).
- ☑ Whenever serving guests we serve from the right hand side or whichever way is least disturbing for the guest i.e. if the guest is seated in a corner and we can't serve from the right hand side.
- ☑ Clear from the right hand side.
- ☑ Silver service is served from the left hand side
- ☑ Ensure the plate is placed in front of the guest as advised by Chef for presentation.
- ☑ We offer all the condiments / sauces for the specific dish, or equipment, i.e., bowl for mussels shells.
- ☑ We ensure we serve all appetisers and entrees to a party of guests together.
- ☑ We warn about hot plates or beverages.
- ☑ We name each dish or item as we serve.
- ☑ When we serve the first course we wish the guest an enjoyable meal i.e. "Enjoy your meal"
- ☑ We check back to ensure guests have everything they need and all is well within a few minutes of serving the entrée.
- ☑ Cheese course will be served from the cheese trolley.
- ☑ The gueridon is placed at the guest's table prior to the entrees arriving in dining room. Present the dish to the guests. For example, 'Mr. Jones your (Headwaiter's Name) will be carving for you'. Ensure you note the position of the High Fog system, do not place the gueridon under the safety equipment.
- ☑ We change cutlery course by course.
- ☑ We serve petit fours on a two tier petit four stand.
- ☑ Black pepper is only offered on specific dishes where appropriate. Check with Headwaiter during pre-service briefing which dishes are applicable.



During Service

- ☑ We visually check on each table regularly.
- ☑ We use a silver service tray with a napkin for a required change of cutlery, course by course.
- ☑ We bring a replacement (sugar, butter, etc) before taking the empty one away.
- ☑ We place napkins on the chair arm and push the chair under the table when a guest temporarily leaves the table. For armless chairs, the napkin is to be placed in the place setting.
- ☑ If an item spills or drops on the floor, we pick it up and never serve or give the item back to the guest. The item is immediately replaced.
- ☑ Crumbs and spillages on the carpets are cleared away promptly.
- ☑ Clearing a course we wait until all the guests have finished before clearing anything from the table.
- ☑ We clear a course completely before serving the next.
- ☑ We clear only two plates at a time.
- ☑ After the main course we remove cruet sets, any empty used glasses which will not be used again, any cutlery and service ware.
- ☑ We crumb down the table after main course by brushing any crumbs to the table edge on to a side plate using a crumbing tool.
- ☑ We do not make noise (clattering dishes) when clearing.



End of Service

- ☑ We offer any part wine bottles to be stored for the following evening.
- ☑ We deliver the bill discretely during the coffee course or when requested and confirm with the guests how they would like the items charged i.e. all to one account or split.
- ☑ Bill to be presented in a check holder with Cunard branded pen.
- ☑ When a guest signs the bill we move away from the table, but remain close in the event of a query.
- ☑ We do not have a visible reaction to the amount of gratuity.
- ☑ We continue serving the table after the guest has signed the check.
- ☑ Where appropriate we always assist guests when leaving a table.
- ☑ We thank guests when they are leaving the table.



Princess Grill Restaurant Venue Checklist

- ☒ All tables must be set up correctly. See the photos guidance in [Venue Standards](#).
- ☒ Music is playing at the appropriate volume.
- ☒ Lighting is on the correct setting.
- ☒ Crew adhere to the Company standard for dress code, uniform, appearance and personal hygiene.
- ☒ The dining room is clean, tidy, and free from clutter and hazards.
- ☒ All linen is clean, pressed, and correctly fitted (no holes, no creases, hem hanging every, correct side up).
- ☒ Cruet sets are full and salt and sugar are not crusted inside shakers or bowls.
- ☒ All of the glassware and silverware is clean, undamaged and not chipped.
- ☒ Table lamps are charged and set to the correct lighting setting.
- ☒ Waiter stations set up with clean and dirty sides clearly separated.
- ☒ Tablecloth is changed after each use, without the table top being visible.
- ☒ Cutlery changed as required for different courses and dishes.
- ☒ Tables cleared of all items except table lamp and table number after service.
- ☒ Pre order or part bottles of red wine are placed on coasters on the appropriate table.
- ☒ Pre order or part bottle of champagne are placed in white in silver ice bucket near to the table.



Princess Grill Restaurant Service Standards Checklist

- ☒ Guests greeted with a smile and “Good evening, welcome to the Princess Grill.”
- ☒ Escort guests to table confidently, pull out chairs for ladies.
- ☒ Present menus with both hands, maintaining eye contact.
- ☒ Offer wine list and water promptly.
- ☒ Orders taken from ladies first, served from the left.
- ☒ Plates cleared quietly and efficiently, always from the right.
- ☒ Check satisfaction discreetly after first few bites.
- ☒ Offer dessert and coffee graciously; maintain attentiveness until guests depart.
- ☒ Thank guests sincerely as they leave: “Thank you, it was our pleasure”



Audit Checklists

Observable checks - Venue Standards	Yes	No	N/A
Floors, carpets, and chairs are clean and free from crumbs, spills or debris			
No trays, clutter or used items left in guest sight lines			
Lighting level matches the time of day (not too bright or dim for the service)			
Background music is audible but not intrusive			
Chairs are aligned and pushed in at unoccupied tables			
Tablecloths sit straight, with no holes, stains, creases or exposed table top			
Napkins are folded in the correct design for the occasion (Smart Attire or Gala)			
Glassware and silverware on tables look clean, polished and not chipped			
Cruet sets, butter dishes and sugar bowls are full and not crusted			
Table lamps are lit and at the correct brightness			
Table numbers are visible and correctly positioned			
Menus are clean, uncreased and in the correct branded leather folders			
Waiter stations are tidy, with clean and dirty sides visibly separated			
Unoccupied set tables are fully laid and ready			
Pre-ordered wine/champagne is on a coaster or in an ice bucket beside the table			
Cleared tables show only the lamp and table number remaining			
Flambé dessert trolley is clean, stocked, and ready for service			
Cheese trolley is clean, fully stocked, and positioned correctly			
Fresh flowers/bud vases on tables are fresh and not wilting			



Observable checks - Service Standards	Yes	No	N/A
Guests are greeted at the entrance by staff with a welcoming posture and smile.			
A host podium is staffed and actively greeting/seating guests			
Crew are in correct uniform, well-groomed and presentable			
Arriving guests are greeted and escorted, not left waiting at the door			
Seated guests have water and/or drinks in front of them			
Bread is on the tables of guests who are reading menus			
Beverages are replenished proactively when glasses are low			
Finger bowls are provided for dishes requiring them.			
Cutlery changes are made between courses (observe staff bringing fresh cutlery).			
Plates and courses are arriving and being cleared without clatter or noise			
Everyone at a table is served their course at the same time			
No dirty plates or used glassware after a course is finished			
Tables are crumbled down after the main course using the crumbing tool			
Cheese course is served from the cheese trolley (observe trolley use).			
Flambé dessert trolley is used for dessert service (observe trolley use).			
Staff are visibly moving between tables and checking on guests, not clustering			
Bills are presented discreetly in a holder, not left open on the table			
Departing guests are acknowledged/thanked			
Chairs are reset behind the departing guests			



Princess Grill
Restaurant

Pictogram
(will be updated)



Grill Suites
Restaurants

Queens Grill Restaurant

Venue Standards

Service Standards

Readiness Checklists

Audit Checklists

Pictogram



Queens Grill Restaurant Venue Standards

Breakfast Set Up

Lunch Set Up

Dinner Set Up

- Lighting warm and consistent throughout service.
 - Level 1: 08:00-12:00
 - Level 2: 12:00-15:00
 - Level 3: 15:00-22:00
 - Level 4: Cleaning
- Background music subtle and non-intrusive on Sound Level 2.
- Table settings immaculate: glassware aligned, cutlery polished.
- Linen crisp, clean, and correctly placed.
- Chairs and floors spotless; no clutter or trays in sight lines.
- Menu folders presented clean and menu inserts uncreased.
- The podium desks are prepared for both Open and Assigned Dining operations. The correct event has been set in XManager, and printers are ready.

Table Set Up

- Plate and cutlery to be 2 cm from the edge of the table.
- The starting point for the lay-up is seat number one - typically the chair facing the entrance of the restaurant or venue.
- Aligned left to right on a square table.
- Aligned in clockwise direction on a round table.
- Setting are aligned opposite each other on a round table.



Breakfast Set Up

All tables

- show plate
- side plate
- side knife
- fork main course
- napkin
- knife main course
- tea super and saucer
- tea spoon
- table number
- lamp
- flower vase

Table Centre Set Up - 2 or 4 Covers

- salt and pepper
- milk jug
- butter dish with under-liner saucer
- silver jam holder (marmalade, strawberry jam, honey)
- sugar bowl with lid (cubed sugar)
- sugar tongs





Table Centre Set Up - 6 or 8 Covers

- 2x salt and pepper
- milk jug
- 2x butter dish with under-liner saucer
- 2x silver jam holder (marmalade, strawberry jam, honey)
- 2x sugar bowl with lid (cubed sugar)
- 2x sugar tongs





Lunch Set Up

All Tables

- side plate
- side knife
- fork appetiser
- base plate
- napkin
- knife appetiser
- water glass
- table number
- lamp
- flower vase

Table Centre Set Up - 2 or 4 Covers

- salt and pepper
- butter dish with under-liner saucer
- 4x butter floret

Table Centre Set Up - 6 or 8 Covers

- 2x salt and pepper
- 2x butter dish with under-liner saucer
- 3-4x butter florets





Dinner Set Up

All Tables

- show plate
- side plate
- side knife
- fork appetiser
- base plate
- napkin
- knife appetiser
- water glass
- white wine glass
- lamp
- table number
- starter fork and knife
- flower vase

Table Centre Set Up - 2 or 4 Covers

- salt and pepper
- butter dish with under-liner saucer

Table Centre Set Up - 6 or 8 Covers

- 2x salt and pepper
- 2x butter dish with under-liner saucer



Smart Casual Dinner Set Up



Formal Dinner Set Up





Queens Grill Restaurant Service Standards

Greeting & Seating

Service

Beverage Service

Food Service

During Service

End of Service



Greeting & Seating

Embarkation Day Seating

- ☑ Waiters are lined up 15 minutes before opening at the door to greet the guests and escort them to their table.
- ☑ At table introduce yourself in a friendly and professional manner.
- ☑ Explain you will be taking care of the service at their table and will help with any special requests.

Guest Seating

- ☑ Guests are welcomed with a warm and friendly smile.
- ☑ Appropriate greeting of the time of day and the guest name are used where possible, for example, Good morning, welcome to the Queens Grill Restaurant.'
- ☑ Tables are completely set before guests are seated.
- ☑ Give the guest the opportunity to choose which chair they would like to sit in.
- ☑ Pull out chairs and offer seats, gently pushing in the chairs as the guests sit down.
- ☑ Use one finger and thumb to handle the napkin.
- ☑ Always place the napkin from the right side of the guests, ladies first.
- ☑ Hold one of the corners of the napkin and make it into a triangle and place it gently on the lap.
- ☑ The apex of the triangle is to face the table.
- ☑ Present the menu from the guests 'right, children, ladies, gentlemen in that order.
- ☑ We pre-empt our guests 'needs, we understand if they are going to the theatre or have other plans which impact the time they need to be finished dining so we can accommodate these needs.
- ☑ Confirm pre order and dietary requirements to guests.
- ☑ Wish the guests an enjoyable dining experience.
- ☑ Bread is offered while the guest reads the menu.



Service

Our table service is seamless, recognising the pace of the guest, not too fast or too slow.

Order	Timing
Drinks order	Must be taken within 2 minutes of being seated
Aperitif, wine & liquers	Must be delivered within 5 minutes of the order being taken Replenish at the appropriate time within the dining experience
Food Order – Appetiser and Entrée	Must be taken within 15 minutes of being seated Appetiser must be served within 20 minutes of the order being taken Time between courses must not exceed 30 minutes
Food Order – dessert and coffee	Return with the menu after the main course has been cleared Take dessert and coffee order within 10 minutes of menu presentation Dessert must be served within 20 minutes of order taken.

- ☑ Staff have knowledge of the menu and any specials offered including any dietary such as vegetarian, gluten free, healthier options etc.
- ☑ Ask the guest their cooking temperature preference when there is a choice in how a certain dish can be cooked.
- ☑ We remember the guests 'likes and dislikes.



Beverage Service

- ☑ When guests are seated at the table we ask if they would like to order a beverage, i.e. water, aperitif, wine, etc.
- ☑ Bottled water should be offered while the guest reads the menu.
- ☑ Tap water is available upon request and we always re-fill.
- ☑ We ask if the guest would like ice, lemon etc.
- ☑ We check guests 'preferences and food choices before making any wine recommendations i.e. red, rosé or white wines and grape variety 'Do you have any preference in regards to your wine?
- ☑ Recommend wine and cocktail of the day.
- ☑ We ask the guest if they would like to taste, if yes, pour a small amount into the wine glass for the guests 'approval.
- ☑ When serving, we always present the bottle in the right hand and position the label facing toward the guest, if possible ladies first. We say the name of the wine, grape variety, origin and vintage and open the bottle at the table.
- ☑ We never over-fill a glass (three-quarters full).
- ☑ We do not rest the bottle on the rim of the glass.
- ☑ We place the bottle of red wine on a coaster in the centre of the table.
- ☑ We place the white, rose or sparkling wine in an ice bucket $\frac{1}{2}$ filled with ice and water near the table.
- ☑ We offer to replenish beverages whenever they look under half full.
- ☑ We remove the wine glass if a guest is not drinking wine.



Food Service

- ☑ We provide service to tables in order of their arrival or in an order which will benefit the natural flow in the restaurant.
- ☑ We serve children, ladies and gentlemen in that order (finishing with the host).
- ☑ Whenever serving guests we serve from the right hand side or whichever way is least disturbing for the guest i.e. if the guest is seated in a corner and we can't serve from the right hand side.
- ☑ Clear from the right hand side.
- ☑ Silver service is served from the left hand side
- ☑ Ensure the plate is placed in front of the guest as advised by Chef for presentation.
- ☑ We offer all the condiments / sauces for the specific dish, or equipment, i.e., bowl for mussels shells.
- ☑ We ensure we serve all appetisers and entrees to a party of guests together.
- ☑ We warn about hot plates or beverages.
- ☑ We name each dish or item as we serve.
- ☑ When we serve the first course we wish the guest an enjoyable meal i.e. "Enjoy your meal"
- ☑ We check back to ensure guests have everything they need and all is well within a few minutes of serving the entrée.
- ☑ Cheese course will be served from the cheese trolley.
- ☑ The gueridon is placed at the guest's table prior to the entrees arriving in dining room. Present the dish to the guests. For example, 'Mr. Jones your (Headwaiter's Name) will be carving for you'. Ensure you note the position of the High Fog system, do not place the gueridon under the safety equipment.
- ☑ We change cutlery course by course.
- ☑ We serve petit fours on a two tier petit four stand.
- ☑ Black pepper is only offered on specific dishes where appropriate. Check with Headwaiter during pre-service briefing which dishes are applicable.



During Service

- ☑ We visually check on each table regularly.
- ☑ We use a silver service tray with a napkin for a required change of cutlery, course by course.
- ☑ We bring a replacement (sugar, butter, etc) before taking the empty one away.
- ☑ We place napkins on the chair arm and push the chair under the table when a guest temporarily leaves the table. For armless chairs, the napkin is to be placed in the place setting.
- ☑ If an item spills or drops on the floor, we pick it up and never serve or give the item back to the guest. The item is immediately replaced.
- ☑ Crumbs and spillages on the carpets are cleared away promptly.
- ☑ Clearing a course we wait until all the guests have finished before clearing anything from the table.
- ☑ We clear a course completely before serving the next.
- ☑ We clear only two plates at a time.
- ☑ After the main course we remove cruet sets, any empty used glasses which will not be used again, any cutlery and service ware.
- ☑ We crumb down the table after main course by brushing any crumbs to the table edge on to a side plate using a crumbing tool.
- ☑ We do not make noise (clattering dishes) when clearing.



End of Service

- ☑ We offer any part wine bottles to be stored for the following evening.
- ☑ We deliver the bill discretely during the coffee course or when requested and confirm with the guests how they would like the items charged i.e. all to one account or split.
- ☑ Bill to be presented in a check holder with Cunard branded pen. Only if the check is over \$65 or upon request.
- ☑ When a guest signs the bill we move away from the table, but remain close in the event of a query.
- ☑ We do not have a visible reaction to the amount of gratuity.
- ☑ We continue serving the table after the guest has signed the check.
- ☑ Where appropriate we always assist guests when leaving a table.
- ☑ We thank guests when they are leaving the table.



Queens Grill Restaurant Venue Checklist

- ☒ All tables must be set up correctly. See the photos guidance in [Venue Standards](#).
- ☒ Music is playing at the appropriate volume.
- ☒ Lighting is on the correct setting.
- ☒ Crew adhere to the Company standard for dress code, uniform, appearance and personal hygiene.
- ☒ The dining room is clean, tidy, and free from clutter and hazards.
- ☒ All linen is clean, pressed, and correctly fitted (no holes, no creases, hem hanging every, correct side up).
- ☒ Cruet sets are full and salt and sugar are not crusted inside shakers or bowls.
- ☒ All of the glassware and silverware is clean, undamaged and not chipped.
- ☒ Table lamps are charged and set to the correct lighting setting.
- ☒ Waiter stations set up with clean and dirty sides clearly separated.
- ☒ Tablecloth is changed after each use, without the table top being visible.
- ☒ Cutlery changed as required for different courses and dishes.
- ☒ Tables cleared of all items except table lamp and table number after service.
- ☒ Pre order or part bottles of red wine are placed on coasters on the appropriate table.
- ☒ Pre order or part bottle of champagne are placed in white in silver ice bucket near to the table.



Queens Grill Restaurant Service Standards Checklist

- ☒ Guests greeted with a smile and “Good evening, welcome to the Queens Grill.”
- ☒ Escort guests to table confidently, pull out chairs for ladies.
- ☒ Present menus with both hands, maintaining eye contact.
- ☒ Offer wine list and water promptly.
- ☒ Orders taken from ladies first, served from the left.
- ☒ Plates cleared quietly and efficiently, always from the right.
- ☒ Check satisfaction discreetly after first few bites.
- ☒ Offer dessert and coffee graciously; maintain attentiveness until guests depart.
- ☒ Thank guests sincerely as they leave: “Thank you, it was our pleasure”



Audit Checklists

Observable checks - Venue Standards	Yes	No	N/A
Floors, carpets, and chairs are clean and free from crumbs, spills or debris			
No trays, clutter or used items left in guest sight lines			
Lighting level matches the time of day (not too bright or dim for the service)			
Background music is audible but not intrusive			
Chairs are aligned and pushed in at unoccupied tables			
Tablecloths sit straight, with no holes, stains, creases or exposed table top			
Napkins are folded in the correct design for the occasion (Smart Attire or Gala)			
Glassware and silverware on tables look clean, polished and not chipped			
Cruet sets, butter dishes and sugar bowls are full and not crusted			
Table lamps are lit and at the correct brightness			
Table numbers are visible and correctly positioned			
Menus are clean, uncreased and in the correct branded leather folders			
Waiter stations are tidy, with clean and dirty sides visibly separated			
Unoccupied set tables are fully laid and ready			
Pre-ordered wine/champagne is on a coaster or in an ice bucket beside the table			
Cleared tables show only the lamp and table number remaining			
Flambé dessert trolley is clean, stocked, and ready for service			
Cheese trolley is clean, fully stocked, and positioned correctly			
Fresh flowers/bud vases on tables are fresh and not wilting			



Observable checks - Service Standards	Yes	No	N/A
Guests are greeted at the entrance by staff with a welcoming posture and smile.			
A host podium is staffed and actively greeting/seating guests			
Crew are in correct uniform, well-groomed and presentable			
Arriving guests are greeted and escorted, not left waiting at the door			
Seated guests have water and/or drinks in front of them			
Bread is on the tables of guests who are reading menus			
Beverages are replenished proactively when glasses are low			
Finger bowls are provided for dishes requiring them.			
Cutlery changes are made between courses (observe staff bringing fresh cutlery).			
Plates and courses are arriving and being cleared without clatter or noise			
Everyone at a table is served their course at the same time			
No dirty plates or used glassware after a course is finished			
Tables are crumbled down after the main course using the crumbing tool			
Cheese course is served from the cheese trolley (observe trolley use).			
Flambé dessert trolley is used for dessert service (observe trolley use).			
Staff are visibly moving between tables and checking on guests, not clustering			
Bills are presented discreetly in a holder, not left open on the table			
Departing guests are acknowledged/thanked			
Chairs are reset behind the departing guests			



Queen Grill
Restaurant

Pictogram

(will be updated)