Waiter Training: 10 Steps of Service (Free PDF)

Free resource by dera.pk — no fees. Print it and put it on your staff notice board.
Restaurant: _____

What Are the Steps of Service?

Steps of service are a fixed sequence every waiter follows with every table. When the sequence is the same, guests get the same experience whether they come on a quiet Tuesday or a packed Saturday night, and managers can spot mistakes quickly.

Most international hotel schools teach between 8 and 12 steps. We have simplified waiter training steps of service into 10 steps that fit local restaurants, where guests often come as families, ask for spice-level changes and expect quick roti refills.

Steps 1–5: From Greeting to Taking the Order

1. **Greet within 30 seconds.** Smile, make eye contact and say: "Assalam-o-Alaikum, welcome! How many guests?" Offer the family hall where available.
2. **Seat the guests.** Pull out chairs for elders and ladies, offer a high chair for children, and make sure the table is clean and complete.
3. **Serve water and present the menu.** Pour water from the guest's right side. Hand the menu open, and mention one special: "Today's special is chicken karahi."
4. **Answer questions and suggest.** Explain spice level, portion size and cooking time honestly. A family of four usually needs two mains, not four.
5. **Take the order and repeat it.** Write the table number, seat position and any special request (less chilli, no onion). Repeat the order back before leaving the table.

Correct table setup before step 1 matters too; see ٹیبل سیٹنگ کے مکمل طریقے.

Steps 6–10: From Serving to Goodbye

1. **Send the order to the kitchen clearly.** Write a clean KOT, or enter it in the POS straight away, and tell the kitchen about allergies in person.
2. **Serve food correctly.** Serve from the guest's left and clear from the right, ladies and elders first, and announce each dish as you place it.
3. **Check back within 2 minutes.** Ask: "Is everything fine? Shall I bring more naan?" Fix problems before the guest has to call you.
4. **Clear and offer dessert or tea.** Clear plates only when everyone has finished, then offer kheer, ice cream or doodh patti.
5. **Present the bill and say goodbye.** Bring the bill in a folder, check the total, return change politely and thank the guests by the door: "Thank you, please come again."

For the plate-handling rules behind step 7, read پلیٹ Serve اور Clear گولڈن رول کا کرنے. For different service styles (plated, buffet, family style) see 4 اہم Serving Styles.

How to Teach the Steps of Service (Step-by-Step)

Reading the steps is not enough. Use this simple method to make the waiter training steps of service stick:

1. **Explain** one or two steps before the shift (10 minutes).
2. **Demonstrate** with a senior waiter acting as the guest.
3. **Practise** in pairs, swapping waiter and guest roles.
4. **Observe** the trainee during a real shift and note one good thing and one fix.
5. **Repeat** until the trainee does all 10 steps without reminders, usually 1–2 weeks.

To fit this into a wider programme, use our 30 دن کا اسٹاف ٹریننگ پلان, which covers these steps in week 2.

Waiter Steps of Service Checklist

- ☐ Uniform clean, name badge on, nails trimmed
- ☐ Section and tables known before the shift starts
- ☐ Guest greeted within 30 seconds
- ☐ Water served and menu presented open
- ☐ Order repeated back to the guest
- ☐ Food served from the left, cleared from the right
- ☐ Check-back within 2 minutes of serving

- ☐ Bill checked before presenting
- ☐ Guests thanked at the door

Supervisors can print this list from the PDF or from our اوپننگ اور کلوزنگ چیک لسٹ پیک.

Waiter Training Steps of Service in Rush Hours and Family Halls

Pakistani restaurants have their own pressure points: Friday and Sunday dinner rushes, iftar during Ramadan, wedding-season family groups and load-shedding in the middle of service. The waiter training steps of service stay the same, but the timing and priorities change.

- **Iftar rush:** pre-set dates, water and pakoras before the azan, then take main orders immediately after guests break their fast.
- **Large families:** take the order from one host, confirm the number of plates, and serve children's items first.
- **Power cut:** stay calm, tell guests the generator is starting, and pause hot drinks service until lights are back.
- **Peak hours:** split the floor into sections, and use a runner to carry food so waiters stay near their tables.

Brief these situations in the pre-shift meeting so nobody is surprised. A two-minute briefing before the rush saves twenty minutes of confusion later, and guests notice when a team stays organised under pressure.

Common Mistakes Waiters Make

- Leaving a seated table without water or a menu for several minutes.
- Not repeating the order, then arguing with the guest about what was ordered.
- Reaching across guests to serve or clear plates.
- Disappearing after serving, so guests have to wave for the bill.
- Pushy upselling instead of honest suggestions.

Good suggestive selling is a skill of its own; our guide on ویٹرز کے لیے Upselling کے 5 طریقے explains how to do it without annoying guests.

Daily Steps of Service Check (Supervisor)

Waiter	Greet 30s	Order repeated	Serve L / Clear R	Check-back 2 min	Bill & goodbye

Useful Lines | مفید جملے

Step	English	اردو
Greet	Assalam-o-Alaikum, welcome! How many guests?	السلام علیکم، خوش آمدید! آپ کتنے افراد ہیں؟
Suggest	Today's special is chicken karahi.	آج کی خاص ڈش چکن کڑاہی ہے۔
Repeat	Let me repeat your order…	میں آپ کا آرڈر دہرا دیتا ہوں…
Check-back	Is everything fine? More naan?	سب ٹھیک ہے؟ مزید نان لاؤں؟
Goodbye	Thank you, please come again.	شکریہ، دوبارہ تشریف لائیں۔