Zea Service Procedures

Water	Lemons are given upon request. Do not ask the guest. Evian is served with a wine glass and 1 lemon wedge Perrier is served with a wine glass and 1 lime wedge	ene s P
Iced Tea (Regular, Strawberry Kiwi, & Mango Green) Iced Tea Refill	Fill with ice to the top Fill with tea to within 1/2" of rim Serve with 1 lemon & iced tea spoon NOTE: Sweetened tea is not served with a spoon Bring a pitcher with ice to the table Pick the guest's glass off of the table before refilling	Autro
Soda	Fill with ice to the top Fill with soda to within 1/2" of rim Trays MUST be used when serving 3 or more drinks Refill = Always bring a fresh glass	Market Ma
Q Grapefruit Soda (Seasonal)	Fill with ice to the top Fill with soda to within 1/2" of rim Trays MUST be used when serving 3 or more drinks Refill = Always bring a fresh glass	
Lemonade, Strawberry Lemonade, & Arnold Palmer	Lemonade: Sqeeze 1/2 lemon in the glass, and place the sqeezed lemon in the glass. Pack the glass with ice & fill Strawberry Lemonade: Squeeze 1/2 lemon in glass, place squeezed lemon in the glass, measure in 2 vz. strawberry puree, fill with lemonade, shake once. Arnold Palmer: Squeeze 1/2 lemon in the glass, place the squeezed lemon in the glass & pack with ice. Fill 2/3 tea & 1/3 lemonade	Masorie a P
Coffee	Place cup on a saucer with handle at 3:00 Place spoon at 12:00 with the handle pointing at 3:00 Place 1 creamer at 9:00	
Hot Tea	Place cup on a saucer with handle at 3:00 Place spoon at 12:00 with the handle pointing at 3:00 Place 1 lemon wedge under the handle at at 3:00 Place 1 unopened tea bag at 9:00	
Beer & Wine Service	When ordering a bottle, the person ordering the wine is the host . Offer the host a sample, and then pour clockwise from the host, beginning with the ladies. With beer, always offer a chilled glass	HAIR
Appetizer Plates & Dessert Spoons	1 appetizer plate per guest must be brought before the appetizer arrives Dessert spoons must be delivered before the dessert arrives, on an appetizer plate with a black beverage napkin as a liner. There should be 1 spoon AND 1 plate per guest	
Lemon Wedges, Ketchup & Other Sauces	Lemons are only given upon request except for teas Extra lemons = 1-2 wedges in a ramekin, on a saucer	
	When ordering fries always ask the guest if they would like ketchup. Ketchup must be served in a ramekin, on a saucer before food arrives Extra sauces must also be served in a ramekin, on a saucer	
Rib Naps	Rib naps are an automatic accessory for ribs, chicken, & Asian shrimp Each guest ordering one of the above items should receive 1 rib nap Dampen the rib naps with hot water Place no more than 5 rib naps on an appetizer plate Rib naps should be staged at the table before the food arrives	
Doggie Bag	Always offer to box the food for the guest Never touch a guest's food Write Zea/Semolina & the Date on the box If the guest prefers to box their own food, bring out an appropriate sized box, with restaurant name & the date written on it	Maryon!

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