

- It is terrible to keep opening bottles, only for the guests to be horrified when they see their bill at the end of the evening.

END TERMINOLOGY

When ordering drinks, guests may use some strange language that you may not have heard before. Often, these words describe how they would like their drinks served.

Let's take a look at some commonly used terms guests will use when ordering drinks.

- **ON THE ROCKS** – If the guest orders "whisky on the rocks" or a "brandy on ice", serve the spirit only with ice.
- **CHILLI SHOT** – A "chill shot" is a spirit, such as vodka or whisky served in a tall, highball glass, usually with lots of ice and filled to the top with a mixer, such as lemonade or soda water.
- **SHOOTER** – when a guest orders a "double" of a spirit or cocktail, such as a "double vodka" or a "double lime and water", the guest would like two shots of the spirit or cocktail.
- **SHOT** – similarly, a "single" means that the guest would like one shot of the spirit or cocktail.
- **NEAT / STRAIGHT** – If a guest orders a spirit "neat" or "straight", they would like the spirit served as is, with no ice, water or mixer.
- **G and T** – guests who order a "G and T" would like a gin and tonic.
- **SPRITZER** – A spritzer is a combination of white and soda water. Think of the spritz sound the soda makes when you open it.

Be sure that if the Guest uses terms you don't understand, that you find out from a colleague immediately and also share those terms with your other colleagues who may be new to service.

If you ever hear a word you do not know, make sure you write it down carefully on the docket and ask someone back of house if they know what it means.

If they do not, make sure you ask the guest rather than bringing out the wrong drink.

When in doubt, always ask.

TAKING A DRINKS ORDER

The skills involved in taking a wine order are more advanced and so will be covered later.

LANGUAGE AND STYLE

- Remember that in service it's not just about what you say but also how you say it. When taking a drinks order, don't just walk up to the table and ask, "What do you want to drink?" Rather, go up to each guest and position yourself somewhere where the Guest can see you comfortably, then lean forward slightly, and ask the Guest if you may take their drink order.
- For example, "Mrs Rogers, are you ready to place your drink order?" or "Mr Adams, may I take your drink order?"
- It is very important that you listen actively to what the Guest orders, since they often provide you with all the information you need to take their order when they place it.
 - For example, the brand of the drink, whether they would like ice, or if they want it in a specific glass.

Lobster Ink Answers

R Bogdan

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the author's name.

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Table of Contents Lobster Ink Answers

1. Understanding the eBook Lobster Ink Answers
 - The Rise of Digital Reading Lobster Ink Answers
 - Advantages of eBooks Over Traditional Books
2. Identifying Lobster Ink Answers
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Lobster Ink Answers
 - User-Friendly Interface
4. Exploring eBook Recommendations from Lobster Ink Answers

- Personalized Recommendations
- Lobster Ink Answers User Reviews and Ratings
- Lobster Ink Answers and Bestseller Lists
- 5. Accessing Lobster Ink Answers Free and Paid eBooks
 - Lobster Ink Answers Public Domain eBooks
 - Lobster Ink Answers eBook Subscription Services
 - Lobster Ink Answers Budget-Friendly Options
- 6. Navigating Lobster Ink Answers eBook Formats
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 - Lobster Ink Answers Compatibility with Devices
 - Lobster Ink Answers Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Lobster Ink Answers
 - Highlighting and Note-Taking Lobster Ink Answers
 - Interactive Elements Lobster Ink Answers
- 8. Staying Engaged with Lobster Ink Answers
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Lobster Ink Answers
- 9. Balancing eBooks and Physical Books Lobster Ink Answers
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Lobster Ink Answers
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Lobster Ink Answers
 - Setting Reading Goals Lobster Ink Answers
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Lobster Ink Answers

- Fact-Checking eBook Content of Lobster Ink Answers
- Distinguishing Credible Sources

13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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