



THE JUNIOR LEAGUE OF HOUSTON, INC.  
*Building A Better Community*

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**Guide to Provisional Tea Room Server Duties**

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**I. What to Wear**

A. Green JLH Apron

1. Please be sure your collar is folded over the top of the apron and not under it.

B. Plain, White Button-Up Blouse

1. Sleeves must fall below the elbow.
2. Shirts must not be see-through.

C. Black Dress Pants

1. No capri pants, cropped pants, denim (including black jeans), leggings, shorts, skirts or spandex.
2. Pants must be long enough to touch the backs of your shoes.

D. Black Flats

1. Flats must be dress shoes, solid black, closed-toe and have a back.
2. No heel (recommended) or very low heel (no more than two inches).
3. No Toms, boots, mules, sandals, slides or tennis shoes.

E. Hair: hair longer than shoulder length must be securely and neatly pulled back.

F. Nametag: Please try to keep them on your apron when you leave the league so they don't get lost.

G. Smile: it's your best accessory!

## **II. Shift Reminders**

- A. Leave your handbags at home or in your car, and please be sure not to park on the first floor as we reserve it for our patrons.
- B. Bring a pad of paper and a pen – also keep this in your apron when you leave.

### III. Setting the Table

- A. There are two size forks (on the older squared off smaller forks you will see the prongs have an indentation and on the newer rounder ones you will just have to hold it up to another fork to judge). The smaller fork goes on the outside and the bigger fork goes on the inside.
- B. The napkin sits on top of the forks with the book binding to the left.
- C. The bread plate sits tucked tightly above the forks with the butter knife facing out and sitting about a quarter of the way down the plate from the top.
- D. The knife is on the right hand place of the setting and the blade face in toward the rest of the setting.
- E. The spoon is placed directly to the right of the knife.
- F. Directly above the knife and the spoon you will place the water glass.
- G. At tables of five or more you will put a coffee saucer and coffee cup tucked neatly next to the spoon, with the handle at 4:30.
- H. For a table in the Tea Room ordering off a menu there will not be any dessert setting
- I. For any preset menus either in the garden room or in the Tea Room you will choose the dessert silverware based on the menu on the reservation sheet. For example, if there are only pecan balls only a spoon, if there is only cake only a fork, or if there are options that would require both then both.
- J. There should be table cloths folded on the tables in any garden rooms being used.
- K. The coasters only go in the Tea Room (not the Garden Room because it has table cloths), and they should go in the same direction as the menus when you put them down.
- L. Dirty dishes, silverware or glasses should not be used. This is specific to food or lipstick residue. Return them to the Kitchen to be cleaned.
- M. Set the tables with salt, pepper and sugar. The Salt should line up with the pink Sweet N Low.
- N. Each table requires one saucer with a doily for butter and an additional saucer with a doily for cream if the table is set for coffee.
  - 1. Doilies can be found on the flatware cart.
  - 2. A good rule of thumb is to set one set of butter and or cream plate for every five guests.

O. Each table in the Tea Room should be set with a flowerpot.

#### **IV. Serving in the Tea Room**

- A. When Tea Room patron members arrive, greet them with a smile and direct them to the hostess stand. Make sure they are your priority and minimize chitchat with other volunteers.
- B. As your guests are being seated, introduce yourself: "My name is Sarah and I will be your volunteer server today."
- C. For those who have a pre-set menu:
  - 1. Check their menu against the Tea Room menu. For example, SSS#1 matches the Tea Room menu description and is in the order of #1, then #2 as on the Tea Room menu
  - 2. Double check the choices and drink options with the hostess.
  - 3. Offer to secure the payment type in advance, and clarify who will be paying the final bill.

#### **V. All About Drinks**

- A. Write down drink orders on your notepad, noting where each drink will be placed on your table.
- B. Remember, coffee/tea refills are free.
- C. Tea is served with a lemon wedge and mint.
- D. If someone orders a soda, please do not bring the can to the Tea Room. Pour it into a small tumbler with ice. The Tea Room charges for every other soda refill.

- E. When carrying drinks from the Kitchen to your table, always use a beverage tray with a beverage napkin for each drink.
- F. Do not forget an iced-tea spoon, if necessary.
- G. Place a doily on a dessert plate if a Tea Room patron member orders hot tea. Fill a white teapot with hot water from the center handle of the coffee maker. Put two tea envelope at the side of the teapot and add a lemon slice (located behind the coffee makers). Place the teapot on a beverage tray with a beverage napkin and carry it out to the patron. Make sure to grab an empty coffee cup, if they don't have one. You can let them steep and pour.
- H. We also offer mimosas the following alcoholic drinks:
  - 1. Mimosas and Champagne both served in champagne glasses.
  - 2. White and Red Wine both served in wine glasses.
  - 3. Any sort of rum/whiskey/gin/vodka drinks all served in low ball tumblers.
  - 4. Finally Bloody Mary's also served in the low ball tumblers: ice, one shot of vodka, tomato juice, lemon pepper, spears of olives and okra
- I. When serving drinks, lower from the left and remove from the right. Always hold glasses from the stem and not the rim.
- J. Pour refills of coffee, tea and/or water away from the table to avoid spilling on the patron member. When pouring coffee, make sure to pick up the cup and the saucer.
- K. Serve children's drinks in tumblers. The tumblers are located in the beverage area of the Kitchen and have straws.
- L. Cranberry Slushes are only for parties that order them by the gallon. They are nonalcoholic and are served in champagne glasses with straws and mint.
- M. Take your guest's drink orders, and walk back to prepare them.
- N. After you have put the drinks on the table then it is time for rolls.

## VI. Rolls

- A. Make sure you do not fill roll baskets until guests have arrived and are seated.
- B. When making bread baskets please follow the sign and adjust accordingly.  
\*Also please do not eat the rolls!!!!



- C. Place roll baskets in the bottom drawer of the bread warmer to keep them warm after the baskets have been filled. Please reuse these baskets before making a new one.
- D. Be sure to leave the tongs at the top or they will get very hot from the warming drawer.
- E. Each basket should be lined with a napkin and paired with tongs. The napkin should be lifted so that when they fill the basket with rolls they are covered by the napkin.

## VII. Taking the Order

- A. After rolls, Offer to take your guest's order – but do not rush them!
  - 1. If it is a set menu please be sure to take the order for all courses at once.
- B. If you are asked questions on the menu it is always best to ask the kitchen, if you don't know the answer!

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\*Remind guests with a later reservation of the last times to place an order:

**Weekdays** | Main Menu: 12:45 p.m. | Dessert: 1 p.m.  
**Saturday** | Main Menu: 1:00 p.m. | Dessert: 1:15 p.m.

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### C. Taking the Order

1. Closed menus are an indication that Tea Room patron members are ready to order.
2. Take guest's orders on your scratch pad, noting where each order will be placed on the table, and write down EVERYTHING they tell you.
3. In the Kitchen, transcribe the final order using your four-part ticket to write down orders and special requirements using the Kitchen shorthand that is highlighted on framed copies of the menus. Press your pen down hard on the order ticket to ensure legibility on all copies.



4. Make sure you note any special requests - soup out first, dressing on the side, etc., and that they go on their own line when writing your ticket.
  1. You will write all of the food orders at the top of the ticket and hold off on writing the drinks until later



2. If you have 2 burgers one no tomato you will write on the first line 1 Burger and on the second line 1 Burger no tomato.

5. Turn the entire order ticket to the Tea Room Kitchen Head Active by handing it to a person. They will go over it, be sure they understand everything, and hand it back to you with the time the order was submitted.
  1. *Do not set order tickets on the counter.*
  2. You will receive the last page (yellow copy) of the order ticket, which is why you need to write heavy.
6. Take the yellow copy to the Cashier's Office and the cashier will begin to ring your order. Once it is done they will come find you.
7. Refill drinks before the glasses are empty. Be sure to keep track of additional food and drinks on your scratch pad – before closing the ticket, you will write these additional orders below the line the cashier drew on the yellow copy of the order ticket.
8. Watch for the food to be delivered to your area.

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lower left, raise right

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## **VIII. Let's Eat**

- A. Soup spoons will be placed on the plate with the bowl of soup by the Kitchen.
- B. Do not serve large orders until all trays and meals are accounted for and in the Tea Room for service.
- C. Remove covers from the food and serve from the left, making sure the main entrée (the chicken, fish, beef, etc.) is placed at six o'clock, directly in front of the patron member.
- D. Serve guests of honor first if applicable, followed by ladies and then men.
- E. Refill drinks and rolls, and bring condiments and/or extra dressings upon request.
- F. Make sure excess trays are removed from the aisles.
- G. Wait for all guests to finish before clearing plates. Offer to box up leftovers in the back, then return the boxed meal to the table. – The kitchen will box it for you.

## **IX. The Cherry on Top**

- A. Offer dessert and coffee to your table. Orders must be in by 12:45PM on weekdays and 1:15PM on Saturdays.
- B. Dessert menus can be found in the armoire near the Tea Room entrance.
- C. Dessert orders are taken and turned in on regular notepads. Note the time, waitress name and station.
- D. Dessert orders are placed at the dessert station in the Kitchen and are handed to someone. Do not place orders on the counter.
- E. Coffee cups and saucers can be found in the Tea Room pantry between the Tea Room and the Kitchen, if not already set on the table.
- F. Remember to pour coffee away from the table with the cup on the saucer.

## **X. Tickets**

- A. Update the last page of the order ticket with dessert(s) or additional orders.
- B. Once you have made sure your guests do not intend to order any additional items, turn the fourth copy of the order ticket (and blue ticket if applicable) in to the cashier to let her know it is final and the bill can be printed.

- C. Present the check with the total amount due to the hostess of the table.  
Check periodically for payment.
- D. Separate checks are permitted.
  - 1. We can accept up to 4 methods of payment.
  - 2. Payment methods accepted: Payment may be made by Visa, MasterCard, American Express, cash or personal check.
  - 3. A signature must be collected for payments made by credit card or check.
- E. Return payments to the cashier and return the final receipt to the hostess of the table with a “thank you.”
- F. Periodically check back for the signed copy to return to the cashier, if it is a credit card receipt.
- G. Do not accept tips. If the Tea Room patron member chooses to leave change, it is considered a donation to the Junior League of Houston. Turn any donations left on the table in to the cashier.

## **XI. Clearing**

- A. Group like things on trays set up for dirty dishes.
- B. Glassware goes on a cork tray and plates; coffee cups and flatware go on a non- corked tray.
- C. Do not scrape plates. Stack them and remove all silverware and place it in a flipped over warming top with a napkin inside of it.
- D. Pour any leftover sips of coffee into another glass and lay coffee cups sideways off the saucer.

## **XII. Parties**

- A. If a hostess arrives with additional items for a shower or a party with gifts, then discuss where the gifts will be opened – before guests arrive. Provide a trash bag for wrapping paper and ask if a cart will be needed for moving gifts or flowers to cars.
  - 1. \*Ideally they will open them in the lounge so you can clean the Tea Room.

- B. They will be charged a \$2 plating fee for any desserts that are brought in to the Tea Room.
- C. Any no shows will either be charged as a donation to the league or they can get the food to go.

**XIII. End-of-Day Duties**

- A. Clear all water and tea pitchers and coffee off the sideboards and return to the Kitchen before leaving for the day.
- B. Empty remaining rolls from the bottom drawer of the bread warmer.
- C. Place any potted plants on the hutch near the Kitchen entrance.
- D. Return salt and pepper to the pantry between the Tea Room and the Kitchen.
- E. Put dirty linens in the blue hamper, which is in the pantry between the Tea Room and Kitchen.
- F. Wipe off the tables with a hot rag. Rags are located by the hot tea bags. Use hot water from coffee maker.

**XIV. Shift Sign-Up and Absences**

	<b>Actives</b>	<b>Head Actives</b>	<b>Provisionals</b>
<b>Weekday</b>	3.5 Hours Credit / Shift 19 Shifts Total	4 Hours Credit / Shift 17 Shifts Total	3.5 Hours Credit / Shift
<b>Weekend</b>	N/A	5 Hours Credit / Shift 14 Shifts Total	4 Hours Credit / Shift
<b>Total Hours Needed</b>	66 Hours	66 Hours	21 Hours <i>Total may be reached through completion of any of the Tea Room shifts available to Provisionals.</i>

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## Tea Room Contacts

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### Tea Room Server Questions

**Melanie Lilienstern** | Tea Room Support Assistant Chairman Server  
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**Alex Haley Willis** | Tea Room Support Chairman  
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**Alyssa Rains Merryman** | Tea Room Director  
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### Tea Room General Questions

**Malcolm Rowland** | Tea Room General Manager  
Tea Room Front Office 713.871.6673

### Tea Room Pantry

713.622.5965 | Tuesday – Saturday: 10 a.m. – 3 p.m.