

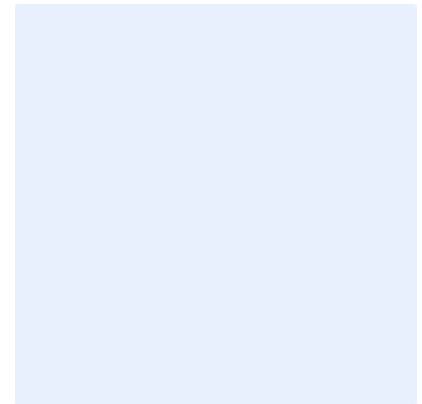
**[Enter Restaurant Name]**



**BUSSER**

# **TRAINING MANUAL**

**[Edition or publication date here]**



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## Introduction

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Congratulations on your employment as a Busser at [Restaurant Name]! We will provide you with the training you need to be successful. As a Busser you'll be an important part of each guest's experience in our restaurant. We take great pride in serving quality food and maintain an extremely clean restaurant. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day.

The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to questions you may have regarding the operating procedures for [Restaurant Name].

Once again, welcome to the [Restaurant Name] Team!



## Busser Functions & Responsibilities

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Welcome! You are now part of a TEAM dedicated to providing the very finest in dining and courteous service to every guest who walks through the doors. Hospitality is our keynote and "You Can Make A Difference" is our key phrase: both are essential to our continued success.

As a busser, you are successful by being a team player and . . .

### GENERAL JOB GUIDELINES AND RESPONSIBILITIES

- Ensuring the cleanliness of the Restaurant, inside and out.
- Ensuring the cleanliness of the restrooms, on a consistent basis.
- Assisting with the cleanliness of customer service areas: i.e., tables, chairs and booths, and the floor.
- Assisting the host with seating rotations by rapidly cleaning tables, chairs, booths, floors; and, by notifying the host of available seating.
- First customer service point by greeting customers when pouring water.
- Assisting sales staff with specific needs for the table: i.e., clearing plates, bringing fresh silverware, refilling coffee, tea, water, and crumbing table.
- Assisting bartenders with needs for the bar: i.e., glassware, bus tubs, juices, ice, etc.
- Assisting the kitchen by bringing dirty plateware, silverware, and glassware to the kitchen, and restocking the service stations with clean plateware, silverware, and glassware.
- Stocking service stations with food service items: i.e., coffee, cream, cut lemons, soup spoons, iced tea spoons, etc.



- You are a total team player that provides services that link all employee departments together, while having customer contact, ensuring 100% guest satisfaction.

As a [Restaurant Name] Busser, you are responsible for:

- Bussing and setting tables.
- Restocking bus stands.
- Maintaining cleanliness of the entire Restaurant, inside and out.
- Assisting other departments (door, service staff, etc.) when necessary.

Your efficiency and speed contribute to customer turnover, which is a vital aspect of our high volume Restaurant.

In your interactions with customers, you are expected to uphold our standards of excellent service and hospitality.

## RESPONSIBILITIES

- Keep server prep area clean.
- Spot sweep server prep area floor.
- Assist in checking restrooms (every 15 minutes).
- Assist in maintaining general cleanliness of the entire Restaurant.
- Keep all stations fully stocked with glasses, coffee mugs, silverware, assorted spoons, lemons, etc.
- Bring back all dishes, glassware, silverware, etc.
- Spot sweep Restaurant and bar floor.

**REMEMBER: [Restaurant Name] IS TEAMWORK ORIENTED. HELP OTHER EMPLOYEES AND THEY WILL HELP YOU!!**



## FLOOR PLAN

You will be required to identify the following areas of the Restaurant:

- Station Numbers
- Table Numbers
- Front Bar
- Restrooms
- Location of Pay Phones
- Schedule Bulletin Board
- Time Clock Computer



## QUALITIES OF A GOOD BUSSER

### Efficiency And Speed

A good busser must be able to perform his or her job duties thoroughly, in order to support the service staff and hosts; and, must be fast to keep up with our volume of business.

### Customer Consciousness

The customer is the most important person at [Restaurant Name]. Even though direct customer involvement is not part of your job description, you should be alert to customer's needs. This may involve giving directions to the telephone or restrooms, finding a server or Manager to help a party, and many other small services. The most important thing is to care about our customers and recognize their needs.

### Attention To Cleanliness And Sanitation

Much of a busser's job is involved with maintaining standards of cleanliness in the store. A good busser must be aware of our standards and must be able to work quickly and maintain them.



## DISH ROOM RESPONSIBILITIES

On some shifts Bussers can also be responsible for helping out in the dish room. As we've discussed, teamwork is essential for success in the restaurant business. Here are general procedures for washing dishes.

1. Stack dishes in dish racks. Do not stack dishes on top of each other. To clean, water must have access to both sides of dishes.
2. Glasses, cups and bowls should be turned upside down so they will not fill up with hot water.
3. Plates and all flatware should be stood up edgewise.
4. Dishes should be allowed to air dry for 1-2 minutes before removing from racks. Do not towel dry. Towel drying will contaminate the dishes.
5. Don't touch the surface of any glasses or plates that a guest's mouth will touch.
6. Store cups, bowls, pots, pans, etc., upside down.
7. Handle silverware and other utensils by the handles only.
8. Always store kitchen utensils at least 6 inches off the floor in clean, dry areas.
9. Inspect all items coming from the dish machine –
  - Be certain there are no stains or spots.
  - All items are clean and free of food.
  - No soap on any items.
  - No chips or cracks.
  - Dishes come out hot from 140° rinse water.



## Alcohol Awareness

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Alcohol Awareness is a growing concern within the Hospitality Industry nationwide. By recognizing the "early" signs of intoxication, monitoring your customer's consumption, and treating them as you would a guest in your own home; you fulfill your responsibility and protect the guest.

### TO SERVE OR NOT TO SERVE?

By understanding and fulfilling your responsibilities...

#### YOUR ROLE:

- Observe
- Monitor
- Report

Assisted by the guidance and support of management...

#### YOUR MANAGER'S ROLE:

- Confirm
- Confront
- Resolve

### WITH ADHERENCE TO THE COMPANY'S POLICIES...

- We will not knowingly admit obviously intoxicated or underage customers to the bar.
- We will not knowingly serve alcohol to an obviously intoxicated or underage customer.
- We will offer alternatives to alcohol.
- We will create an atmosphere to promote responsible drinking.
- We will make a reasonable attempt to prevent obviously intoxicated customers from driving.



**... WE CAN ACCURATELY AND CONFIDENTLY ANSWER THAT VERY IMPORTANT QUESTION.**

- Responsible service of alcohol requires a team effort.
- Know and watch for the signs of intoxication. If there is any question, avoid further service and report to a manager who will make the final decision and determine whether the guest should remain or leave.
- If you know what it takes to get someone drunk, you can prevent it by monitoring their consumption and offering alternatives.
- Do not allow drunks to come in, and do not allow intoxicated guests to drive.
- Hospitality is our business. Beverage service is only one element.
- Cooperation between employees and management allows us to exercise a degree of influence on the behavior of our customers that will result in an atmosphere of responsible drinking.
- This is just a portion of our company Alcohol Awareness program. A complete handbook with certification test is provided at orientation.





## Kitchen Sanitation & Cleanliness

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The responsibility of management and staff to protect the public from food borne illness is fundamental. A food borne illness is simply a disease that is carried, or transmitted, to human beings by food.

Throughout your training, you will receive information concerning proper temperatures of food storage and serving, as well as, cleanliness standards, proper use of chemical cleaning, and disinfectant products. It is our #1 objective to operate the restaurant at the highest level of sanitation and cleanliness for the benefit of our guests and employees.



### MAJOR CAUSE OF FOOD BORNE ILLNESS

- Poor personal hygiene
- Employees with an infectious illness
- Improper food handling & storage
- Unsafe food holding temperatures. Food left in the danger zone of 40° to 140° for four or more hours.
- Unsafe reheating & cooling of foods
- Unsanitary dishware, utensils and equipment
- Cross contamination - the transfer of harmful microorganisms from one food product to another
- Improper chemical storage
- Food left in the danger zone of 40° to 140° for four or more hours. Keep all foods out of the danger zone of 40° to 140°.
- Keep hot foods hot, and cold foods cold.

- Handle foods quickly during delivery, and put refrigerated and frozen foods away as soon as possible.
- Sloppy personal hygiene habits will not be tolerated.
- Do not prepare food a day or more before serving.
- Do not serve food that is not completely cooked.
- Thaw foods in refrigerator, microwave, or under cold running water for not more than 2 hours, followed immediately by cooking.
- Avoid preparing food in advance, unless absolutely necessary.
- Inspect Foods thoroughly for freshness and wholesomeness upon receipt, cooking, and serving.
- Only use sanitized equipment on table surfaces.

### **ALWAYS WASH YOUR HANDS AFTER YOU**

- Smoke, eat, use the restroom; touch money, raw foods, or your face, hair or skin; cough, sneeze, or blow your nose
- Comb your hair, handle anything dirty
- Before and after taking a break



### **DISPOSE OF WASTE PROPERLY**

- Take garbage out frequently.
- Keep garbage areas clean and sealed.
- Clean and sanitize garbage cans regularly.
- Store soiled linen in a laundry bag or non-absorbing container.

### **KEEP INSECTS AND ANIMALS OUT BY**

- Keeping doors closed.
- Taking garbage out frequently and keeping garbage areas clean.

- Report any holes where an animal can enter.
- Do not provide a free meal for any animals.

### **HANDLE ICE AND TABLEWARE PROPERLY**

- Use clean scoops or tongs to pick up ice, do not use hands or glass.
- Store scoops or tongs in a clean container, not in the ice.
- Do not store any food or beverage in the ice.
- Avoid touching food contact surface with dishes, utensils, etc.

### **AVOID CROSS CONTAMINATION FROM ONE FOOD ITEM TO ANOTHER**

- Keep separate cutting boards for raw and cooked foods.
- Never mix leftovers with fresh food.
- Store fresh raw meats, poultry, and fish on lowest racks.
- Sanitize thermometers after each use.
- When thawing raw foods in the refrigerator, place them on the lowest shelf.



### **STORE FOODS AND EQUIPMENT PROPERLY**

- Cover, label, and date foods in storage.
- Do not store food in open cans.
- Store new foods behind old ones.
- Store food off the floor and away from the wall.
- Check temperatures of refrigerators and freezers daily.
- Defrost freezers as necessary. Frost build up causes freezers to warm up.

- Dry goods and storage areas should be cool and dry for good storage.
- Do not store food or equipment under exposed server lines.
- Keep storage areas clean.
- Store all equipment so that dust cannot settle on it.
- Store chemicals and pesticides separately from food.

## PERSONAL HEALTH

- Stay at home if you have the flu, sore throat, fever, diarrhea, vomiting, headache or dizziness.
- Contact the restaurant and speak to a manager if you are sick and feel you need to say home.



## Safety

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In addition to a clean and sanitary environment, [Restaurant Name] provides a safe environment. One of our goals here at [Restaurant Name] is to operate an accident-free restaurant. A safe restaurant takes teamwork and effort on everyone's part. Everyone who works with cleaning chemicals will receive training on the use of those products, and will be tested following the guidelines of OSHA Hazard Communication Standard, Title 29 Code of Federal regulations 1910.1200.

Safety meetings will also be used to review information presented from the initial training, and a safety representative will be selected for the Employee Associate Board of Directors. Management's role is to provide the daily monitoring of safe work practice developed from these meetings.



Whenever you see a potential hazard, or something you notice as unsafe, notify a manager immediately.

Here is a list of guidelines to follow for safety and sanitation:

### **WHEN CLEANING STATIONARY EQUIPMENT**

- Unplug equipment, and make sure hands are dry.
- Disassemble.
- Wash removable parts in dish machine, or three-compartment sink.
- Wash and rinse stationary parts.
- Sanitize food contact surfaces with sanitizer.
- Air dry before reassembling, without touching food contact surfaces.



## PREVENTING FALLS

- Wipe up spills immediately.
- Use "wet floor" signs.
- Wear shoes with non-skid soles and heels.
- Keep aisles and stairs clear.
- Walk, and do not run.
- Follow established traffic patterns.
- Do not carry anything that blocks your vision.
- Keep drawers closed.
- Use ladders properly; never use chairs, tables or boxes. Do not stand on top of ladder, and do not over reach.
- Use handrails on stairs.
- Turn lights on to see.
- Never run in the kitchen. The floor may be wet.
- Never leave anything on the floor including ice from the ice machine.



## PREVENTING ELECTRIC SHOCK

- Never touch electrical equipment with wet hands, or while standing in water.
- Unplug equipment before cleaning or disassembling, to avoid shock.
- Do not yank plugs out by cord. This can cause damage to the cords, which may then cause shocks.
- Report damaged and worn plugs and cords to your supervisor.

## LIFT PROPERLY

- Plan it. Do you need help? Could you use a cart? Where is it going? Which route is best?
- Get ready. Spread feet apart, shoulder width. Put one foot slightly in front of the other for a good support base. Squat down with back straight and head up. Do not bend over from the waist! Grip the object firmly with both hands. Keep elbows and arms close to body. Tuck in chin. If lifting a tray, squat down alongside the tray and slide the tray onto your shoulder and hand.
- Lift it! Straighten your knees slowly and smoothly to a stand. Avoid doing this in a quick or jerky manner. Do not lift and twist at the same time.
- Move it! Keep object close to you. To change position, move your feet and entire body. Do not twist from the waist. Look where you are going and call out "coming through" as needed.
- Set it down! Bend your knees slowly and smoothly. Slide load into place; watch your fingers and toes.



## MOVING A CART PROPERLY

- Push rather than pull.
- Spread feet wide, one in front of the other with your front knee bent.
- Keep back straight.
- Slowly push into the cart with your body weight, using your leg muscles to do much of the pushing.
- Push slowly and smoothly. Avoid sudden motions or twisting your back.

## PREVENTING CUTS

- Know how to operate equipment.
- Pay attention when using sharp equipment. Never touch edges of sharp blades.
- Use guards when provided on equipment.
- Use tampers to push food into equipment.
- Turn equipment off before adjusting.
- No loose sleeves, ties, or dangling jewelry should be by equipment
- Use knives carefully.
- Carry dishes and glassware carefully.
- Sweep up broken glass; do not use your hands.
- Use special container to dispose of broken glass, dishes, and other sharp objects.
- Remove can lids entirely from cans, then dispose of them.



## PREVENTING BURNS

- Pay attention when working around hot equipment.
- Use dry potholders or towels when handling hot equipment. Wet or moist towels will serve as conductors of heat.
- Keep pot handles turned in from the edge of the range and open flames.
- Avoid overfilling containers with hot foods.
- Get help lifting heavy pots of hot foods.
- Open lids of pots and doors of steamers away from you, and do so slowly, to avoid a steam burn.
- Stir foods with long-handled spoons.

- Warn others of hot surfaces.
- Let equipment cool before cleaning, and do not use wet rags.
- Do not put icy frozen foods into the fryer. Put foods slowly into the fryer and stand back to avoid being splattered.
- Strike match before turning on gas equipment, to avoid a flare-up.
- Wear closed-toe and closed-heel shoes that do not absorb liquids.
- Warn guest of hot dishes.

## PREVENTING FIRES

- Smoke only where allowed.
- Do not turn your back on hot fat, as it may burst into flames.
- Keep equipment and hoops from grease build up because grease causes many food service fires.
- Do not set the fryer at too high a temperature.
- Store matches in a covered container, away from heat.
- Keep garbage in covered container, away from heat.
- Store chemicals away from heat because many chemicals are flammable.



## SAFE CHEMICAL HANDLING

- Do know where the material safety data sheets are posted, and read them.
- Do read the labels of all products, before you use them.
- Do follow the directions for proper storage, handling, and use for all chemicals you use.
- Do ask your supervisor any questions or concerns you may have about using a certain products.
- Do know how to call for medical help, in case of an emergency.
- Do not ever mix chemicals together.

- Do not store chemicals in unmarked containers.
- Do not store chemicals in or close to food storage, preparation, or serving areas.
- Do not leave aerosol spray containers near heat or spray close to an open flame.
- Do not dispose of any empty chemical container until you have checked on the label for how to do so.

## READING THE MSDS (MATERIAL SAFETY DATA SHEETS)

- Read product name.
- Fire hazard - explains if the product can catch fire or explode.
- Health hazards - explains effects of over exposure and first aid procedures.
- Spill precautions - explains steps to take in case of spills.
- Special protection - describes any special measures, such as goggles and rubber gloves, used to decrease exposure and risk.





## The Guest

### Never underestimate the importance of a guest!!!

- A guest is not dependent upon us -- we are dependent upon him (or her).
- A guest is NEVER an interruption of our work - he is the purpose of it.
- A guest does us a favor when he comes here -- we are not doing him a favor by serving him.
- A guest is part of our business -- not an outsider.
- A guest is not a cold statistic -- he is a flesh and blood human being with feelings and emotions, like our own.
- A guest is a person who brings us his wants -- it is our job to fill those wants.
- A guest is deserving of the most courteous and attentive treatment we can give him.
- A guest is the lifeblood of **[Restaurant Name]**.



### YOU MUST BE ABLE TO SERVE MANY DIFFERENT TYPES OF GUESTS

To make appropriate selling suggestions, and give good service, it is helpful to recognize and know how to handle all types of guests. For example

<b>THE TIMID GUEST:</b>	Genuine interest and patient understanding will put this type of guest at ease. Even a comment on the weather can make him feel at home.
<b>THE AGGRESSIVE GUEST:</b>	This type must be handled in a courteous and businesslike manner. Kindness and politeness can often change him into a steady and appreciative customer.

<p><b>THE FUSSY GUEST:</b></p>	<p>This is one of the hardest guests to please. Try to stay one step ahead of him by learning the things that irritate him. Be sure to have everything just right, before serving the fussy guest. Remember all of the little things the fussy guest especially likes, even when they may seem peculiar to the average person.</p>
<p><b>THE OVER-FAMILIAR GUEST:</b></p>	<p><i>Be courteous, dignified, and avoid long conversations. Stay away from the table, except when actual service is needed. Never try to give a wise crack answer to a smart remark. You will only cheapen yourself and lower yourself to the same level as the rudeness of the guest.</i></p>
<p><b>THE GUEST WHO IS ALONE:</b></p>	<p>Don't call attention by asking if he is alone. Seat him where he can see what is going on. The guest may be lonely and want someone to talk to. Be friendly, but don't neglect other guests. With nobody to talk to, time seems long, so serve as quickly as possible. This could be your most critical guest.</p>
<p><b>THE NOISY TROUBLE-MAKER:</b></p>	<p><i>Don't be drawn into arguments. Speak softly. Don't antagonize. Refuse to participate in criticism of management, the establishment, or other personnel.</i></p>
<p><b>THE BLIND GUEST:</b></p>	<p>Seat blind people with a dog so that the dog will not be noticed. Never hover over blind customers. Always stand near enough to help if needed. Issue menus in Braille to the blind guest. Always make a blind customer feel appreciated and important.</p>
<p><b>GUEST WITH HAND OR ARM INJURIES/DISABILITY:</b></p>	<p><i>Seat as quickly as possible. Be helpful, ask if you may assist them, but do not be too eager. Be considerate; do not call attention by hovering. Seat wheelchair guests at a table on ground level do not block an aisle. Always make a disabled guest feel important and accommodated.</i></p>

## CUSTOMER COMPLAINTS



Any time a customer has a complaint, always deal with them calmly and get a Manager immediately. This is important for complaints in person, as well as over the telephone. Our goal is to take a negative situation and make it a positive one. Apologize to the guest for any inconvenience, and get the Manager immediately.

## BIDDING FAREWELL

We have four distinct objectives with every departing guest:

1. To make sure their experience in our Restaurant was pleasurable.
2. To thank them, by name, for their patronage.
3. To invite them back for another visit soon.
4. To make sure their last impression is a positive one.

Host staff, bussers, servers, and managers all have the responsibility to bid our departing guests farewell. Here is the behavior associated with a farewell that is guaranteed to generate a repeat visit:

- Help guests on with their jackets or coats.
- Open the door for every departing guest.
- Thank guests by name and invite them back for a specific occasion: "Come back and enjoy our [weekly special, new promotion or special event]"
- It takes only a fleeting moment to wrap and deliver it, but the memory of it can last a lifetime. It's the only thing people can wear that never goes out of style. And, one size fits everyone. It is called a "Smile."







## Personal Appearance

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Your overall image is our image. You make a distinct impression on each of our guests. The image you create can enhance or detract from our overall concept and the way our Restaurant is perceived in the minds of the guest. You are entrusted with handling our guests' needs and must, therefore, reflect cleanliness and wholesomeness at all times. Always remember . . .

- You are responsible for keeping your uniform neat and clean at all times. There is no excuse for reporting to work out of uniform.
- Do not wear scented lotion on your hands, as it clings to glassware.
- A smile is part of your uniform.
- At no time will employees chew gum or eat while in the public areas of our store.
- Do not report to work with an un-pressed or dirty uniform, or un-kept hair.



### UNIFORM

When you walk through the front door of the Restaurant, "**YOU ARE ON.**" You will be informed of the uniform requirements when you start with us. Your designated uniform also includes a **CONTAGIOUS, ENTHUSIASTIC ATTITUDE**. You are required to enter the building for your shift in **FULL UNIFORM**. You are also required, when you leave the building, to be in **FULL UNIFORM**.

Your uniform also includes the following, without exception:

- At least two pens
- Lighter
- Smile

## DINING ROOM DRESS CODE

[Restaurant Name] is a [Description] restaurant, that requires [Description] attire.

**NOTE: Attire must be checked as guests enter the front door, NOT after they have already waited for a while in the bar. If you are ever in question, or if any problems concerning dress code occur, get a Manager immediately.**



## Hours of Operation

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In the general information book located at the Hostess stand, there is a list of operation specifications. These are subject to change, and will be updated from time to time. Currently, the hours of operation at [Restaurant Name] are [Opening Time] to [Closing Time], Sunday through Thursday; [Opening Time - Closing Time] Friday and Saturday, The bar may stay open one hour later than the kitchen, and the Manager on duty will inform you of last call.

These times are subject to change. The Management team will keep you informed.



## Specials & Features of the Day

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Each day at pre-shift meetings, that day's Specials will be discussed at [Restaurant Name].

We offer daily specials for three reasons:

1. To add variety to our menu
2. To allow our customers the best of seasonal items.
3. To allow us to test items for future menu development.



These specials may include a drink special, an appetizer, a salad, a pizza, an entree, or a dessert item.

In addition to placing a "special" card on the table, you as the server will present the "specials" verbally. This enables you to describe them thoroughly, and answer any questions the customer may have.

When presenting the specials, you should start with drink specials, then appetizers, soups, and entrees. In describing the specials, you must use adjectives, which will entice the customers.

### Bad Example:

**"Tonight we have New York strip with Vegetable Medley."**

### Good Example:

**"Featured this evening is the tender New York Strip, wood-fired and served with fresh sautéed vegetables. The blend of hickory and oak add to the flavor of the juicy steak, complimented by the crisp combination of broccoli, cauliflower, carrots and squash."**

It is obvious which of these descriptions sounds more appetizing, and reflects your confidence in the special. If you are not sure which adjectives you should use, ask your fellow sales staff or manager on duty how they would describe the special. You may find that incorporating others' verbiage helps your special descriptions sound appealing.



## Promotions

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Be aware of all in-house promotions that are currently in action, and those that are upcoming. Your Management team will notify you of all promotions at the daily pre-shift meetings. Advertising brings the product to the consumer; promotion brings the guest to the product. We have found that our sales volume increases when special promotions occur. We expect all staff to promote all activities with enthusiasm. Our biggest return should be from word-of-mouth through our staff. An example of a promotion may be the annual "Mardi Gras Party". As a Busser you may recognize a lunch customer invite them to come in and participate. When that guest leaves after lunch that day, thank them by name, and say, "Come back for happy hour our Margaritas are unbelievable." You have just successfully completed the "Sell to Sell Again" creed of our Restaurant. You enrolled a customer into an activity that day, and encouraged them to participate in an upcoming promotional activity. You, through your knowledge of in-house promotions, have just increased our sales potential.



## Lost and Found

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All items found are turned into a Manager, or the Door personnel, and immediately listed in the Lost and Found Log. The Manager then places items in the Lost and Found area in the back office, as soon as possible.

During operating hours, any inquiries made by a guest, regarding lost items, should be directed to the front door. A Manager or Host/Hostess will list any guest with a report of a lost item, along with its description, in the Lost and Found Log. This log should be returned to the back office at the end of the night.

The log is kept in the office during the day, so that the Office Manager may answer phone inquiries. The opening Host/Hostess will pick up the log at the beginning of the shift, so that they may answer and record inquiries. Articles found in the facility are kept for two weeks, and not claimed, will then be donated to a charitable organization.



## Performance Standards

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- We will make sure that the parking lot, sidewalk and entryways are always free from debris.
- When cleaning a restroom, we will collect glassware, clean sinks, sweep floor, check toilet paper, and soap supplies.
- We will clean restrooms and sign off on restroom maintenance sheets every 15 minutes.
- We will keep any and all ledges and resting places clear of glasses, ashtrays, napkins, etc., and the floor swept, which will maintain a pleasant environment for our customer's.
- We will bus tables quickly and efficiently, and keep bus stations stocked, understanding this is essential in teamwork and in turning tables.
- We will keep a high level of communication between the Bussers and Host staff, which is necessary to the flow of the Restaurant.
- We will make sure that our floors are always spotless.
- We will greet and bid farewell to all of our customers.
- We will clean and sweep bar area, maintaining a safe and sanitary area for our customers.



AND . . .

- We do not have "go cups" under any circumstances. No one may take any bottle or glass outside of the building.
- We do not keep purses or any personal belongings for the customers. This includes employees when they are in on their off nights.
- Advise a Manager of any customer who appears to be intoxicated.



- IF YOU ASK TO LEAVE...YOU CLOSE.
- If you fail to show up for a shift, you will meet with the General Manager prior to your next scheduled shift.
- Notify a Manager of anything out of the ordinary, or any possible problem.
- A smile and friendly attitude are part of everyone's uniform and will increase your income.
- All employees are required to have a telephone number where they can be reached.
- If you notice anything in the Restaurant that is broken or damaged, notify a Manager.
- Do not leave your station on break without checking with a Manager.
- Do not eat, drink, or smoke while on the floor.
- You must be in your station working in completed uniform at your scheduled time.
- A Manager must approve all schedule changes.
- If you wish to continue to have a break area, keep it clean. Do not leave glasses, ashtrays, napkins, etc., laying out.
- You must clock in and out as scheduled. **BE ON TIME!**
- Print a copy of your schedule each week. Do not call up to the Restaurant to find out your schedule. You are responsible for knowing your schedule.
- You may not receive personal phone calls at the Restaurant, except in a real emergency. Please inform your friends and family.
- Schedule requests are due by the Saturday prior to the Thursday posting. Leave them in the designated area.
- You may not come into the back of the house after you have been drinking. You may not take drinks into the break room.



- If you want to return to the Restaurant after work and have a cocktail, maintain a very high standard of behavior and leave at last call.
- If you have a suggestion on how to make the Restaurant run more efficiently, please give them to a Manager.
- Remember to enjoy yourselves and have fun while you are here. Let the Managers handle all problems, big or small.
- You will greet your guests with:
  - a) A smile
  - b) Your name
  - c) A welcome
  - d) Promotional information and specials
- When your guests leave, you will thank them for coming and invite them back.
- You will clean stations during your shift - EVERYTHING from floor to ceiling.
- No more than two cigarette butts per ashtray. Cap them properly.
- Teamwork is ESSENTIAL.
- Do not grab glasses from people's hands at last call. Find a Manager, and let them assist.



## FRONT OF HOUSE BEHAVIOR

There is to be no yelling or arguing in the front of the house. If you have a problem with a customer, DO NOT ARGUE, keep calm, and get a manager. The same applies to employee relations. No yelling or arguing, - get a manager.

## EATING AND DRINKING

There is to be no eating or drinking in the front of the house at any time. Food is only to be eaten during management approved breaks in appropriately designed areas.

## AFTER SHIFT BEHAVIOR

Employees may not sit with customers at a table or at the bar while in uniform. If you are visiting the restaurant off duty, you are still a representative of [Restaurant Name]. For this and other reasons, we will appreciate you maintaining a very high standard of behavior.

## OPENING, RUNNING, CLOSING DUTIES

Every shift at the restaurant has opening, running, and closing duties. These duties are posted in the server stations and behind the bar. These duties are extremely important in assuring smooth daily operations and ongoing quality service. These duties require teamwork, and through teamwork, we will maintain excellence in service.

Opening and closing duties will not be considered complete until approved by the Manager on duty. Running duties refer to ongoing duties while the Restaurant is open for business. The responsibility of making sure these duties are being done during the shift, is that of you and your teammates. Each position of the Restaurant is assigned its own duties. Some duties will require individual effort, while others will require team effort.





## Conclusion

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There is a lot of information contained in this manual! Believe it or not, however, there is even more information that is not.

We have given you the basics, as we view them, and how we would like them to be conducted. There is no section in this manual concerning "Teamwork." The reason for this is that we feel this topic falls under the "Common Sense" category. We expect the host staff at [Restaurant Name] to possess this common sense from the word "GO."

We want you to use the service tips in the manual, along with your common sense, and above all, YOUR individuality, to help create an atmosphere that will encourage good times for our customers, and yourself. If this happens, you will be ensuring the success of not only [Restaurant Name], but also yourself.

GOOD LUCK!!!

