

Server Training

The tour.

Entry Way/Host Stand-

The OPEN sign needs to be plugged in before every shift. Here you find the parking lot lights, entry chandelier, porch lights and lights at the top of the stairs are all located to the right of the doorway and should all be turned on in the morning and off at closing. **The front door should be locked only when all of the customers have left. It is against fire code to lock customers in the building.**

The entry way is where the print of Daniel Dawley's portrait hangs and where the printed information about the Dawley house is. Also the "wait to be seated" or "please seat yourself" sign is here. Unless the restaurant is full or there is a host we are a seat yourself establishment. When we are at capacity we change to wait to be seated, then we take names & cell phone numbers and write them on the host stand. Paper copies of the kids menus, Catering Menu, Large Party Menu, and to-go menu are here and this is where we store the regular menus on a shelf also.

Bathrooms - The entryway is also where the 2 women's bathrooms are located. At the start of each shift the bathroom lights should be turned on and the bathrooms should be checked for cleanliness, and to make sure there is soap, hand towels, tp. etc. Also please check the garbage in each bathroom. The Men's room is located off of the middle dining room. We store extra toilet paper here because men don't have purses to steal toilet paper.

Dining Rooms -

There are 3 separate dining rooms and 17 tables. The Back dining room (closest to the river & the kitchen) is where the bar is located and is usually the busiest. The lights & fan switch for this room are located in the kitchen beside the ice machine. This is where tables 1-7 are located. The middle dining room is where the server station is located and has tables 8-11. The Chandelier switch is to the right of the doorway. The Private room (closest to the street) is where we host most of our private parties. This room can seat up to 36 people and normally has tables 12-17. The chandelier switch in this room is located beside the door leading into the entry way. **TURN THE DIMMERS TO TURN OFF THE CHANDELIERS** . The Thermostat is located behind the silverware in the server station. You have my permission to adjust as needed but when its super hot it wont really matter it just runs non-stop anyway. **PLEASE DON'T HIT HOLD** – then the thermostat will return to my program after your shift is over.

Server Station -

There is a computer Station here with a printer. Gluten free menus are to the right of the printer, & the silverware rollups. This is where water, coffee, iced tea, hot tea, silverware, aprons, tablecloths, extra sugars, salt & pepper, spoons, condiments, Printer paper, crayons for kids, all can be found. Check each drawer at the start of every shift and make sure you are stocked up for every possibility. Every day starts with a fresh batch of iced tea (except January-May) and some coffee. The server cooler gets filled with ice every shift and washed at the end of every day. The broom is also kept behind the door at the server station. Check the floors at the start of every shift. The iced tea container, cooler, the grate over the drain, ice scoop and the coffee pots all get washed at the end of every day. Please return these items to the server station before leaving. The garbage must be changed & relined at the end of every day also.

Outside the Men's room

I have a buffet here with backup items for the FOH like coffee filters and hot tea, straws and picks, and in the bottom left cupboard is a red bucket with cleaning supplies for the bathrooms. Candles for

winter are stored here. The wireless vacuum for the rugs is here and the steam mop and the spray mop are all here.

Bar -

Recipes are in a black book behind the bar. This is also where we polish the glassware. EVERY GLASS GETS POLISHED. Hold the glasses up to the light and really look at them to assure no lipstick or finger prints or water spots. I use a splash of soda water to get water spots off. There are specific towels (lint free) to be used for polishing. Water glasses go back to the server station. Pint glasses go to the cooler for beer, above the computer for pop, and to the server station for iced tea. Martini glasses get put in the middle shelf of the cooler. All of the other glassware has specific spots behind the bar. Stainless steel shakers also get washed in the glass racks and they get put away on the wall by the booths. Let's make sure all of the shakers are ready at the start of every shift. Beer & white wine are kept in the tall cooler. All mixers, juices, 1/2 & 1/2 cream, chilled glasses (pints & martini) and garnishes are in the short cooler. Red wine is in the rack next to the cooler with open bottles on the ledge below. The soda gun is also located behind the bar (coke products). The cold plate is where the ice is kept. Ice must be on the cold plate for the pop to taste right. The cold plate can hold 3 buckets of ice and should be filled every day in the summer. At the end of every day the dump sink must be emptied and cleaned, and the garbage must be taken to the dumpster. The beer drain should be cleaned nightly as well.

Pouring a beer – Our draft system is heady. Get two glasses, pour half of a beer in each glass and let them settle so it takes half the time then marry the two beers. Its weird. I know. But it works until I go a new path.

The bar is also where the cash drawer is located. Every check should be presented in a black book and closed as you go along. At times we will get too busy and they will stack up, just make sure they make it safely back behind the bar where we can deal with them later. I will cover the computer, the credit card processor, and closing checks later.

Kitchen -

This is where the magic happens. You should check at the start of every shift to find out the "soup du jour" and the flavors of soup & ice cream. After you know what you need to know GET OUT OF THE KITCHEN until you hear a bell. FOH is just a distraction and in the way back there and I need eyes on the door and ears on the phone.

When soups are subbed for sides then they go directly on the plate, but they still get crackers & a spoon. You also may be asked to plate cold sides of slaw or cottage cheese. These are located in the salad prep table. They will ring a bell when food is ready to be served. The bell is a very high priority. When you hear it you should head to the kitchen ASAP! The faster we can get that food to the table the better it will be. You will find a ticket in the window that will tell you what food to take and where to take it (unless it's a first course). Inspect every plate to make sure it looks good and is plated properly. Please stab the ticket after you have pulled the food.

Vomiting Event –

If there is a vomiting event on your shift there is a blue tub on the top of the stairs labeled CLEAN UP KIT with all of the necessary supplies and detailed instructions on how to make a solution that will kill the norovirus.

If you are experiencing vomiting or diarrhea I ask that you please stay far far away.

Dish station -

This is where all dirty plates should be taken. ALWAYS scrape & stack plates. Also make sure silverware gets soaked in the bin. Dirty linen napkins & table cloths also go back to the kitchen into the laundry basket. This should be brought downstairs and washed at least once a shift.

Basement -

This is where the walk-in cooler is located & dry storage is. Servers will need to get lemons & cream for coffee from the walk-in, and may need to change a keg. To the side of the walk-in are the bag-in-box sodas. Any time you hear what sounds like a co2 explosion coming from the basement it means you have an empty b.i.b. Simply unscrew the empty box and screw in the full one. If the pop is flat then check the co2 gauge. If it is in the red area then unscrew the empty container and screw in the back up. Wine & beer are stored down here in the cage. Straws, condiments, and garnishes for the bar, and juices are on the right side of the south wall. To go containers are up top in the middle of the basement, above the coffee & iced tea. Backups of just about everything can be found in that middle area.

Recycling goes to the basement also. There are two areas, one for liquor & beer bottles to be donated to LC Parks, and one for wine bottles.

There is also an employee bathroom in the basement that you are welcome to use but do not have to use.

Service**Appearance -**

You should look clean and professional at all times. Aprons are provided and a Crane & Pelican T-shirt can be purchased for \$7 to wear if you don't want to stain your own cloths. No painted fingernails (this is prohibited by the health dept.) hair should be tied back, no open toed shoes, no sleeveless shirts.

Opening your shift-

Morning shifts start at 10:30am unless it states otherwise on the schedule. When you arrive you should follow these procedures. Night shifts start at 4:30 unless stated otherwise, and should just have to open with 5 and down. PLEASE CALL IF YOU ARE GOING TO BE LATE!!!!!!!!!! And DON'T BE LATE!

1. Take outside sign to corner of Dodge & Cody
2. Check the answering machine & confirm reservations
3. Fill ice bin & cooler
4. Brew Iced Tea (2 brews & 1 pitcher into metal container)
5. Vacuum all rugs
6. SWEEP everywhere
7. Open & count the drawers \$300 – Write exact total in Drawer log
8. Turn on all the lights
9. Check Soup, Ice cream – update chalk board
10. Open front door & all Blinds
11. Check bathrooms
12. Cut Bar garnishes & check mixers – Sour, lemonade, IT
13. Set up reservations on tables
14. Check laundry
15. Turn on music

Seating -

We are mostly a seat yourself establishment. The door is hooked up to a “dinger” that goes off when its opened, so when possible we can make our way to the entryway to greet guests and instruct them to

seat themselves. Then we follow with menus and water. When placing menus you should also remove any extra settings at the table and return them to the server station. Every guest should have a menu and water within the first minute of being seated.

Taking Orders -

Within the first 3 minutes of being seated guests should be told the soup of the day, and any other features, and a drink order should be taken. **EVERYTHING MUST BE IN THE COMPUTER BEFORE YOU GET IT!** If you have taken a drink order you should ring it in, and “send it” before going to the bar to get it. I want a paper trail to proceed you throughout your shift. Bar tickets should be stabbed as you go. Get in the habit of “sending” everything before you walk away from the computer. Within 5 minutes they should have their drinks delivered and had an opportunity to place their order. Lunch has a much faster pace than dinner so try to keep up in the AM, but at night please don't make your guests feel rushed. The timing comes with practice.

Suggestive Selling-

While I am never going to give my servers a “script” that you have to say at every table, I do think we could all work on “selling”. The word water should be TABOO! Always suggest a beverage, i.e. “Can I start you out with a fresh brewed iced tea, or a coke?”, or at night suggest a cocktail or a glass of wine. I know it sounds corny but it works. At dinner always ask, “Would you like to add a cup of soup or a salad to your entree?” **ALWAYS** offer dessert here, and when possible try to sell some of our deliciously strong coffee. These techniques will make us all more money! Also read your guests, if they are in a hurry or they already know what they want, then skip the sales pitch.

Ringin Orders In -

Every menu item is in our computer system. How to ring items in gets easier the more you practice at it, and as you learn where all of the buttons are located. **RING IT IN & SEND IT BEFORE YOU GET IT!** I should see a paper trail ahead of everything!

When you start a table you will hit New Table. Then you must enter the table number, and the number of guests. Please take your time to make sure that this information is accurate! Wrong table numbers & guest's numbers can lead to all sorts of problems. After you have entered this information you can start ringing items in.

When you are taking the order pay attention to separate courses. If someone orders soup, and a salad, and an entree, then you should bring them three separate courses. You should also indicate your separate courses when you ring that order into the computer. Under **Special Notes** there is a button for first course, second course, and dessert course. When you are ringing in more than one course you should ring in everything that goes as a first course, then hit the first course button, then ring in everything that goes as a second course followed by the second course button.

If you are picking back up a table that you have already started then table and select that table number. Take your time and make sure you are ringing items in on the right table. If you find that you have made a mistake before you have sent the item to the kitchen, then simply hit the remove item/table button and select the items you need to remove.

Separate checks are a pain in the butt, but they happen all the time here so just get used to it. We get loads of ladies shopping during the day and most of them want separate checks, so I usually just ask. There are several ways to do separate checks. You can take really good notes, and then separate them at the end using the split checks button, or you can ring in on the proper seats as you are going and then

when you hit the split checks button just hit split by seat and you are ready to go.

Running Food

When the bell rings in the kitchen that means hot food is ready to go out the door and it needs to be our highest priority to get to the food and get it to the guest ASAP. HOT FOOD COMES FIRST. Before making drinks, before answering the phone.

When running salads/soup bring the pepper grinder. When running pastas grab the cheese grater. Put the protein in front of the guest. Always check in with your guests before leaving the table and always check back with in five minutes.

Closing Tables -

All checks should be presented in a black book. This helps keep the proper payments with the proper checks, and keeps the bill discreet. The C & P accepts cash, checks, all credit cards, and our own gift certificates. When you select a table, there are quick cash closing buttons at the bottom of the screen. These are great for single checks and they can really save time. Mostly though you will need to hit the orange Close Table button. Here you can select separate guests, have more than one form of payment, and all sorts of other good stuff. As you close a table the computer spits out a chit that we save in case we need to change anything later.

Processing credit cards happens separate from the computer system. Take your time and make sure that you are settling your checks properly, and that you are processing your credit cards properly too. We are 1717 for lunch, 1818 for dinner and 1945 for a manager. Only use the manager code to solve problems not to process cards. Please do not leave the processors unattended at the tables. Too much opportunities for something to go wrong.

Autogratiuity

You may add 20% gratuity to a party of six or more. Auto gratuity is in the computer under misc. You MUST TELL THE GUEST. You must put the subtotal before grat, hand enter the gratuity, then have the guest sign for the transaction if it's a credit card.

Gift Certificates get processed through the Gift Cert button at the top of the screen. Hit redeem gift certificate, then enter the amount of the gift cert. Then enter the gift cert #. The amount will be subtracted from the bill. If they have change coming back then a negative # will appear. Hit "yes" when the computer asks about the grat being greater than 100%. If the change back is more than \$10, settle for the exact amount of the bill, and reissue a gift cert for the remainder. To sell a gift certificate use the metal tub behind the booze and record the entry in the notebook in the tub.

Checks are acceptable (including travelers). If they leave a tip above the amount of the bill then pull the change out in cash and put it into the tip jar.

Cash goes in the drawer and the tips get put into the tip jar. Please ALWAYS keep tips separate from the drawer.

End of the Shift -

You are responsible for the following items at the end of every shift.

1. Clean & reset every table.
2. Make sure your daily cleaning duty is done. ->

3. Laundry at least to the dryer every shift.
4. PM - Server station – Iced Tea & Cooler etc. ran through dish, Lemons put away. Server garbage & Bar garbage changed **& new bags in.**
5. Restock side plates & coffee cups in server station
6. Silverware – Everything is polished and 60+ rolled silverware.
7. Take recycling downstairs as needed, bring new boxes up
8. Clean & polish & put away ALL of the glassware
9. PM - Send bar mat & sink strainer through dishwasher and bring back to the bar. Clean beer drain.
10. Count drawer down and leave \$300 in drawer, put the remainder in dated envelope with cc info. – write total in drawer log
11. Log into CC Processor as 1945, swipe right and run Closeout on cc, record tips in book – 10% tip out to Hostess & Bar
12. Place all of the paperwork in an envelope with cash (NO COINS) chits, and both credit card settlement reports.
13. Take drop to safe – Bring up some wine/beer while you're down there
14. Turn off the lights in the restaurant,
15. Close Blinds in bar room in summer
16. Lock all windows & all doors

Employee Eating & Drink policy

You are welcome to have soup & make yourself a salad while you are working. If you would like to order off the menu then employees get half off food for you (and one guest if your dining in).

All employees can have one Shift Drink for \$2. Please ring that in to the computer.