

# Master the Moments

## Guide to Service for Sun Dog Cafe

### **Sun Dog Café Mission Statement:**

Our primary goal is the Acquisition and Retention of Guests and Staff.

### **All of Life is a Stage so First, Look The Part.**

A professional arrives on time for work, composed and ready to work, is properly groomed from head to toe, with 3 pens, a clean waist apron.

#### **Appearance/Uniform**

When on duty, how you look as a representative of the restaurant is very important. Your overall appearance (hair, nails, clothing, scent, posture) is reflective of the respect you have for yourself and where you work. Good grooming and hygiene sends a very important positive message to the guest and everyone around you.

Personal hygiene is the foundation of your appearance; your hands especially should be very clean. Hair should be clean and restrained appropriately for the job position. It is appreciated if any body art or piercings are minimized during your shift.

We provide an adequate number of uniforms per person based on your projected schedule. You are always welcome to purchase additional items for uniform or personal convenience at a 50% Discount. If you want to turn in a used uniform that it worn out, we will be glad to replace it. Please go to a server or bartender and ask them to ring you up and give the receipt to a manager to get one.

#### **SDC Server Uniform**

Mgmt. will provide you with the required T-shirt or tank top, one per shift on the schedule. If you would like the convenience of additional shirts, we are glad to sell them to you at half price. If your hair is longer, please arrange your hair in a manner that looks professional and is properly restrained. You may wear black or khaki shorts, pants or skirts. No cut offs, shorts that look like bathing suits. Closed toe shoes or sneakers are required. A waist apron is required. Servers are required to use their own pens; you should have 2-3 with you at all times.

#### **SDC Bar Uniform**

There is no specific uniform for bartenders, but there are important guidelines you must follow. All are required to wear closed toe shoes. For men: a collared shirt is required or approval of management on a new looking t-shirt. Pants or shorts are acceptable, but not denim, or distressed material. For women: strive to look professional and attractive. Skirts, pants, shorts are all acceptable but no denim unless approved.

## **Set the Stage**

Next, they look at the dining room to open it or to make sure all is in good order, that ALL Tables have been properly bussed, and properly set, with table top items arranged orderly and chairs properly tucked in. Next, they attend to the service station, to be sure we have ice, pitcher of ice water, silverware, lemons, that the specials board is up to date. For bartenders, it's the same except that you will be preparing the bar for service instead of the dining room. Please see Bartender's Opening and Closing Duties

## **Study Your Lines and Act the Part**

Then the server should fill out a shift report, talk with the chef's noting the specials and 86. Only then are you ready to approach your first guest(s). Be composed and ready to serve.

# MASTER THE MOMENTS

## The 8 steps of service.

Guests have a set of expectations when they dine with us. The basic set of expectations usually includes these. Failure to perform any of the steps is below our basic standards. Let's break it down:

1. Greeting
2. Menu suggestions and daily information
3. Beverage Order
4. Food Order
5. Food Delivery
6. Check-back
7. Dessert
8. Check Presentation/Thank You/Invite the guest back

For each of the steps, guests have an expectation. For example, Guests expect to be greeted within 2 minutes, generally. Our goal is to exceed the expectation. Walking up to a guest who has picked up a menu, welcoming them and suggesting they sit down and relax is exceeding the expectation. Ignoring a new guest while you attend to a seated party is below the guests expectation.

For each step of service, we've provided ways to exceed the guest's expectations. As a professional, you will use some of the ideas and add some of your own. You will seek to master each moment in service and this will maximize your income and the satisfaction of our guests.

# 1. THE GREETING *If it moves... Greet it!*

## **What is important:**

Sun Dog Café does not have an obvious protocol for incoming guests and while we do our best to get our guests to seat themselves, many don't want to impose, so they wait for us to tell them to be seated. This awkward moment can result in the guest changing his mind about visiting. It takes mere seconds to welcome an incoming guest and explain this and it is absolutely essential to our operation. When guests are greeted promptly, it relaxes them and sets the tone for the type of service they will be receiving.

## **How To:**

You are welcoming a guest- telling them that you're glad they are here. Smile. Make eye contact. If you are unsure if they are interested in dining with us, say "Are you thinking about Lunch (Dinner/Brunch)? We will greet each party within two minutes or immediately as seated. Even when you are slammed, let them know we will soon be there to serve them, even if that is all we can do for them at that time.

## **How To Exceed the Expectation:**

Watch people for body language to gauge their interest in dining with us. Engage people who do not appear to be guests. Give them your full attention. If it moves, greet it. Pull out a chair. Ask if they would like a highchair. Ask if they would like a table near the music, or further away. Ask if it is their first time to the cafe, which gives you an opening to do the next step in service: Menu suggestions and daily information.

# #2 MENU SUGGESTIONS AND DAILY INFORMATION

## **What is important:**

You are taking charge of the experience of the party, playing the role of tour guide to a restaurant that most guest don't know much about. You are instilling confidence in the operation of the cafe by your professional approach. You are creating a first impression: imagine taking the stage in front of an audience: get their full attention by approaching and standing erect, while waiting for guests to stop talking so that you can begin service. Make eye contact with each guest-move your heads towards people as they look at you. Smile. Use the menu as a prop and show guests where an item is when describing it. Have three go to items that you can fully discuss. Suggested script: "We have shrimp Vera Cruz, a Sun Dog original: some very large shrimp grilled with a little blackening spice to bring it to life, a bit of jack and cheddar cheese and pico de gallo then rolled in a tortilla and topped with sour cream, guacamole, chipotle barbecue sauce and mango vinaigrette. Sounds crazy-tastes great!" Include you personal recommendation, always. Suggested script" "It's my favorite".

Never tell a Guest "NO". Tell a guest, "NO, BUT" If we are out of an item or can't fulfill a request, suggest an alternative. Suggested Script: "I'm sorry, but we are out of the wasabi aioli at the moment, but we can serve a sirachi roasted red pepper aioli in place of it".

### **Personal Introduction**

We find it best to give you name at the end of the first visit to the table. Suggested Script: "Thank you. If you have any questions, my name is Michael, thanks for joining us."

### **Service Standard:**

Our chefs take pride in the daily specials: the server should communicate the details and their enthusiasm when announcing them. We will tell each party what the soup of the day is, list out the "chalkboard" specials and explain any significant 86. There is nothing worse than studying a menu for 5 minutes to learn that we can't serve the item desired. While doing so we will make eye contact with each guest in the party. And there is nothing better for a chef than to see the effort he put into a special sell out because the service staff was on point. All specials boards will be up to date, and when we are Sold Out of an item, we write that over the item.

### **Suggested Script:**

"Our soup today is cream of broccoli. We have two specials today: a deep fried grouper sandwich on a baguette with a lemon caper aioli. It's really good. It comes with a choice of side dish and it's \$15. Also, we have Blackened Mahi Mahi on a bed of Josephine's local organic greens, lightly dressed with our mango vinaigrette, for \$16." Unfortunately, we are out of the local organic greens, but we are serving arugula in place of it." The word choices are very important, more on that later.

### **Exceeding the expectation.**

"Let me get you a sample of that soup" "Let me bring you a taste of that wine"

## #3 THE BEVERAGE ORDER

### **What is important:**

You are giving your party the opportunity to enhance the meal with an alcoholic beverage. After telling guests about the menu today, next mention the specials to sell beer, wine and cocktails. The bar staff are professionals whose attention to detail and care is akin to what our chefs do, so be sure to use similar approach.

“We have a number of unique cocktails on the menu, Painkillers, Bushwackers, Drunken Monkeys. Also a great wine selection by the glass, and cold beer, plus we have a drink of the day: today it’s a passionfruit mojito for \$8. There is a full list of our specialty drinks on the menu” (show them where). If we are in happy hour it’s good to mention what the specials are. We serve happy hour at the tables as well as the bar.

When delivering the bar order, be sure that you have the correct drinks and that they are presented properly. A service tray adds to the presentation of the drinks; it is like a beautiful picture frame for a beautiful picture. Service trays are required for 3 or more drinks, but recommended for all. In order to conserve precious natural resources, we do not use single service items (like our biodegradable corn cups) whenever possible-- we use glassware and washable plastic ware to get the job done. It’s just lazy to do otherwise.

Suggesting water is a good upsell opportunity. “May I bring you some water-- we have bottled flat, tap or sparkling. Which one would you like?” We keep a pitcher of ice water (melted ice makes the best tasting water because it is more highly filtered than straight tap). Suggesting swamp tea is a good upsell, only because it is a free upgrade on iced tea or lemonade.

### **Items that you prepare**

Take the same care in presentation for the desserts and beverages that you serve. We use plastic tumblers, filled with ice for soft drinks. We serve a carafe of iced tea, lemonade or swamp tea unless the guest requests a single. The carafe is unlimited, and priced per person. Proper presentation: A carafe, the necessary glasses. We put lemons in the iced cups. For unsweetened ice tea, we provide an iced tea spoon. Key Lime Pie: Premark the pie in 6 cuts, whipped cream on top and we bring clean fork(s).

Iced tea should taste very strong since it is always served with ice, which dilutes quickly.

## #4 TAKING THE FOOD ORDER

### **What is important:**

Getting the information absolutely perfectly. Good eye contact is essential.

### **Standards:**

Repeat each item back as it is ordered with an approving voice: you are confirming the order for perfect communication and through your voice telling the guest that they have made a good choice. Nod as if saying "YES".

When a menu item entails a choice, be ready to suggest the appropriate sides or ask for temperature for certain items.

### **Preferred Script:**

"May I take your order now?"

Yes, I would like the Ahi Tuna Salad, please  
Ahi Tuna Salad. How would you like it prepared?"  
Medium Rare.  
Medium Rare. Thank you.

### **Exceeding the expectation.**

Be ready with suggestions to up-service and upsell-- A half side of Caesar upgrade with a steak sandwich will make everyone happy. Who says no to a side of guacamole, when offered? Do say "thank you" when the order is complete.

## #5 FOOD DELIVERY

We prioritize delivering hot foods hot and cold foods cold, and so we will take a team approach to it. When picking up food for the table, be sure the order is complete, accurate and properly presented. If necessary, please ask the chef to correct any deficiencies in a polite and respectful manner. Know that lemons are on your side of the line and are used on all mahi mahi, shrimp and white artichoke pizzas.

Once all the food is on the table, take a moment with the guests to let them look at the food to see if there is any immediate needs. While the guests are observing the food, look at the beverages. This is a key upsell moment, and critical to both sales and service. DO NOT ask a guest if they want "anything else". Ask good questions, get better answers. Ask guests specifics. For example: "May I bring you another Drunken Monkey?" If you have served anything that might require condiments (burger, mahi sandwich, etc) bring them out with the item. Suggest hot sauce, especially our homemade version.

### **Exceeding the expectation.**

KNOW who got what order when you go to pick it up. "Here's your Shrimp Vera Cruz" is a personalization of the process. If you are making multiple trips to deliver, say "I'll be right back"

## #6 THE CHECK BACK

### **What is important:**

After the meal is delivered, a sincere check back indicates that you care about the guest's experience. Be specific. If there is a specific item you've recommended and sold, check on it individually.

Do Not Ask: "Is everything OK?". Do Not Ask "how are you doing?" These are meaningless questions. It should be better than OK, for starters. Be personal in your approach. "Was I right about the Shrimp Vera Cruz?"

Use the opportunity to recheck for all beverage refills now and at any other time you stop at the table. Always ask for the specific beverage; call the guests attention to it.

### **Exceeding the expectation:**

If anyone at the table selected an entree based on your recommendation, it's time to look at them directly and ask about the Shrimp Vera Cruz.



## #7 THE DESSERT

Remove salad and other plates that the guests have finished. Clean the table as necessary during service, without being overbearing about it.

On many occasions, our guest will want to get on their way, so we suggest having the check ready, but not visible, approaching the table with the dessert suggestion(s). If they order dessert, you can update the check. Tell the guests specifically what the offerings are. Suggesting sharing is always a nice touch.

### **Preferred Script:**

"For dessert tonight, we have our classic key lime pie and chocolate peanut butter cheesecake. Should I bring both and extra forks? (smiling and nodding).

### **Exceeding the expectation:**

Be sure that your presentation of the dessert is as good as our chef's best work. Bring the extra forks without being asked, and appropriate napkins.

## #8 THANKING THE GUEST & INVITING THEM BACK

Thanking a guest is essential. For out of town guests, invite them back for live music or brunch (if it's later in the day). People really respond to this and it is a key goal of the SDC to promote multiple visits from the same people during their stay. You know how people are, when they get treated well, they are inclined to bet on the sure thing rather than take a chance elsewhere.

### **Preferred Script:**

"How long are you on island for?" Guest answers. "Well, if you are around town tomorrow night, you might want to drop in for (Wednesday Night Jam, Sunday Night Jam, Jazz on Friday).

Or, "Are you guys doing any hiking? If you want, come here for brunch and then you can hike out on the Lind Point Trail to Honeymoon Beach, rent a kayak and make it back in time for Happy Hour"

Inviting them back helps to build a personal relationship between SDC and the guest and shows that you appreciate them coming in.

## **Get Noticed:**

When they are pleased, suggest that they give us a review on Tripadvisor, Yelp or Google. Say "It really helps us to get the word out" especially as people who have been treated well are inclined to return the favor. Ask them to mention your name since your boss LOVES it.

Build your brand and association with the cafe by sharing our social media posts and inviting people in your own sphere of influence.

## **There are Two Kinds of Servers..... Order Takers & Professionals**

Order takers get by. They know where the POS is, where we keep the ketchup, how basically to respond to a guest's needs, once the guest has told them. They understand service from a mechanical viewpoint and process the guest through the restaurant. They do get tips and assume that they are providing at least decent service. Some order takers are very friendly and this improves their standings with the guest. They think that being friendly is as good as professional and don't realize that what the guest wanted was service, and friendliness is a nice bonus, but not exactly on point for the situation. They think that casual service is the same as sloppy service. At best, they act like human vending machines, honoring the requests that are put in. Their earning potential is limited by their attitudes.

## **Professionals**

These are the people who excel at service. They respect themselves, what we do for a living and our guests. They do not simply respond to a guest's needs: they ANTICIPATE them. They understand what the basic expectations of a guest are and learn how to EXCEED them. They demonstrate their excellence on a daily basis- when they are given a special request-it's not an interruption of their routine, it's an opportunity to please a guest. When a guest has a complaint they understand that the guest is giving us the opportunity to satisfy them.

Professionals know how to read a table and they are ADAPTABLE to the needs of the guests. They watch for non-verbal clues (what are they wearing, is it a special occasion, a business function, a date?). They tailor their service according to the needs of that particular table. They understand, for example, that some tables want to become friends with you and others will be more satisfied by excellent service and a lack of interruption. They give local information, directions and advice and are glad to be asked to do so.

Professionals are personal, courteous, caring, sensitive to the needs of others, friendly and fun. They smile easily and find that the world smiles with them. Their earning potential is unlimited!

## What is Great Service?

Service can not be systematized, because it's very nature is personal. While this guide provides the necessary standards for good service, no guide could ever provide you with the means for being a professional server. It's a practice, and if you take yourself seriously, other people will too. A great server or bartender can create a memorable experience, and a mediocre one ruin your day.

A professional server will do all of the things in this guide and also understand that it is only a tool with which we demonstrate the essential: ***great service is nothing more than genuine concern for our guests***: It's not mechanical or phony. It's real. It's honest. It's all about caring for the people who choose to dine with us. From the guest viewpoint you are playing a role, that of server or bartender. The guest has a set of expectations that you must fulfill to meet at least a minimum standard. You must understand what those expectations are and seek to exceed them.

Here's an example. A guest asks a server "where is the bathroom?" Order taker response: "past the cafe across the parking lot: Professional response: "let me show you...." Taking a few steps and point, usually. This small difference is a display of genuine concern, and people crave it.

A guest says: "there is a worm in my salad" Order taker response: "Oh. Let me take that off the check". Professional response: Server lowers body posture and looks at the guest. "I am so sorry to hear that. What can we do to fix this? Would you like another salad, we have a great Caesar with the romaine lettuce that will come out of the kitchen very quickly." Solve the problem that the guest wants solved, always apologize first and listen. Then do whatever they want you to do. It's not complicated.

You are playing a role when you come to work in the front of the house. Leave your personal concerns behind-- here, you are on stage constantly, and constantly being judged. Take the role seriously and you will make the most out of your hours with us. Dress the part. Look clean and organized. Don't eat in front of a guest. If you are eating while serving in the bar, do so discreetly. If you sneeze, excuse yourself immediately and wash your hands. Don't rub your eyes or nose in front of guests. People appreciate professionalism, cleanliness and courtesy.

Everyone benefits from great service: you, your guest and the cafe. We need to pamper our guests and treat them the way you would like to be treated. Our company has been in business for over 20 years because we've built relationships with our guest

based on honesty and trust. We will do nothing to jeopardize that trust and want to make sure that you understand that you must do your part to keep up the tradition.

## **What's the Difference?**

Professional Servers make as much as 50% more money every time they walk in the door. Order takers get tipped 10-15% on average. Professionals can get as much as 20-25%. If an average shift is \$500 in sales, and you work four days a week, the annual difference is over \$10,000.

### **An order taker uses "are you ready to order?" as a greeting.**

A professional recommends daily food and drink specials to begin to get a feel for the party.

### **An order taker looks at their job as a dead end.**

A professional takes pride in our industry and realizes that they can make an unlimited amount of money in a few hours weekly and appreciates the opportunity to serve others for these rewards.

### **When asked about a menu item, an order taker says "it's good"**

A professional knows why and shares the ingredients, preparation and price for every item on the menu when asked.

### **An order taker says "do you want any dessert tonight?"**

A professional suggests and recommends our offerings, and sharing

### **An order taker says "sorry, but we're out of that"**

A professional says "I'm sorry, but we've sold out of that" and immediately suggests a similar option. We never say no to a guest. We say "No, but..."

### **An order-taker thinks that their job is to be a waiter. They wait until told to do something for a guest, then they go do it.**

A professional knows that in order to sell something they must know everything about it, and strives to learn something new each day about how our menu is sourced and produced.

The simplest way of saying this is to understand that each guest has a set of expectations and it is our job to understand them and exceed them. This service guide breaks down the moments in service, and suggests how you can master the moments.

If you look at each table touch, know what is expected and know how to exceed those expectations, you will make killer money and have a good time doing it.

## **Remember:**

The steps of service show the order and requirements for giving good service, but often, real life does not proceed in the same neat order. The key to working a busy station is to work it as if it were one table. One visit to your station might include the following: deliver entrees to table one, greet table 2, remove plates and get a dessert order from table 3. Don't ever go into your station to do one thing. Look from table to table within your station to make sure everyone is satisfied with the food and service. Never walk with empty hands.

## **When Things Go Wrong...**

Obviously, we are not going to try to make any mistakes. But we want you to know right off the bat that when we do, we are serious about resolving them, and that fixing a problem immediately and fairly can actually improve the guests perception of the service experience. Customers who stop using a business most often do so not because the business made a mistake, but because they perceived "an attitude of indifference toward the customer by the staff". If we handle complaints correctly, we will actually increase business, by proving our good intent. Encourage guest feedback--we are much better off doing triage at the table than on social media.

Always Say "I'm sorry." ALWAYS. No one enjoys reporting a problem. Thank them for letting us know. Show concern. Get the guest to state the problem in a way that suggests a solution, or ask them directly what they think is fair or how we can resolve the issue, immediately. Solve the problem; make it right-Do what you think is fair. Get other staff members to help you expedite the service. We empower our service personnel to do this via "Happy Guest" discount. When management is on property, we're here to help you as well as the guests-- just let us know. If we are not present, please tell us what happened and what you did about it, via your shift report so that we can all learn from the experience.

## **How to Sell Just About Anything**

One of the key differences between an order taker and a professional is their ability to sell. True professionals know how to sell without sounding pushy and robotic. Some people will tell you that the reason a restaurant wants you to sell appetizers, cocktails, desserts, side orders and upgrades is because it increases our profit margin. This is true. And profit is not a bad thing, btw: improvements in facilities and benefits and raises for staff members come from profits.

But what might be more important is that it also increases the guest's enjoyment, whether they buy anything additional at all. An order taker asks the party if they "want something to drink" ; a professional says "The bar is making a special drink today, it's called "Breakfast of Champions" it has fresh watermelon juice, fresh basil and absoulut citron. It's very refreshing".

In this scenario, even if the guest doesn't want the cocktail, they still understand that someone is making an effort to serve them. They appreciate the personal involvement of the server. Your helpful personality makes the difference. The difference in tip income is immediately noticeable, in part because people who are well served will buy more and you'll be tipped on higher sales and in part because you offered them choices that had the potential to increase their enjoyment of the experience. Suggestive selling adds value to the guest's service experience, increases your tips and our profit margins. It is a Win! Win! Win! Situation.

### **Best Practices:**

Mention specific items and give information about what makes that item special. Your personnel recommendation is key: tell them its popular or really good because you tasted it.

You are the expert on how to help the guest in front of you enjoy their experience with us, and it's up to you to present the cafe in the best possible way.

## **Promotions**

**Key Discount Rule: We never double discount.** Guest can choose one program or the other. If they are getting happy hour pricing, we can't punch their Free Lunch Card. Please apologize, and explain that our pricing does not allow us to do this. Realize that you will be tested and if we are inconsistent in our approach we will lose guests.

### **Locals Pricing**

There are keys available to you that let you lower the cost of the drinks for locals, \$1 Off Local Beer, for example. We cultivate and cater to our locals, knowing that they can dine with us frequently and refers us to tourists. **DO NOT DOUBLE DISCOUNT** (so you can either punch the free lunch card or discount the drinks, but not both. Let them decide which is the better deal for them.

## Who Says There's No Free Lunch?

This promotion is meant to build traffic with locals, so when you have people who are local, but not using the program, you'll want to give them a card with a punch in it. The offer is buy 8 entrees and get one free. The minimum entree purchase is



\$10. The reward is an entree value of up to \$20. Note that NO BEVERAGES are included in the offer. This offer allows locals to get an up to 25% discount on our already fair prices. No one does more for locals that we do-- they are a steady source of business in the off season and an important source for referrals in season. One punch per card per person per visit and we DO NOT combine cards when redeeming.

## 357 Happy Hour

Offered from 3:57 to 6 pm daily in the bar and at the tables. The offer is Domestic Beer \$3 • Painkillers & Call Brands \$5 • Bushwackers \$7

A word about Painkillers. We have a few. What they have in common is premium juices, fresh ground nutmeg and an orange/cherry garnish. What is different is that the Happy Hour version uses bar dark rum. The menu version uses Cruzan Dark and has a Goslings Floater.

## When it rains...

Please save menus silverware sugar caddies reset as necessary

## Server and Bartender POS Discounts & Deletions Policy

- Please familiarize yourself with how we take items off checks
- We trust and empower staff to satisfy our guests--
- Everything we consume, we ring in, even when we don't get paid for various reasons
- Let us know what you are ringing into "Open Food" or "Open Liquor" if common
- Be careful. Regarding money, we just can't have a careless attitude.

| Item Deletions   | Description   | Access    |
|------------------|---|-----------|
| Ordered in Error | Data input mistake, food not served, check not sent | FOH Staff |
|                  | Data input mistake, food not served, check sent     | FOH Staff |

| Discounts to Check | Description | Access |
|--------------------|-------------|--------|
|--------------------|-------------|--------|

### Percentage Discount Keys

|                |  |                  |
|----------------|--|------------------|
| Staff Discount | 50% Discount for Staff Member Meal, anytime. | FOH Staff        |
| Shift Drink    | 100% Discount                                | Bartender        |
| Mgmt Comp      | 100% Discount Owner, Manager only            | Requires manager |

### Open Dollar Discount Keys

|                |                                      |  |
|----------------|--------------------------------------|--|
| Happy Guest    | To Satisfy a guest complaint         | FOH, note to shift report                                  |
| Promo          | VIPs, Thank Yous, Bdays, Anniversary | FOH, advise mgmt via report                                |
| Free Lunch!    | Punch card (good for entrée only)    | FOH, attached card to check                                |
| GiftCert-Promo | Paper Gift Certificates              | FOH, include with closeout.<br>Do not deduct from Cash Due |

## Takeout Orders

Don't you hate it when you're ready for a mouth watering to go meal and oops there is no sauce, or there is no napkin, etc? Don't you hate it when a person takes your takeout order, -then you learn when arriving we had the item 86'D. Servers are responsible for the packaging of each to go order.

- WRITE DOWN THE PERSONS PHONE NUMBER on the check
- Orders must be checked against the kitchen chit- the chit stays with the order
- Check for order complete, properly presented, clean
- Add any appropriate portion control condiments: ketchup, mayo, etc.
- Add Napkins, 2x the order.
- Add Plastic Cutlery as necessary
- Place in bag, close bag, attach kitchen dupe



## Daily Side Work

Monday Morning Wipe chairs down

Monday Evening Stock to go condiments, plastic ware, to go's

Tuesday Morning scrub server station cubbies in computer area

Tuesday Evening empty salt shakers run in dishwasher refill

Wednesday Morning fill salt shakers, scrub carafes

Wednesday Evening empty pepper shakers run in dishwasher, scrub cooler

Thursday Morning Fill Pepper

Thursday Evening empty sugar caddies run in dishwasher

Friday Morning Fill sugar caddies

Friday Evening clean garbage can and areas surrounding

Saturday Morning wash trays, wipe down the umbrella stands

Sunday Morning wipe menus and check presenters

Sunday Evening clean cups and glass racks

## Dishwashing

It's a chore, no doubt, but made easier by a higher rate of pay than most anywhere else, and made easier by doing it right.

Start of the day: Turn on machine. It will fill and warm up for use. When filling racks: remember that every time you run a rack, it costs energy, chemical and mechanical which is expensive. Make sure you run full loads. Scrap and quick rinse for most plates. Face the plates towards the center of the rack where the rinse arms will be most effective. A rack takes under a minute to complete. Make sure that all service ware is clean and chip free.

# Server Conduct

- Always give the guest the right of way when walking through the restaurant. Be aware!
- Teamwork and hustle are the trademarks of every winning team.
- Never count tip money in front of a guest or staff member. Do not discuss tips at all.
- Arrive for work ready to work: properly clean and groomed, clean uniform, 3 pens. Before waiting on your first party know the soups, special items and any 86'd items.
- Guests, tables and stations do not "belong to" anyone. They are our guests, sitting in our tables, in our restaurant. We serve people as a team.
- Do your part to keep portions consistent- inconsistency loses guests faster than small portions ("what happened to the gigantic burrito I got here last week?").
- Learn how we substitute and stay consistent with the group.
- Your tables and sidework are not "extra duties". Keeping the place clean is everyone's job.
- When off duty, talk the place up. Know the promotions and be ready to invite guests in.
- The most important standard for food is "hot food hot, cold foods cold". Pick up your food as fast as you can.
- Do not point or stare at a guest. Do not shout or run in the cafe.
- Make eye contact. SMILE!!
- How to answer a phone: "This is the Sun Dog Cafe, Michael speaking. How can I help you today?"

Arrive at work on time, and have everything you need to do the job: 3 pens, scrap paper for orders, and an waist apron for servers.

The Front of House Shift Report is a helpful tool for all of us. It keeps communication simple and reminds us what you need to communicate to guests. Fill it out as soon as possible after you arrive and certainly before you approach your first table of the day.

Be sure the front of the house is in good order on arrival. If you are the opener, set the stage by following opening duties. If you are second server in, or closer recheck the opening duties and replenish on arrival.

# Server Opening Duties

## Prepare yourself

Please store your personal items appropriately  
Check your appearance: Have apron, pens, clean uniform  
Clock in and read any emails  
Check with kitchen for specials; write specials board  
Be aware of any 86 items and today's side orders and soup

## Set the stage

Wipe interior working service area in kitchen, table tops and chairs as necessary  
Set tables for three menus, wipe menus first, make sure each page is complete  
Set sugar caddy, salt and pepper, fresh flower, 3 silverware wraps  
No laundry, cardboard, personal items or trash near our area or in our garden  
Get ice  
Plug in lights over tables. Turn on lights in kitchen awning.  
Turn the dishwasher on, check level of detergents and sanitizer and rinse agent  
Set up soaking station for silverware and ramekins  
Prepare sanitizing bucket(s)  
Cut lemons  
Perform shift side duty

## Shift change midday

All dishes are cleaned and stored and All silverware rolls up to par  
Replace fresh flowers with candles  
Restock Coke Sprite water iced tea and lemonade as required  
Restock straws, cups, napkins, C Fold towels  
Wipe counters and trash area walls

## Closing duties

Bring out and light candles  
Review Specials Board with Dinner Chef, Check for 86 items per shift report.  
Perform side duty  
Cash out  
Take out trash always replaced liner immediately  
Clear tables use a tray--Do not store any glass or China on the moving cart  
Turn off table and building accent lights  
Turn off dish machine wait 10 minutes then clear dishwasher trap  
Clean and store all dishes roll all silverware  
Restock Coke diet Coke Sprite water ice tea and lemonade as required  
Empty ice and all buckets-- leave them upside down  
Turn out table lights, awning lights.

## Server's Daily Side Work

Monday Morning Wipe chairs down

Monday Evening Stock to go condiments, plastic ware, to go's

Tuesday Morning scrub server station cubbies in computer area

Tuesday Evening empty salt shakers run in dishwasher refill

Wednesday Morning fill salt shakers, scrub carafes

Wednesday Evening empty pepper shakers run in dishwasher, scrub cooler

Thursday Morning Fill Pepper

Thursday Evening empty sugar caddies run in dishwasher

Friday Morning Fill sugar caddies

Friday Evening clean garbage can and areas surrounding

Saturday Morning wash trays, wipe down the umbrella stands

Sunday Morning wipe menus and check presenters

Sunday Evening clean cups and glass racks