

Five Star Training

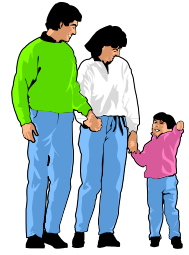
Restaurant Manuals and Policies

[Server Manual Sample Pages](http://www.five-startraining.com/)

<http://www.five-startraining.com/>

Summary of Tasks Performed by the Server

As an Xyz Server, you will have day-to-day interaction with our Guests. Sharing your “people pleasing personality” with our Guests is what Xyz is all about. In addition to buying great food, Guests are buying “great feelings”. A Xyz Guest is sure to visit us again when they have enjoyed a memorable experience.



Below is a brief summary of your duties and responsibilities you will have as a Server for Xyz. You may be responsible for other duties assigned by your Manager.

- Have a thorough knowledge of our restaurant
- Deliver professional, courteous, and efficient service to our Guests
- Greet Guests and build rapport by asking questions and initiating conversation
- Offer suggestions by using suggestive selling techniques (daily specials, cocktails, appetizers, entrees, desserts, and after dinner beverages)
- Follow the established table service procedures
- Pre-bus and maintain tables
- Complete assigned side work and duties
- Present Guests their check and settle payment
- Practice teamwork by helping co-workers
- Train and guide other Servers as requested by your Manager
- Perform other tasks as assigned by your Manager

Organization and Consolidation

Consolidation is coordinating your steps in an organized manner and working your entire station as a whole. It involves anticipation and pre-planning. In order to provide efficient service to our Guests, learn to coordinate your steps. Do not focus on one table at a time. Keep alert to your entire station's needs.

If everyone works in this way, all Guests will receive the best quality service and you will:

- Be efficient and organized
- Save energy by taking less steps
- Serve more tables and make more tips
- Create less stress by being in control of the situation and working proactively
- Prevent burnout and maintain a healthy attitude
- Handle multiple tables seated at one time

Consolidate your station by practicing the following:

- Check your entire station when refilling water and other beverages.
- If a Guest requests something from the kitchen/bar, check other Guests at the table and in your station to see if they also have requests
- Take orders & clear dishes from more than one table before entering the kitchen/bar
- If you are serving a table and another table is seated, acknowledge those Guests *before* departing the floor

After you have completed your opening duties and prepared your station for business, you are ready to start serving our Guest and performing the proper table service techniques.

I. Opening Procedures

Perform opening procedures listed below in preparation for our Guests. Due to sales volume, procedures may vary. Listed below are some of the required opening duties.

Daily Assignments

Before each shift, check the following: (see your Manager as to the location of this information)

- Your assigned table/station assignment (All table numbers should be memorized prior to your first scheduled Server shift)
- Your assigned opening, closing, and ongoing side work
- Daily food and beverage specials?
- Daily marketing and promotions (coupon specials and other offers)

Attend the pre-shift meeting and be in the dining room at the time specified by your Manager.

Please Note: Only visit the host/hostess podium to help seat Guests. Do not sit around the host/hostess area or hover over the host/hostesses. If you have a question about the seating process, see a Manager.

Complete Opening Side Work

Perform your daily opening side work assigned to you. The term “side work” refers to the duties you will perform other than those directly related to serving our Guests. Side work duties are performed before, during, and after your shift. You will be assigned varying side work tasks each day. Each day, verify your assigned duties. These duties are vital to ensure a steady flow of service.

Table Setup and Preparation Procedures

A successful business begins with a clean and organized station and work area. See your Manager for the proper tabletop arrangement and placement of table accessories. At your assigned station, make sure:

- Tables are clean and well balanced (not wobbly)
- Floors and surrounding fixtures/artifacts are clean
- Booths, chairs, and high chairs are clean
- Chairs are placed neatly under the tables
- Sweetener containers are full and clean
- Salt & pepper shakers are full and clean
- Hot sauce and ketchup bottles are full and clean
- Rolled silver has been polished and is neatly placed on the table
- Windows, walls, and ledges are clean



- Ashtrays are clean (Ashtrays are only provided for out-door seating)

Clean the floors with a broom, dustpan or hokey.

Tools of the Trade

Before your shift, always be prepared with the proper tools of the trade:

- \$25.00 cash bank (10-ones, 3- fives)
- Order pad/binder
- Three pens
- Proper wardrobe and nametag



Always make sure your wardrobe and apron (if applicable) are clean and wrinkle-free.

II. Operating Procedures: Proper Table Service Techniques

After you have completed your opening duties and prepared your station for business, you are ready to start serving our Guests and performing the proper table service techniques.

The 30 Second Greet with Powerful Introduction

Making a professional first interaction with your Guest is critical. Greet Guests within 30 seconds (after they have taken their seats) and welcome them with a warm, sincere smile, positive attitude, and lots of energy. Work together as a team to provide the full scope of service. Upon the greet, place a beverage napkin/coaster in front of each Guest.

The 30-Second Greet Achieves the Following:

- Acknowledges our Guests and shows we care
- Sets a positive first impression and creates impressive expectations
- Allows for efficient service
- Informs (the beverage napkin/coaster) your dining room Manager and co-workers that the table was greeted and recognized

If you cannot service your Guests within 30 seconds, you must immediately acknowledge their presence within 30 seconds and tell them you will be right with them. Do not ever leave the dining room until they are acknowledged. It takes only a few seconds to say, "I'll be right with you". If it is impossible to greet them on time, ask a co-worker to help. Make Guests feel welcomed upon their arrival. If at any time you notice *anyone* (whether in your, or your co-workers station) that is not greeted, greet them and tell them that you/their Server will be right with them.

Powerful Introduction: Make your introduction powerful and exciting. For example, say: "Hi, my name is Joe welcome to Xyz". Try to be both informative and lively and boast about our offerings such as beverage and food daily specials. These special gestures will show how much we care about our Guests.

Service Times

In addition to the above standard procedures, specific service time guidelines are established for each course listed below

Greeting Guests	30 seconds or less
Serving Beverages	2 minutes or less
Serving Appetizers and/or Salads	6-8 minutes
Serving Entrees	10-12 minutes
Serving Desserts	6-8 minutes
Delivering the Check	Lunch: <u>with</u> the entrée unless obvious non-business then, offer dessert Dinner: after Guests <i>order</i> or <i>refuse</i> order of desserts