



D & R Depot Restaurant, Inc.

# Server

## Training Manual



## Server Functions & Responsibilities

Successful sales and service result from confidence, which can only be developed through knowledge. We will provide you with ample material to develop the necessary knowledge and confidence in relation to service techniques, the menu and the wine list. You, as a server for the D & R Depot Restaurant must learn it.

### General Job Guidelines And Responsibilities

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- ▶ When taking an order, always look the customer directly in the eyes, and stand up straight. Never lean or write on the table. Never crouch down on your knees.
- ▶ Never handle a glass by the rim with your hand over the drinking surface.
- ▶ Never handle silverware with your hand over the eating surface.
- ▶ When handling plates or food, never let your hand touch the eating surface or the food.
- ▶ Help your guests as much as possible.
- ▶ Know your schedule.
- ▶ Know what time to be here for each shift.
- ▶ Know what the daily specials are and what they cost.
- ▶ Avoid any long conversations at any particular table. This will only upset your other customers.
- ▶ Clear your mind of everything except work when you walk in the door. When you're at the table make sure you're mind is at the table too. Guests can tell when their server is not totally mentally present with them at the table and it has a negative impact on the guests' experience and the server's tip.
- ▶ If you get behind, ask for assistance. You'll never get in trouble for asking.
- ▶ Keep yourself geared up so that you are ready for any rush. We get most of our complaints during the Restaurant's slow period.
- ▶ Don't ever stand around or lean on anything. You can always be cleaning. Kitchen doors & window, wiping shelves or office counters, cleaning coffee pots, etc. A server never goes into, or leaves, the kitchen empty handed. Full hands in, full hands out!
- ▶ Always be sure that all your food is secure when you leave the kitchen. Never attempt to carry too much. Two safe trips are better than one catastrophe.
- ▶ Always ENTER the kitchen keeping to the right. Always walk quickly, but never run. This will prevent serious accidents. Do not stand or walk in front of the swinging doors.

- ▶ If an order is delayed in the kitchen, first inform the manager, and then tell your customers. The manager will go to the table and explain the situation as well. Get your stories straight. Never hide from your customers.
- ▶ Learn to use your time wisely. When in your station, check all the tables before going back to the kitchen. Don't go to one table then go to the kitchen. Consolidate your trips. Fill up all glasses in your whole station, clear all plates, and then go on to something else. This is the secret to running volume and making more money.
- ▶ Always take out complete orders. Always ask the cook if you can start trayng your order. Everything goes out hot.
- ▶ You won't believe how patient people will be if they just see you. Don't hide from your customers. If you use this method in taking orders, you will find that your food will be out more consistently on time, and you will give much better service over all. You will have more time to converse with your customers. People look for more than just good service and food when they go out today. They want a total dining experience. They look for that little extra personal touch which only you as their server can give them. Never spend more than two minutes away from your station. No server ever made any money in the kitchen.
- ▶ Anytime you wait on a customer, put yourself in their place and ask yourself if you would be happy with the job you did at that table.
- ▶ If one person asks for something at a table, make sure you ask everyone at the table if they too would like that item. This will save you a lot of extra trips. If one person requests more tea, ask everyone at the table if they need more tea.
- ▶ When serving coffee or hot tea, always turn the coffee cup so the handle is facing the customer. Place the cup on the right side. Ask people if they would like cream when they place their order for coffee instead of making an extra trip later.
- ▶ When pouring tea or water, never handle the rim of the glass and always take the glass off the table and pour in the aisle.
- ▶ Whenever you are reaching across someone or serving in front of someone, excuse yourself.
- ▶ Always keep your fingers and thumb off the plates you serve.
- ▶ Punctuality is very important. If you get to work late, you start out behind. BE ON TIME.
- ▶ We know that servers work for tips. All people do not realize this. If you get slighted on a tip, it may be because people think the tip is included in the bill or because they just don't like to tip. The customer is NOT required to tip. If you get stiffed, it is unfortunate, but you must take the good with the bad. Any customer feedback about an employee regarding a bad tip will not be tolerated and is grounds for immediate dismissal.

- ▶ NEVER SIT DOWN WITH A CUSTOMER or friend while on duty, even if they ask you to.
- ▶ When waiting on parties of one, or an ace as they are called in the restaurant business, special attention should be paid to them. They are generally in and out quicker than other parties, and they are usually the best percentage tippers.
- ▶ The most neglected customer in the restaurant is the late customer. People who come in the last few minutes of the evening are usually the best tippers. They don't care how busy it was or how tired you are. They are here to enjoy themselves. Restaurants are noted for hurrying along late coming customers. We are not rushing them, but we must get their order because the kitchen is closing. They may sit there and enjoy their meal as long as they wish. Treat them as though they are the first customers of the evening.
- ▶ A tip should never be removed from a table while the customer is still there. Unless, however, the customer hands it to you or motions for you to come and get it.
- ▶ If you are having a problem with a hostess or another employee, go directly to the manager. Do not harass the employee.
- ▶ If you must go to the bathroom during the shift, ask someone if they will please watch your station while you are gone, and inform a manager so that they are not looking for you.
- ▶ Unauthorized persons are not allowed in the kitchen. If one appears, politely but firmly escort them out and get the manager, or whomever it was they wanted to speak to.
- ▶ No server is to change his or her station or pick up extra tables without the consent of the manager on duty.
- ▶ Tips are not included: except for parties with the manager's consent
- ▶ Never serve a salad on hot plates.
- ▶ Always check your glassware for cracks and dried food before filling them.
- ▶ Use the appropriate bakers' production sheets, waste sheets and broken dishes sheets as needed.
- ▶ No eating or drinking in front of the house during operating hours. No gum chewing or smoking EVER.
- ▶ Never attempt to adjust the lights or thermostats in the Restaurant. If there is a problem, get a manager.
- ▶ Serve food from customer's left.
- ▶ Serve beverage from customer's right.
- ▶ Clear everything from customer's right.

- ▶ **Serve women and children first, then men. This must be followed**
- ▶ Whenever you serve a course, ask if there is anything else you can do for the table.
- ▶ Never take food from under the heat lamp until the cook tells you to. There may be a delay in the rest of your entrees.
- ▶ Remove soiled china and silver after each course.
- ▶ Top off with offer of additional beverages whenever anyone is getting low.
- ▶ Bring condiments to the table before they are needed.
- ▶ Never walk away from a table without acknowledging its requests. Always complete the conversation while facing the couple
- ▶ Never assume that the change is your tip!
- ▶ **ALWAYS** use a tray when serving and clearing. Dishes should never be carried in your hands. Tables of 3 or more should be served using a larger sized tray.
- ▶ When serving entrees, ask a co-server, hostess or manager to follow you with the meals that will nit fit on your tray in one trip.

### Server Opening Procedures

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- ▶ At the beginning of each shift -
- ▶ Attend to all essentials (restroom, uniform adjustments, grooming) before work.
- ▶ Clock in no sooner than 10 minutes before the start of your shift unless told otherwise from a manager.
- ▶ Check your station.
- ▶ Check the Daily Service Board for specials, soup of the day, "86'd" items, etc.
- ▶ Conduct your station check points – **Every** table should have:
  - ▶ Tables wiped
  - ▶ Clean window sills
  - ▶ Chairs wiped
  - ▶ Condiment containers clean and full
  - ▶ Salt and pepper shakers, sugar holders, saltless salts clean and full
  - ▶ Lanterns clean of fingerprints & food particles
  - ▶ Floor clean

- ▶ Perform opening sidework and procedures listed on the Checklist for your shift.

## Server Closing Procedures

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- ▶ At the end of each shift -
- ▶ When station closes, perform the following dining rooms tasks, in addition to the sidework listed in this manual -
- ▶ Wipe tables
- ▶ Clean chairs - seats, backs and legs
- ▶ Condiment containers clean and full
- ▶ Salts & pepper shakers, saltless salt & sugars all clean and full,
- ▶ Clean floor
- ▶ Perform opening sidework and procedures listed on the Checklist for your shift.
- ▶ Cash in smaller bills
- ▶ Clock out

## Clocking In & Out

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All servers must clock in and out using the time clock in the kitchen.

At the end of each shift, you must have your time card initialed by the manager or host(ess). If a manager or host(ess) is not available, you may ask the kitchen manager or cook. This is to make sure that all of the side work has been completed, and the proper closing procedures have been followed.

At the end of the week, servers should sign the back of their time card, & write, "Tips Declared" and the amount of tips declared for that week.

## **The Guest – AGAIN! – This is Important!!!**

### 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
- ▶ A guest is the lifeblood of **the D & R Depot Restaurant, Inc.**

### **You Must Be Able To Serve Many Different Types Of Guests**

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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

- The Timid Guest:** 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.
- The Aggressive Guest:** This type must be handled in a courteous and businesslike manner. Kindness and politeness can often change him into a steady and appreciative customer.
- The Fussy Guest:** 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.
- The Guest who is Alone:** 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.
- The Noisy Trouble-maker:** Don't be drawn into arguments. Speak softly. Don't antagonize. Refuse to participate in criticism of management, the establishment, or other personnel.  
Seat blind people with a dog so that the dog will not be noticed. Never hover over blind customers.
- The Blind Guest:** 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.
- Guest with hand or arm injuries/disability:** 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 Am Your Guest

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*"You often accuse me of carrying a chip on my shoulder, but I suspect this is because you do not entirely understand me. Isn't it normal to expect satisfaction for one's money spent? Ignore my wants and I will no longer appear in your restaurant. Satisfy those wants and I will become increasingly loyal. Add a little extra personal attention and a friendly touch and I will become a walking advertisement for you."*

*"When I criticize your food and service to anyone who will listen, which I may do whenever I am displeased, take heed. I am not dreaming up displeasure. It lies in something I perceive you have failed to do to make my eating experience as enjoyable as I have anticipated. Eliminate that perception or you will lose my friends and me as well. I insist on the right to dine leisurely or eat in haste according to my mood."*

*"I refuse to be rushed as I abhor waiting. This is an important privilege that my money buys. If I am not spending big money this particular time, just remember, if you treat me right I will return with a larger appetite, more money and probably with my friends."*

*"I am much more sophisticated these days than I was just a few years ago. I've grown accustomed to better things and my needs are more complex. I'm perfectly willing to spend, but I insist on quality to match prices. I am above all, a human being. I am especially sensitive when I am spending money. I can't stand to be snubbed, ignored or looked down upon."*

*"Whatever my personal habits may be, you can be sure that I'm a real nut on cleanliness in restaurants. Where food is concerned I demand the strictest sanitation measures. I want my meals handled and served by the neatest of people and in sparkling clean dishes. If I see dirty fingernails, cracked dishes or soiled table clothes you won't see me again."*

*"You must prove to me again and again that I have made a wise choice in selecting your restaurant above others. You must convince me repeatedly that being a restaurant guest is a desirable thing in the first place. I can, after all, eat at home. So, you must provide something extra in food and service. Something so superior it will beckon me from my own table to yours. Do we understand each other?"*

## A Fine Line

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The D & R Depot Restaurant is a hybrid of a fast-casual concept, neighborhood diner concept, and upscale dining concept. This unique characteristic means that we have many types of guests, with many types of expectations. The ability to “read” your guests’ expectation BEFORE you get to the table is imperative to your customers’ enjoyment. In addition, your relationship with each guest will depend on the type of restaurant experience your guest is looking for. Regardless of the dining experience your guest is looking for, there is a professional code of conduct that all servers should adhere to:

- ▶ You should never give your phone number or contact info to a customer that you don’t genuinely wish to become friends with



- ▶ You should never form more than a plutonic relationship with a customer
- ▶ You should never loan a customer money, or except a loan from a customer
- ▶ You should always keep the relationship between your customer and you friendly, yet professional

## Service

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**Definition of "service" according to Webster:** To work for. To minister to. To set on a table for a meal. To manage or work. To deliver or transmit.

**The Problem:** Webster never worked in a restaurant or took care of "our" guests.

**the D & R Depot Restaurant, Inc.'s definition of service:**

*"The manner in which the customer is treated."*

If you think we are in the restaurant business, you are wrong! We are in the business of retail sales. We manufacture a variety of products and merchandise in our kitchen and bar. Then, we offer it for sale to customers in a display service area known as counter tops, tables, and dining rooms. Unlike most retail operations, such as department stores, our product has a limited shelf life, due to potential spoilage.

There is a greater sense of urgency for selling, moving, and serving our products. Our Restaurant is not merely a place to eat or drink, but rather a building designed to accommodate, facilitate, and promote the retail sales of food and beverage to customers through service. We provide service as a way of making sales to our guests.

## To Serve Is To Sell

*You don't buy coal; you buy heat  
You don't buy circus tickets; you buy thrills  
You don't buy the paper; you buy the news  
You don't buy glasses; you buy vision  
You don't buy dinner; you buy sales and service.*

### The difference between a restaurant and other retail sales organizations:

- ▶ In a restaurant, we manufacture AND sell our product under the same roof.
- ▶ In a restaurant, we know our guests are here to buy, not browse (no one comes in to try on the pasta).
- ▶ In a restaurant, our guests may return as many as three times a day (breakfast, lunch and dinner). Although this is unlikely, some guests may be regulars, day after day. No one buys the same shoes, pants, or socks three days in a row.

- ▶ Department stores provide service. Restaurants provide hospitality: a warm feeling from feeding both the body and the soul.
- ▶ More entertainers open restaurants and bars than department stores. Why? Because this is showbiz!
- ▶ Our function as a **Restaurant** is to acquire and maintain business, to turn casual customers into loyal, repeat guests.
- ▶ Five basics of service excellence:
  - Look at me.
  - Smile at me.
  - Talk to me.
  - Listen to me.
  - Thank me.
- ▶ **Remember, every restaurant owes its existence to its customers.** When a customer forms an opinion of any food establishment, service and food presentation stand-alone. No matter how beautiful the surroundings or how delicious the food; poor service will certainly ruin the entire dining experience.
- ▶ When developing good service, promote these qualities: promptness, courtesy, good manners, enthusiasm, and teamwork. In short, project a professional attitude. Unless you attain this goal, you will not be able to provide the high quality of service we expect.
- ▶ Each time you service a table; our reputation rests in your hands. You have the power to influence the opinion of those people. If they are happy with you and your service, they will probably return. They may also recommend the restaurant to their friends. However, if they are not happy...
- ▶ In order to be properly efficient, service people must be constantly aware of their customers' needs. Anticipate what they will want. Learn to read expressions and body language. If a customer is frantically rubber necking, waving his arms, or nodding, chances are he needs something. The more he must ask for service, the less enjoyable his evening will be. The tip he leaves you will reflect his feelings.
- ▶ **When you are new you will be trained,** by our most experienced qualified people. The more attentive, enthusiastic, and patient you are, the sooner you will develop the work habits which make you an excellent server, capable of taking great care of our guests and be rewarded financially too. If you have a question about any item, you can always ask Sean or Nancy for advice.
- ▶ **Servicing the public,** in any business, requires a vast amount of humility and patience. Always maintain a friendly, but professional attitude. If you need help, ASK FOR IT. Even if you become an excellent server, there will be times when you will

get behind. Have enough consideration for your customers, and the house, to get assistance WHEN NECESSARY. Remember - Teamwork - no business can survive without it. We have provided you with a service manual. In it we have outlined some helpful suggestions to make your job here more profitable and enjoyable. These are the tools of your trade. Use them wisely and they will help you prosper.

**Arrive on time** for your shift properly dressed, with scrubbed hands and nails, pressed shirt, and clean shoes. If your appearance is sloppy, your performance will be sloppy. Your appearance, dress, posture, and expressions broadcast to everyone how you feel about YOU. Take pride in yourself, and others will be proud of you.

**Introduce yourself**. Customers want to know who is serving them: It is the added personal touch they enjoy. Also, if they have enjoyed their visit, they can request your station again. They might even tell their friends to ask for you. Call parties are the best tippers. In this manner, you can develop a following.

**When people go out to eat, they want to relax**. They want you to help them decide what to eat, when to order, what to drink, etc. You are there to fulfill their needs. Don't be pushy; do be confident. Often a customer is nervous. It is your job to make guests feel comfortable, so comfortable they want to come back.

**Don't be afraid of customers**. 90% of the people dining out won't notice a small mistake. Be relaxed, but alert, and efficient. Always be in control of a situation. Be strong, yet polite.

**Always be yourself**. Develop your own tableside manner. Avoid using repetitious phrases or seeming "plastic." Your customers will know you are faking it, and they will resent your attitude.

### **Customer service turn offs:**

- ▶ Dirty plates in hand when greeting customers, "Hi, ready for dessert?"
- ▶ Not knowing what they are drinking, i.e., "I think this is the Diet Coke..."
- ▶ "Discussion Groups" of three or four idle servers. All discussions should be held in employee break area, during approved break period.
- ▶ Not acknowledging waiting guests.
- ▶ Answering the phone with "Hold please."
- ▶ Greeting guests with a number, i.e., "Two?" instead of a smile and "Welcome! Will anyone be joining you for lunch today?"
- ▶ Not being 'at' the table when you're 'at' the table. Don't talk to one table while servicing another. Also, never start your conversation with a table ½ way across the room – always walk to the table and focus on them.

## Quality Control



Quality control is a primary responsibility of every employee serving food and drinks to the customer. You are the last person to come in contact with the food before the customer does. If something does not look right or is not presentable, **DO NOT SERVE IT!** The saying "People eat with their eyes" is very true. Make sure all of your products look good on the plates.

### Things to look for before leaving the kitchen:

- ▶ **HOT food**. Few things are more basic but more important. Check to see if your food is hot. Just because something is in the window, does not mean that it is hot. If it is not hot, **DO NOT TAKE IT OUT**. Tell the manager. **NEVER** yell or argue with a cook. Go directly to the manager. This will alleviate a lot of problems.
- ▶ **Clean plates**. Always check any plates, mugs, silverware, and napkins before you present them to the customer. Check food basket for grease spots, spilled food, etc.
- ▶ **Correct portions**. Always check to see that the product is in the right portions. Make sure you are taking **YOUR** order. This can be very embarrassing at the table. Always ask yourself if you would eat that item if it were brought to you.
- ▶ **Call for back-ups**. If something in the kitchen looks low and you are about to run out, **FILL IT**. If you take one of the last butter dishes, call for back-ups. If the salad is warm or wilted, do everyone a favor, and say something before the customer is served.
- ▶ **When bringing out drinks**, be certain the glass is clean, filled to the proper level, and that the garnish is correct, fresh and attractive.
- ▶ **Cold food** is as equally important as hot food. Make sure cold foods are going out cold, not warm or cool, but cold.
- ▶ **Bring necessary condiments** with order: i.e., ketchup, mustard, Parmesan cheese, etc.
- ▶ **Check back** . . . within two bites to make sure everything is perfect. Don't say, "Is everything o.k.?" Guests here this trite saying so often it's meaningless. Say something like, "How's your filet cooked?" Be specific and sincere in wanting to know the answer.
- ▶ **If the customer is not satisfied** . . . or there is obviously something wrong at the table, i.e., cracked glass, foreign object in food, not cooked properly, etc., use the following steps:
  - ▶ Apologize.
  - ▶ Remove the items immediately.

- ▶ Get a manager. Management will take the necessary steps in making sure that the problem is corrected and that the customer is 100% satisfied.
- ▶ **Remember**, the appearance of the exterior of the building, the greeting of the host, the cleanliness of the restrooms, the appearance of the staff, the quenching taste of our beverages, the flavor and freshness of our food, are all equal quality points. WE must control for the experience of our guests.

## Dinning Room & Entryway Appearance

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The appearance of the dining rooms and entryway sets the tone for the customer's dining experience. Keeping the 'front of the house' or dining rooms neat and orderly is the responsibility of the serving staff and hostess.

- ▲ Always check your section at the beginning of your shift. You are looking for:
  - ▶ Proper silverware placement, napkins folded and erect, proper centerpiece placement, proper B&B placement, clean tablecloths on top and sides. (Diagram 1)
  - ▶ Proper chair placement, proper table placement and arrangement (Diagrams 2, 3 & 4)
  - ▶ Clean floors and windowsills, spot free walls
  - ▶ Vacuumed rugs, clear traffic paths, stuffed people not messed up.

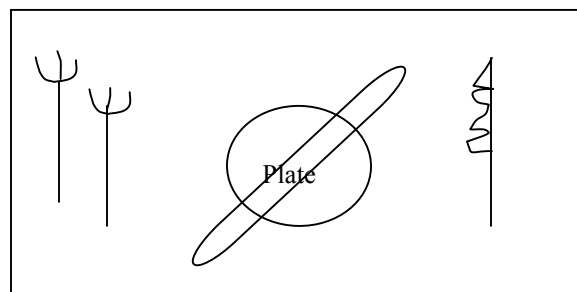
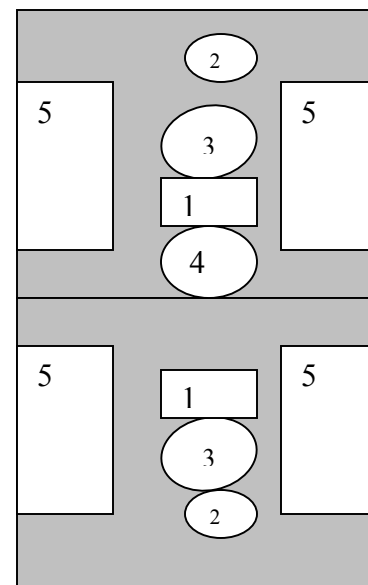
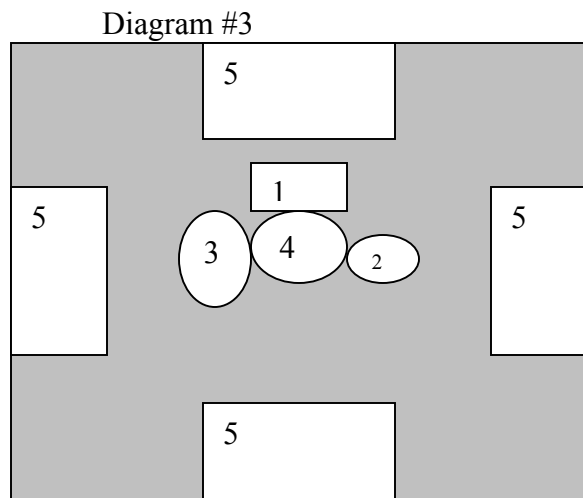
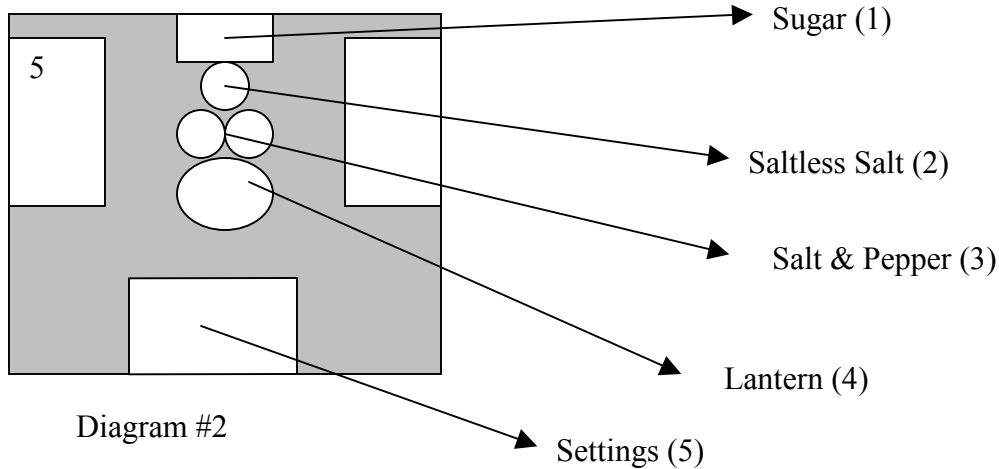


Diagram #1



## Bakery Baskets & Bakery

- ▶ Every table that is seated for dinner, orders dinners during lunchtime, or any time on Sundays, receives a Bakery Basket. Our bakery baskets contain one roll and one homemade muffin. The basket is then accented with homemade scones. (No more than 4 per basket.) Baskets are warmed in the microwave for 30-45secs, depending on size, and then served with a dish of butter. Additional parts of a bakery basket may be given complimentary, but entire bakery baskets should be charged for. If you have a question, please ask a manager.

## Salads

- ▶ Knowing how to make salads is also part of your job. Some shifts will have a kitchen staff member available to make salads for you, there will be times when that person is busy or that position is not filled for a certain shift. Follow the instruction booklet for

directions on how to make salads and desserts. The booklet is located on the shelf to the right of the salad bar unit.

## Table Introduction

CRITICALLY IMPORTANT!! - Immediately acknowledge all new parties in your section. Regardless of how busy you are; you are never too busy to let your customers know you see them. They come here to be taken care of, so don't start out their dining experience by ignoring them. All new customers should be greeted within one minute.

If your hands are full, the customer knows automatically that you can't take their order, at that minute. You can pause, smile, and say "Hi, I'll be with you in just a minute." This will satisfy the customer so that they feel important and will be able to relax until you return.

When approaching a table your objective is to make you guests feel welcome and confident in knowing you're there to take care of them. You may develop your style and manner of accomplishing this but here are some suggestions to help you get started:

- ▶ **Don't start out by giving your name.** Unless your guests already know you, they don't really care what your name is at this point. Focus on THEM. Make them feel welcome; that they've made a good decision to be at our restaurant and give them a sense they're in friendly, competent hands. Be observant, not scripted. It's o.k. to pay someone at the table a sincere compliment or try to open up some friendly rapport. Later in the meal it's good to give them your name by saying something like, "By the way, my name is Andrew, just let me know if you think of anything else you'd like."
- ▶ **After delivering food to the table,** give the customer a few minutes to try the dish, and then return to the *table*. "*How is your steak cooked? Can I get you another...Scotch and water, iced tea?*" When checking on food items, always accentuate the positive, and eliminate the negative. Do ask, "*Did you like they way your rib was cooked?*" Don't ask, "*Was everything ok tonight?*" Ask an intelligent, specific question and show you're concerned about the answer you get. If something isn't right, do what you can make it right.
- ▶ **Each time you take an order,** be aware of what might elevate the guests' experience. Be relaxed and friendly, polite and professional. Have an idea what extras (appetizers, sides, etc.) you are going to suggest based upon what you genuinely think will enhance your guest's dining experience. Allow the customers to finish ordering before you jump in with suggestions. If they hesitate, then it's your turn. "*May I suggest the Herb Crusted Tilapia? It's a one of our most popular dishes.*" If they still hesitate, you might say something like, "*Would you like to have a little longer to decide? Take your time and let me know if I can answer any questions.*"
- ▶ **Know everything on the menu** in terms of what is in it, and what would go well with it. This will be covered in detail in your initial training and will be enforced often in our pre-shift meetings.

- ▶ **Get your guests' first drinks** to them within five minutes from taking the order; no longer.
- ▶ **Suggest specific appetizers** before you leave the table to get their first drinks. It saves you time and steps.
- ▶ **Learn and use guests' names** when appropriate. Always use "Mr." or "Ms." unless you're told or you're absolutely sure it's proper to use a guest's first name.
- ▶ **Make specific suggestions** at every step of the meal if you think it's appropriate: drinks, appetizers, sides, wine, desserts, after-dinner drinks. Always keep in mind, your first objective is to show your guests a marvelous time, not PUMP UP THE CHECK. Use your best judgment here. Sure we want to sell, but more importantly, we want our guests to leave delighted so they RETURN!
- ▶ A server should know a lot about the restaurant and the area. These are items that a server **MUST** know when serving
  1. The year the restaurant was built & when it was a passenger depot
  2. The 3 train lines, in order, that serviced this depot
  3. How many years the restaurant has been operating
  4. The location and hours of the JELL-O Museum, along with the timeline history.
  5. The name and hours of at least 3 boutique stores in LeRoy

### Ordering Procedures

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When approaching the table, be sure to have your pen ready, book open, and pad ready. Ask the customer if they have any questions concerning either the specials or entrees. After answering all the questions, if there are any, ask if you can take their order.

Through either eye contact or verbal address, you may start to take their order. Be sure to gather all information from each guest before proceeding to the next. If possible, you should take the order from women and children first, and then the men.

Taking the order is the time for making recommendations. Suggest appetizers that will compliment the guests' meal. This is when wine can, and should, be offered.

Always get the cooking temperature for meats. Our cooking temperatures are as follows:

- ▶ **Rare** - Bloody cool center, touch of rawness
- ▶ **Medium Rare** - Bloody red, no rawness of meat
- ▶ **Medium** - Pink warm center
- ▶ **Medium Well to Well** - Fully cooked with no redness



Use a black book to hold your pad while you write up the order. It looks better and makes it easier for you. Begin taking the order at the same spot at each table. Start with the person closest to you on your left, and work around clockwise.

### **Writing the Guest Check**

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1. Only use guest checks assigned to you in your folder.
2. Always write your name, date, table number and number of guests at the top of your check
3. For larger parties, use a piece of scrap paper to take the order. Then, copy the order for the kitchen onto another piece of paper. Remember to turn in all order pads, scrap papers, etc.
4. Do not write anything on lines 1-3 of the guest check. The cooks cannot see the top of the check when it is hanging on the line
5. Always write your appetizers on the top of the check, and call the apps to the cook. This will allow them to start the apps immediately
6. Salads should go to the left of the entrée for each person. (This includes soups in place of salads.)
7. Dinner should be written neatly, organized and completely before being handed into the kitchen. If you need to rewrite a check, place the mistake check in Nancy or Sean's desk and let them know what has happened.
8. It's helpful to circle or mark things that you may forget. Caesars, Cajun, alcohol, etc. You will be charged for omissions & mischarges
9. Include sodas, teas, coffees and juices in the food portion of your check. Separate alcohol into the beverage portion.
10. Make sure your checks are legible and make sense to the customer
11. Watch your abbreviations – some abbreviations can be humorous
12. Learn the lingo and abbreviations from your co-servers
13. Discounts are to be taken off after tax. Remember to include documentation for some discounts. Always cross off the old amount, label the reason for discount, and circle the new amount due.

### **Cooking Times & Handling Timing Problems**

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With our firing system, once an order is placed in the kitchen, preparation of that item begins. If you have many appetizers, it is helpful to call those first. Once an order has

been placed, you can expect to receive lunch items within six to twelve minutes, and dinner items within eight to twelve minutes. This time may lengthen during a busy rush. Your tables' experience is dependent upon your awareness and service to the customers from the time they are seated; to the time they receive their order. If, by chance, you have a long time ticket, do not hide from your table. Notify a manager immediately, and we will expedite the situation.

In cases where the kitchen has been woefully out of sync, tell the manager-on-duty about the situation. They have the authority to do whatever is needed to try to make amends for a bad-dining experience.

### Transferring Tables

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If a table is seated and the server's shift is almost over, it's necessary for the current server to start the table, and then pass the table to the next server on duty. Here are the guidelines for ensuring a smooth transaction without affecting the customer's dining experience

The server on duty should treat the late table as any other table

The table can be turned over to the next server when all of the side work and checkout procedures have been completed

The two servers should talk about the table, and communicate the entrées ordered, where they are in the dining process, what they are drinking and any other pertinent information

The gratuity for transferred tables will be split between the two servers regardless of where the guest is in their dining experience

A table whose check has been presented and has properly been through the dining experience is not a transferred table, and the gratuity goes to the first server.

## Personal Appearance

- ▶ 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

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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
- ▶ Wine Opener
- ▶ Smile

## Server Dress Code

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**Shoes** - Black shoes only with non-slip soles that permit walking safely on wet or greasy floors. Shoes must be clean. Stockings must be black or nude, and MUST stay at or above the .

**Skirts** – Black skirts that are at least calf length and opaque must be worn. Skirts can have up to 2 slits that may not come higher than the knee. If wearing knee-high stockings, your skirt should cover them at all times. Skirts may not have holes or be pinned together.

**Shirts** – all servers on the floor must wear Tuxedo style white long or short-sleeved shirts. The shirts should be stain free and wrinkle free. One shirt is provided for you when you are hired. Additional shirts are your responsibility.

**Appearance** - Clean and well groomed hair. Hair MUST be pulled back off the shoulder and tied back so that that the hair is away from a tray when on your shoulder. Hair should be removed from the front of your face. Any obtrusive hair coloring will not be allowed on the floor. Well-groomed hands, fingernails and fingernail polish. Facial hair should be neat and well trimmed.

**Accessories** - No excessive cologne, perfume, make-up or jewelry. No earrings longer than 1 inch. No hat or unauthorized buttons can be worn. A minimal amount of jewelry should be worn.

**Aprons** – Your first apron is provided for you when you are first hired. After that, aprons are your responsibility to keep maintained. Aprons should be stain free and wrinkle free.

**Napkin** – all servers are required to wear a folded and draped black napkin at all times. This napkin should be used to wipe your hands instead of wiping them on your apron.

## Uniform Replacements

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Servers can earn new shirts and aprons by obtaining new Frequent Diner customer leads. Completed leads should be written on a Frequent Diner entry form and given to a manager. If the lead is a new lead, and the form is filled out completely, the server will earn 1 point. Aprons are 3 points, and shirts are 5 points.

## Suggestive Selling

People don't like to be "SOLD." Effective suggestive selling is subtle. You are doing the guest a favor, looking after his best interests by offering your knowledge and expertise and making honest recommendations.

Many of our guests are not familiar with our daily specials. As their intermediary, you are in the position to smooth the way for a confused guest. Above all, be sincere and honest. Always do what you truly believe is in the "guest's" best interest. Recommend items you know are superior and you are certain they will enjoy.

**NEVER OVER SELL!** Always allow the guest to finish ordering before you start suggesting. Be aware of what the guest is ordering and make sure he understands what he is getting.

If a guest orders too much, and you are certain he can't handle that much food, advise him. He will appreciate your concern and honesty.

Suggest appetizers while people are studying the menu. "Would you like to start with an order of our bruschetta bread, or perhaps a Shortline Sampler to share this evening?"

Suggest side orders with entrees. "Would you like chicken on your garlic lover's pasta?"

Always be persuasive and display complete confidence. Make suggestions so positively, that the guest wouldn't dream of questioning your recommendation.

Don't ask the guest a "yes or no" question. This requires him to make a decision. Remember, people come here to relax, not think. If you display confidence and complete product knowledge, the guest will trust your judgment and allow you to take care of him.

To sell effectively, you must sometimes bring a need or desire to try something to the surface. Make sure you use the right type of language.

### **For example:**

- ▶ *"What can I get you to drink?"*

If the guest responds, "Water," you're stopped dead in your tracks.

- ▶ *"Can I bring you ladies a glass of wine or coffee or soft drink?"*

Now, at least, you've set in their mind something besides water.

Not every guest is going to buy a bottle of wine, appetizer, or dessert. But you must remember, we know two facts about every customer.

### **Every Customer:**

- ▶ Is planning to spend money.
- ▶ Wants to have a good time and enjoy their meal.

If you keep these two facts in mind, you will be amazed at how easy it is to sell, providing, of course, you possess the necessary knowledge and confidence.

**Through suggestive selling you can:**

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- ▶ Increase check totals. The higher the check, the better your chances of a good gratuity.
- ▶ Expose the customer to a new and different product he may not have tried, if you had not recommended it. Thus, the evening is more enjoyable and he may return with friends and has more reasons to tell others about the D & R Depot Restaurant.

Suggestive selling and making personal recommendations is another aspect of good service. Eventually, it will come easily as you build your self-confidence.

**Preferred Verbage**

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- ▶ Never say “you guys”. If addressing a mixed sex group, use something like, “How is everyone?” If addressing a group of men, use “sirs” or “Gentlemen” instead.
- ▶ Use “like” instead of “want.”

Use complete sentences without slang words or abbreviations

**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.

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 Salmon Almondine, and our soup is Cream of Tomato"

**Good Example:** "Our special this evening is a Grilled Norwegian Salmon topped with slivered almonds and a light cream & wine sauce. That's served with a potato & salad, and our homemade soups tonight are Cream of Tomato and French Onion?"

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.

## Coffee - Tea - Desserts

### Sodas, Coffee & Tea

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The wait staff serves coffee and tea. Our coffee is fresh ground and is a special blend.

Tea service is very popular at the Depot. Each tea drinker receives a tea pot filled with HOT water, tea warmer, and cup service. A tea basket with an assortment of teas is also presented – 1 for each table. There is no charge for refills of coffee, sodas or tea, even if a new tea bag is served.

### Desserts

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The dessert menu is very popular. Over 40% of our guests order desserts, which is significantly higher than the industry average. Our dessert menu is verbally described to the customers via the server. There are many desserts, and it behooves you to offer as many as possible. Ask a manager or co-server for help if you'd like to hear how other people offer desserts. Remember, being confident in your dessert list will help your sales.

It is a good time to remind guests to save room for dessert, when you return to their table to check on the entrees. At this time, you may want to suggest a few dessert items, to plant the thought. Later, when clearing the table, ask your guests if they are ready to try dessert. You can then begin to describe a few of your favorite dessert items.

In today's health-conscious fat-free society, customers stay away from desserts...NOT TRUE. We do offer some low-fat desserts, but you, the server, can always suggest splitting a dessert and bringing out additional forks or spoons. This is effective salesmanship that will increase your check, and also enhance your guests' experience.

### Allergic Diners

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**Food Allergy Basics** - Studies estimate that between 10 million and 13 million Americans suffer food allergies. In addition to the 30,000 people who receive lifesaving emergency room treatment each year, allergic reactions to food result in 150-200 deaths.

The most common food allergies are seafood (both fish and shellfish), peanuts, tree nuts, dairy, soy, wheat and eggs. These cause 90 percent of all food allergic reactions, and though they seemingly include the fundamentals found in any restaurant pantry, many allergic individuals still either dine in our restaurants or they order takeout.

A study in the Journal of Allergy and Clinical Immunology published in February 2006 reported that, overall, restaurant workers believe themselves to have a high knowledge of

allergy-related issues, as well as a high estimation of their ability to deal with an allergy emergency. The survey targeted managers, servers and chefs across a broad range of restaurant types. Not surprisingly, however, their knowledge was revealed to be woefully inadequate. For example, 34 percent of those surveyed believed fryer heat would destroy allergens (it doesn't), 29 percent thought removing an allergen from a finished meal (i.e., scraping off the nuts) would render the dish safe (it doesn't), and 25 percent indicated that consuming a small amount of an allergen would be safe for a person with a food allergy (it wouldn't -- in fact, British Columbia's FOODSAFE Secretariat has reported that as little as one-five-thousandth of a teaspoon of allergens has been fatal).

**Legal Ramifications** - When a diner asks whether a certain food contains an allergen and you answer with specifics (e.g., "there are no nuts in the pesto"), the restaurant provides an express warranty which, if not honored (because there are nuts in the pesto), can expose the restaurant to liability for a breach of that warranty. In certain states, a breach of warranty that occurs "knowingly," can result in treble damages under consumer protection statutes.

Similarly, any time a diner indicates that she has an allergy and the restaurant elects to serve her, it assumes a legal duty to serve her food without allergens. A restaurant's failure to meet that duty could be deemed negligence, which would leave it exposed to liability. Moreover, the U.S. Food & Drug Administration (FDA) now requires manufacturers to clearly label foods to indicate whether they contain any ingredients derived from the major food allergens. While that rule does not directly affect restaurants, the FDA's 2005 updates to the Model Food Code (intended to provide guidelines for state and local food safety regulations) recommend that each restaurant have a manager on duty who can (among other tasks) identify both the major food allergens and symptoms suffered during an allergic reaction, and discuss the restaurant's control of cross-contamination (where allergens get into food from an unknown and unintended source).

The one-two punch, then, is this: 1. In a state that has adopted the new FDA Food Code, a restaurant must maintain a vigil against cross-contamination; thereby requiring someone to read the labels on the manufactured foods it purchases to prevent allergens from coming into contact with other foods. 2. When the kitchen staff reads the label (now containing allergen information), the restaurant will be presumed to have knowledge of the ingredients, including the allergens. If the restaurant then serves one of these ingredients to an allergic diner, it breaches its duty of care to that customer. Ask your manager or kitchen director for help if there is a question about the presence of an allergen.



## Wine Service

When ordering a bottle of wine, ring it up as usual on the register. The bartender will give you a chit that you will take to the manager, who, in turn, will issue the bottle.

### **Present the bottle to the host.**

1. Host accepts
2. Host rejects (wrong wine, wrong vintage, changed mind)

Place glassware around the table at the position 4 o'clock from the water glass. Using your Screwpull wine opener cut the capsule and put it in your pocket. Remove the cork and present to the host.

### **Pour about one ounce for the host to sample.**

3. Host accepts
4. Host rejects (based on color, smell, clarity, taste)

If this happens, GET A MANAGER immediately.

### **Pour wine around the table.**

5. About 4 1/2 ounces per glass.
6. Women first, then hostess, then men, then host.
7. Place remainder of bottle in an iced wine cooler.

## **VARIATIONS**

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### **Red Wine**

- ▶ Bring it and open as soon as possible after the order, so it can breathe.
- ▶ Do not cool, unless requested.

### **Second Bottle - Same Wine**

- ▶ Give the host or hostess the option of re-sampling.
- ▶ Give the host or hostess the option of fresh glassware for everyone.

### **Second Bottle - Different Wine**

- ▶ Automatically present fresh glassware.

### **Two Wines simultaneously**

- ▶ Host or hostess gets two glasses.
- ▶ Host or hostess samples both wines before pouring to the rest of the party.
- ▶ All members of party must be given a choice of either.

## The Bar

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It is the servers' responsibility to take care of the bar and all alcoholic drinks. Beer & Wine is kept in the office, and mixed drinks and liquor are kept in the entrée way. While making drinks and serving alcohol, the server should:

- ▶ Follow the rules and procedures listed in the Alcohol Management program of this booklet
- ▶ Follow all recipes and procedures for making drinks. Over pouring liquor or wine only costs the restaurant money and really does not impress the customer.
- ▶ Keep the bar, cooler and wine racks filled with appropriate products. All products should be rotated to maintain freshness
- ▶ Know what brands and kinds of alcohol we serve, and where it is
- ▶ Know the names and ingredients of the more common drinks

## Closing Out A Table

### Presenting the Check

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Before presenting the check, look it over to make sure you have charged for everything correctly.

- ▶ Appetizers
- ▶ Soups
- ▶ Salads
- ▶ Entrees
- ▶ Sides
- ▶ Desserts
- ▶ Coffee
- ▶ Wine
- ▶ Other add ons
- ▶ After you have determined that the check is correct, give the check in a booklet to the host of the table (if known), or place it in the center of the table and say "*Thank you.*" Make sure to let the customer know, at this time, that you are the cashier and will take care of the check whenever they are ready. There is nothing more aggravating for a customer than wandering around looking for a cashier. People also hate to tip when they are standing up by the front door, waiting for the waiter or waitress.

After presenting the check, take a few steps and glance back at the table. If they already have their cash or credit card ready, it may mean they are in a hurry to leave. If this is the case, try to close the transaction immediately or as soon as possible. Guests will notice and appreciate this.

If the customer is paying cash, bring the check into the office to cash out. Return the change on either a tip tray, or a book. The check should not be returned to the table. All paid checks should be put into the box in the office. If the customer is paying with a credit card, run the charge card in the office. Staple the restaurant's copy to the check, and wrap the customer's copy around his card. Bring the two copies to the customer and **HAND THE CUSTOMER THE CARD** and his receipt, and have him sign our copy. Once the guest has signed the voucher, pick up both the check and voucher, and again, thank the customer. **DO NOT** examine the tip as you leave the dining room!! Take your tip from the drawer, and place the guest check and receipt into the box.

**REMEMBER**, the process of closing out the check is the time when the guest is deciding on the tip amount. A bad impression here can undo all previous good impressions, and have a direct effect on your gratuity.

### The Farewell

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When your guests are departing, we have four distinct objectives:

1. To make sure their experience in our restaurant was pleasurable.
2. 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.

### Methods of Payment

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Approved methods of payment are cash, VISA, Master Card, Discover and American Express, and checks. All other methods of payment, i.e. Travelers Cheques, require management approval. When accepting personal checks, you must get approval by management, and include the following information:

- ▶ Name
- ▶ Current address
- ▶ Phone number (day and evening)

## **Handling Cash**

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Here are the procedures to follow when receiving a payment in cash -

1. When making change, always count it twice.
2. Give the guest some one and five dollar bills to tip you with.
3. Return the change to the guest's table in a book
4. Always keep your cash your cash tips in your apron.
5. Paper bills make no noise when it hits the floor so be very careful with your bills.
6. Never leave your money or wallet unattended.
7. If you are concerned about carrying too much cash during a shift, make a drop with a manager in exchange for an IOU.
8. Always remember, treat credit card vouchers like they are cash - THEY ARE. Handle with care!

## **House Promo**

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Occurs anytime an item has been prepared and served to a customer that was not satisfied with the item. Perhaps it was under or over cooked, or the glass was chipped, etc. This would include a customer waiting too long for their meal. Only a manager can do this function. Make sure that a manager initials all “No Charge”, or ‘Comped” meals.

## **Employee Discount/Customer Discount**

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Always consult a manager or hostess before discounting any checks without documentation

## **The Role of the Host(ess)**

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The Depot is very lucky to have owners that also double as the host(ess). In addition, we do have dedicated hosts(esses) for busy shifts. The host(ess) is responsible for seating guests, checking guests, and assisting guests. Also, the host(ess) handles guest’s complaints, inquiries, phone calls and gift certificate sales, as well as handling office work assigned to them. If the host(ess) chooses, they can also help the server by bussing tables and assisting with side work.

## Sanitation

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 objective to operate the restaurant at the highest level of cleanliness and sanitation for the benefit of our customers and employees.

## Safety

In addition to a clean and sanitary environment, the D & R Depot Restaurant, provides a safe environment. One of our goals 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 may 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:

### Major cause of food borne illness -

- ▶ 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 and 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.
- ▶ Close the lids on dumpsters and garbage bins

**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 -**

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- ▶ 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.

**When cleaning stationary equipment -**

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- ▶ 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 -**

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- ▶ Wipe up spills immediately.
- ▶ Wear shoes with non-skid soles and heels.
- ▶ Keep isles 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 -**

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- ▶ 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 -**

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- ▶ **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:**

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- ▶ 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 -**

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- ▶ 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 -**

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- ▶ 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 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.
- ▶ 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 from grease build up because grease causes many 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.