



SERVER TRAINING MANUAL

Congratulations on your employment as a server at The Sports Page Grill! You have been hired because you possess individual traits that will enable The Sports Page reputation to grow.

The guidelines on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to any questions you may have regarding the operating procedures, rules, policies, and benefits for The Sports Page Grill.

SAFETY AND 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, and 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.

In addition to a clean and sanitary environment, The Sports Page provides a safe environment. One of our goals here at The Sports Page is to operate an accident-free restaurant. A safe restaurant takes teamwork and effort on everyone's part. Whenever you see a potential hazard or something you notice as unsafe, notify a manager immediately.

➤ Major cause of food born illness:

- Food left in danger zone in 40-140 degrees for four or more hours. Keep all foods out of the danger zone of 40-140 degrees.
- 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.

➤ 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.
- After taking a break.

➤ Avoid preparing food in advance, unless absolutely necessary.

➤ Inspect foods thoroughly for freshness and wholesomeness upon receipt and serving.

➤ Only use sanitized equipment and table surfaces.

- Wet floors, even a few drops of water, can cause a serious accident. Make sure you use caution when entering the kitchen. Also, wipe up any spill at once, when floors are wet slow down.
- Sweep up, DON'T pick up glass. Always remove and place in outdoor trash immediately.
- Report every accident, no matter how small, to manager on duty.
- Dispose of waste properly-
 - Take garbage out frequently.
 - Keep garbage areas clean.
 - Clean and sanitize garbage cans regularly.
 - Store soiled linen in a laundry bag or non-absorbing container. Make sure you put them in the PROPER container.
- Handle ice properly-
 - Use clean scoops to pick up ice. Do not use hands or glass and DO NOT DIP BUCKET!!!!
 - Store scoops in a clean container, not in the ice.
 - Do not store any food or beverage in the ice.
- Avoid cross contamination from one food item to another-use DELI LIST
 - Never mix leftovers with fresh food.

ALCOHOL AWARENESS

Alcohol awareness is a growing concern within the hospitality industry nationwide. By recognizing the "early signs of intoxication," you can monitor your customer's consumption. By treating them as you would a guest in your home, you fulfill your responsibility and protect the guest. **Before beginning your first shift as a server you must complete IPACT Training**, this is a web based service offered by the State of Iowa to insure you know and understand all of the rules in regards to serving alcohol in the State of Iowa. You may take the online class at home or if you don't have the internet, ask the manager to set up a time to use the stores. This is available at <http://iowaabd.com/education/resources/ipact>

To serve or not to serve?

By understanding and fulfilling your responsibilities...

YOUR ROLE

1. OBSERVE
2. MONITOR
3. REPORT

Assisted by the guidance and support of management...

YOUR MANAGER'S ROLE

1. CONFIRM
2. CONFRONT
3. RESOLVE

With the adherence to the company's policies...

1. We will not knowingly admit or serve obviously intoxicated or underage customers anywhere on the premises.
 2. We will offer alternatives to alcohol.
 3. We will create an atmosphere to promote responsible drinking.
 4. We will make a reasonable attempt to prevent obviously intoxicated customers from driving.
- Responsible service of alcohol is a team effort.
 - Know and watch for the signs of intoxication. If there is any question, avoid further service and report to a manager who will make the final decision and decide whether the guest should remain or leave.
 - Do not allow drunks to come in, and do not allow intoxicated guest to drive. Get a manager involved.
 - Hospitality is our business. Beverage service is just one element.
 - Cooperation between employees and management allows us to exercise a degree of influence on the behavior of our customers that will result in an atmosphere of responsible drinking.

LIQUOR LAWS

Remember at all times that we have a responsibility in taking care of our guests, to whom we are serving alcoholic beverages.

It is against the law to:

- Serve alcoholic beverages to an intoxicated person.
- Serve alcoholic beverages to an underage person. If you are in doubt, it is your responsibility, as a server of alcoholic beverages, to ask the individual for proper identification.
- Permit any intoxicated person to remain on the premises. Do not try to handle this type of situation yourself: GET A MANAGER.
- Allow anyone to bring alcohol in any form into the restaurant with them.
- Serve liquor from any bottle not purchased by the restaurant.

- Allow anyone under legal drinking age to sit at the bar. They are allowed to sit in the bar area, but not at the bar.
- If they have an out of state ID, ask the manager on duty.

CHECKING IDENTIFICATION

By law, you are responsible for carding anyone that you suspect is not of legal drinking age. If they look younger than 35 years old-ID!!!! If you even have a little doubt ID!!!! Do not put yourself in jeopardy by serving a minor. The Sports Page Grill policy is that we do not serve alcohol to anyone with a vertical in-state license. Check ID's of anyone who appears to be under the age of 35, also, who returns an empty drink and wants to order another drink.

Serve only guests you can see. Minors may try to send someone older for their drinks.

THE GUEST

1. Never underestimate the importance of a guest!!
2. A guest is not dependent on us—we are dependent upon them.
3. A guest is NEVER an interruption of our work - he/she is the purpose of it.
4. A guest does us a favor when he/she comes here - we are not doing him/her a favor by serving him/her.
5. A guest is part of our business - not an outsider.
6. A guest is deserving of the most courteous and attentive treatment we can give him/her.
7. A guest is the lifeblood of The Sports Page.

Our function as a RESTAURANT is to acquire and maintain business, to turn casual customers into loyal, repeat guests.

Five basics of service excellence:

1. **Look at me.**
2. Smile at me.
3. Talk to me.
4. Listen to me.
5. 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 here at The Sports Page.

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.

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 this 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 times 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:

1. Dirty plates in hand when greeting customers, "Hi, ready for dessert?"
2. Not knowing what they are drinking, i.e. "I think this is the Diet Coke..."
3. "Discussion Groups" of three or four idle servers.
4. Not acknowledging waiting guests.
5. Answering the phone with "Hold please."
6. Greeting guests with a number, i.e., "Two?" instead of a smile and "Welcome! Will anyone be joining you for lunch today?"

SERVER PRIORITIES

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 and the menu. You, as a server for The Sports Page, must learn it.

1. When taking an order, always look the customer directly in the eyes, and stand erect. Never lean or write on the table.
2. Never handle a glass by the rim with your hand over the drinking surface.
3. Never handle silverware with your hand over the eating surface.
4. When handling plates or food never let your hand touch the eating surface or the food.
5. Know what time to be here for each shift. Do not call and ask!
6. Know what the daily specials are and what they cost.
7. Know the history of the restaurant. www.thesportspagegrill.com
8. Know the managers.
9. Avoid any long conversations at any particular table. This will only upset your other customers.
10. Clear your mind of everything except work when you walk in the door. When you're at the table make sure your 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.
11. If you get behind, ask for assistance. You'll never get in trouble for asking.
12. Keep yourself geared up so that you are ready for any rush. We get most of our complaints during the restaurant's slow periods.
13. Don't ever stand around or lean on anything. You can always be cleaning: Running clean up, wiping shelves or the sales station, taking bus tubs to the back, etc.
14. Always be sure that all your food is secure when you leave the window. Never attempt to carry too much. Two safe trips are better than one catastrophe.
15. Always enter the kitchen carefully. Always walk quickly, but never run. This will prevent serious accidents and extra work for everyone.

16. 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 the customers.**
17. Learn to use your time wisely. When in your station, check all the tables before going back to the waitress station. Don't go to one table, and then go back to the waitress station. 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 try to take out complete orders. If the entire order is ready except for a side order, like a vegetable, take out the entrees and have someone follow you in a few seconds with the side order. Don't let the entrees get cold because of a side order. Everything goes out hot.
18. If your entire section fills at one time, don't take orders from four or five new hits at once. You'll end up running yourself to death for twenty minutes, and then have nothing to do for ten. Take one order, then go to the next table and tell them you will be right back to take their order. Take drinks and appetizers out to the first table, and then go to the others. Never take three or four salads out at one time. This only means that you will have three or four orders of hot food coming out at the same time, which would be impossible to get out all at once. Think ahead. 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 overall. 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.**
19. 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.
20. If one person asks for something at a table, make sure you ask everyone at the table if they too would like that item (such as water). 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 or more to drink.
21. 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.
22. Whenever you are reaching across someone or serving in front of someone excuse yourself.
23. Always keep your fingers and thumb off the plates you serve.
24. Punctuality is very important. If you get to work late, you start out behind. **BE ON TIME!!**
25. 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. **An employee discussing a bad tip will not be tolerated and is grounds for immediate dismissal.** Do not discuss it or complain about it!

26. NEVER SIT DOWN WITH A CUSTOMER or friend while on duty, even if they ask you to.
27. When waiting on parties of one, 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.
28. If a customer leaves you an offer to buy you a drink, just tell them you will be happy to accept the offer another time, when you are not on duty.
29. 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.
30. **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.
31. If you are having a problem with another employee, go directly to the manager. Do not harass the employee.
32. 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.
33. Unauthorized persons are not allowed in the kitchen. If one appears, politely but firmly escort them out and get the manager, or whoever it was they wanted to speak to.
34. No server is to change his or her station or pick up extra tables without the consent of the manager on duty.
35. Tips are not included: except for parties of 8 or more, and only with the manager's consent (18%).
36. Never serve salad on hot plates.
37. No eating or drinking in front of the house during operating hours.
38. Never attempt to adjust the lights or thermostats in the restaurant. If there is a problem, get a manager.
39. Serve women and children first, then men.
40. Whenever serving a course, position the plate so that the "meat" of the course is closest to the customer.
41. Remove soiled china and silver after each course. Make sure to ask them if they are finished.

42. Top off with offer of additional beverages whenever anyone is getting low.
43. Bring condiments to the table before they are needed. (i.e. app plates and sauces)
44. Respect your BOH staff-they make it your job easier!
45. Dine-n-Dash if you think it could happen with a table get a manager; we are not responsible, you are.
46. Never walk away from a table without acknowledging its requests.
47. **Never assume that the change is your tip! Tell the customer that you will be right back with their change. This gives them the opportunity to say, "Keep it!" Make change right at the table, especially with large bills.**
48. If you want to return to the restaurant after work and have a cocktail, maintain a very high standard of behavior, leave at last call, and be the very first to leave when the lights go up. You may not come into the back of the house after you have been drinking.

MISCELLANEOUS THINGS TO REMEMBER:

- NEVER ask the bartender to make something without a ticket. Always ring in the order and send it.
- **Make sure you are ringing in all beverages**
- Do not overfill ramekins with butter, sour cream, honey butter, etc.
- **Make sure all sides and extras are rung in.**
- Don't take any food without a ticket.
- If you have two items that are the same, but are cooked differently, the stick will normally be the less cooked.
- If you have several items that are the same and only one is cooked different, the odd one will have the stick. Ask to be sure.
- Do not sit while you are working. If you have time to sit, you have time to clean. Always do the clean list.
- Keep waitress station clean. If you open something, put it away.
- Don't eat while you are working. You need to come in early, or eat when your shift is over.
- Before you open something, make sure it's not already open.
- If you make a mess, clean it up.
- **Check you tables over and over and over.**
- Hair needs to be pulled away from face.
- **Don't be late. Arrive at least 5 min before schedules shift in uniform ready to work.**

- Our schedules will be posted 3 weeks at a time. Specific days off must be requested in writing by Friday for the next schedule due. The managers will work with you regarding schedules; however our primary concern is the proper staffing of the restaurant. We will try to satisfy scheduling desires; however, our business requires you to have the flexibility to work varied schedules. The number of hours you work in a given week is likely to vary. It is your responsibility to your schedule.
- You are **REQUIRED** to attend all scheduled meetings
- **If you are unable to report to work for any reason, you must notify your supervisor at least 3 hours in advance, and make arrangements to have someone else cover your shift. Your replacement is YOUR responsibility. IF YOU CANNOT FIND ANYONE TO COVER YOUR SHIFT YOU MUST REPORT TO WORK!!!!!!!!!!**
- If you are going to be late for work, your supervisor must be notified as soon as possible. Remember Sports Page and your fellow employees depend on you!
- We work on a tip out system here. It is **REQUIRED** that you tip out your bartender 10% of your tips every night! That means even if they do not make one single drink for your tables that night, you still will tip out!!! In the long run this will even out. Also, it will help you appreciate how much they are doing for you when they have their own customers too.

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 as the food are leaving the kitchen.

1. **HOT** food. Few things are more basic but 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. This will alleviate a lot of problems.
2. **Clean plates.** Always check any plates, mugs, silverware and napkins before you present them to the customer. Check food plates for grease spots, spilled food, etc.
3. **Correct portions.** Always check to see that the product is in the right portions.
4. **Make sure you are taking your order.** This can be very embarrassing at the table.
5. **Appearance:** Always ask yourself if you would eat that item if it were brought to you.

6. Call for back-ups. If something in the kitchen looks low and you are about to run out, TELL SOMEONE. If you take one of the last bowls of soup, call for back-ups. If the salad is warm or wilted, do everyone a favor, and say something before the customer is served.
7. When bringing out drinks be certain the glass is clean, filled to the proper level, and that the garnish is correct, fresh and attractive.
8. Cold food is as equally important as hot food. Make sure cold foods are going out cold, not warm or cool, but cold.
9. Bring necessary condiments with order: i.e., ketchup, mustard, Parmesan cheese, etc.
10. Check back...within two bites to make sure everything is perfect. Don't say, "Is everything o.k.?" Say something like, "How's your ribeye cooked?" Be specific and sincere in wanting to know the answer.
11. 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.

COUPONS/DISCOUNTS/EMPLOYEE MEALS:

When you first greet a table, it's a good idea to ask if they have any coupons. This can curb any misunderstanding of our coupons later. Make sure you know and understand the coupon. Ask the manager if you are unsure about a coupon or discount.

- The manager must okay any and all discounts and/or coupons.
- Only one discount or coupon is valid per table. For example, a customer can't get the *kids eat free meal* and a *free appetizer* on the same ticket if they don't have the amount of meals needed.
- **Save all discount tickets.** That includes the actual meal ticket and discount ticket. When you have a discount, it's a good idea to automatically print 2 receipts. That way if the customer takes their receipt, you already have a copy of it, and you don't have to worry about it.
- On employee discount tickets, make sure you write the employees name on the discount ticket. If it's your own, write your own name on it.
- Managers take care of all voids. Keep the ticket along with the cancellation ticket, and write a brief explanation.

As an employee of The Sports Page, you receive a discount of 50% on certain items. Employees **DO NOT** receive an employee discount on:

- **Entrees**
- **Pastas**
- **Kids meals**

- *Desserts*
- *Pitchers*
- *Liquor*

*The employee discount is only for the employee, not friends and family.**

PAYROLL

Paychecks are issued every other week and may be picked up after 2PM at the bar. Ask the bartender or the manager on duty to get it for you. Pay period starts on Monday and ends on the following Sunday (2 weeks). Please do not call and ask if they are done early. Your paycheck will be issued to only you, unless we have both written and verbal authorization. Garnishments-Under the Federal/State Garnishment Laws, it is possible for someone to whom you owe money to have money withheld from your check. **WE DO OFFER DIRECT DEPOSIT AND SUGGEST THIS IF YOU WOULD LIKE TO HAVE YOUR PAYCHECK UP TO 3 DAYS EARLIER.**

ATTITUDE

When working in the service industry, you must have a positive attitude with your customers, as well as with your coworkers.

- Read the order back to the customer.
- Make sure customer gets their salads and bread before their food order comes up.
- Watch for quick items, such as specials and sandwiches. Hold the ticket until salads and apps are out and close to finished.
- Double check the order when putting in the computer.

Checking on the customer:

- When you bring the food out, ask the customer, "Is there anything else I can get for you right now?"
- How is everything?
- How is your steak cooked?
- Always keep drinks full. Give refills before their beverage is gone.

COMPLAINTS

There is no standard for dealing with unhappy customers, because each customer is different. When a customer has a complaint, always listen carefully to what the problem is. Some problems can be taken care of relatively easily, if you just listen to the customer. Other complaints need to be taken care of by the manager.

- If someone doesn't like their food, or they are just unhappy with their meal, immediately take the food away from them and apologize. Ask the customer if you can get them something else. Listen carefully to what the problem is. Try to get as much information from the customer as you can, before you go to the manager.
- Let your manager know that there is a problem.
- If something is undercooked, offer to put it back on the grill and get it cooked the way they want it.
- If you put the order in wrong, let the manager know so they can get the correct order in and out as quick as possible.
- Don't "pass the buck." For example, don't tell the customer that the kitchen screwed up, etc. Be polite, apologize and take care of any complaints as quick as possible.

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 your 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:

1. 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."
2. 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 Cajun shrimp pasta or chicken? It's 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."
3. 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.
4. Suggest premium liquor in all cocktails. It makes the drink taste better and servers are tipped more.
5. Get your guests' first drinks to them within five minutes from taking the order; no longer.
6. Suggest specific appetizers before you leave the table to get their first drinks. It saves you time and steps.
7. 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.
8. 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!!

ORDERING PROCEDURES

When approaching the table, be sure to have your pen ready, book open, and pad ready.

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.

Always get the cooking temperatures 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 small folder to hold your pad while you write up the order. It looks better and makes it easier for you.

SUGGESTIVE SELLING

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

Suggest appetizers while people are studying the menu. "How about some Buffalo Wings or sharing some beef nachos, with your dinner this evening?"

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

Through suggestive selling you can:

1. Increase check totals. The higher the check, the better your chances of a good tip.
2. Expose the customer to a new and different product he/she may not have tried, if you had not recommended it. Thus, the evening is more enjoyable and he/she may return with friends and have more reason to tell others about The Sports Page.

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

RINGING GUEST CHECKS

We use a food runner system. There will be times when someone else delivers food to your customers. It is crucial that you ring in the correct table numbers.

Cooking Times & Handling Timing Problems:

- Once an order is rung to the kitchen, preparation of that item begins.
- Appetizers must be rung in first and sent to the kitchen before the main meal.

- Once an order has been placed, you can expect to receive **lunch items within 6-12 minutes** and **dinner items within 8-15 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. When a table has to wait longer than they should for their food, don't just apologize, ask a manager to offer them something for the inconvenience. **Communication can make the difference of an upset or happy table!**

UNIFORM

When you walk through the front door of the restaurant, "YOU ARE ON." Your designated uniform includes an ENTHUSIASTIC ATTITUDE.

Your uniform also includes the following, without exception:

- **Clean Iowa Hawkeyes, Iowa State Cyclones, UNI Panthers, or Sports Page Shirt, unless otherwise told different from a manager.**
- Shorts or pants of appropriate length and with no holes or cuts
- Shoes—no open toes or heels
- At least two pens
- Apron
- Smile
- **Appropriate change for your shift, we suggest \$25 in fives, \$25 in ones, and \$8 in random nickels, dimes and quarters. If change is needed throughout shift management or bartenders will help but they will not at the beginning of your shift.**

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 from reporting to work out of uniform.**
- Your hair will be fashionably styled and clean.
- The only jewelry that will be allowed is that which is complimentary to your uniform.

- Hands must be cleaned and manicured while at work.
- Do not wear scented lotion on your hands, as it clings to glassware.
- A smile is part of your uniform.
- Do not report to work with an un-pressed or dirty uniform, or unkempt hair.

CLOSING OUT A TABLE

Presenting the Check

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

1. Appetizers
2. Soups
3. Salads
4. Entrees
5. Sides
6. Desserts
7. Coffee/Pop
8. Alcohol

After you have determined the check is correct, give the check 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 server.

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, make change right at the table!! If the customer is paying with credit card, follow the house procedure. Once the guest has signed the voucher, pickup both the check and voucher, and again, thank the customer. DO NOT examine the tips as you leave the dining room!!

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 impression, and have a direct effect on your tip.

THE FAREWELL

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.

OPENING, RUNNING, CLOSING DUTIES

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

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

CHECK-OUT PROCEDURES

Before beginning your checkout each shift, check the following:

1. Make sure all your customers re through, have been tabbed, and do not need anything else, i.e., coffee, tea, etc.
2. Be certain the manager has closed your section for the shift.
3. Make sure you have collected from all of your tables and have all your tickets with you.
4. Make sure all plates, silverware, glassware, and containers are cleared from all of your tables.
5. Be certain that all of your side work and closing duties are done.
6. You never sit down to eat, drink, or smoke until the entire above is completed.

NOW YOU ARE READY TO CHECK OUT!!

1. Arrange all your money in order and faced.
2. Credit cards slip must match total on reading.
3. Discounts all stapled with appropriate copies and coupons.
4. Drop total must equal NET Deposit
5. If there is a manager on duty they must check your drop
6. Drop bank in drop safe.

*****ANY bank shortages are terms for termination*****

EXPO RESPONSIBILITIES

1. Keep the window clean, and running. Maintain plate appearance. Make sure food is being ran.
2. Make sure all 4 o'clock shift side work is done.
3. Make sure soup is full.
4. Check pop in back
5. BE IN CHARGE! COMMUNICATE WITH FOH AND BOH! Only you can pull food out of the window unless you ask for help. Make sure is goes out CORRECTLY.

There is a lot of information contained in the manual. However, there is even more that is not.

We have given you the basics, as we view them, and how we would like them to be conducted. There is no section in this manual concerning "teamwork." The reason for this is that we feel this topic falls under the "common sense" category. We want you to use the service tips in the manual, along with your common sense, and above all, YOUR INDIVIDUALITY, to help create an atmosphere that will encourage good times for our customers, and yourself. When this happens, you will be ensuring the success of not only The Sports Page, but also yourself.

Good luck and thank you for your dedication!!

I have read and understand the server training manual that was given to me.

Employee Signature

Date

Manager Signature

Date