



**CHURRASCARIA
SAUDADES**

BRAZILIAN STEAKHOUSE

**CASHIER
TRAINING MANUAL**

Version 1 – July 2019

TABLE OF CONTENTS

TABLE OF CONTENTS	2
PURPOSE	4
PRONOUNCING OUR NAME	4
KNOWING OUR PRODUCT	4
JOB DESCRIPTION SERVER/BARTENDER	5
GENERAL INFO	6
HISTORY	6
OVERALL CONCEPT OF OUR RESTAURANT	6
THE MEATS	6
TABLE NUMBERING SYSTEM	6
THE SPEECH	7
THE DESSERT SPEECH	8
WINE NUMBERING SYSTEM	8
TERMINOLOGY	8
THE REMARKABLE SERVER	9
ADDITIONAL SERVER TIPS	10
SUGGESTIVE SELLING	11
TECHNIQUE - TIMING - TEAMWORK	12
STANDARD TABLE SET	14
COMMUNICATION & COURTESY	14
FOOD SAFETY	16
STEPS OF SERVICE	17
BE PRODUCTIVE	19
NECESSARY SERVER TOOLS	19
RESTAURANT TOUR	19
SERVER STATION KEY POINTS	19
BEVERAGES	20
SALAD BAR	20
POS TRAINING	20

WINE SERVICE	21
A BRIEF LESSON IN WINE	23
LIQUOR SERVICE	24
LIQUOR CART SERVICE	24
WINE CELLAR	24
TAP SYSTEMS	24
CORAVIN	24
ESPRESSO MACHINE	25
GLASS WASHER	25
OPENING/CLOSING PROCEDURES	25

PURPOSE

The Purpose of this training module is to familiarize you with the standards and practices we have established at Churrascaria Saudades. This module is intended to be viewed on an iPad with any supporting documentation available for print. This module was written in such a way that it can be made available for study before a trainee arrives on day one and then can be used with an instructor during training. In addition, this manual integrates **SERVER/BARTENDER** emphasis, for the purpose of standardizing our operational practices amongst employee groups. It is expected that a bartender help on the floor during times of slow bar activity.

We want to present to our guest the utmost in courtesy and professionalism and give them an experience worth repeating. Fully studying this module, shadowing an employee during a few shifts, and some one-on-one with an instructor should provide you with the necessary instruction to begin work as a server for Churrascaria Saudades.

PRONOUNCING OUR NAME

FIRST AND FOREMOST is the pronunciation of our name: ***Churrascaria Saudades (shoo HA skahree ah) (sawDAjeez)*** Practice this until you can say it perfectly.

The word SAUDADE (pronounced: saw' DA dee, or plural: saw' DA deez) is the Brazilian word that has no direct translation into English but is most accurately described as a deep emotional state of nostalgic longing for an absent something or someone. After a unique steak experience, as can only be experienced at Churrascaria Saudades, a guest will go away with a deep emotional state of nostalgic longing to return to the experience, hence the name SAUDADES.

KNOWING OUR PRODUCT

Knowing our product is important, as you are the "first face" of Churrascaria Saudades, whether a guest walks in the door to ask questions, is seated with a reservation, or calls to inquire about a reservation over the phone. What is our product? Our product is SERVICE. Our guests get the best salad bar, are cut the best meats, and are served the best beverages, all this from the best people. It is in this way that we won BEST NEW RESTAURANT in Delaware in 2017, Best Restaurant in Newark in 2017 & 2018, Wine Spectator Award of Excellence 2017 & 2018 and have extremely high marks in the social media circles.

JOB DESCRIPTION SERVER/BARTENDER

Immediate Supervisor: Restaurant Manager

Specific job prerequisites:

- Must be pleasant in dealing with guests and co-workers
- Must be physically capable of performing basic chores
- Must be able to endure prolonged walking and standing
- Must be able to work under pressure
- Must have the ability to carry trays/pans weighing up to 30 pounds

Major areas of duties and responsibilities:

- Be at work on time
- Responsible for serving and interacting with guests including but not limited to selling menu items, taking & filling orders, serving drinks & food, performing table maintenance, and offering customer service.
- Proper uniform and personal hygiene are mandatory
- Report to Manager immediately after clock-in for daily side work
- Check station assigned to you prior to opening. Check for cleanliness and proper sanitary standards
- Inform, train, & motivate the wait staff on up-selling to ensure teamwork
- Provide prompt, friendly, and attentive service to all guests
- Provide responsible service of alcoholic beverages, according to federal and/or state laws
- Be sure you have all the tools necessary when reporting for duty
- Be knowledgeable of ingredient and preparation methods of all menu items
- Be prepared to answer any guest questions in a direct concise way
- Approach the table immediately before guest arrival and pull out chairs for guests
- While at the bar, ensure that all bar equipment is in proper working condition, cleaned, & organized
- Maintain proper inventory at all times. The bar must be stocked and inventoried on a daily basis
- Educate self and assist staff in understanding basic "bar vocabulary" (drinks, etc.)
- Provide the highest level of courtesy, hospitality, & quality of service to guests waiting to be seated
- Perform all reasonable tasks assigned by management

GENERAL INFO

The Salad-Bar-Only option is half the full dinner experience price, children 6 and under are free, and our young guests ages 7 to 12 are half price. Our hours of service change seasonally. Be sure to **KNOW** that our current hours of service are for each day of the week. Know that we accept all major credit cards. Know that guest attire for our restaurant is casual.

HISTORY

In days of old, in the southernmost state of Brazil, **Rio Grande do Sul**, cattle grazed the **pampas** (treeless plains), providing the **Gaucha (Southern Brazilian Cowboy)** with endless supplies of meat for the now famous tradition of “**Churrasco**” barbecues. The **Gaucha** would skewer large pieces of meat and slowly grill them over open flamed pits. Our goal is to provide a glimpse of that history to our dining guests.

OVERALL CONCEPT OF OUR RESTAURANT

Our guests’ adventures begins with our bountiful salad bar, which features garden fresh vegetables, imported cheeses, cured meats, unique salads, and a hot bar with rice and beans and any daily Chef specials. Of course, ordering from our full service bar is encouraged any time. Our specialty drink from the bar is the Brazilian Caipirinha but we also have 22 beer and wine taps, along with an award winning wine selection. When ready for our rodizio service (tableside meat service) our guest will flip over the table disk from red to green. At Churrascaria Saudades we are proud to offer fifteen cuts of meat. Seasoned to perfection and slow roasted, we offer beef, pork, chicken, lamb, & sausage carved tableside by our Gaucha chefs. Every meal is accompanied by unlimited hot side dishes of garlic mashed potatoes, crispy polenta, fried bananas, and our delicious Brazilian pão de queijo (cheese bread). (**KNOW THIS**)

THE MEATS

KNOW the cuts of meat. Be able to answer guest’s questions about each cut. If a customer asks what cuts are offered, you may pick up a tent card to the center section and showing the pictures and names of the cuts. Your trainer will issue you a Meat Card showing all the cuts of meat both in their formal Portuguese name and in English.

TABLE NUMBERING SYSTEM

The standard table number layout has some protocols (what number to use when tables are joined) and there are holiday variations (Valentine’s day, Mother’s day, etc). Trainer will go over these details with trainee.

THE SPEECH

The following script is for a SERVER. Reading it now will aid in understanding the service structure of our restaurant. Memorizing it will make your job on the floor so much easier:

Thank you for coming to Churrascaria Saudades. My name is _____. Have you dined with us before? We are an authentic Southern Brazilian Steakhouse. The meal takes place in two parts. The first part is our salad bar. Help yourself whenever you're ready. Go as often as you like. When you are ready for the main course, take the little red disk to your right and flip it over to the green side. This lets the gauchos know you are ready for any one of 15 cuts of beef, chicken, lamb, or pork, which they will bring right to your table, one at a time, in no specific order. So they are going to walk up with large skewers of meat. They will tell you exactly what they have. You can say yes or no. All we ask is that you grab the tongs and help guide that meat to your plate. On the table right now is pão de queijo (gluten free cheese bread). When the meat comes out we bring caramelized bananas, crispy polenta, garlic mashed potatoes, and we keep them coming. If you need to take a break, just flip that little disk back to the red side. We will stop offering you the meat, but you can go back and forth, red to green, all night long. Please pace yourselves. This is a marathon not a sprint. My name is _____, but we all work as a team.. If you need anything at all, grab the first person that you see.

Of course, use hand gestures to aid in communicating, for example, point at the salad bar when speaking about the salad bar (with four fingers, not with one finger), motion to the table card and tongs when speaking about them, etc. This speech is available as a print out (training aid) on our intranet website.

Important is to cover all of the following points:

- Authentic Southern Brazilian Steakhouse
- Two Part Service
- Gourmet Self Serve Salad Bar
- Unlimited servings of 15 cuts of meat, & side dishes
- Red and Green disc
- Brochure (Table Tent Card)
- Tongs
- Work as a Team
- Beverage Offer

THE DESSERT SPEECH

One more speech that will be helpful on the floor is the dessert speech. This too will make your job so much easier:

For dessert we have a warm flourless molten chocolate cake, there is a triple layer chocolate mousse cake. My personal favorite is the Chocolate Peanut Butter Torte. It is thin layer of chocolate cake, a thick layer of lightly whipped peanut butter mousse and a thin layer of chocolate cake with chocolate icing and crushed peanuts. There is a New York style cheesecake with a graham cracker crust, which you may have plain, but we also make fresh strawberry and blueberry sauce, sea salt caramel, chocolate, white chocolate and Raspberry sauce. There is Pudin, which is Brazilian flan. It is made with sweetened condensed milk and is a delicious caramel custard. There is the Petrucci Affogato, a coffee cup filled with vanilla ice cream, we pour a double shot of espresso tableside and if you really like we will add a shot of Baileys, Kahlua, Frangelico or Vanilla de Madagascar. Finally we have papaya or strawberry cream. Fresh papaya or fresh strawberries blended with vanilla ice cream to a milkshake consistency, then, if you like, we pour on Creme de Cassis, a black currant liquor.

WINE NUMBERING SYSTEM

In order to more expeditiously find bottles in our multi-award winning wine cellar there is an alpha-numeric label at the end of every line on our wine list. This corresponds to the location of the bottle in our wine cellar. A1 is the top left corner with A2 under that bottle and B1 to the right of that bottle (and so on) with increasing letters to the right and increasing numbers descending.

TERMINOLOGY

Typically this section would be at the back of the book but knowing these terms ahead of time will greatly enhance training. Following are terms frequently used on the floor.

- **2 -TOP, 6-TOP, etc.** Table for two, table for six, etc
- **BAR TAB-** Beverages a guest orders in the lobby or bar area while waiting. We offer to transfer those beverages to the guest's table.
- **BEHIND** - what a server would pronounce loudly when behind someone who may not know they are there and needs to know to avoid traffic conflict when carrying heavy tray, etc.

- **BIG TOP** Large party (9 or more guests)
- **BOH** Back of house (Kitchen)
- **CAIPIRINHA** Our signature drink is the Caipirinha. It is the Brazilian version of a margarita; made with lime, cachaça, sugar cane liquor) and sugar.
- **CHURRASCARIA** Barbecue house
- **CHURRASCO** Pronounced(shoo - ras - ko) has been a culinary tradition for more than three centuries in Rio Grande do Sul. The Gauchos pierced large pieces of meat and slowly roasted them over open flamed pits.
- **COMING IN, COMING OUT, CORNER** – what one would say when exiting or entering a blind area to avoid a traffic conflict when carrying large tray, etc.
- **FOH** Front of the house (Lobby & Dining Rooms)
- **GAUCHO** Southern Brazilian Cowboy; chefs who cook and serve meats according to Southern Brazilian tradition.
- **GUARANA** Brazilian soft drink, made from the Guarana fruit found in the Amazon, it is very similar to cherry ginger ale or cream soda.
- **ON A WAIT** We have multiple guests in the lobby waiting for tables.
- **PRE-BUS** Removing unwanted plates, silverware trash, and glasses.
- **REGULARS** Guests who dine with us frequently,
- **RUSH(or PUSH)** The busiest period of the shift.
- **RODIZIO** This is the Brazilian word used to describe the continuous rounds of delivery of meats to the table – rounds of meat
- **SPLIT CHECK** When guests request to pay separately.

THE REMARKABLE SERVER

What makes service remarkable? The Remarkable Server.

- **The Remarkable Server is welcoming, friendly, and courteous.** Courteous behavior creates an atmosphere of comfort. That warmth and welcoming assures our guests that they can relax and enjoy their dining experience.
- **The Remarkable Server is knowledgeable.** A knowledgeable server displays confidence in his/her abilities; this confidence comes from familiarity with all aspects of the restaurant.

- **The Remarkable Server is efficient.** Efficient service is calculated and seamless; it's working quickly and smoothly while creating a feeling of ease for the guest.
- **The Remarkable Server has great timing.** Remarkable servers anticipate the dining needs of the guest, providing just the right item or service before the guest may even realize they need it.
- **The Remarkable Server is flexible.** Remarkable service accommodates guest even if they do not adhere to regular dining principles (for example, a guest request to start with dessert, or a guest wants his red wine poured over a glass of ice).
- **The Remarkable Server is consistent.** Guests may visit our restaurant the first time for many different reasons but come back for only one: our remarkable service. Consistent delivery of remarkable service, delivered to every guest, every day, is tantamount.
- **The Remarkable Server communicates effectively.** Effective communication consists of transmitting the right amount of information at exactly the right time. Remarkable servers recognize what guests want to know and provide the information in an unobtrusive manner. Remarkable servers can read the table and adapt their communication style to each unique situation and the guest with whom they are speaking.
- **The Remarkable Server instills trust.** A state of trust must be established between the server and the guest. The guest wants to feel secure with the server's recommendations.
- **The Remarkable Server exceeds expectations.** Repeat guests expect the same level of service each time they visit, but remarkable servers are constantly seeking ways to better that experience.
- **The Remarkable Server** has at his/her core a desire to make their service remarkable and strives at all times to be remarkable.

ADDITIONAL SERVER TIPS

- Provide an extraordinary dining experience by delivering exceptional food and service.
- Follow Responsible Alcohol Service Guidelines.
- Smile and make eye contact to ensure guest feels welcome.
- Take the guest on a visual journey using descriptive words.
- Motion with an open hand; it is more hospitable than pointing with your finger. ***NEVER POINT IN A RESTAURANT!***

- Choose appropriate words. Avoid words such as regular, only, just, or still. Example: “Would you like a top shelf margarita or just a regular one?” Avoid words like regular, just.
- Sell an EXPERIENCE. We have a uniquely wonderful concept to offer our guests.
- Wait for a lull in the conversation instead of interrupting.
- Avoid reaching across a guest
- Share the product’s story while selling it.
- Listen through the meal for clues on guest preference(s).
- Approach the table as they are seated, but not too soon and not too late.
- Knowledge is power. Take the initiative to learn more about the products we offer

SUGGESTIVE SELLING

Suggestive selling is a sales techniques wherein the server can offer/recommend additional purchases to a guest that might not otherwise have been thought of by the guest. **Knowledge of our products is imperative.**

We have an opportunity to up sell when it comes to beverages and desserts. Suggestive selling can be used during all phases of the dining experience:

Beginning of the Meal

At the beginning of the meal, our goal is to get a feel for the kind of experience the guest is looking for.

- If they are Salad bar only customers then remove their tongs and the flip card.
- If a customer says they only want the salad bar or that they can’t eat that much (referring to the meat service) then offer them appetizer portions of meats from the appetizer menu.
- When a fellow employee is greeting a table, bring the basket of pão de queijo to the table.
- If a guest is looking at the wine menu, “can I start you off with a cocktail while you peruse the wine menu?”
- If a table finishes a bottle of wine, offer another bottle or ask if they would like to try a different bottle.

During the meal

Here are some upselling opportunities for you during the meat SERVICE:

- Offer a different wine instead of a refill
- Offer the opportunity to try a Guarana
- I see you are on green, is there a particular meat you would like to see?
- What temperature would you like for your meat?
- I see you are on RED, are you taking a break or would like for me to take away some of your plates?
- Are you seeing a nice selection of meats?
- Is there something you haven't see yet?
- Is there something you would like to see more of?

End of the Meal

Some phrases to use at the end of the meal to provide excellent customer service while selling:

- Would you like to hear our desserts we can offer you? And be fully prepared to quote all dessert options
- We have espresso, and decaf/or regular coffee as well.
- Is there anything else we can get for you this evening?
- Let me know when you are ready for your check, but no rush.
- I will take this whenever you are ready.

TECHNIQUE - TIMING - TEAMWORK

Service can be broken into three main areas:

TECHNIQUE

As a professional server you should be constantly reading the table, insuring all guest needs are fulfilled. Make eye contact with each and every customer often. They should never have to ask for drinks/refills. A guest should never have to pour his or her own wine.

During meat service, the server needs to pay very close attention to the green and red card, in order to be in full control of the table and thusly ensuring excellent service.

Pre-bussing: The table should be constantly cleaned and cleared.

Following these guidelines will insure the dining experience is everything the guest would like it to be and to make sure the guest knows that the server cares about the guest's needs.

Rather than asking “is everything alright?” which puts the guest on the spot while they mentally review the entire meal, the server should say “is there anything else I can get for you?”

Treat your guest, as you yourself would like to be treated. Always put yourself in the guest’s place and imagine what would be needed at each stage of the meal.

Anticipation of need not only impresses the guest, it makes your job that much easier. It allows you to maintain control of the flow of work rather than playing catch-up.

TIMING

Timing in the dining room means always having everything in its place before it is needed. The drinks arrive at the correct time. The wine arrives at the right time. All flatware and glassware are correct and in place.

Accomplishing service activity in a timely and comfortable manner, without any sense of haste displays excellent service to your guest.

TEAM WORK

The success of a restaurant depends on all stations running smoothly. In a busy restaurant, there is nothing more frustrating than having to wait for coffee to brew, for more ice, or for something that was supposed to be done by another team member before service while you have to stand around and wait for it.

If one person in the restaurant fails to do his/her job, everyone is affected.

You need to help each other out, whether it is assisting a table, starting another pot of coffee/tea if it is getting low, asking the busser to bring ice before the bin is empty, helping bus, resetting tables, pouring water, or doing whatever is necessary to get the job done.

A person that is always willing to lend a hand even when no one asks is a Team Player. All departments work together to provide an extraordinary dining experience by delivering exceptional food and service to our guests.

Because we are a team, we have a tip pool. We want consistent service for our guests. We do NOT want a guest to wait for service. Instead of a server needing to go get a server for the table that is not assigned to him while a guest waits to make a request, every table is served by every server. This

then creates an atmosphere of true teamwork. Be familiar with the tip pooling policy in your Employee Handbook.

STANDARD TABLE SET

You are expected to reset tables between seatings in order to help expedite the seating of new guests. Tables are set with the following:

- Napkins
- Forks
- Knives
- Tongs
- Disk
- Wine glasses
- Salt and pepper
- Sugar pack holder
- Table tent card
- Water glass

COMMUNICATION & COURTESY

Communication by definition is a verbal or written message, but there are other factors that come into play when people communicate face to face. Communication is:

- 5% Words
- 35% Tone of Voice
- 60% Body Language

Hospitality Words - Hospitality is the relationship between a guest and a host, or the practice of being hospitable. Specifically, this includes the reception and entertainment of guests. Hospitality words are words chosen in order to be more hospitable, or welcoming.

Greeting a guest who is checking in at the host stand

- "Good evening"
- "Good afternoon"
- "How may I help you?"
- "Welcome to Saudades!"

Seating a guest

- "Enjoy your meal!"
- "Have a wonderful evening!"
- "Please allow me" (when pulling out chairs)

If asked "Where is the... (bathroom, bar, lobby)

- "Here let me show you"
- "Right this way"

If asked for something and you are unsure we have it, say:

- "Let me see if we have that for you",
- If you are unsure, ask a manager.

Saying Goodbye

- "Thank you for joining us"
- "We hope to see you again"
- "Thank you for choosing Churrascaria Saudades!"
- "It was a pleasure to have you dine with us"
- "We look forward to serving you again!"

When taking an order/being asked for refills/taking a dessert order:

- I would be happy to.
- I will have that right out for you.
- It would be my pleasure.
- Certainly.
- Absolutely.
- I'll be right back with your...

Checking on the meal:

- Are you enjoying your meats thus far?
- Are the meats cooked to the temperature of your liking?
- Do you have any special requests for the meat service?
- May I refresh your side dishes?
- If a customer asks for directions (i.e. bathroom) "Here, let me show you" or "Right this way"
- Is there anything you haven't seen, something you would like to see again?

DON'T FORGET: ALWAYS SMILE

FOOD SAFETY

Churrascaria Saudades is committed to providing the best quality food in a sanitary work environment. Proper safety and sanitation begins with each team member. Eighty percent of all food-borne illness can be traced to cross-contamination from unclean hands. Follow the simple guidelines to ensure the most healthy, safe environment for our guests:

All team members are required to wash their hands after:

- Using the restroom
- Handling raw food product, touching un-sanitized work surfaces, or clothes
- Eating or drinking
- Touching your face or hair (NEVER touch your face or hair in view of the customer)
- Coughing or sneezing
- Taking out the trash or touching dirty food surfaces (such as clearing tables)
- Picking up debris off the floor (preferred method is with a broom/dust pan)

Proper Hand Washing Technique

- Scrub hands for at least 20 seconds with an approved hand cleaner. A good rule of thumb is to sing "Happy Birthday", twice.
- Wash up to your elbows
- Scrub fingernails
- Rinse hands and dry them
- Apply hand sanitizer

Safety

- Know where to locate the MSDS (Material Safety Data Sheets) These sheets contain safety information for the chemicals we use
- Know where to locate the fire alarm and fire extinguishers
- Never mix chemicals unless instructions call for mixing
- Use only approved containers
- Never store chemicals above food or near food items
- Report unsafe conditions to managers
- Use proper lifting techniques at all times

Be familiar with the Food Worker Reporting Policy in our Employee Handbook (hint: you will be quizzed on this)

STEPS OF SERVICE

At Churrascaria Saudades, there are important Steps of Service:

- The Speech and Beverage Offer
- Salad Bar Service
- Meat Service
- Dessert and After Dinner Beverages
- After the Meal
- Table Maintenance

1. The Speech and the beverage offer. Our unique concept requires some explanation before the guests begin. Now is the time to put the memorized Speech to work for you. Give the customer The Speech and follow up with a beverage offer. **Conduct Table Maintenance.**

2. Salad Bar Service. Water and cheese bread are to delivered to the table within TWO minutes of greeting. Below you will find details about a server's role during the salad service. Prior to engaging in these activities, get the guests permission before touching or removing items that are on the table. You do not need permission to remove trash. Crumb the table, or refill tap water. Provide prompt yet low profile service. Make eye contact and smile when interacting with the guest.

When the guest returns from the salad bar, here are key things to ask:

- Did you find everything to your liking at the salad bar this evening?
- How is everything so far?

Key things to look for during this part of service:

- Are the guests happy and satisfied?
- You must read the face of the guest.
- Make eye contact often.
- When a guest needs something they will look at you.
- KNOW that this means they need something and go find out.

At the end of the salad service

- Did they finish everything on their plate?
- Did they not like something?
- **Conduct Table Maintenance**

3. Meat Service Side dishes are to be delivered to the table within TWO minutes of starting the meat service. The meat service will begin within TWO minutes of flipping to green. Prior to engaging in these activities, get the guest's permission before touching or removing items on the table.

Provide prompt yet low profile service. Always make eye contact and smile when interacting with the guest.

When the guest begins the meat service, some phrases to use are:

- Are there any particular cuts of meat you would like us to send to the table?
- Offer to change plates whenever a guest needs one, "May I get you a fresh plate"

ALWAYS Conduct Table Maintenance. And in this case, at the end of the meat service, Pre-bus the table by removing all unnecessary items and ask the following:

- "Would you like to hear about our dessert selections?" or
- "May we interest you in desserts or coffee?"
- UPSELL desserts and after dinner beverages using suggestive selling technique

4. Desserts and After Dinner Beverages. Below, you will find the server's role during the dessert and after dinner beverage service.

- Prior to engaging in these activities, get the guest's permission before touching or removing items from the table.
- Provide prompt yet low profile service.
- Make eye contact and smile.
- Use suggestive selling to offer our dessert options to the guest.
- Be able to fully describe each and every dessert item available

5. After the Meal. A phrase that you can use after the guest has paid:

- Thank you very much and please come back and see us again.

6. VIGILANCE in Table Maintenance

You will have noted that conducting table maintenance after each Step of Service is required. Constant table maintenance is required. Being vigilant of the needs of the table is paramount to good service.

- Keep the water glasses full.
- Refill drinks often.
- Crumb the table.
- Ask to provide fresh plates whenever a plate looks like it needs to be changed.
- Refold napkins and tidy up when guests step away for a trip to the salad bar (or restroom).
- It is plain and simple: **ALWAYS Conduct Table Maintenance**

BE PRODUCTIVE

Tips for Staying Productive, Consolidating & Using Team Work:

- Refill iced tea and water in your area of the dining room
- Pre-bus your area, as well as you neighboring areas
- Consolidate trips to the bar and/or kitchen
- Assist with restocking the server station as needed

NECESSARY SERVER TOOLS



Servers must come to work prepared everyday with the following tools:

A lighter, at least two pens, a table crumbler, & a wine key

RESTAURANT TOUR

During restaurant tour, the trainer will point out where to locate many important items. They will highlight the Bar, all Server Stations, Front of House, Back of House, and storage areas.

SERVER STATION KEY POINTS

IN ALL AREAS

- Work as a team to keep all work areas clean; wipe spills and messes as you go
- All silverware & glassware is clean for our guests.
- Team assists with keeping the service stations stocked with necessary items
- Restock wine glass racks as they start to empty
- The ice scoop hangs in a rack near the ice bin to prevent contamination from hands.
- The tea machine brews almost an entire urn each time. The tea urn should be empty (or almost empty) before brewing tea to prevent overflow.
- Hot tea - Hot water from kitchen is placed in a teapot and small box of tea bags is brought to the guest to make their own tea.
- Coffee is made in the kitchen (as needed, NOT stored in pitchers). Cups/Saucers/Creamers are located adjacent to the machine in the kitchen.

BEVERAGES

Each beverage requires a specific glass and accompanying items. Your trainer will identify each with you and then will demonstrate how to prepare each and how to present each at the table.

SALAD BAR

The salad bar changes from time to time so rather than list all the items in the salad bar for this training module to later have some items added or deleted would be counterproductive. The Trainer will take time during OJT (On-the-Job Training) to explain each item on the salad bar as it exists at the time of training. Any new items added/removed will be explained during a pre-shift briefing. Knowing the ingredients to every item on the salad bar is important for a server so when asked by a guest, the server can provide that information (specific to allergens, intolerances, or vegetarian/vegan dietary needs). The current recipe book for the entire salad bar is available online on the company intranet website at bit.ly/CSrecipe

POS TRAINING

Instructor will demonstrate, using a trainee sign-in (and permit time for practicing), the following tasks:

- Open a check
- Beverage order w/modifiers
- Dessert order
- Wine bottle order
- Split a check
- Transfer/combining a check

In addition, there is a worksheet with practice tasks that shall be trained, practiced, and performed to expectation.

Assign homework: Pick one beer, wine, cocktail from menu and be prepared to give a FULL description tomorrow.

-----END OF DAY ONE-----

WINE SERVICE

Follows are the **FIVE STEPS OF OUR WINE SERVICE:**

1. OFFERING AND RECOMMENDING WINES

When offering or recommending wines, it is important to identify what that customer wants (style, grape, varietal, sweet/ dry, white/red, spicy/fruity, etc.

2. TAKING ORDERS

When a guest gives you their wine order confirm the order with the Wine list open. Repeat the order back to the guest. If the guest closes the wine list and tells you the bin number, politely reopen the book and confirm the bin number and bottle of wine.

3. AFTER THE ORDER

After you take the wine order, you will need to:

- Enter in POS
- Go get it from the BAR

Before getting wine glasses, note the following:

- How many people are dining?
- Are there enough wine glasses already or do I need more?
- Wines are either located inside our temperature & humidity controlled wine cellar (by number) or are on tap.
- Avoid shaking bottles when moving them, so the sediment does not mix with the wine.

After locating the wine, note how many bottles are left, so you are prepared if the guest asks for additional bottles. **IMPORTANT FOR BAR TENDER TO LET YOU KNOW THIS IS THE LAST BOTTLE** or for you to let bartender know. **TEAMWORK.**

4. PRESENTING AND OPENING THE BOTTLE

Bring to the following items to the table when presenting and opening the wine:

- The bottle
- Fresh wine linen (black cloth napkin)
- Wine key
- Decanter (If appropriate)

5. SERVING THE WINE

- Approach the guest from the his/her LEFT.
- Present the bottle using the folded NAPKIN.

- Confirm with guest the selection and vintage of the wine with LABEL facing guest
- First remove the outside cap of the wine by placing the wine key (angled at 45') slicing around the front and then the back. Then peel back the top foil and place foil in your pocket. (Label faces the host (head of the table); wine linen (napkin) should remain over the forearm of the arm which is holding the bottle).
- Remove the cork, taking care not to place your hand on the TOP of the bottle.
- Place the cork WINE SIDE UP on the table in front of the HOST (head of the table). He/She may or may not inspect the cork.
- Serve the host, with the label facing them, approximately one ounce of wine, after the pour raise the bottle straight up while twisting to stop any wine from dropping on the tablecloth. Also use the wine linen to ensure drops are caught as necessary,
- After the host tastes the wine, he or she will nod or verbally tell you they approve the wine. If the guest does not approve the wine you should respond with the following;
 - Offer to decant the bottle if the wine needs to 'open up'. Sometimes wine needs a period of time to open up to help the taste profile of the wine allowing it to take on its true character (see steps of decanting below)
 - If a guest is certain the bottle is corked, do not disagree with them. Ask if they would like the same bottle or would they prefer to choose another from the wine list.
 - Remove the bottle from the table and void it from the guest's check in the POS (with Management assistance) GET HELP FROM A MANAGER IMMEDIATELY.
- After you receive guest approval, wine is served to all guests from their LEFT.
- Start serving with the guest to the LEFT of the host and then work your way, clockwise, around the table. Serve the host LAST.
- Use your linen to catch any wine that may drip from the bottle.
- In general, each guest is served around of wine, but smaller portions may be necessary to ensure there is enough for every guest at the table. One bottle of wine can provide for approximately 4-5 glasses. Our wine glasses are large enough to fit an entire bottle of wine in one glass, so be conscious of over serving. You do NOT want to run out of wine before reaching the host (head of the table).
- After serving wine, place the bottle in center of the table with the label facing the host.

A BRIEF LESSON IN WINE

Two Basic Types of Wine: Still and Sparkling (with carbonation)

Winemaking Steps for Still Wine

- Grapes are harvested from the vines and picked to separate them from the stems.
- The grapes are pressed.
- Yeast is added to the grape juice for the fermentation process.
- The wine is then aged in either oak barrels or tanks.

Some Pronunciation Help

- Pinot Grigio - PEE-noh GREE-joe
- Riesling - REEZ-ling
- Sauvignon Blanc - SOH-vee-nyawn-BLAHN-k
- Chardonnay - Chardonnay Shar-doh-NAY
- Merlot - Mer-LOH
- Pinot Noir - PEE-nohNwahr
- Malbec - PEE-nohNwahr
- Cabernet Sauvignon - Ka-behr NAY soh – vee- NYAWN

Wine Bottle & Glass Portions. There are 25 ounces of wine in a standard sized wine bottle. In the metric system, these ounces convert to 750 milliliters (ml). We offer wines by glass and these contain 5 ounces of wine. Therefore, a bottle of wine contains 5 glasses.

Decanting Wine

There are two reasons to decant a wine

- Sediment - Wines have solids such as yeast and grape skins mixed in, and over time, these solids settle out of the wine and end up on the bottom of the bottle.
- Allow the wine to breathe - While many people simply pop the cork and leave it be, the truth is that the small opening of the bottle is just not large enough to allow for sufficient air exposure

HOW TO DECANT A BOTTLE- Gently uncork your wine bottle, and pick it up. Be careful not to jostle it, or the sediment at the bottom will mix with the wine. Pour the wine slowly into the decanter to prevent sediment from sliding into the decanter. Decanting is a good idea if you are opening an older bottled which is likely to have a fair amount of sediment.

LIQUOR SERVICE

Our liquor service at CS is quite Top Shelf. While we stock all the necessary speed rail regulars, we also have a very high end Top Shelf. Knowledge of all the liquors stocked is important, as you will be more successful in upselling liquor if you are knowledgeable.

LIQUOR CART SERVICE

In addition to our regular bar liquor service, we have a Liquor Cart stocked with some specialty liquors that can be pushed around from table to table at appropriate times for upselling liquor. Always remember, the bigger the final guest check, the bigger the tip. Your trainer will explain all the liquor choices on the cart and when to use the cart.

WINE CELLAR

Our wine cellar has over 400 bottle in it. We have one of the largest selections of wine available in the State of Delaware. We have won the prestigious Award of Excellence from Wine Spectator Magazine multiple times (see certificates on the wall near the bar. But this means nothing if we cant sell our wines. Knowing how to locate a bottle quickly, knowing how to ring it up quickly, and knowing how to properly serve the wine is what makes our award winning cellar rewarding to our guest. Our cellar is humidity and temperature controlled and monitored by three separate systems 24hours a day.

TAP SYSTEMS

We have 22 taps here at CS: 8 are for beer and 12 are for wine. The kegs (beer and wine) are located under the bar, in the basement, either in the liquor cage or in the beer cooler (depending on temperature requirements for each) and all are listed on our wine list (and bar menu). KNOW that we have on tap. With that knowledge you will be a great salesperson. FYI: our wine tap lines are backfilled with nitrogen to prevent oxidation (which prevents further fermentation of the wine)...an interesting fact you need to know.

CORAVIN

The Coravin system is a controlled “needle” that can penetrate a cork without damaging the cork, enabling the extraction of wine from a bottle without exposing the bottle to the ambient air. As wine is extracted, argon gas is injected (preventing oxidation or further fermentation of the wine) and thusly preserving the remaining contents of the bottle. And, the cork reseals itself as the needle is removed. The Coarvin enables us to sell glasses of wine without

wasting the bottle. This opens a whole world of wine to those who might not have afforded a whole bottle. This is great for sales.

ESPRESSO MACHINE

We have a fantastic Italian made Espresso Machine in the bar that not only looks beautiful on the bar but makes great specialty coffees. A programmed grinder sits next to the machine. There is a cup/saucer warmer built into the top of the machine. Your trainer will show you how to make Espressos and Cappuccinos and will show you how to clean and flush (required daily) the machine. Coffee grounds can't be left in the tray and the collection bucket under the counter must also be emptied daily.

GLASS WASHER

Your trainer will demonstrate how to operate the glass washer. Important to note is that we always run the washer with a full load. The machine is metered and running a full load saves on the cost of operation.

OPENING/CLOSING PROCEDURES

Trainer will explain all the Opening/Closing procedures, demonstrating the locations of all equipment, utensils, and checklists for accomplishing all tasks. These procedures differ on the floor as a server from those in the bar for a bartender.