

Manhattan's Restaurant

FRONT OF HOUSE TRAINING GUIDE – Servers and Bartenders

As a Manhattan's front of house employee, it is your responsibility not only to uphold the restaurant's high standards of excellence, but also to actively contribute to the success of the operation each and every day of your time with us.

The following is an outline of the duties and responsibilities you will be expected to perform. Your enthusiastic personality and your ability to provide service will launch you on your way to both a profitable and rewarding experience.

As a Manhattan's employee, you will have day-to-day interaction with our guests. Sharing your people pleasing personality with our guests is what Manhattan's is all about. In addition to buying great food and beverages, guests are buying "great feelings". Your job is to do whatever is necessary to make every guest happy with his or her experience here. A Manhattan's guest is sure to visit again when they have enjoyed a memorable experience. Always consider every guest your responsibility.

COMPANY EXPECTATIONS WHILE ON THE CLOCK:

* Enthusiasm, cheerfulness	* Knowledge
* Dedication to service	* Sense of urgency
* Professionalism	* Friendliness
* Salesmanship (upsell)	* Team player
* Good personal appearance	* Cooperative
* Good health and personal hygiene	* Reliability

DUTIES AND RESPONSIBILITIES

1. To go beyond what's expected and create a lasting, positive impression of Manhattan's.
2. (Servers/Bartenders) To know Manhattan's food and beverage inside and out. To use your product knowledge to up sell & suggestively sell.
3. To greet, welcome and invite our guests back.
4. To anticipate our guest's needs and wants.
5. To accommodate our guest's time restrictions by giving fast and prompt service.
6. To assist management by informing them of maintenance problems and guest complaints.
7. To properly clear tables of all unneeded plates and glassware /PRE-BUS
8. To reset tables in a timely manner for guests.
10. (Servers/Bartenders) Understand the POS system, ringing items in, transferring and splitting
11. To complete any set-up, closing duties, side work and miscellaneous projects assigned.
12. To assist the kitchen by ringing up all food guest checks clearly and accurately – slow down.

13. To keep the restaurant clean and well maintained.
14. Knowing all current coupons, features and specials offered.
15. Knowing where all supplies are stored.
16. Maintaining personal hygiene and cleanliness.
17. Laundering and maintaining personal uniform.
18. To make certain that greet times, entree timing and dining time standards are achieved and maintained.
19. To be aware of alcohol policies and server responsibility.
20. To know employee policies and procedures, and to be aware of any new memos or announcements posted.
21. To inform guests of special events and promotions going on at Manhattan's.
22. To work as a team player with other co-workers, including the front of the house and back of the house staffs
23. To attend all meetings and/or training sessions.

There is no such thing here as "it's not my job". Everyone works together as a team. Always keep in mind that WE ARE HERE FOR THE GUESTS!

UNIFORM & APPEARANCE

Manhattan's uniform for floor, bar and servers is: Manhattan's black shirt, name tag, black pants, black capri pants, long shorts, skirt or skort, black shoes (shoes can have other colors but must be mostly black) (the skirt, skort and shorts must go to mid-thigh – no booty hanging out).

NO LEGGINGS OR TIGHTS, NO EXCEPTIONS

Servers: pouch/apron, server book, wine key, pens and a minimum \$30 bank. Long hair pulled back. Your hair should not go past your shoulders.

Tiki Bar: Manhattan's black shirt, name tag, shoes, pants/capris/shorts/skort/skirt (doesn't have to be black)

Remember, your personal grooming is a reflection of you and Manhattan's. The amount of pride you show in your appearance reflects the amount of pride you have in your work.

REQUEST DAY OFF

When you're hired for summer season, you're asked to fill out an availability form. The form is meant for you to communicate your summer plans. After you fill out the availability form, you will need to communicate with Crystal for other day off requests. Request day off are not accepted over major holidays during season – Memorial Weekend, 4th of July weekend/week and Labor Day Weekend. Crystal will do her best to honor a requested day off but they are not guaranteed. A request must be communicated before the schedule is completed. If the schedule is completed, it is your responsibility to cover your scheduled shift and make a note on the posted schedule. It's important the MOD knows who will be working each shift.

EMPLOYEE PERK CARD

Every current employee for Whitefish Properties receives an Employee Perk Card for Manhattan's. The Employee Perk Card gives you 50% off yours and a guest's dining experience at Manhattan's when you are not working; does not include alcohol. When you visit Manhattan's as a guest you are not allowed in employee only areas. Please keep your fellow employees in mind when you visit Manhattan's as a guest, and always tip your server and/or bartender on the full amount before your Employee Perk discount. Your employee discount is not valid for your friends/family when they patron Manhattan's. Staff are allowed to use the pool area at Whitefish Lodge. Your pass includes one guest. If you have more than one friend; your other friends need to pay for open swim. 50% off clothing at Manhattan's and Whitefish Lodge. Staff receive a discount on lodging at Whitefish Lodge and Manhattan Beach Lodge. The discount is determined by the time of year and availability.

EMPLOYEE MEALS

Most shifts are 4-6 hours in duration. It is not acceptable to order a meal after you clock in or anytime during your shift until 15 minutes prior to shift completion. If you are working a scheduled double, you will receive an employee meal under \$30. If you order a meal over \$30, you must pay the difference with no discount. When you are cut and before you complete your side work checklist, is a great time to order food. If you are not cut before the kitchen is closed, you can order a meal and have it put in a to-go box. *Check with kitchen for time deadline for staff meals. Some staff require longer shifts and with those shifts your supervisor will ensure a meal break. You get 50% off employee meals and can take employee meals home in a to-go box or eat at Manhattan's. When eating at Manhattan's before or after a shift you are not allowed to eat in your uniform, where other guests can see you.

SMOKE BREAKS

Smoke breaks are not allowed while you are on the floor or behind the bar. If you are given a break during a longer shift or between a double, you are allowed to take a smoke break. Once you are cut from your shift you may take a smoke break before you complete your side work. Smoke breaks are to be taken outside behind the fence, next to the kitchen. NEVER let a guest entering or leaving Manhattan's see you smoking in company uniform. Vapes are not allowed on employees while you are working.

PAYCHECKS

Paychecks are issued every two weeks after 3:00pm on Friday of the pay week.

WRITE UPS

Manhattan's has different types of write-ups for staff. Examples are: tardiness, major guest complaint, cell phone while on the clock. Manhattan's policy is after you receive three of the same type of write up, you will be let go from your position at Manhattan's.

PERSONAL ITEMS

You may bring personal items into Manhattan's; however, cell phones are not allowed on you when you're working. The only exception for cell phone usage is if you have an emergency. Communicate your emergency to the MOD before you use your cell phone. If you are caught getting distracted by your phone, it could be taken from you while you're clocked in. Manhattan's is not responsible for lost or stolen items. Drink containers must be in a covered container and kept on the shelf next to the POS Area in midway or the ally; bartenders keep personal container out of guest eyesight.

PARKING

All Manhattan's staff are required to park facing the triangle/county road 66

MAP/SECTIONS

Sections are assigned to each server every shift unless only one server is scheduled. When you arrive at work, immediately find out what section you are in for that shift.

Sections are assigned so that there is one person who is in charge of that group of tables. However, we believe in

teamwork here, so consider every guest your responsibility

SIDE WORK

Side work is a part of everyone's duties. Side work is done throughout your shift and must be completed before you punch out. Serving staff must get checked out by closing server, before you do your check-out.

- * Make it your job to know where supplies are kept & take the initiative to get them when needed. If you don't know where something is, ask.
- * Make it your job to know what your sidework is each shift and the standards to which we expect the side work to be performed. Don't do half a job. It will come back to haunt you and will place your responsibilities on your co-workers.
- * It is your job to always have your hands full; rather it is going in or out of the kitchen. It is also your job to have your hands full, even at the end of your shift. **FULL HANDS IN, FULL HANDS OUT!**
- * Anticipate the stocking needs in common stations before, during & after your shift. This will help all staff to be more efficient in their jobs.
- * If you notice that the restaurant is running low on supplies or food items, communicate it to the MOD before the supplies have been completely diminished.

SPECIAL OCCASIONS

We celebrate guest anniversaries and birthdays by giving them a free dessert or after dinner drink of their choice with dinner. – POS “comp dessert”

THE MENU

Please familiarize yourself with our menus so you are comfortable answering any questions about all items. The kitchen staff will make new items and features so staff can easily describe items to guests.

FOOD SERVING STANDARDS

We take pride in our food and beverages. It is one of the major ingredients to our success. We expect you to take the same amount of pride in your work and the product you serve.

We are very particular about serving quality food. We would rather tell the guest that the food was not prepared to our standards and that a new meal is being prepared than serve a meal that would compromise our quality.

In evaluating whether food should be served to the guest, please consider the following points when picking up or running an order:

- | | |
|--|-------------------|
| * Appearance of entrée | * Portion size |
| * Condition of dish/plate presentation | * Overall quality |

Trust your best instincts. If you have the slightest hesitation about serving an item - DON'T! Always ask yourself, would I serve this entree to a friend or relative to demonstrate to them the quality food we serve? If the answer is "no", then return the entree to the kitchen.

Be tactful when dealing with cooks when you have concerns about serving an item to the guest. If the food is not coming out properly, try to resolve the matter professionally with the EXPO on duty. If an amicable resolution cannot be made, bring your concern to the MOD.

TIP POLICIES

1. Never coerce guests to tip you. Tipping is based on the service you provide to the guest. It is up to the guest's discretion to determine the gratuity you will receive. Never confront the guest if you think you have been slighted.
2. Never pre-judge the guest's intent to tip. This especially holds true for patrons using coupons. We have a high standard for service. You are paid to deliver ALL guests the type of service that is in keeping with our standards - regardless of whether or not you think the guest will tip you well. In many cases, you will be quite surprised at the tipping patterns of guests.
3. Never talk about tips within earshot of the guests. Discussing tips AT ALL while at work is a severe violation and will result in disciplinary action, possibly termination.
4. Never add an automatic gratuity to a bill unless approved by management. Any practices employed to entice or demand tips from guests or other employees are prohibited.

In keeping with "Team Spirit", it is recommended that servers tip out the bar staff 10% of bar sales (does not include bottles of wine) and 5% of food sales to the floor staff.

TIP REPORTING

All tipped employees are required by law to report all tips. It is your responsibility to claim tips. Should declared tips not meet with current requirements under the law, adjustments have to be made. Direct Tips (what you earned) and Indirect Tips (what you tipped out)

GREETING

The floor staff is the first to greet all guests quickly and friendly. Once the guest is seated, server/bartenders should be watching to greet as soon as possible.

You immediately welcome each guest with eye contact, a sincere smile and a greeting.

Each new table should be greeted within thirty seconds of being seated. At this time, you determine each guest's special needs and are attentive to those needs.

Guests should be greeted as quickly as possible so that they know that they are welcome and will be helped. Making guests feel welcome is the first step toward creating a friendly relationship. Eye contact conveys a lot of information between people. At the very least, it will tell guests that you are aware of each of them as individuals. A smile says you care. But be careful, an insincere smile is worse than a frown. The most effective test of your smile is whether the guest smiles back.

We expect all of our guests to be greeted in at least 30 seconds. There is nothing worse than leaving the guest abandoned at the table. Even though it may take you only a minute to reach a table, it seems twice as long when you are waiting!

What is a greet? A greet is considered simply acknowledging the guest's presence. Even if you are busy, take that extra second to acknowledge people by saying, with a smile, "Hello, I will be with you in just a moment". This is an effective means of taking an edge off the anticipation of the guest. It will also give the guest peace of mind knowing that he or she is not being ignored.

Servers/Bartenders: When you first greet your table, personalize your service and put your guests at ease. Hello, my name is _____. I will be taking care of you today/tonight.

REMEMBER: Never say to a guest “you’re not in my section” I’ll get your server/bartender. Guests do not understand "section", nor do they care!

If it takes you longer than it should to greet a guest, DO NOT make excuses when you finally do. Simply thank them for waiting. DO NOT make your problems the problems of the guest.

Even if you are anxious to serve the guest quickly, NEVER let the guest see you flustered or overly anxious.

Remember to remove any extra settings from the table if they are not removed by the floor staff

TAKING THE ORDER

Guests often have important questions about the menu. For example, they may be on a special diet and need to know what ingredients go into an item or how it was prepared. You need to be prepared to explain those matters to them. Make it your priority to learn this menu inside and out. If you do not know the answer, don't guess. Tell the guest "I'm not certain. If you will excuse me a minute, I'll ask the chef". Never belittle or avoid a question. Rather, offer a brief, helpful answer. Utilize “special prep” when putting in dietary restrictions

While taking orders, stand erect. Do Not lean on the table, set your tray on the table, place dirty plates or glasses from another table on the table or set the guest check down on the table to write down orders.

Even though you may be in a hurry, do not cut the guest short or appear to hurry the guest's ordering. If they are taking a long time in deciding what to have, offer to give them more time and tell them you will be back in a moment.

Always thank the guest after taking the order.

SUGGESTIVE SELLING

Many guests, especially ones that have never been to our restaurant before, welcome your suggestions. They want to know what you recommend. Suggestions are both helpful and welcomed.

Most guests tip according to the amount of their guest check. Selling your guests an upgraded beverage can help add to your guest check average. Suggestive selling is also considered offering your guests "add-on" items such as an accoutrement, start with a small plate and a bottle of wine instead of a glass. This can build your guest check average as well. Suggestive selling includes not only informing the guest about possible entree selections and add-on items, but also selling the guest on the overall restaurant as well. Telling them our food is of high quality is important.

Sales techniques also include "upselling". Upselling a product means suggesting to the guest a higher quality item. When a guest orders a vodka tonic, ask if they would like a specific vodka and offer some options.

HOW TO EFFECTIVELY SELL

- * Answer guest questions with information and suggestions.
- * Know the food products and beverages we have to sell.
- * Use adjectives and visual descriptions of the products to sell the product. Make the product sound enticing and irresistible to the guest. Be excited about what you are selling!
- * Always offer at least two specific items when making a suggestion to the guest.
- * When the guest asks, "What is good?" offer a medium-priced selection and a higher priced item. Be specific.

NEVER, NEVER say, "Everything is good here!" That is not an answer. People ask for suggestion to help them make a decision.

- * When approaching a table, suggest two beverages, one alcoholic and one non-alcoholic. For example, "Can I interest anyone in a glass of Chardonnay or an iced tea?"
- * After taking a meal order suggest a small plate. For example, "Would anyone like an order of Steak Bites while you are waiting for dinner?"

EXAMPLES: "My favorite is..." or "Our best selling items are..."

Do not say "Would you like a cocktail?" Say, "Would you like to try our scratch margarita today? It's our bartender's specialty!"

- * Remember, suggestive selling gives you the opportunity not only to sell the guest on the special products we have, but on you as a professional server as well.

PLACING THE ORDER

Here are some helpful tips when placing food orders:

- * If a salad/soup is to be served, time the placement of your order to allow enough time for the guest to eat it. We don't offer soup in the summer months
- * Ring in the small plate items and mark FIRST – with full dinner order. Bring side plates to the table if they are not on the table when the guests are sat.
- * Always serve small plates first, soup/salad second and entrée third unless the kitchen is backed up and the guests would prefer to have their salads first. (communicate with the expo and guests!)
- * Beverages from the bar must be rung up before going to the bar to get them.
- * Tables of 6 or more – after ringing in 6 items, press continue button (button under entrées), press send, reopen ticket and enter remaining items.
- * After placing an order, maintain communication with your guests. If the kitchen is running a little slow, inform the guest and suggest entree items that may be prepared quickly. Inform them of any delays in delivering their food or beverage. Inform them of entrees that will require longer preparation times. **DO NOT avoid the table.** You will find that open communication will avoid bad feelings later. Most people understand when there is a problem. Always apologize and tell them the truth.
- * Watch your table timing. Pace the serving of your salads and small plates to allow enough time for the guest to complete them before the main entree is served. Do not serve entrees to guests who have not yet finished their salads.
- * If you run into trouble **ASK** your co-workers or the MOD for help. Do not let your ego get in the way of taking care of your guests.

Turn each order into the kitchen IMMEDIATELY to insure that you allow enough time for preparation. Always make it your job to know if the kitchen is running behind and if food preparation is taking longer than it normally should. **INFORM** the guest immediately if you run into this problem.

Never enter more than one order at a time to the kitchen.

If you can at all avoid it, never ask the kitchen to slow down the preparation of a food order because your delivery of pre-meal items was slowed down. This can cause the kitchen to lose its timing. **ASK FOR HELP BEFORE YOU GET YOURSELF INTO THIS SITUATION!!!**

PICKING UP THE ORDER

Be aware of timing. Try not to start another order when you feel it's almost time for your food to come up. Also, we use the "team system". If the cooks or expo call for a runner and you're not busy, help deliver the orders.

SERVING THE MEAL

Tips for serving entrees to a table:

- * If you have two-three plates/bowls/baskets, you can carry them with your hands
- * Remove dirty small plates and/or salad plates before delivering meals – pre-bus!
- * Place the plate in front of the guest so that the main entree is closest to them.
- * Before leaving the table, do visual checks. Do they have enough napkins, beverages and silverware?
- * Ask them if anything else is needed, such as condiments. If anything is needed, take it to the table immediately.
- * Sincerely tell guests to enjoy their meal.

CHECKING BACK

After serving the meal, we require servers to check back with the table within two minutes (or after approximately five bites). Without interrupting the guest in the middle of conversation, ask the guests if they are enjoying their meal. If a guest is not satisfied, act immediately to fix the problem.

TABLE MAINTENANCE

PRE-BUS All debris, dirty dishes and glasses should be removed immediately upon completion of these items. Always clear the dirty plates before delivering meal courses. Anything not being used should be removed from the table. PRE-BUS. If you are unsure if guests are finished with items, stop at the table and ask "is there anything I can grab".

Maintain entire section, table and guest awareness at all times. Floor staff – all tables are your section. Visually assess where tables are with their drinks, look at individual tables and anticipate the needs of that table and look at the individuals seated at those tables. By maintaining this constant awareness, you will save yourself steps and provide the kind of service that is customary at Manhattan's.

Move with purpose and direction. Plan your trips between the floor and the kitchen. As you head back towards the kitchen, look around for empty glasses, dirty dishes, etc. you can bring with you.

Never go empty handed. When walking through the dining room, pick up anything you can from a dirty table even if it's not yours. **FULL HANDS IN, FULL HANDS OUT!**

Constantly be aware of debris on the floor and on the chairs.

PRESENTING THE GUEST CHECK

Present the guest check at the end of the meal – **NO GUEST SHOULD EVER HAVE TO ASK FOR THE GUEST**

CHECK!

Before taking a check to a table, look it over to make sure you have rung up everything, and that it is accurate.

Ask the guest if they would care for anything else.

Always circle the total, and write "thank you" on the check. Place the check in a jacket face down.

Unless someone has asked for the check, place the check in a neutral area on the table.

Thank guests and instruct them that they can pay you when they are ready to go.

Remove anything not being used from the table.

REMEMBER: Tables are still your responsibility until after they leave the restaurant! You should still check back with the table if they linger. In the summer months, we limit table times so make sure you're guests are aware if they will need to leave the table once they pay.

THANKING DEPARTING GUESTS

At Manhattan's it is EVERYONE'S job to thank guests as you see them leave.

Always make sure to say:

- * We hope you enjoyed yourselves today/tonight.
- * Thank you for coming, it was a pleasure serving you.
- * We look forward to seeing you again soon.

This is the guest's last (and lasting) impression of our establishment.

PROCESSING GUEST CHECKS

- * How is the guest paying – gift certificate, gift card, cash, check, credit card, room charge, house charge
 - *Room Charge and Gift Certificate buttons are under “other payments” House Charges for a few companies and management. For room and house charges print “print w/sign” receipt. A MOD/Lead Server has to finalize a house charge. You can finalize a room charge.
- * Credit Card Processing Steps: preauthorization button and enter card. After you receive the filled out credit card slip – open check, enter final amount and click on “credit finalize”, keep signed receipt.
- * Cash processing: hit cash. Put the cash in your book. The cash is now your responsibility.
- * Gift Card: click on GC Redeem, swipe card. If remaining balance is on card, use permanent marker and write on the back of the card. To check gift card balance, open check, click on “gc balance” and swipe or enter gift card numbers.
- * Gift Certificate – click on “other payments”, click on gift cert. Enter gift certificate amount, zero for tip, enter gift certificate info – this can be very basic details. staple the gift certificate slip to the gift certificate with a copy of the receipt. You are responsible for gift certificates, the same as cash. At the end of the night, if your gift certificate total doesn't match what you turn in, you're responsible for the difference.
- * Loyalty Cards: click on GSS Loyalty Prog, click on add customer by card, swipe card. If card isn't swiping, enter in the numbers on the back of the card. If a guest doesn't have their loyalty card, you can click on Add

Cust my LU, click on keyboard and enter last name and click on find. Click on find next if correct one doesn't pop up first.

SERVICE TIPS

- * If the guest is a regular customer, greet them by their name.
- * Keep tables free of debris during service.
- * When serving beverages, never touch fingers to rim of glass.
- * Lift plates by the outer edge of the plate.
- * Set napkins, silverware and dinner plates approximately one inch from the edge of the table.
- * Before serving dessert, clear all dishes except beverage glasses
- * Before, during and after the meal - always carry something into or out of the kitchen. FULL HANDS IN, FULL HANDS OUT. Be efficient.
- * Do not fill glasses with ice by dipping the glass into the ice bin. Always use the scoop.
- * Silverware should be rolled and set the slight right of the chair. Dinner should have a side plate under the silverware
- * When walking through the restaurant, remember the guest always has the "right of way". Be courteous and be aware!
- * Let guests know you are present without interrupting them.

WAITING ON CHILDREN

SEATS: High chairs and booster chairs are available.
Make sure they are clean before taking to the table.

- Always ask if they need a booster seat or high chair.
- Be very cautious of putting high chairs in main traffic zones.

SHIRLEY TEMPLE or KIDDIE COCKTAIL:
Sprite and Grenadine, garnish with cherry.

ROY ROGERS: Pepsi/Coke and Grenadine. Garnish with cherry

- * Always anticipate special needs of children. Ask if the children would like to order right away or when the adults meal is served
- * Always acknowledge the children in the party - make them feel special.
- * Serve child's meal before adult's meal when serving the entire table
- * Whenever serving small children, serve the meal closest to the parent.

- * Talk directly to children, include them, and make them feel like part of the show.

FULL HANDS IN/FULL HANDS OUT

Keep your hands full at all times. Always carry something into the kitchen with you. When walking past tables on your way to the kitchen, be aware of other dirty plates you can pick up off other tables. Good service is only achieved when you consolidate trips and make good use of every step. When in the kitchen, always check to see if you can carry something out, or follow another person with a large order.

TEAM BUSSING

Bussing tables as quickly as possible reduces the waiting time for our guests and keeps the entire restaurant flow running smoothly and appears neater. Unbussed tables, regardless of where they are, are your responsibility. No table should sit unbussed for more than one minute. If you are passing by an unbussed table, grab what you can. Anticipate tables that are getting ready to leave.

- * Gather all silverware, napkins, condiments, cups, empty plates and glasses off of the table.
- * Bussing means the table, chairs and floor are wiped, clean and free of crumbs.
- * Don't forget to wipe down salt & pepper shakers.
- * Do not, regardless of how busy you are, leave dirty glasses, plates or trays on clean tables or in undesignated areas.
- * Do not touch server guest check books. When you are clearing off a table for another staff member, leave the guest check book on the table. It is the servers responsibility to pick up the guest check book from the table
- * When resetting tables, place rolled silverware to the slight right of the chair and an inch from the edge of the table.
- * Once the table is clean and ready, let the floor staff know.

A WALK THROUGH YOUR DAY

PREPARATION

Always allow yourself the extra time to be prepared for your shift. There is nothing worse than trying to catch up once you are behind. This can throw off your entire rhythm for a shift and detract from the quality of service you provide your guests. Always allow yourself 10 minutes to arrive early for your shift. This will allow you enough time to:

- * Server/Bar Find out what your section is for the shift. The section will be clearly designated prior to your reporting for your shift.
- * Server/Bar Immediately find out where the diners in your section are in their dining experience. Make sure any new tables have been greeted. Floor: Check all tables to see what needs to be done right way
- * Check the kitchen white board – what's 86ed, what beers are currently on tap, what is the vegetable and feature for the night

- * Check the employee bulletin board to learn of any policy changes or news that might affect you.
- * Check the sidework checklists to know what your opening duties will be for the shift.
- * Do a personal inventory of your appearance. Hair longer than shoulder length must be pulled up before going out onto the floor.
- * Clock in at the time your shift begins. If it is necessary for you to come on duty early, make certain that you get approval from the MOD.

ON THE FLOOR

- * Check to make certain that tables are set up properly.
- * Check the chairs at the table to make certain that they have been wiped down and are crumb-free.
- * Check the floor for wrappers, crumbs or debris.
- * Look around the restaurant. Imagine what your impression would be if you were visiting it for the first time. Take the initiative to pick up a dust cloth or window spray if areas in the restaurant need a quick touching-up. Keep in mind that it is everyone's job to maintain the standard of maintenance and cleanliness.

ANTICIPATION

- * **Think ahead, Plan ahead, and Stay ahead.** A guest should never have to ask for something. When you are ahead of the game, anticipating a guest's needs, he or she will never need to ask. Also, when you are ahead, you control the timing and flow, instead of the guest's requests controlling you.
- * If you observe people who are waiting for the floor or service, take the initiative to ask if you can help them.
- * Always make it YOUR job to initiate a guest greet - even when walking past guests who are not in your section.
- * Do not be afraid to ask your guests if they have special needs. Set yourself up for success by knowing the unique needs of every guest. Use your sixth sense to read each and every guest so that you can anticipate his or her expectation.
- * **ALWAYS RESPOND IMMEDIATELY TO THE GUEST'S REQUEST. YOU CAN NEVER BE TOO BUSY TO PROVIDE FAST AND EFFICIENT SERVICE.**

PROFESSIONALISM

- * Know your job, know your guests, and know what the restaurant has to offer. We expect all staff to be knowledgeable of our products to the point where they can discuss them intelligently and confidently. Be positive, take pride and be the best you can be.
- * Be aware of your unconscious mannerisms. Guests are very sensitive to people running their hands through their hair, blowing their nose and other habits that may make the guest question your sanitation.
- * **ALWAYS SMILE!!!!**

TURNING TABLES OVER TO ANOTHER SERVER

If you start a table, you are responsible for seeing the service at that table right through to the end - right up to the

moment when the guest walks out the door.

Turning tables over to another staff member is sometimes necessary in the restaurant business. Unfortunately, more often than not the service at the table suffers because that second staff member does not take ownership for that table. In most restaurants, you can count on poor service more often during off-times or shift changes than peak serving times.

Absolutely under no circumstances are servers/bartenders to ask the guest to "pay out" because they want to leave. There is no better way to create an unhappy guest than in doing this.

In the event that it is necessary for a server/bartender to turn a table over to another server on the floor, the following procedure must be followed:

1. Get permission from the MOD
2. Inform the MOD of where the guest is in the dining experience and what needs to be done to take care of the guest.
3. Tell the MOD, who will be taking over the table.
4. Bring the relief server/bartender over to the table and introduce him or her to the guests. Explain that you will be leaving and that this server will be taking over the table.
5. Thank the guest for coming and invite them back again.

SHIFT COMPLETION

1. Check the sidework chart to perform your closing duties. When you have completed your side work, you must have the closing server initial your paperwork. The initial of the closer will signify to the MOD that you completed your required side work and are eligible to checkout
2. Complete your "Server Checkout" and tell the MOD you are ready to check out
3. Close out with the MOD, then clock out

THE SERVING PATTERN - REVIEW

The following is a brief breakdown of the serving pattern you should follow. This summary pulls together all the technical points you have learned in this manual. It is up to you to add the personal touches that make the guest's dining experience one to remember.

1. Floor greet (within 30 seconds).
2. Guest sat by floor at table.
3. Server/Bar greets table (within 30 seconds). Pour guest water unless the floor has poured water
4. Server/Bar informs guests of features
5. Guest beverage order taken (use suggestive selling techniques).
6. Ring beverages into POS & Server/Bar returns with beverage (within three minutes).

7. Server/Bar takes food order.
8. Ring food items into POS
9. Pre-entree items served to guest (small plates/salads/etc.)
10. Never stop running food. This is essential to teamwork. Never go to or from the kitchen with empty hands.
11. Keep an eye on expo so you can run your food and help with running all food
12. Use the time you deliver food or drinks to execute table maintenance (no matter whose table it is), refilling of water glasses, checking on beverages.
13. Clear table of small plates or salad plates BEFORE delivering entrees to the table - know your table timing.
14. ALWAYS CHECK THE ORDER TO MAKE SURE ALL ITEMS ARE CORRECT
15. Within 2 minutes of serving food, return to the table to make certain everything is correct and to the guest's satisfaction. Use this opportunity to check on beverages and table maintenance.
16. Watch the table timing at your tables. If the dining times are somewhat longer than usual, check back again.
17. Clear or pre-bus entree plates. ALL dirty glasses, plates, silverware, wrappers and additional condiments brought to the table should be removed.
19. Present the guest check & make change quickly. NEVER ask if the guest needs change – assume they do if they are paying by cash.
20. Offer a final greet - thanking the guest for coming.
21. Invite the guest back.
22. Tell the guest how much you enjoyed waiting on them.

WINE SERVICE

We serve wine by the glass or bottle. It is part of your job to know how to pronounce the wines we sell, and to know the foods these wines go well with. See the current wine menu for details. Ask coworkers if you need help with understanding wines and what we offer. *see cheat sheet for your server book to make sure you don't skip any steps for great wine service.

ORDERING DRINKS FROM THE BAR

Please observe the following guidelines when ordering drinks:

- * All drinks from the bar must be pre-ordered through the POS
- * Never cut in front of other servers who are picking up drinks
- * Remember the bartender may also be waiting on his or her own guests at the bar.
- * Always use a tray when delivering multiple drinks to a table

ALCOHOL AWARENESS

CHECKING IDENTIFICATION

It is everyone's responsibility to check identification when serving alcoholic beverages! The following policies are to be met:

- * Check everyone who looks less than 40 to you. It's better to be safe than sorry!
- * Valid picture ID's, untampered driver's licenses, passport, and military ID cards are acceptable.
- * Anyone who gives you trouble about checking his or her ID should be referred to MOD.
- * Anyone without an acceptable form of ID, **will not** be served.
- * Anyone with an ID that has either apparently been altered or tampered with, or that does not match the person presenting it, will be referred to MOD.
- * Anyone under the age of 21 cannot pay for the liquor on the check.
Our jobs and liquor license depend on the control of not serving minors. Any employee exercising poor control in this area, or who is knowingly serving minors, faces the possibility of immediate termination.

If you are serving alcoholic beverages, you are responsible to know who is consuming those beverages.

SYMPTOMS OF INTOXICATION

Even though you may have served a guest only one or two adult beverages, many other factors can effect how intoxicated that individual may become. For example:

- * How many drinks before they arrived
- * Medication
- * Lack of sleep or food

Be aware of the following symptoms:

- * Appear sleepy; put their head down on the table
- * Lose muscle coordination, spill things or drop things
- * Lighting more than one cigarette at a time, or light the wrong end
- * Appear unstable when walking or sitting up
- * Start to daydream or become glassy-eyed
- * Slurred speech or loss of train of thought
- * Become loud and annoying to others
- * Become overly friendly or physical with waitstaff or other guests
- * Loss of focus

COMPLAINT RESOLUTION & LEARNING TO RESOLVE GUEST COMPLAINTS

Happy guests come back - unhappy ones tell their friends. By nature, what is not pleasant is newsworthy. In the food business, we combine something people usually do for themselves with something they pay for. There is a tendency to be more critical of something done by others than when you do it yourself. In addition, eating is very personal. Flavors, tastes, comfort, atmosphere, family, and most important of all, hunger, can affect everyone differently and at times this may affect their moods while dining. When we are not pleased with what we get in an eating establishment, we have a tendency to overact. Given these factors, it is very important that we resolve complaints in a friendly and professional manner.

Part of your job is to be an ambassador of good will. As mentioned earlier, sometimes problems can happen - even

when the best intentions are meant for the guest. As a representative of Manhattan's, it is part of your position to try and resolve guest complaints before they escalate. The following are some very simple rules to remember when dealing with a problem.

As part of the staff, you are often in a position to hear a lot of feedback from guests. Pay close attention to what people say and how they say it. For example, when saying goodbye and thank you, you ask a guest how they enjoyed everything and they reply, "it was OK," more than likely something occurred which was not up to our standards. Politely inquire and show concern. Once you have heard the entire complaint, let the MOD know what happened.

FAVORABLY RESOLVING GUEST COMPLAINTS

Dealing with guest complaints does not need to be an unpleasant experience. Although people can get quite upset about service, food, temperature, music level, etc., we do not need to get upset with them. In resolving complaints, keep in mind that the complaint is not about you personally. It may be a result of circumstances beyond your control. In dealing with guest complaints, here are 10 steps on how to favorably resolve them:

1. **IDENTIFY THE PROBLEM**

When you hear that there is a complaint, do not avoid the guest. Timeliness is essential.

2. **ASSUME THE PROBLEM IS VALID**

Don't get your defenses up when you hear that there is a problem. Assume that the problem is valid and prepare to resolve it.

3. **APPROACH THE GUEST**

When approaching the guest, address the problem with a leading question: "I hear that there is a problem here, is there something I can do to help?" This lets the guest know that you are there to resolve the problem, not argue its validity.

4. **LISTEN TO THE GUEST**

When the guest is stating the complaint, LISTEN. But don't listen to how they are telling their problem, but what they are telling you. Listen for the essence or nature of the problem. Fine-tune your listening skills and listen for the "hot buttons" or feelings that the guest is expressing. Do not interrupt the guest. Let him or her get the entire complaint out.

5. **MAINTAIN YOUR COMPOSURE**

Many times a guest will become hostile or emotional when relaying the complaint. The more peaceful you appear, the more peaceful the guest will become. Remember: Don't take it personally and don't react to any negative emotions. Remain calm and pleasant. Your good feeling will rub off on them.

6. **ACKNOWLEDGE THE COMPLAINT AND REPEAT IT**

After the guest is finished stating the complaint, acknowledge the complaint by repeating it back to the guest using some of the "hot buttons" you heard the guest express.

For example, "I understand you have been waiting 15 minutes for your drinks and you would like to order right away or you will be late for your sunset boat ride."

This demonstrates to the guest, again, that you have indeed been listening and that you understand the problem.

7. **EXPRESS EMPATHY**

Acknowledge how the guest is feeling. Tell him or her that you understand how they are feeling and repeat

the "hot buttons" once again. "I can understand how you feel ignored and frustrated."

8. **APOLOGIZE**

When making an apology, state the fact that this is an isolated incident and that you are sorry that it happened to them. This personalizes the apology.

9. **STEPS TO RESOLUTION**

a. Tell them that they are valued guests.

b. Tell them that we would like to make things right for them.

c. Tell them what you are going to do for them. For example:

"We would like to deduct the cost of the meal from your bill or we would like to give you a gift card to be our guest on another day." (Accommodate and remunerate the guests only after discussing the situation with the MOD)

10. **CORDIALLY INVITE THE GUEST BACK**

Before the guest leaves, make a point of thanking him or her for coming. Again apologize for the mishap and state, with confidence that it will not happen again. Cordially extend an invitation to come back. Sometimes we know that the guest is not always right. In resolving guest complaints, remember that you could easily "win the battle but lose the war". The damage that one guest can do to a business is staggering. So... bite your tongue and make them happy!

Remember, it is equally important to have the ability to be friendly & polite. Smiling is contagious. Let's have fun and do our job great - as a team. This will rub-off on our guests, in turn, making their Manhattan's experience that much better. Help your teammates, compliment your teammates, look out for your teammates, and communicate with your teammates. Let's take pride in being the best!

Manhattan's 2024 Summer information:

Phone number: 218-692-3381 / 39051 CR 66, Crosslake, MN 56442 / www.mblodge.com

Summer Hours:

Closed Monday

Tuesday – Friday 4pm, Saturday & Sunday 11am. Lunch 11am. Bites 2-3:30. Dinner 4pm

Kitchen typically closes at 9pm Tuesday-Thursday & Sunday and 10pm Friday & Saturday.

The kitchen could close early and stay open later. If this happens, your MOD will notify you ahead of time

Sunday Funday: Live Music 1-4pm and \$3 Drink & Tap of the Day

Taco Tuesday: \$12 Tacos / \$6 Chips & Salsa / \$2 OFF Scratch Margarita

Wednesday: \$20.24 NY Strip

Thursday: Seafood Night – Chef's Seafood Feature and Shrimp Buckets

Friday & Saturday: Prime Rib available while supplies last

SERVER CHECKOUT PROCEDURE:

1. Close all guest checks. (If any are closed to Empl Chrg, Other Chrg, Room Chrg, Package or Gift Certificate, make sure that you print a receipt so that it shows the total including tip. Write on this receipt who the charge is for.)
2. Run “SERVER CHECKOUT”.
3. Divide out your business, credit cards, room charges, employee house charges and gift certificates
4. Add total amounts of credit cards. If it matches TTL CR CARDS put your initials to the right of the total. If your credit card total does not match see the MOD if you cannot reconcile yourself.
5. If your CASH DUE is a negative, you need to be paid from the house – that number. If your CASH DUE is a positive you need to pay the house – that number.
6. Any check can be deducted from cash due on a positive balance. A negative balance needs the house to cash the check.
7. If you have any questions, please see the MOD

GIFT CARD PROCEDURE:

Selling a Gift Card:

1. Start a new tab (on a table or thru the fast bar)
2. Tap on the Pay Screen
3. Tap on Sell GC
4. Enter in the amount you are selling the Gift Card for
5. Swipe Gift Card
6. Pay bill as normal

Redeeming a Gift Card

1. Tap on the Pay Screen
2. Tap on Redeem GC
3. If there is a charge tip amount enter it here otherwise tap in 0.00
(no gratuity allowed on promotional gift cards)
4. Swipe Gift Card
5. If there is a remaining balance on the Gift Card return the card to the guest
6. If they have used the full amount of the Gift Card turn it in at the end of the night with your paper work as they can be reused.

ADDING A CUSTOMER TO A CHECK USING THE GUEST LOYALTY CARD:

1. Open up the check
2. Tap on the Pay Screen
3. Tap on GSS Loyalty Program
4. Tap on Add Customer by Card
5. Swipe Customers Guest Loyalty Card
6. If the customer has reached a points milestone it will print out a coupon for them to use during their next visit.