

Manhattan's Restaurant

TRAINING GUIDE FOR FLOOR AND DOCK CREW

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
* Team player	* Reliability
* Good personal appearance	* Cooperative
* Good health and personal hygiene	* Empathy

DUTIES AND RESPONSIBILITIES

1. To go beyond what's expected and create a lasting, positive impression of Manhattan's.
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.
9. To complete any set-up, closing duties, side work and miscellaneous projects assigned.
10. To keep the restaurant clean and well maintained.
11. Knowing where all supplies are stored.
12. Maintaining personal hygiene and cleanliness.

13. Laundering and maintaining personal uniform.
14. To make certain that greet times are achieved and maintained.
15. To know employee policies and procedures, and to be aware of any new memos or announcements posted.
16. To inform guests of special events and promotions going on at Manhattan's.
17. To work as a team player with other co-workers, including the front of the house and back of the house staffs
18. 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

Dock Crew: Manhattan's Dock shirt, trunks and shoes

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.

PARKING

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

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.

- * 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.
- * When you're on the floor - It is your job to always have your hands full; rather it is going in or out of the kitchen. **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.

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.
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.

GREETING

The floor/dock 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. 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.

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.

REMEMBER: 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 greet the guest quickly, NEVER let the guest see you flustered or overly anxious.

When seating guests - remember to remove any extra settings from the table

SERVING THE MEAL/RUNNING FOOD

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.

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 table and guest awareness at all times.

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.

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.

SUCCESSFUL SERVICE TIPS

- * If the guest is a regular customer, greet them by their name.
- * Keep tables free of debris during service.
- * 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.

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.

- * 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. If you're walking up from the docks and walk by a dirty 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, reseal as quickly as possible

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:

- * Check the kitchen white board – what's 86ed, 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!!!!**

SHIFT COMPLETION

1. Check the sidework chart to perform your closing duties.
3. Check with MOD before you clock

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