

DO NOT USE “SEARCH”

This will steer you wrong nearly EVERY. SINGLE. TIME.

PLEASE USE THE CATEGORY BUTTONS TO FIND & RING ITEMS IN!!

- ◇ You can always also ***ask*** the customer where they are ordering from on the menu to make sure you're correct about what kind of meal they're trying to order. Getting the orders correct is your PRIME OBJECTIVE. Don't be afraid to ask the customer questions and ***do your part*** to communicate!!
- ◇ We DO have a huge menu, and while customers are free to order many items ala carte (individually), MOST PEOPLE are ordering breakfast combos, sandwiches, burgers, or entrees that all COME WITH sides, etc.
- ◇ ***Using the right button will prompt you through ALL the choices the customer has, preventing mistakes or forgetting sides.***

***Make yours, your coworkers', and your customers' lives better:
USE THE CATEGORIES!***

▶ LEARN THE ALCOHOL

COMMON BAR TERMINOLOGY:

NA: Non-Alcoholic

WELL: cheap, generic or “house” liquor: “Vodka and soda,” or “whiskey coke.”

CALL: name brand liquor: “Grey Goose Vodka and soda,” or “Jack & coke.”

BACK: a small plastic cup approx half-full of the NA drink they requested. For chasing (drinking after) a shot, i.e. “coke back” or “pickle back”

COCKTAIL: A mixed alcoholic drink

NEAT: straight liquor in a glass with NO ICE

ROCKS: liquor poured over ice.

STRAIGHT UP: chilled/shaken on ice, then strained into another glass

TALL: the glass we use for most cocktails

SHORT: a short/rocks glass

SINGLE: a single shot of alcohol in a mixed drink

DOUBLE: a double shot of alcohol in a mixed drink

VIRGIN: a cocktail made with NO alcohol

DRAFT/TAP/MUG BEER: A beer poured from a keg

PACKAGE: Beer, liquor, or mixed drink in a bottle or can & taken ToGo

 Bottles	 Mugs	 Pitchers	 Top Shelf Bourbon
 Liquor A-G	 Liquor H-Z	 Wine	 Package Alcohol
 Cocktails A-K	 Cocktails L-Z	 Shots & Bombs	 ADMIN FUNCTIONS

TIP:

Check drink menus when you arrive to work for new drafts, bottles, cocktails, or other special items.

- **All Cocktails & Mixed Drinks** (except Top Shelf Bourbons) **are sold Double Tall** unless the customer requests otherwise. *Doubles are always only \$1 more!*
- **Top Shelf Bourbons are sold differently.** Please read those menus.
- **Draft beers** are all under “Mugs” and “Pitchers;” **1 Pitcher = 5 Mugs.**
- “Bottles” category has all bottle & can beer, cider, seltzers, etc.
- **Wine is ONLY by the glass.** We DO NOT sell bottle service.
- Package sales CANNOT be opened or consumed in the restaurant.
- **Named cocktails** are under “Cocktails” (ex: Bloody Mary).
- **Mixed Drinks** are under Liquors alphabetically. Ex “Jack & Coke” is Liquor, then choose mixer.

DO NOT STAND AROUND:

Not at the ToGo Bar, not in the back, not in the kitchen!

Nothing to do? This is not a 'stand-around' job:

- Check to see if you have food up.
- Check to see if you have bar drinks up.
- Check to see if ANYONE has food up and ask them if you can help run it.
- Check to see if any togo orders need bagged or rang in.
- **Walk by all your tables** and check for refills needed & pre-bus ANY AND ALL DIRTY DISHES. Empty glass? Empty bottle? Pick it up!!
- Walk around the restaurant and help other servers bus/wipe tables.
- Check the patio and bus/wipe tables.
- Spot sweep your section.
- Spot sweep the main walkways and bar seating.
- Spot sweep the bathrooms.
- Wipe down the riser ledges tops.
- Fill the mints and toothpicks by the front door.
- Wipe down literally anything.
- Pick a chore on the list and complete it. And another.

Once ALLLLLLLLLLL those things are done...

- Get a food menu and study it; Learn the categories.
- Get a drink menu and study it.
- Ask the bartender or another server about unknown items.

TO GO & DELIVERY

ALL TO GO ORDERS

- **PRINT** a copy of the receipt and tape to counter immediately after you send the order. For Online "Orders," view transaction & print "New Receipt."
- **PAY ATTENTION** to sauces & special instructions.
- **INCLUDE PLASTIC CUTLERY, NAPKINS, KETCHUP, ETC.**

GRUBHUB & DOOR DASH TABLETS

- **ENTER AT LEAST 30 MINUTES** as the prep time!!!!
- Use 1111 to ring in orders from tablets.
- Use the "Delivery Menu" to ring in these orders.
- Mark orders "Ready" on the tablet once bagged

CALL IN ORDERS:

- Use your number to ring in call-in orders.
- Use the "Truman's Menu" to ring in items from call-in orders.

ONLINE (AUTO-PRINT) ORDERS

- These auto-print to the kitchen. They will be customer pickup or DoorDash Delivery.
- Orders will appear on the Square register on the "ORDERS" tab at the bottom of the screen.
- Mark them as "Ready" when they are bagged and "Picked Up" when they leave the restaurant.

✓ **RING IN CORRECTLY!**
MAKE SURE PRICES MATCH!

✓ **DON'T BAG UNTIL
COMPLETE!**

**NEVER GRAB BOXES WITHOUT A
TICKET!**

✓ **INCLUDE EXTRAS!!**
**SAUCES, CONDIMENTS, CUTLERY,
& DRINKS!**

✓ **PAID OR UNPAID??**
TAKE PAYMENT IF NEEDED.