

BEGINNING YOUR SHIFT

Grab a Menu and know the DAILY SPECIAL

- Ask the bartender if there are any other specials, new beers, or promos.
- Check the Drink Menu to see if there are any new drafts or cocktails.
- Upsell/suggest new items and daily specials to your customers.

Get with the server ending her shift:

Which tables will be transferred to you, which have been cashed out?

Check on any tables in your section that are not accounted for.

Tidy up your section AND the whole dining room:

Start bussing, sweeping, and cleaning up anything that is dirty when you arrive.

CUSTOMERS DON'T CARE IF IT'S "NOT YOUR TABLE" - They will just think you look lazy, inconsiderate, and probably even a little dumb if you're just standing around when the dining room looks dirty and other servers look busy.

Stock: straws, portion cups and lids, to-go cups and lids, to-go boxes.

Coffee pots: Check that none are sitting empty on hot burners!

Fill: mints and toothpicks by front door.

Sweep Entryway: Sweep off the floor mat and tidy up the entry area.

Spray Bottles & Towels: Refill sanitizer spray bottles & Get 5 fresh white towels for the shift.

IF YOU ARE UNSURE ABOUT ANYTHING, ASK!

Being PREPARED = Easier Shift & Higher Tips