

# Kokomo's

## Fact sheet

<b>Opening times:</b>	Breakfast:	CLOSED	
	Lunch:	FRI-SAT	12pm-3pm
	Bar food Menu:	WED-SAT	4pm-10pm
	Dinner:	WED-SAT	5:30pm-10pm
	Bar:	WED-THURS	4pm-11pm
		THURS-SAT	11:30am-2am (4am licence)

### **Description of food:** Trans-Pacific

*Menu Buzz words: Hawaii, Bermuda, Fiji, Jamaican, unpretentious, ingredient focused, flexible, sharing, feasts, tropical flavour combinations, visually pleasing, generous portions, seasonal, grazing, sessional*

**Description of Beverages:** Fun, bright, reminiscent, tiki cocktails. Miami Vice meets Hawaiian isles. Alcoholic slushy machines coming out of the wall, plenty of beers on tap including our very own exclusive pineapple lager which we made with Bentspoke. Serving cocktails in pineapples and coconuts. Tiki style cocktail bar upstairs. Offering VIP spirit bottle service. Putting the fun back into getting buzzed!

### **Parking:**

Street parking: Free for the hour and half hour only, on Bunda Street and up through Braddon.

Canberra Centre parking:

Up to 2 Hours = \$4

Up to 4 hours = \$10

Maximum = \$30

Entry after 6pm = \$2 flat rate

Outdoor uncovered gravel Parking:

\$2 p/h up to a maximum of \$14

### **Booking enquiries/Reservations:**

Utility used: OpenTable

Maximum internal booking: 14pax

Functions: 15pax+ ([functions@kokomos.com.au](mailto:functions@kokomos.com.au) OR 0447 312 304)

Credit Card Authorisation required for all bookings (for security, not as payment nor is a deposit required/charge made to this card unless no show)

Function enquiries are to forwarded onto: [functions@kokomos.com.au](mailto:functions@kokomos.com.au)

**Contact Details and social footprint:**

**1 Genge Street, Canberra City, 2600**

**Direct Number: 0261712091**

**Email address: [info@kokomos.com.au](mailto:info@kokomos.com.au)**

**Website: [www.kokomos.com.au/](http://www.kokomos.com.au/)**

**Facebook: [@kokomoscb](https://www.facebook.com/kokomoscb)**

**Instagram: [kokomoscb](https://www.instagram.com/kokomoscb)**

**Gift vouchers:**

Online Gift vouchers are available from our homepage. In-house gift vouchers can be purchased from the host desk on-site.

**Kokomos Executive and Management team:**

**Peter Harrington - Founder/Co-owner and Managing Director**

**Michael Harrington – Co-owner/Director**

**Johnon McDonald – Group Executive Chef**

**Fraser Pollard - Group Operations Manager**

**Isaiah Samau – Kokomos Restaurant/FOH Manager**

**Struan Preston – Kokomos Head Chef**

**Dan Rice/Aaron Lee – Bar Management Team**



### **Floor Service Sequence of Service**

Kokomo's is known for fun service and staff who make their guests have a good time. We can't get people having a good time if we don't get the waiting basics right. By nailing the sequence of service and making the following steps little more than autopilot habits we can spend more time injecting personality and banter into our section and making sure our guests have a rad time.

1. **Welcome guests** to their table, **give menus and wine list, and introduce their waitperson** (usually done by host)
2. **Ask for water:** unlimited sparkling water for \$2 each or just still water
  - Ask for a drinks order; its always time for a Pina Colada at Kokomo's!
3. **Explain how we do what we do while pouring water.** In your own words you MUST cover:
  - Explain how the menu works including about the Feed Me
  - Menu is designed to share, (recommend roughly 2-4 dishes per person)
  - Food comes out as it is made and therefore NOT ALL AT THE SAME TIME
  - It's OK to order less than what they think, we can always add on more later
  - Let us know of ANY dietary requirements
  - OR!! Let us take the hassle out and take the reigns let them know you can order for them and build an experience to match what your customers are looking for
4. **Give them time to decide.** Use your observation skills to watch their body language.
  - Do they look confused? Anticipate questions and realise that some people just don't understand sharing food or busy restaurants. Make them feel welcome regardless.
  - Are they still studying their menus? Give them time or ask if they have questions.
  - Are they sitting back with menus stacked in a pile in the middle of the table? Probably a clear sign they're ready...or that you're too slow.
6. **Take their order**
  - Write every order down
  - Confirm with guests their order
  - Put in to POS correctly making note of any changes for kitchen/bar
  - Take their menus away. Gives a strong signal to other staff that that table has ordered!
7. **Deliver food** giving a brief spiel for every dish (usually done by runner)
8. **Clear empty dirty dishes (ask for another drinks order as you do!)**

9. **Check back (REALLY IMPORTANT)** on the food at various points, usually when you clear dirty dishes and NOT immediately after they receive a dish or when everyone has their mouth full
10. **Clear savouries**
11. **Give menus for dessert, send dessert order, set for dessert**
12. **Deliver dessert** with brief explanation of dish/es **AND** ask for another **drinks order**
13. **Clear dessert**
14. **Tidy table**, wipe and clean up as much as possible in anticipation for next sitting
15. **Print and Present bill** when out by time approaches. Bill always presented with pen.
16. **Process payment** on tyro/POS
17. Give a massive **GOODBYE!!**

Make sure you don't have empty glasses on tables. When a customer's glass has a third left make sure you ask if they would like another drink.

Don't waste movement. If you are headed past a table with dirty plates, on your way to a wait station grab them. Keep your hands busy.

Remember you are creating a unique experience for every customer. You are not a robot, engage with your tables keep things fresh and lively, don't fall into patterns.

Anything done in someone else's section, I.E. taking an order or fixing a mistake with something on a table. Must be communicated with the waiter on that section.

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**GENGE STREET OUTDOOR SEATING**



