

FUZZY'S



TACO SHOP

**CASHIER TRAINING
GUIDE**



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WELCOME TO THE EXCITING WORLD OF FUZZY'S !!!

You have been chosen to become one of this taco family's many faces! As a cashier, you are the FACE of the restaurant! You have the privilege of meeting hundreds of new people every day, and showing them how YOUR Fuzzy's Taco Shop is their new favorite destination for all their friends and family.

Here at Fuzzy's, our goal is to provide quality food at a great value, while creating a memorable experience for our loyal Fuzzy's Taco Shop followers. This guide is going to make your time at Fuzzy's smooth, exciting, and unlike any other job you may have previously held. Even if you've worked in another restaurant, you have never experienced anything like what Fuzzy's brings to the table for you and its guests.

This company is fast-paced with a casual presence that the people can't get enough of. You'll take pride in what you serve and find satisfaction in knowing that those guests will return again and again.

In this manual you will find your job description as a cashier, what we expect from you, the procedure of taking an order, opening/closing duties, answers to any questions you may have about anything Fuzzy's, and much more!

Be polite, listen, and remember the guest isn't always right, but NEVER wrong. Keep your head up and work hard, and we, the Fuzzy's family, will take care of you as long as you take care of us. We chose you because we see something in you, something...Fuzzy. So follow this guide, have faith in your abilities, and let your personality shine!

Success is in YOU!



FUZZY'S 101

THE FUZZY'S NAME

Where did the Fuzzy's Taco Shop name come from? Who is this "Fuzzy" person? And why on earth would he/she choose to focus their attention on creating "Fuzzy Tacos?"

In truth, there are many theories pertaining to the name Fuzzy. Some say it was the nickname of the chef and owner of the original Fuzzy's Taco Shop next to Texas Christian University (TCU), in Fort Worth Texas. TCU students may tell you that the name comes from students stumbling in to the original location after a long night of partying, unable to see clearly, craving those tacos that look so "Fuzzy." Still others believe that the name itself is rooted in pure innuendo.

Fuzzy's is a place where friends and family can gather for lunch, dinner, happy hour, birthday/holiday parties, before or after sporting events, or to just hang out and watch your favorite team on TV. It's the type of place that can be, much like the popular 80's sitcom Cheers, where everyone knows your name. And while the food and service are consistent in every Fuzzy's, each location is different enough, whether in decoration or community vibe, to ensure that every Fuzzy's location speaks to each guest individually.

While we may never know exactly where the name "Fuzzy" came from, one thing is certain; that Fuzzy's is for everyone. As such, everyone is Fuzzy.

So, who is the "Fuzzy" in Fuzzy's Taco Shop? YOU ARE!!

THE HISTORY OF FUZZY'S TACO SHOP

In 2003, after only 2 years of operation, the original Fuzzy's Taco Shop owned by local Dallas/Fort Worth chef Paul Willis, went up for sale. The 1800 square foot store had slowly been making a name for itself with its unique food offerings, but was poorly run. Seeing the "Diamond in the Rough" potential, a local restaurateur purchased the business.

Utilizing a "hands on" ownership approach, a plan was formulated, focusing on the following ideals the store needed to succeed:

- Recipe/Portion Control
- Established, maintained operational day-to-day systems
- An outgoing, welcoming, friendly staff
- Motivated Management, ready to come to work EVERYDAY
- Emphasis on treating customers as "Guests."

After a week of restructuring and hiring, Fuzzy's reopened the doors with great ambition. The results were almost immediate. The commitment to flavorful food, fair price, and fun atmosphere, brought about a steady sales increase which resulted in immediate profits. Sales continued to grow year after year, and with this success, came the ability to open additional locations in the Dallas/Fort Worth area.



In 2005, with the addition of Mel Knight to the ownership team, Fuzzy's Taco Shop opened their second location on Race Street in Fort Worth Texas. As word of Fuzzy's success continued to spread, many friends in the restaurant business were beginning to take notice. After the opening of the third location in Denton TX in 2007, the future was clear for Fuzzy's Taco Shop. Fuzzy's would become a Franchise opportunity.

In 2009, Clint Bixler and Eddie White became the first Franchise owners of a Fuzzy's Taco Shop, located in Arlington TX. Their success would usher in a seven year period of growth that would eventually take the Fuzzy's Taco Shop brand to the next level.

From 2009-2016, Fuzzy's Taco Shop added over 40 Franchise groups, and opened over 100 locations nationwide. With Fuzzy's Taco Shop brand awareness on the rise, Venture Capitalist Aziz Hashim, took interest. In early 2016, Aziz and his company NRD Capital, entered a partnership with Fuzzy's Taco Shop, as a majority owner.

With a commitment to growth and profitability, NRD Capital, together with Fuzzy's Taco Shop President Mel Knight, are poised to continue the success story that began back in 2003. While the company itself has seen numerous changes, the Fuzzy's Taco Shop promise of flavorful food, fair price, and fun atmosphere, remains the same. The unwavering commitment to this promise is the foundation of the Fuzzy's Taco Shop history, and will be the cornerstone of its future.

FUZZY'S TACO SHOP PROMISE

"We promise to Focus Our Full Attention on Promptly and Efficiently Providing You, Our Guests, with Generous Helpings of Uniquely Flavorful Foods at a Fair Price, in a Fun Atmosphere."

At Fuzzy's Taco Shop, everything we do is centered around the betterment of our guests' experience. As such, the Fuzzy's Taco Shop promise speaks directly to our guests. It is a symbol of our commitment to never stop going above and beyond to provide them the very best in quality, service, cleanliness, and fun. It is the core of every aspect of our entire operation, providing focus and expectations to all team members.

FUZZY'S MISSION STATEMENT

"Keep the promise, EVERYDAY."

The message of Fuzzy's mission statement is clear . . . run great shifts, every day. The cornerstone of our mission, is our promise. Unquestionably, if our promise is in the minds and hearts of all our team members, and we live up to "our" promise EVERY day, we will run great shifts, we will have loyal guests, and our restaurants will be successful.

As a manager, It is your responsibility to act as torchbearer, keeping our mission alive, by leading your team by example of our promise, every shift, every day.



JOB DESCRIPTION

The Cashier's main responsibility is to focus on the "Guest Centric" service model of Fuzzy's Taco Shop. They are required to be engaged throughout the ordering process, payment transaction, dining experience, and departure of every guest. Additionally, they are responsible for the cleanliness and effective floor maintenance of the entire front of house.

They are the "FACE" of each and every Fuzzy's Location.

Reports to:

Owners/Operating Partners, General Manager, other members of Management Team

BASIC JOB TASKS

- Greet EVERY guest entering the establishment in a timely manner, with a warm, friendly and inviting demeanor.
- Correctly take orders using the appropriate POS systems.
- Recommend (Upsell) items with every order to increase store profits.
- Receive payment by cash, credit cards, gift card or management specified vouchers.
- Issue receipts, refunds, credits, or change due to guests.
- Issue and redeem gift cards, coupons or other promotional incentives.
- Maintain the organization, stocking of products, and cleanliness of the Front of the House in its entirety.
- Direct guest complaints to management, answer questions and provide necessary information to management.
- Calculate and balance cash drawer at the end of each shift (as necessary)
- Ensure the completion and accuracy of Call-in/Online orders from point of sale, to guest pick-up.



EXPECTATIONS

Fuzzy's wants to make sure you know what you're getting yourself into. We want you to be aware of why we chose you, and what we expect. Here we will go into detail of what it means to be a Cashier in our restaurant family, so you may have a complete understanding of how to interact with guests the Fuzzy's way, and keep your restaurant Fuzzy's fresh. If you have any questions regarding the material, please see your manager or supervisor.

- **"GUEST CENTRIC"** - Actively look for ways to help guests. Your job directly affects our guests' satisfaction with their dining experience, so you should always be trying to find ways to make the dining experience more pleasant for our guests.
- **OUTGOING** - Be **YOU!** We chose you because we saw that "It Factor" in your personality that people want to be around. You've got character, so use it and make these guests love you. People hang out in Fuzzy's because we have a great atmosphere and you are a big part of that.
- **POLITE** - Remember, you are on the job and all guests have different comfort levels. Basic phrases like, "Please," "Ma'am," "Sir," "Thank you," and "You're Welcome," will go a long way. Offer to carry things; open the door for people; say yes to almost everything a guest asks of you; and remember, do everything with a smile.
- **ACTIVE** - If you've got time to lean, then there's time to clean. You could organize the front counter, restock, sweep, or do any number of things to benefit the store's appearance. It makes the time fly, and besides, the busier you look, the better you look. Guests and supervisors alike who see an active employee are likely to think, "Wow, this person must really care about their job." Subsequently, the guests feel special because their happiness is a part of your job, and your hard work puts you in good graces with the supervisor.

ORGANIZED - This is your house, so treat it that way and stay organized. If you need to clean or restock something it helps to know where to look. Playing hide and seek all day gets frustrating for you and anyone else who's relying on you. Take a tour with a supervisor and make sure to pay attention.



- **HONEST** - All monetary transactions between the store and its guests are being placed in your hands, so your position as one of our cashiers is one of considerable trust. We expect you to have high moral standards. Honesty, as you have probably heard, is the best policy. Trust is easy to give, but hard to recover when lost. Keep that in mind!
- **TEAM PLAYER** - As a cashier, you need to be willing to work with others, to follow instructions, and to do your part to make our entire team a success. You are working with people that will eventually develop into a family, so don't forget to lend a hand when someone needs it. It's a good way to make friends and they'll be quick to return the favor. The golden rule: One should treat others as one would like others to treat oneself.
- **PUNCTUAL** - Everyone in the store relies on you to show up ready to work when you're scheduled and you are responsible for maintaining that punctuality. Show up fifteen minutes early to every shift in case you are needed or just to prepare. If you think you're going to be late or cannot make a shift, call the store and let a supervisor know immediately. Your supervisor should have a schedule request book for personal time needed or for any changes in your availability.
- **HYGENIC** - Take a bath! You are the first person with whom our guests interact when they arrive, so do them a favor and keep a clean appearance, because they come here to eat. Always properly wash your hands with soap and warm water after any activity before starting a new one.
- **IN UNIFORM** - Everyone dreads the word uniform, but here at Fuzzy's we keep it cool and casual. We require you to wear one of our various awesome shirts, some clean jeans/shorts/pants, and closed toe shoes. Don't wear any accessories that will get in the way of your work and keep it tasteful when choosing your outfit. Some locations require hats, so speak to your supervisor for a detailed dress code.



PERSONAL APPEARANCE

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As a cashier, you are the Face of Fuzzy's!! You will be making the first impression to our guests and must, therefore, dress according to our requirements. Below is an explanation of what you will be required to wear at all times during your shift:

- Fuzzy's approved T-Shirt, Tank top, or Sweatshirt
- Clean black, khaki, or denim pants or shorts with no visible tears or holes
- Closed toe shoes (Non-skid are recommended)

In addition to the above requirements, you will also be expected to adhere to basic rules of personal hygiene. Just as our restaurant must look clean, so should our employees. If you are not meeting these requirements, a manager will discuss the problem with you privately. If the problem is not resolved, you could be written up, or even let go.

Besides wearing the approved uniform during your shift and taking care of your own hygiene, we also expect you to follow the guidelines below:

- Do not wear cologne or perfume during your shift – many of our guests and team members are sensitive to these fragrances.
- Do not use scented hand lotion – the lotion can smear on drinking cups/glasses and the smell can be a problem for some guests.
- Do not chew gum while on the floor – you can chew gum during your breaks but not when you are going to be interacting with guests. Remember to dispose of your gum properly before returning to the floor.
- Do not eat while on the floor – you can have food in a break area, or in the back of the restaurant but the guests should never see you or any staff member eating or drinking anything.
- Do not come to work wearing a dirty or wrinkled uniform – remember we are trying to create a positive first impression so always make sure your uniform is clean and wrinkle-free before you come to work. Be sure to remove any pet or human hair from your uniform before entering the restaurant.
- Smile whenever you are on the floor. We want our guests to feel relaxed and to have a good time. When you smile, they feel welcomed.



ALL FUZZY'S EMPLOYEES MUST:

- Stay in communication with the rest of the team
- Greet guests entering the restaurant
- Say good-bye to guests exiting the restaurant
- Smile and have a positive attitude while you are working – save complaints for the managers
- Have a contact number available where you can be reached and a back-up number in case that number becomes outdated or is busy
- Continue working until a manager says you can leave for a break or at the end of your shift
- Be responsible for your schedule. You should know your hours and be on time when you are scheduled to work. If you can't be here, find a replacement, and notify your manager as soon as possible. When you're not here, it's hard on the rest of the team.
- Be on your best behavior in the restaurant even when off-duty. As an employee of Fuzzy's you are always representing us even when you're not officially working. When you're in the restaurant, be respectful and courteous of others.
- Contact managers whenever problems arise, including problems with guests and co-workers. The managers are paid to deal with these problems, so let them know what is going on so they can resolve the situation. You should also contact your manager if you have any suggestions for improving the way things are done – we're always open to new ideas.
- Keep all food and drink in the break area or out of sight in the back of the restaurant. Guests should not see you snacking or sipping on a soda while they are waiting for service. Even if you are on break, this sends a bad message to our guests.
- Treat guests respectfully no matter what. You should never scream at or argue with a guest. If they have a complaint, get the manager.



GETTING TO KNOW YOUR FUZZY'S

Store Name (Fuzzynet): _____

Address: _____

Phone Number: _____

WHO'S WHO

Owner/Owners: _____

Operating Partner: _____

General Manager: _____

Manager: _____

Manager: _____

HOURS OF OPERATION

Sun-Thurs _____

Fri-Sat _____



TACO SHOP TOUR

- Meet Team Members throughout the tour

EXTERIOR

- Patio
- Parking Lot, Staff Parking area, Shared parking areas with neighbors
- Grease Barrel
- Dumpster location

DINING ROOM

- Fuzzy's Colors, Corrogated Metal & other design requirements
- Community Boards
- Tables: Resin Poured, High tops, table caddies & Table Top set ups
- Queue Line
- Bathrooms
- Cashier Station: POS, phone, Digital Menu Boards, Margarita Machines, Bottle beers, draft beers, merchandise, etc.
- Bar: POS, 3 compartment sink/dishwasher, keg coolers, bottle chillers, liquor display, glassware, drink mats, etc.
- Merchandise Display
- Beverage Station: Coke machine, tea/coffee brewing & urns, paper goods, etc.
- TVs
- Trash receptacles

KITCHEN (LINE)

- Line positions: (1st base, 2nd Base, Grill)
- Hot & Cold tables
- Grill Station
- Stovetop & Oven, Oven Mitts
- Fryers
- Chip Warmer
- Microwaves
- Dot-it Stickers
- Additional Steam Tables & Warming Cabinets
- Ansul System, Fire Extinguishers, Gas Shutoff, Water Shutoff
- Drains
- Hand Sinks



KITCHEN (PREP & DISH)

- Prep Area/Tables: Digital Recipe Book, Cutting Gloves, Prep Lists, Knife Storage
- Walk-In: General layout, FIFO, labeling, Receiving procedures posted, Hierarchy of Food posted
- Prep Sinks
- Equipment: Robot Coupe, Blender,
- Smallwares Storage
- Cutting Boards & Cutting Board Mats
- Dish Station: 3 compartment sink, dish machine

STORAGE

- Dry Storage: General layout, Paper, Catering supplies
- BIB (soda) storage
- Linen & Used Linen
- Liquor Storage: General layout, organization
- Beer Cooler: General layout, labeling

SANITATION

- Mop Buckets/Sink
- Brooms
- Other Cleaning Supplies Storage
- Chemicals Storage
- Location of MSDS Sheets
- Trash Receptacles throughout kitchen

OFFICE

- Aloha computer & server
- Desktop Computer
- Filing Cabinets
- Safe
- Music System
- Cable/Satellite boxes
- First Aid Kit
- Security Cameras
- Alarm System



OTHER

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Trainee Signature:

TGM Initial:

MOD Signature:



TRAINING EXPECTATIONS

Throughout the course of your training, you will be expected to perform individual job tasks, directly associated with particular positions. You can expect to be trained the “Fuzzy’s Way,” shoulder-to-shoulder with your trainer, focusing on the following training process:

TELL

The Trainer will explain the new procedure or skill in great detail, focusing on Why the task is performed in the particular way.

SHOW

The Trainer will demonstrate the procedure or skill with in depth, step-by-step instruction, reinforcing Why the task is performed in the particular way.

TEST

The Trainer will observe the procedure being performed, coaching when necessary.

FOLLOW-UP

The Trainer will give useful feedback on observations, validating or redirecting through training steps, reminding Why the task is performed in the particular way.

While you can expect your Trainer to be committed to your training, YOUR commitment to the training process is of equal importance. You have made the choice to become a Fuzzy’s Taco Shop team member, and we expect you to take your decision seriously.

The following are a list of training behaviors we expect you to adhere to throughout your progress in the Fuzzy’s Development Program.

- Take charge of your training. Set training goals for yourself. Know what you are supposed to be doing, and never be waiting around for someone to tell you what to do.
- Ask Questions. If you don’t understand something, you need to get more information.
- Be a “doer,” not a “watcher.”
- Use the training materials provided during and after training. Take notes for later reference.
- Prepare for your tests & quizzes. They are a great way to measure what you have learned, and what you need to practice.
- Prepare yourself to be a student. Be open to new ideas. Listen to your Trainer’s coaching, and feedback. Try out new ways of doing things.
- Work the training hours specified on the schedule, unless otherwise specified with your training GM. Be on time for EVERY shift. You will expect the same of your employees.
- Arrange personal activities (phone calls, appointments, etc.) so that your training has minimal interruptions or distractions.
- Display a positive attitude. Positivity yields positive result



TRAINING SCHEDULE

Name:			Training Location:			
Shift:	Day 1 ORIENTATION, CASHIER	Day 2 CASHIER	Day 3 CASHIER/BAR	Day 4 CASHIER/BAR	Day 5 CASHIER CERTIFICATION	
Day:						
Date:						
Time:						
MOD:						



DAY 1

Date:	Day:	Time:
TIME	SKILL / ACTIVITY	
	Introduction, Orientation, Paperwork, Brand Materials	
	Restaurant Tour	
	Cashier Training Set up & Maintenance of entire Front of House, & Orientation to the POS.	
	Cashier Training cont. Focus on learning the CASHIER position. Interact with guests, and clear tables throughout the shift. Observe your trainer using the POS & taking orders, and take orders yourself with supervision.	
	REVIEW – Menu Guide (Menu Item Focuses), POS Orientation, Opening/Shift Change/Closing duties, Weekly Cleaning Duties MENU QUIZ 1	
	Wrap up meeting with GM or MOD	
MENU ITEM FOCUS		
<input type="checkbox"/> Starters & Soups <input type="checkbox"/> Nachos <input type="checkbox"/> Baja Tacos <input type="checkbox"/> Salads <input type="checkbox"/> Non-Alcoholic Beverages		
DAILY LEARNING		
<input type="checkbox"/> Taco Shop Tour <input type="checkbox"/> Customer = Guest <input type="checkbox"/> Guest Centric Service & Rules <input type="checkbox"/> Opening/Mid-shift/Closing Checklists <input type="checkbox"/> Daily/Weekly cleaning duties <input type="checkbox"/> Cashier POS Training Tracking– Fill in completed items		
Trainee Signature: Positional Trainer Signature: MOD Signature:		TGM Initial:



CUSTOMER = GUEST

At Fuzzy's, (as you may have noticed) we never refer to anyone as a "Customer." They are our "Guests," and we are happy to invite them in our home, as it were. As part of your job, you will be interacting with many guests. Guests are, in a nutshell, the reason you have your position and the reason Fuzzy's is and remains a success. Without them, none of us would be here and you wouldn't be reading this manual. It's important to remember that.

Working with the guests can be the most difficult and the most rewarding part of your job, but either way it is ALWAYS the most important part of your job. Every guest, regardless of their behavior, deserves respect and exceptional service. Helping provide that service to our guests takes priority over all of your other job responsibilities. That is how important the guests are to us.

The following information in this manual will help you understand how best to work with our guests. Read the material carefully since you will be using it daily.



“GUEST-CENTRIC” SERVICE

As soon as you drive onto company property, you are representing Fuzzy's Taco Shop. It is important that you maintain a professional appearance and conduct yourself accordingly at all times. You come into contact with our guests numerous times throughout their visit and each time can leave a positive or negative impression.

How do you feel when you walk into a restaurant and someone calls you by name and asks how you've been? It feels good to know that you're remembered and welcome. On the other hand, how does it feel to go into a new restaurant, not knowing the menu or where to go and everyone passes you by, ignoring you? Is that really where you want to spend your time and money?

Here at Fuzzy's, we want all our guests to feel welcome. How?

- Invite them in and let them know you are glad they are here.
- Ask them how they are, and be excited for the chance to serve them.
- Make suggestions. YOU are the one with the most knowledge, don't keep it to yourself. Take the time to figure out what they are craving, and GUIDE them to it.
- Fulfill their order quickly, courteously and ALWAYS with a smile.
- Keep an eye on them. When you have a guest in your house, you don't just feed them and forget about them. Same with OUR guests, as long as they are in our house, we must take care of them. They are our focus!

The sitcom CHEERS was the hit show of the 80's. Why? Because it was a show about a place where everyone knew your name. It drew the audience in week after week, clearly proving that people WANT to be a part of that type of environment, even from their couches at home. It is that same atmosphere that has made Fuzzy's the success it is today. We want to be the neighborhood joint where everyone can get up off their couches, gather and hang out with good friends, and unique and flavorful food.



Your goal is to provide exceptional service to our guests while establishing a comfortable, relaxing atmosphere to hang out, eat some amazing food, and of course throw back a few cold ones. We want our guests to feel welcome, and like a part of our family every time they enter our house. Achieving this requires following a few basic service standards:

- Making the Guest feel welcome
- Attentiveness
- Suggestive Selling
- Reading the Guest
- Building Repeat Business

Remember:

"Guest-Centric" service in our business is reflected by our behavior and attitude. It is the knowledge that you are CREATING a positive experience, instead of simply allowing it to happen.



“GUEST-CENTRIC” RULES to LIVE BY

- When arriving at the same time as a guest to any door, whether it be the front door, restroom or patio, always open the door and let them enter first.
- Whenever you encounter a guest, always make eye contact and smile. If it is appropriate, say something. DO NOT just walk past them. It is your job to make them feel welcome and comfortable.
- Whenever possible, try to be walking the floor. Be ACTIVE. If you notice a guest looking around, stop by and see what you can do for them.
- Our guests do not want to hear about your problems or the store’s problems. They came to enjoy themselves and forget about their own problems. Even if they ask how you are, you must be upbeat, and positive.
- Do not discuss any problems (personal or professional) within earshot of view of the guest. They may not be able to hear what you are saying, but your body language may say everything.
- No matter how rude a guest is to you, you are NEVER allowed to be rude to them. If you have a difficult guest, tell your manager immediately.
- If you are incapable of giving a guest 100%, please tell your manager immediately. As hard as we try to keep personal matters separate from work matters, sometimes it is inevitable, and we understand.
- Never say “No” to a guest’s request, without checking with the manager first. We will always do everything in our power to accommodate the request. We are an: “Always say YES” company. If there is ever any reason we cannot honor a request, the manager will explain the reasoning to the guest.
- We NEVER run out of food product. If the kitchen informs you that we have, you tell the guest that we have “Sold Out” of the product, that the manager is out getting more, and how long until they can expect their order. In these instances, always offer them free chips and salsa or queso if they choose to wait.



OPENING, MID-SHIFT & CLOSING DUTIES

Every day, you will have a set list of duties to perform throughout the course of your shift. They are called the “Opening, Mid-Shift, and Closing Duties.” These duties are your responsibility in helping maintain the safe, clean environment of your restaurant. Your exact duties depend on the time your shift starts and ends. Looking at your schedule, you’ll be able to tell which share of this work is yours. Your supervisor will discuss with you any changes or special directions specific to your store.

Remember, whether you are an opener, a mid-shift, or a closer, part of your responsibility is to do whatever you can to make the next employee’s job as easy as possible. We are all here to be a team, so help out your team mates!

WEEKLY & DAILY CLEANING LISTS

To make sure everything in the store stays in tip top shape we have a list of duties that can be done, on the slower days, or at slower times, to help keep your eyes off the clock. Remember, you are not the only employee and everyone must finish their fair share of work by the end of the week. Any extra activities or special directions will be stated by your supervisor.

The following pages are examples of Opening, Mid-Shift, Closing, and Weekly & Daily Cleaning Lists. Although they may not be exactly what is used in your store, they are a very useful point of reference.



CASHIER OPENING DUTIES (EXAMPLE)

- Start brewing coffees and teas (Make sure the tea spouts are securely fixed to the urn).
- Turn on all TV's and neon lights, make sure the TV's are on sports or news channels.
- Ensure the music is on and at an acceptable level.
- Turn on and fill Margarita machines (if applicable).
- Fill Coke machine with ice.
- Replace soda nozzles on Coke machine.
- Wipe down tables with sanitizer water, or all-purpose cleaner.
- Refill Butt Burnin'/Habanero bottles, attach spouts, and place on tables.
- Restock front refrigerator (or tub) with bottled beverages if needed.
- If needed, stock the front coolers with chilled schooner glasses.
- Cut lemons and limes (Wash the fruit, use a clean knife, clean cutting board, and don't forget to wear gloves!)
- Stock citrus holder with lemons and limes at the drink station, chill with ice if applicable. Place extra citrus in fridge as backups.
- Restock drink station (straws, lids for cups, creamers, sugars/sweeteners, etc.)
- Restock front counter (16oz cups, Souvenir cups, toothpicks, etc.)
- Fill sanitizer buckets with a towel and sanitizer water, place in designated areas.
- Restock bathrooms, and sweep/mop and clean as needed .
- Sweep the dining room and mop as needed (Check under those tables!)
- If needed, pull down chairs and set them up at the tables.
- Put down floor mats in appropriate areas.
- Set up patio (table tops holders, umbrellas, etc)
- Ensure that all high chairs/booster seats are clean, wipe down with a sanitizer towel if needed.



- Clean glass and mirror surfaces with glass cleaner.
- Wipe down the pass-through window and stock expo station with to-go supplies and clean silverware.

- Check on the merchandise display and stock if needed.

- Walk the parking lot to pick up any stray trash/debris (Only if you have time and another Fuzzy's team member is at the store with you).

- Ensure that the open sign gets turned on when the doors are unlocked and ready for business.



CASHIER MID-DAY/SHIFT CHANGE DUTIES (EXAMPLE)

- Restock drink station (straws, lids for cups, creamers, sugars/sweeteners, etc.)
- Restock front counter (16oz cups, Souvenir cups, toothpicks, etc.)
- Check coffee and teas (Brew more as needed)
- Check Margarita machines and Margarita back-up (Make more as needed)
- Wipe down the pass-through window and stock expo station with to-go supplies.
- Bring any stray pagers back to the front and place them back on the chargers.
- Stock the front with clean silverware.
- Restock front refrigerator (or tub) with bottled beverages.
- If needed, stock the front coolers with chilled schooner glasses.
- Fill Coke machine with ice.
- Wipe down and tidy up the drink station and Coke machine.
- Check lemons and limes (Cut more as needed)
- Wipe down dirty tables and trays with sanitizer water, or all-purpose cleaner.
- Take any dirty dishes and bus tubs back to dish to be cleaned, replacing the tub with a clean one.
- Check and empty trash cans, replace with new trash bags.
- Dump and refill sanitizer buckets with new towels.
- Spot sweep dining room (Check under those tables!)
- Restock bathrooms, and sweep/mop and clean as needed.
- Check glass doors/windows and clean with glass cleaner if needed.
- Enter in any credit card tips on the POS if needed/organize signed credit card slips.
- Verify completion of these duties with night cashier and/or MGMT, and complete any other requested duties.



CASHIER CLOSING DUTIES (EXAMPLE)

- Bring any remaining dirty dishes, bus tubs, beer/Margarita drain grates, Margarita salt dish, tongs, coffee/tea pots, and any other similar items to dishwasher.
- Enter in any credit card tips on the POS if needed/organize signed credit card slips.
- Using a sanitizer towel, wipe down draft beer handles and the back panel. Pour hot water down beer drain and cap the lines with line plugs if applicable.
- Stock the front coolers with chilled schooner glasses.
- Wipe down counters, drink station, Margarita machines, mug cooler, and any other needed surfaces with sanitizer water or all-purpose cleaner.
- Wipe down the pass-through window and stock expo station with to-go supplies and clean silverware.
- Fill margarita machines and make back ups if needed.
- Wipe down soda machine, remove nozzles and place in hot water.
- Remove tea spouts and soak them in sanitizer water, take tea urns to dish to be rinsed.
- Gather Butt Burnin' sauce bottles from tables, remove caps, and place in sanitizer water. (Make sure to cover the bottles overnight once the caps are removed)
- Sweep and roll up all mats, store in designated area.
- Wipe down all tables with sanitizer water or all-purpose cleaner and place chairs on the tabletops (DO NOT flip chairs until every guest has left the building)
- Ensure that all high chairs/booster seats are clean. Wipe down with a sanitizer towel if needed.
- Sweep and mop the floor (Pull out tables to sweep and mop underneath)
- Wipe down, dry and put away all trays.
- Dump out and rinse all sanitizer buckets.
- Bring in all patio equipment (umbrellas, condiments, and napkin dispensers) and lock up what needs to be left outside (tables and chairs)
- Sweep the patio and pick up any trash.



-
- Restock bathrooms, and sweep/mop and clean as needed. Ensure the mirrors are spotless.
 - Clean/wipe down all hand sinks in the FOH (Ensure they are stocked with soap and paper towels)
 - Empty all trash cans in the dining room, patio and restrooms, and take out to the dumpster with another employee.
 - Lock the doors when the last guest has left the building and it is later than the posted closing time.
 - Turn off all TVs and music.
 - Verify completion of these duties with MGMT, and complete any other requested duties.
 - Turn off lights (including neon beer signs)



CASHIER WEEKLY CLEANING LIST (EXAMPLE)

		MGR
Monday	Empty hot sauce bottles into to-go 2 oz. soufflé cups and soak pour spouts overnight in hot water.	
Tuesday	With water and bleach mix, clean the bathroom stalls (all stainless steel and porcelain)	
Wednesday	Clean and wipe down wood trim around the entire restaurant. Windex the doors and windows.	
Thursday	Clean light fixtures and TV's (remove all dust). Clean the top of the Schooner cooler bottle cooler (remove all dust).	
Friday	Clean inside or behind keg cooler and mug coolers. Clean the trash stations with bleach water and scouring pad.	
Saturday	Clean behind all booths and wipe down ledges, walls, and booths. Wipe all walls/pull out bussing stations and sweep behind.	
Sunday	Clean Margarita machine with hot water then bleach water. Wipe the inside and outside of the machines. Mop underneath margarita machine as well.	



DAY 2				
Date:	Day:	Time:		
TIME	SKILL / ACTIVITY			
	<p>Cashier Training Set Up & Maintenance up of entire Front of House, & Practice on POS.</p> <p>Complete Guests Orders, with Trainer supervision.</p>			
	<p>Cashier Training cont. Focus on learning the CASHIER position. Interact with guests, and clear tables throughout the shift.</p> <p>Observe your trainer using the POS & taking orders, and take orders yourself with supervision.</p>			
	<p>REVIEW – Menu Guide (Menu Item Focuses), Steps of Fuzzy’s Service, Opening/Shift Change/Closing duties, Weekly Closing Duties</p> <p>MENU QUIZ 2</p>			
	<p>Wrap up meeting with GM or MOD</p>			
MENU ITEM FOCUS				
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Burritos <input type="checkbox"/> Burrito Bowls <input type="checkbox"/> Quesadillas </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Mexican Plates <input type="checkbox"/> Sides </td> </tr> </table>			<input type="checkbox"/> Burritos <input type="checkbox"/> Burrito Bowls <input type="checkbox"/> Quesadillas	<input type="checkbox"/> Mexican Plates <input type="checkbox"/> Sides
<input type="checkbox"/> Burritos <input type="checkbox"/> Burrito Bowls <input type="checkbox"/> Quesadillas	<input type="checkbox"/> Mexican Plates <input type="checkbox"/> Sides			
DAILY LEARNING				
<input type="checkbox"/> Steps of Fuzzy’s Service <input type="checkbox"/> Working with Guests <input type="checkbox"/> Helping Guests with Special Needs <input type="checkbox"/> Receiving Guest Payments <input type="checkbox"/> Answering the Phones <input type="checkbox"/> Cashier POS Training Tracking– Fill in completed items				
Trainee Signature: Positional Trainer Signature: MOD Signature:		TGM Initial:		



STEPS OF FUZZY SERVICE

Step 1. Greet the guests with a smile as they walk through the door. “Hi, welcome to Fuzzy’s! How are you doing today?” Make them feel welcome and give them all of your attention.

Step 2. Take the guest’s order. Take the time to engage them and walk them through our menu. “Is this your first time in Fuzzy’s? Well, let me tell you about our menu! All of our menu items are made fresh to order. My favorite is our _____ I highly recommend you give that a try . . . etc.” Our menu can be a little intimidating to first timers! It is your job to put them at ease, and help them make the best choices. Do not be afraid to ask the guest questions, or even to repeat themselves if you feel that you may have misheard them. And as always be polite as possible, at all times.

Step 3. UP SELL! Nine times out of ten, the guest will buy the larger drink or an appetizer if charismatically suggested by YOU, the cashier. Things to up sell: Chips & Queso, Salsa, Guacamole, large drinks. Also see Up Sell sheet. Recommendations never hurt, and are usually always appreciated.

Step 4. Always CLEARLY repeat the order back to the guest in detail. Before ever choosing Dine in or To Go. This procedure ensures accuracy and places you in the clear if any error were to occur on the order. Once the order has been repeated back and confirmed by the guest, don’t forget to ask, “For here or to-go?”

Step 5. Be aware of received tender, giving appropriate change, processing credit/debit payments, and keeping up with receipts. We accept cash, all major credit cards, and Fuzzy’s gift cards, but NO CHECKS of any kind. Any bills higher than a \$20 must be checked for authenticity. Place the guests’ change directly in their hand.

[Make sure to always discount the orders for military, police, firefighters, and employees. Be sure to only discount the employee food. When opening a tab always keep the guest’s credit card under the register until it’s time to close out using the last name as the tab name.]

Step 6. Put in the correct pager number when the screen pops up, then give them the pager. Let them know the pager will go off when their food is ready and they will go up to the big window to pick up their food. Also hand over the small appetizer ticket if purchased. Inform the guest what to do with the appetizer ticket! (Take up to the window now to get their apps so they can snack on them while waiting for the rest of their food)



Step 7. Thank the guest! Thanking the guest is equally as important as greeting them! If a credit card is used place the receipts in the correct place (tip/no tip) basket.

Once everyone is out of line it's time to get off the register and check on the store.

- Walk the floor and make sure the guest is satisfied with the food and the experience.
- Clean empty tables and make sure the dining room is organized and well-kept.
- Check trash
- Make sure ice is full
- Change sanitizer buckets/towel (if dirty)
- Wipe down trays
- Sweep
- Restrooms (every hour!)
- Make sure drink station is fully stocked (Lids, straws, sweeteners, lemons/limes etc.)
- Check to see if the coffee/tea are full and fresh
- Check patio
- Enter tips

Steps of taking a Call-In order:

When taking call-in orders over the phone, always answer before three rings. "Thank you for calling Fuzzys Taco Shop _____(city), this is _____(your name). How may I help you?"

The guest can tell your mood by the sound of your voice, so don't forget to say it with a smile!

Once you are finished taking their order, up sell, read the whole order back, get their name, press Call-in, get name & send, write their name, and then give them a ballpark figure of time they can expect the food to be ready for pick-up depending on your store volume and size of order. (usually around 5-15min)

If you are in the middle of taking a guest order and the phone rings, kindly ask them to wait just a moment, answer the phone, then politely ask if it is alright to put the guest on the phone on hold until you have completed the order with the guest in person. No payment will be taken over the phone.



WORKING WITH GUESTS

As mentioned before, it is your responsibility to engage every guest that enters your Fuzzy's, and provide the best experience possible. As they look at the menu, ask them how they are doing, what foods they like to eat, give our recommendations based on their responses, and if they are returning guests, encourage them to try new menu items. Too often guests give the "deer in headlights" look when glancing at our menu for the first time. Be their guide, and have fun with them figuring out what will best satisfy their "cravings."

The service model at Fuzzy's is a little different than most. For that reason, make sure the guest knows that their name or number will be called or paged when their order is ready, where to pick-up their chips and salsa (queso, guacamole) BEFORE the rest of their order is ready, and where the beverage station is located. Additionally, you may have to answer other questions such as the location of the restrooms, where high chairs or booster seats are kept, etc. Be courteous, be kind, be helpful, and always go above and beyond to get them whatever they need.

As you perform your duties, in particular walking the floor of the restaurant, make sure you are interacting with the guests. Go to the table, and ask them how everything is tasting, or clear off some of their dirty dishes. You can offer to refill their tortilla chips, or even refill their beverages. Or, strike up a friendly conversation and get to know them a little bit better. In most cases, the guests will truly appreciate your desire to leave a lasting impression, and that will give them yet another reason to come back. These "table touches" are what separate Fuzzy's from every other fast casual restaurant concept. They are the essence of our culture, and should be one of your favorite parts of your job as a cashier!



HELPING GUESTS WITH SPECIAL NEEDS

Many of the guests who come to our restaurant have special needs, and will perhaps require a little more attention. That might include guests who are in wheelchairs, have certain health conditions, or guests who have particular dietary needs. Here are some ways to help these guests have a positive visit to our restaurant.

- Guests who are in wheelchairs should try to find seating at a table, not a booth. Sometimes this is difficult to ensure, but if possible, try to aid in their finding an applicable place, making sure there is plenty of room available for them, for you, for other cashiers or bussers, and guests.
- Guests who are vision impaired may need your assistance in reaching their table or the restroom. Be available if needed but don't assume. Offer your arm but never grab them; the sudden gesture could startle them and cause them to fall. If a guest comes to the restaurant with a seeing-eye dog, we need to seat that individual in a location where the dog will be less noticeable so as not to detract from its duties and so other guests will not be distracted by its presence.
- Guests who have special dietary needs, including vegetarians, should be accommodated as much as possible. Make suggestions about how entrees can be served meat-free or without other unwanted ingredients. Be sure to communicate any allergy concerns to the kitchen as well. They need to be aware so that they can make the proper adjustments (if any) when preparing the food items.

We strive to fulfill the needs of every guest, and each guest's needs are unique. When we serve guests who have a disability, we need to be particularly mindful of the service we provide. When working with guests who have special needs, don't feel as if you need to hover over them. Just like other guests, they want their space and their privacy so they can enjoy the restaurant experience. However, do be available to provide assistance if you are asked.



RECEIVING GUEST PAYMENTS

A major part of your job will be accepting payments from guests. We accept cash and credit/debit card payments only. Personal checks are not permitted as payment. If a guest attempts to pay with a personal check, kindly remind them that only cash and credit/debit payments are accepted. If the problem continues, ask your manager for assistance.

When you accept cash payments, you should count the money given to you both for your protection and for the guest's. Accuracy is very important. Remember, if you receive a \$50 bill or larger, your manager may require you to check that bill for its authenticity. Instructions on how to verify the legitimacy of bills will be discussed during your training. After accepting the cash payment, you may need to make change for the guest. When making change, use the largest bills and coins possible for the convenience of the guest. For example, if a guest pays for a \$7 meal with a \$20, you should return a \$10 bill and three \$1 bills as change, not two \$5 bills and 12 quarters. Always make sure that you have sufficient change in your tray. When you begin to run low on quarters or dollar bills, alert the manager as soon as possible so your guests will not be forced to wait.

When you return the change to the guest, place it directly in their palm, not on the counter. Remember to smile, circle their number at the top of their receipt, thank your guests for their patronage, and hand that receipt to them.

For credit/debit card purchases, first flip the card over to make sure it has been signed. If the card is not signed or is illegible, ask to see the guest's identification. Then swipe the card through the machine. After the card is processed, two receipts will be printed. One of the receipts must be signed by the guest, and returned to you. The other receipt is for the guest to keep.

If a guest's card is denied, try the process again. If the problem persists, politely ask for a different payment method. If the guest resists or insists you run the card again, ask your manager to assist with the situation.

Other payment methods, such as gift certificates, will be discussed and explained during your training.



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ANSWERING TELEPHONES

As cashier, you will also be expected to answer the telephone and take Pick-Up/Call-in orders. Be sure to follow the guidelines listed below when handling these responsibilities.

When you answer the telephone, greet the caller in the following manner:

**"Thank you for calling Fuzzy's Taco Shop in
(Your Location), this is (Your Name), how may I help you today?"**

The most common questions will be regarding hours, specials, and directions. Information to help you answer these questions will be either readily available at your register, or from your manager, but will be your responsibility to know.

The other common type of phone call you will receive is for employees. Employees are not allowed to receive calls while they are working, nor are you permitted to give out information about our employees. If you receive a call claiming to be an emergency or asking for personal information about an employee, transfer the call to your manager. He or she will be able to handle it properly.



DAY 3

Date:	Day:	Time:
TIME	SKILL / ACTIVITY	
	Cashier & Bar Training Work as lead in the CASHIER position throughout the shift, with your Trainer there for support. Work with your trainer on orientating yourself to the bar area, and the differences between those job duties and cashier duties.	
	REVIEW – Menu Guide (Menu Item Focuses), Bar Procedures, Alcoholic Drinks, Responsible Alcohol Service Opening/Shift Change/Closing duties, Weekly Closing Duties MENU QUIZ 3	
	Wrap up meeting with GM or MOD	
MENU ITEM FOCUS		
<input type="checkbox"/> Breakfast Tacos & Burritos <input type="checkbox"/> Desserts <input type="checkbox"/> Breakfast Plates <input type="checkbox"/> Extras <input type="checkbox"/> For the Kids <input type="checkbox"/> Vegetarian Products		
DAILY LEARNING		
<input type="checkbox"/> Handling Guest Complaints <input type="checkbox"/> Responsible Alcohol Service <input type="checkbox"/> 10 Steps of Responsible Alcohol Service <input type="checkbox"/> Bar procedures, equipment & service standards <input type="checkbox"/> Alcoholic Drink Recipes (Signature & Batch) <input type="checkbox"/> Beer Pouring <input type="checkbox"/> Merchandise <input type="checkbox"/> Alcoholic Beverages <input type="checkbox"/> Answering the Phones <input type="checkbox"/> Cashier POS Training Tracking– Fill in completed items		
Trainee Signature: Positional Trainer Signature: MOD Signature:		TGM Initial:



HANDLING GUEST COMPLAINTS

No matter how hard we try to please all of our guests, things don't always go as planned, and sometimes guests want to voice their dissatisfaction. At Fuzzy's, we do not view this as a problem. We'd rather know about the complaints so we can make things right. We prefer to address the issue and hopefully retain that guest, rather than never hear about the problem and lose them forever.

Nobody likes listening to anyone complain, but unfortunately it is part of the job. The way we handle guest complaints can determine whether we have just lost a guest, or gained a regular. If a guest knows that you are trying to solve their problem, they are less likely to be nasty about it. As long as the guest feels that you are listening and are concerned about their problem, they are more likely to forgive, and give us another chance.

It takes 10 good visits to off set 1 bad visit.

With all the choices our guests have, it is unlikely we will get the opportunity to get them back if we don't handle it correctly. The guest may not always be right, but they are NEVER wrong.

Be aware of the guest who doesn't say anything. Some times in these cases, they just chalk it up to a bad experience and never come back. How can you tell? Look at their table. Are they smiling and having a good time? Is their food just sitting there uneaten? Are they looking around and whispering to each other? This could be a sign that they are comparing their service to those around them.

The faster you deal with the issue and put it behind you, the better. Always tell a manager about complaints IMMEDIATELY! Feedback from "difficult" guests may help us avoid trouble in the future. When a guest approaches you with a complaint, don't take it personally. He or she may be angry and upset. The important thing is for you to react to them in a calm, respectful manner. If it's a quality issue with food or drinks, remove it immediately. Do not let substandard product sit in front of our guests. The best course of action is to hear them out and then say:

"I'm so sorry for your inconvenience. Let me get our manager for you."

Never accept blame for a problem or point fingers. Never try to resolve the problem on your own. Our managers are trained to effectively deal with guest complaints so let them take over.

RESPONSIBLE ALCOHOL SERVICE

Part of our business at Fuzzy's is serving alcohol. With that service, however, comes certain responsibilities for us and for our employees. Because we want our guests to have an enjoyable and safe experience at our restaurant, we take efforts to prevent guests from becoming severely intoxicated and putting their lives at risk by driving under the influence of alcohol.

- Underage guests are not allowed to sit in the bar area and are not to be served alcohol. A big part of your job is checking IDs and identifying intoxicated guests. You are required to check a guest's ID if they look under 30 years of age. This is a very important part of your job. You could be fined or go to jail if you don't perform this function wisely. It's not worth risking your job or taking chances. You should never serve someone you are not comfortable serving.
 - You are never allowed to serve someone who is under 21
 - You are never allowed to serve someone to the point of intoxication
 - You are never allowed to serve someone who is already intoxicated
- Already intoxicated guests should not be permitted to enter the restaurant. If you encounter a problem with a guest or if you are not sure whether to admit them, speak to your manager.

VISIBLE SIGNS of INTOXICATION

- Relaxed Inhibitions:
 - Being overly friendly, speaking too loudly, over generous with money.
- Impaired Judgment:
 - Complaining about the strength of their drink or its price, foul language, belligerent behavior, change in consumption rate etc.
- Slowed Reaction Time:
 - Lack of eye focus or glassy eyes, slurred speech, losing their train of thought.
- Impaired Coordination:
 - Spilling drinks, bumping into things, inability to walk properly, etc.
- Make guests aware of alcohol alternatives. In order to better serve our guests, we do provide plenty of non-alcoholic beverage options. If it is obvious that a guest has had too much to drink, begin encouraging them to try these alternatives. If an intoxicated guest becomes insistent, discuss the situation with your manager.

- Pay attention to your guests' alcohol consumption. Although we can't test our guests to determine if they've had too much to drink, we can get a good idea of whether they are intoxicated or not just by watching how much they drink and how quickly they drink it. If you believe one of the guests has had more than an acceptable amount of alcohol, alert your manager so the situation can be handled appropriately.

FACTORS THAT INFLUENCE INTOXICATION

- Speed: How fast are they drinking?
 - Strength of Drink: Alcohol content of the drink.
 - Size of the Individual: The smaller the person, the quicker the effects
 - Muscle vs. Fat: Muscle burns alcohol at a much faster rate
 - Medication: Even over-the-counter medication can effect intoxication rates
 - Food: Are they eating? What food items? (Food with high fat grams increases the rate at which alcohol burns off)
-
- Try to stop intoxicated guests from driving. While we cannot physically restrain a guest from driving while under the influence, we can offer to call them a taxi or to arrange alternative transportation for them. If you need assistance, speak to your manager.



10 STEPS of RESPONSIBLE ALCOHOL SERVICE

Fuzzy's Taco Shop is committed to the responsible service of alcoholic beverages. In accordance to this commitment, all employees are required to follow the procedures listed below.

1. No employee will serve an alcoholic beverage to anyone under the age of 21.
2. All employees will carefully check identification of anyone who appears to be under 30 years of age.
 - a. Acceptable documentation is a valid state driver's license with a photo or a photo ID issued by the pertaining state.
 - b. The employee will carefully check the identification to determine its authenticity. The manager will be informed if there is any appearance of forgery or tampering.
 - c. In the absence of authentic identification, or in case of doubt, the employee will refuse service of alcoholic beverages to the guest.
3. No employee will serve an alcoholic beverage to anyone who is intoxicated.
4. No employee will serve alcoholic beverages to the point of intoxication.
5. It is the employee's responsibility to notify a manager when a guest shows signs of intoxication or is requesting alcoholic beverages above the limits of responsible service.
6. Any intoxicated guest wishing to leave the establishment will be urged to use alternative transportation provided by Fuzzy's.
7. All employees are obliged to inform law enforcement authorities when intervention attempts fail.
8. No employee will drink alcoholic beverages while working.
9. No employee will serve more than one alcoholic beverage to a guest at a time.
10. All employees who serve / sell alcoholic beverages will successfully complete a Texas Alcoholic Beverage Commission (or other State) certified Seller / Server training course when beginning employment.

The sale / service of alcoholic beverages should not be a routine! It is one of the few legal products you can sell that could put you in jail.

**MANAGEMENT FULLY SUPPORTS THESE POLICIES AND WILL STAND BEHIND OUR
EMPLOYEES IN THEIR DECISIONS TO PROMOTE RESPONSIBLE SERVICE.**



MERCHANDISE

List all Merchandise offered in your Fuzzy's, and their prices:



ALCOHOLIC BEVERAGES

List all the following Alcoholic Beverages served in your Fuzzy's:

DRAFT BEER:

BOTTLE BEER:

WINE:

MARGARITAS:

OTHER SIGNATURE COCKTAILS:



PROGRESS CHECK

BY NOW YOU SHOULD:

- Have a full understanding of the Cashier & Bar position.
- Have successfully worked one shift, as lead in the Cashier and/or Bar position.
- Have completed the majority of your Cashier POS Training Tracking Sheets.
- Feel comfortable with all menu items, and your ability to describe them to a guest, the art of upselling, the main order taking/payment functions of the POS system, and serving alcohol.

FOR THE NEXT 2 DAYS:

- As worked out with your General Manager, you will be working full shifts as a Cashier and/or Bartender.
- Each of these days, dependent on what you have worked out with your GM, you should either be the acting as the opening or closing cashier, or both. Pay attention to the Opening and Closing lists either given to you by your GM, or the examples listed in this manual.
- Dependent on your performance over the past 3 days, it is at your GM's discretion to determine whether or not you will have the assistance of a trainer.
- Your GM will go over what a Mystery Shopper Report looks like, and what responsibilities the Line Cooks have in those Mystery Shops.
- Complete your entire Cashier POS Training Tracking Sheets.
- You will be given a Full Menu Test.
- You will be tested for to certify you as an official Fuzzy's Cashier.



DAY 4

Date:	Day:	Time:
TIME	SKILL / ACTIVITY	
	Cashier and/or Bar Shift Work as lead in the CASHIER and/or BAR position throughout the shift, with your Trainer there for support.	
	MENU TEST	
	Wrap up meeting with GM or MOD	
MENU ITEM FOCUS		
<input type="checkbox"/> Any food items you may have scored poorly on during your quizzes, in preparation for the Menu Test.		
DAILY LEARNING		
<input type="checkbox"/> The Art of Upselling <input type="checkbox"/> Upselling Examples <input type="checkbox"/> Cashier POS Training Tracking– Fill in completed items <input type="checkbox"/> Be sure to work with your Trainer and GM on any further questions or concerns you have on the cashier position, in preparation for you Cashier Certification.		
Trainee Signature: Positional Trainer Signature: MOD Signature:		TGM Initial:

THE ART OF UPSELLING

One of the most important parts of your job as a cashier is to upsell. Upselling means adding value to a sale that the guest is already willing to make. It increases the value of the overall experience of the guest, increases store revenue, and creates a personal connection with the guest that could ensure their return to Fuzzy's. There are many missed opportunities, as cashiers often commit errors during the course of each encounter with guests. Here are 9 simple skills used in the "Art of Upselling."

1. **Engage the guest** – Sounds pretty basic, right? But so many cashiers simply nod and smile, rather than chatting the guest up. Fuzzy's menu is pretty simple, but there are SO many options. No doubt you will see the "deer in headlights look" from guests as they look at our menu board. Talking to the guest makes them feel more comfortable, and will allow you to learn what things the guest is interested in. Feel free to be playful, and say things like, "I know the menu board looks a little scary, but don't worry, we'll get through this together." This will help you turn a little sale into a bigger sale.
2. **Know the menu** – The more you know about our products, the more you will know about how different products can add value to the product your guest is buying. Let the guest know how these things can make the product they want, better.
3. **Notice what the guest orders, talks about or asks questions about, and use it as a springboard to suggest other items** – Being attentive means paying attention to what the guest seems interested in. Let's say your guest orders a ground beef taco. Ask if he or she has tried all our beef options, such as our special ground beef, shredded brisket, or fajita beef. See the step above – knowing the menu is very helpful here. Our special ground beef is seasoned very specifically, but has likenesses with our shredded brisket and fajita beef. Tell them how each beef is seasoned, compare them to one another, and see if you can interest the guest in one or more of them.
4. **Don't decide what a guest can afford** – Let them decide. Many cashiers hesitate to recommend one more item to a guest already ordering a lot of food, fearing that the bill will freak the guest out. Guess what? Not your problem! The guest is their own person, who knows the state of their financial situation better than you do. Don't choose how much the guest is able to afford. If they can't afford an item, they will let you know.
5. **"Accessorize"** – This is the surest upsell. Never let a guest buy a taco without suggesting chips and salsa, or queso. Think about the things you would want if you were the guest making the purchase. Put yourself in their shoes and think: If you were buying this, what would YOU buy with it? You are a guest too, and your opinion is valid and worth as much as anyone else's.

6. **Be specific** – Guests will not agree to buy some unknown thing. If a guest orders a taco, don't say "Can I get you anything else with that?" Instead, choose the most likely menu item you think the guest might want and say, "How about an ice cold Beer with that?"

7. **Put the items in the guest's hands** – Don't just point at stuff. If possible, always hand the items to guest. This is a fantastic way to sell souvenir cups, retail fuzzy dust or butt burning sauces, or even t-shirts. Once it is in their hands, it is psychologically harder for the guest to walk out without it.

8. **Close the Deal** – Okay, so you've got the guest in the palm of your hand. They've picked up a taco you recommended in addition to the taco they came in for. You've offered them chips and queso, and they agreed it was a good idea. If they are still looking lingeringly at the menu board, continue to answer any questions they may have but when they are finally ready, don't hesitate to wrap up the sale. Many people second guess their decisions if given too much time to think, so close the deal NOW. Repeat their order back to them in full and move right to the payment.

9. **Assure the guest that they have made good choices** – This is perhaps the single most important part of this upselling method. It is very important that you reinforce YOUR guest's purchase at the end of the sale. Say something like, "Wow, I wish I were eating what you are about to!" Or, "You made the right call getting the fajita beef, let me know what you think!" At the very least you'll help avoid their sending food back if they had any second thoughts after buying it. At best, you'll form a bond with your guest and possibly win a regular.

Remember:

A successful "upsell" is one the guest never regrets, because the cashier nailed it. The guest then becomes a regular for life, and looks forward to possibly having you take their order again. The point is to "upsell" for the guest's ultimate satisfaction, not just make a minor bump in the daily sales. Seek a long-term relationship, so that the guest always has someone in the restaurant that can "filter" and make suggestions from the otherwise overwhelming amount of food items we offer.

UPSELLING EXAMPLES

Upselling is truly an “art.” It takes a lot of practice, and confidence to be able to spark up a conversation with a random guest, and then work more expensive food options into the conversation. The following are some examples of conversation pieces about each food item category you can use to “get the ball rolling” for your practice. Take a look at them, perhaps pick a few favorites, and give them a try. Make them your own! You might even want to give a few of the recommendations listed a try yourself! With a little bit of practice, we are sure you will begin having fun with the “art of upselling,” and pretty soon you will be making up upselling examples of your own.

STARTERS & SOUPS

- “If you really like our Queso, you gotta try it with either ground beef, or chorizo in it. People ask for it all the time, and I finally tried it yesterday. CRAZY good.”
- As far as chips go, my absolute favorite is our guacamole. It’s made fresh from scratch every day, and I swear it is the best in town. And I am not just saying that because I work here. Take my word for it, you gotta try it.”
- “I love our Baja Tortilla soup, though I have to say, I like mine with our shredded chicken inside. It just makes the soup taste so much better. Want to add it in yours?”
- “You know, of you want to know a Fuzzy’s secret . . . one of the best things we have on our menu, is the pork and beans. I swear! It’s so good, we renamed it to the Drunken Pig to entice more people to try it. Wanna give it a try?”

NACHOS

- “I LOVE our nachos. They are made a little differently than anywhere else, and people really seem to love them too. But me personally, I like to add jalapenos and salsa for a little more spice. Want to try that? I can put them on the side for you if you are going to share them . . .”
- “Our Special Ground Beef Nachos are probably the most popular, but I like to make them even better by adding a scoop of sour cream and guac right on the top!”

QUESADILLAS

- “Whenever I get one of our quesadillas, I always get the chicken. Now don’t get me wrong, the shredded chicken is delicious, but I always get the fajita chicken. I order it almost . . . everyday. I’d get that if I were you.”
- “People really seem to like our quesadillas. They come with Pico de Gallo and Sour Cream on the side, but personally, I like to dip mine in guacamole and queso. Does that sound good to you?”

BAJA TACOS

- “We are definitely well known for our tacos. My personal favorite is our fajita meat. The seasoning on the meat is SO GOOD. I get them every time.”
- “I always eat our tacos. But although I do like the butt burnin’ sauce we have on the tables, my favorite thing to do is put our salsa on them. Would you like a little side it for YOUR tacos?”
- “If you are in the mood for shrimp, I would definitely suggest that you go for the California Heat Taco. You choose either grilled or Temp shrimp and then enjoy the unique and delicious combination of fresh avocado slices, pico, feta, and the best part, the Siracha-Lime sauce.”

SALADS

- “When we say Big salad, we MEAN IT. You might want to order a second dressing before you even get started!”
- “We sell A LOT of salads. Especially if people are dieting. They really are good, and filling especially for lunch. I recommend the Fajita chicken for typical grilled chicken salad, or if you really want to try something healthy and delicious, the grilled shrimp is VERY popular.”

BURRITOS

- “Our Burritos are a full meal! Sometimes I get the fajita meat, and I am good to go all the way to dinner! Or, if I’m not starving, I get the temp shrimp. Either of those sound good to you?”
- “Are you really hungry? Cause if you are, you should try the burrito, on a plate, smothered in one of our enchilada sauces or queso, with melted cheese on top. It’s a big plate, but WOW. You’ll never want it any other way.”



MEXICAN PLATES

- “Nothing goes better with a dinner than chips and queso!”
- “If you are going to order 2 tacos, I highly recommend getting the Taco Plate. It comes with 2 tacos and 2 sides, which if you break down the price, you pretty much get a side for free. It’s a really good deal.”
- “Our fajita plate is pretty good size. Are you going to share it? If so, you might want to order a few extra tortillas. It comes with 3, but no one likes odd numbers if you’re sharing, right?”
- “If you are looking for a great fajita plate, you gotta try the shrimp fajitas. Or, what we can do it get you a combo fajita plate with shrimp and chicken or beef. I’m telling you, it’s the best.”
- “Just so you know, we give you butt burnin sauce in all of our to-go orders, but for breakfast I always like to offer a little side of salsa it goes perfect with eggs.”
- “Our breakfast burritos are absolutely amazing. My favorite thing to do is add refried beans to it. It keeps it so warm the whole time. You need to try it.”

BREAKFAST TACOS/BURRITOS

- “Just so you know, we give you butt burnin sauce in all of our to-go orders, but for breakfast I always like to offer a little side of salsa it goes perfect with eggs.”
- “Our breakfast burritos are absolutely amazing. My favorite thing to do is add refried beans to it. It keeps it so warm the whole time. You need to try it.”

BREAKFAST PLATES

- “Our breakfast plates are some of the best things on our menu. My favorite is the Huevos Rancheros, but even though it comes smothered with salsa and a side of verde sauce, my favorite thing to do is add a side of guacamole, and a put that on each bite. Our guacamole was JUST made. You should really try it.”
- “One of the most popular plates is our Chilaquiles. You get your choice of chicken or beef, but what I do is have the kitchen grill up some fajita beef, and chop it up in the eggs instead of the ground beef. It’s amazing.
- “The best breakfast thing we have is our “Big Fuzz” Breakfast burrito. Three fried eggs, bacon, jalapenos, potatoes, and cheese!”



DAY 5

Date:	Day:	Time:
TIME	SKILL / ACTIVITY	
	<p>Cashier and/or Bar Shift</p> <p>Work as lead in the CASHIER and/or BAR position throughout the shift.</p> <p>CASHIER CERTIFICATION</p> <p>Your GM will ask you specific Cashier/Bar related questions, and ask you to perform POS & Guest Service related job functions. Based on your performance, you will either be certified as a Cashier and/or Bartender, and you will be able to to scheduled accordingly.</p>	
	<p>Wrap up meeting with GM or MOD</p>	
<p>Trainee Signature:</p> <p>Positional Trainer Signature:</p> <p>MOD Signature:</p>		<p>TGM Initial:</p>



CONCLUSION

While we tried to make this manual as comprehensive as possible, we can't possibly include all of the information or advice you're going to need during your time as a cashier. Also, policies change, and special instructions may come into play depending on the circumstance. That's why we'll address more of these issues during your training, in shift meetings, and even in special meetings (such as periodic restaurant cleaning meetings).

Additionally, your most important resource when you have questions or concerns about anything related to your job, is your manager. He or she will be able to give you the information you need, and answer any questions you have that are not addressed in this manual.

As you can see, working for Fuzzy's is NEVER supposed to be about the simple clocking in, clocking out, and doing whatever necessary to get from paycheck to paycheck. It's about good food, great service, and a restaurant culture of fun, laid back, funky (though never filthy) and personal interaction. We truly believe that Fuzzy's is every guest's "New Addiction," and we trust you will help us spread that message to everyone who walks through the front door.

Thank you for all of your hard work, and we look forward to having you as part of our Fuzzy's Family for a long time to come!