

## **Dining Room**

Big Picture: **Care for the Guest** (Create a Clean and Safe Environment, Deliver Genuine Hospitality and Guest Perception), **2nd Mile Service** (being attentive, anticipating their needs, table touch-ins).

**Core 4:** Create Eye Contact, Share a smile, Speak with a Friendly Tone, and Always say “My Pleasure”

**Core Values:** We are Purpose Driven, Care for People and Partnerships, We Pursue Excellence, We are for our Product.

1. Explain the dining room position and the areas that the dining room person is in charge of taking care of.
2. Go over the Priorities of DR:
  1. Cleaning tables, chairs, and high chairs.
  2. Floors/Bathrooms/Trashes guests assume the kitchen is as clean as the bathroom!!)
  3. 2nd Mile Service (table touch-ins)
  4. Helping guests at the end of the counter if needed.

As you go through the priorities, make sure the team member knows where everything needed to complete these tasks is located ex: *where are sanitizer wipes located?*

3. Once the team member understands the main processes of the dining room, you can begin to train how to do property sweeps, bathroom checks, and other dining room tasks. The team member needs to understand that before doing these tasks our FIRST priority is to make sure tables are clean, floors are swept, trashes are taken care of, and guests have been checked in on.
4. Elaborate on how the dining room is a cycle and once all the tasks have been completed you go back to cleaning tables and taking care of anything else that needs your attention.

### *Cleaning Tables*

Be ready to clean tables, chairs, flower vases, table tents, or spills at all times, especially when Dining Room is busy during peak sales periods.

1. Remove any trash on the table and place it in the compactors.
2. Use a table turner to clean off the table and flower vase with one hand.
3. Use a different table turner with the other hand to clean off chairs and/ or boots (seat and back).
4. Discard the table turner after using it for as many tables as possible.
5. Extra table turners can be found on the Dining Room condiment counter.
6. Don't forget the outside tables.

### *Cleaning High Chairs*

1. Clean each high chair after each child.
2. Remove any visible food and trash.
3. Use a table turner and wipe down the entire chair, especially the handles.
4. Discard the table turner after each chair.
5. Place a placemat and Purell towelette on each chair.

### *Cleaning Floors*

1. Spot-check floors and sweep when needed.
2. If there is a spill, the first thing we do is put a wet floor sign out.
3. Use a filled mop bucket and mop to clean the spill.
4. Leave the wet floor sign out until the floor is completely dry.

### *Cleaning Restrooms*

1. Conduct a restroom check every 30 min minimum (the goal is every 15 minutes).  
Ask someone on the front counter to clean the opposite-gender bathroom.
2. Check for anything out of the ordinary such as bodily fluid spills. Follow the directions to clean those up.
3. Check the dispensers and restock them if needed.
4. Use a new table turner to clean the baby changing table.
5. Use a new table turner to wipe down the counter and sink.
6. Sweep the floors if needed.
7. Empty the trashes if needed (Do not take the trash through the kitchen).
8. Wash your hands after cleaning the restrooms.

### *Compactor Trashes*

1. Bring new trash bags to the compactor.
2. Insert the key on the right of the machine.
3. Turn the key to the right and pull it open.
4. Pull out the full bin.
5. Grab any trash that may have fallen out.
6. Keep the trash compactor slightly open so nothing gets thrown in.
7. Tie off the bag.
8. Dispose of the bag to the dumpster.
9. Ensure the dumpster lid is closed.
10. Re-line the trash can and place it back into the compactor.
11. Bring the key back to the original destination and wash your hands.

### *Hospitality*

1. Explain Core 4 and the language of hospitality (why?).
2. Go over Winning Hearts Every Day (why?).
3. Discuss refreshing beverages at the counter, when appropriate (elevated language).
4. Discuss Table Touch-ins. (Take their trash away and refresh beverage(s), remove any extra sauces to put back and dump remainder in the trash, ask if they need anything else- more sauces? Utensils? etc, make a connection -how has their day been going?)

### *Dining Room Script*

- "May I clear your tray or table?" Not "Can I take your trash?"
- "How was everything?"
- "May I refresh your beverage?"
- "It's my pleasure!"
- "Absolutely" instead of "Sure" or "No Problem"
- Big Picture: elevated language separates us from other quick service restaurants; people come for our food, but also come for our hospitality.

### *Extra Tasks*

1. Clean windows and doors.
2. Clean the picture frames.
3. Clean the queue line barriers.
4. Clean the guest's side of the front counter.
5. Clean the 3rd party delivery service counter.
6. Empty the outside front trash.
7. Outside property sweep.

8. Restock the condiment counter.
9. Help front counter if needed.
10. Stock/take out trashes on the front counter.

### *Pro Tips*

- Smile and be kind (even though you may not know what you are doing, this goes a long way).
- Add your personality, but stick to the script and use elevated language.
- Hustle, it will be busy (be quick, small talk should be SMALL but do not hurry the guest).
- The dining room seems simple but there's a LOT to do.

### *Food Safety topics to go over:*

1. Chemicals are at the proper concentration and stored properly.  
Sanitizer concentration is essential to kill harmful germs on all food contact surfaces and prevent them from growing and spreading throughout the Restaurant.
2. Can not work if symptoms are present: Vomiting, diarrhea, jaundice, sore throat with fever.  
Team Members can transfer disease-causing bacteria and viruses to food and each other when they do not engage in good health and hygiene practices.
3. Cleaning is essential to preventing pests.  
Insects and rodents spread disease and can contaminate food, food contact surfaces, and packaging.
4. Bodily Fluid Clean-Up Kit is present, assembled, and can be located.
5. The pest prevention program is effective for flies inside the Restaurant and birds outside the Restaurant. (If pests are seen, notify management immediately).

\*It is essential that food safety is addressed, clarified, and quizzed on every training especially serving due to it being on their first day. Everything in orange explains why we follow these food safety practices.

*As you go through the Desserts process go over the 5 Steps to Mastery:*

*Speed (Guests)*

1. A single rotation should be done every 15 minutes (Table touch-ins, Bathrooms, Cleaning Tables, Trashes, Condiment Counters).
2. Have extra table turners on both sides of the dining room.

*Accuracy (Guests)*

1. Try not to do more than 2 refills at a time (Especially for new hires). Limiting how many you have in your hands reduces the likelihood of a mix-up.
2. When doing table touch-ins verify that the meals were correct and be willing to help fix it if not.
3. Use pushed-out chairs as a sign that tables need to be cleaned. (If the chairs look not neat the table was probably used).

*Guest Perception (Guests, Business)*

1. Cleanliness (Tables, Trash, Floors, High Chairs)
2. Table Touch-ins (personal connections, beverages, sauces).
3. Bathrooms (every 15 minutes, cleaned and stocked)

*Communication (Team, Guests)*

Verbal:

1. Front Counter (Asking for DR person to help on FC).
2. Guests (touch-ins and making connections).

Non Verbal:

1. Guests (trash on the table, beverages need refreshing, guests are looking around, etc).
2. Front Counter (noticing pile up of orders or there's a huge line on the front counter).

*Multi-tasking (Guests, Yourself)*

1. Cleaning
2. Guests
3. Helping FC (you are a part of FC, but DR is your priority and you are the only one there).

Go over the training binder as well as complete the JOLT Checklist. Once training is completed verify that the Team Member can execute the above and sign off on the JOLT checklist.