

FOH TRAINING

Revised: 10/04/24

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Opening Checklist

(Mark initials on the line when each task is completed.)

TASKS:

- **Clock in & Verify Drawer**
- **Turn on Lights, Bar Lights, Music, TVs**
 - Music: Turn on music behind TV 5 (back wall) at the receiver.
 - Lights: Control panel is by the dishroom on the back wall.
 - TVs: Use remotes in the 1st cabinet in the server area to turn on TVs.
- **Wipe Tables and Chairs** (if needed)
 - *Sani wipes* are by the bar POS.
- **Spot Sweep Dining Room** (if needed)
 - Broom is in the server area.
- **Check & Restock Table Caddies**
 - *Ketchup* is in the server area cabinet or downstairs in dry stock.
 - *Salt/pepper* is in the kitchen.
 - *Sugar packets* are in the server area cabinet or dry stock.
- **Check & Restock Server Station**
 - *Wine* is between the deep freezers.

- *Mixers* are in dry stock by the office.
- **Stock Paper Towels & Soap**
 - Paper towels are across from the beer cooler in the basement.
- **Fill Water Pitchers**
 - Pitchers are in the dishroom.
- **Clean Windows and Doors**
 - *Windex* is in the server area or dishroom.
- **Restock Beer Cooler**
 - Beer is stored in the downstairs beer cooler.
- **Fill Ice Bin**
 - Ice and bins are in the dishroom.
- **Fill Bar Sink**
 - 1st sink: Strainer.
 - 2nd sink: Glass cleaner.
 - 3rd sink: Water.
 - 4th sink: Last rinse packet.
- **Cut Fruit** (if needed)
 - Fruit is in the food cooler downstairs or beer cooler upstairs. Cut into thin slices.
- **Check/Sweep Rugs**
- **Check Bathrooms**
 - Extra TP, paper towels, soap, etc., are downstairs on the right-hand shelves.
- **Prep Dressings**
 - Dressings should be prepped in clear plastic bottles each shift.
- **Put Sign Outside**
- **Check Calendar for Events**

- Calendar is in the server area by the menus.
 - **Dim Lights & Pull Shades at 4 PM**
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Shift Change Checklist

(Mark initials on the line when each task is completed.)

TASKS:

- **Clock in and Verify Drawer**
 - **Check Section and Adjust as Needed**
 - Ensure tables are clean and stocked.
 - **Communicate with Outgoing Shift**
 - Discuss any issues or special instructions for the shift.
 - **Restock Server Station**
 - **Update 86 List**
 - If an item runs out during your shift, immediately update the 86 list.
 - If not in the 86 chat, let Vicki know.
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Closing Checklist

(Mark initials on the line when each task is completed.)

TASKS:

- **Turn Off Open Sign & Lock Door**
 - Flip the switch on the light cord to turn off the sign.
 - Lock the front door with both the key and deadbolt.
- **Count Drawer & Send Totals to Vicki**
 - Verify drawer total with sales, then report the total using our system/app.
- **Restock Table Caddies**
 - Check ketchup, salt/pepper, sugar packets, and restock as necessary.

- **Wipe Down Tables & Chairs**
 - Use *Sani wipes* from the bar POS.
- **Sweep & Mop Dining Room**
 - Broom and dustpan are in the server area near the beer cooler/cappuccino machine.
- **Sweep & Mop Back Area/Bathrooms**
 - Mop heads are kept downstairs in the basement under the steps.
- **Clean Women's Bathroom**
 - Cleaning supplies are in the bathroom; chemicals are stored under the sink.
- **Turn Off Coffee Machine**
 - Flip the switch down to turn it off.
- **Take Out Trash & Recycling**
 - Trash dumpster is located in the back lot. Recycle is at the end of the parking lot.
- **Take Bar Mats to Dish Room**
- **Bleach/Wipe Draft System**
 - Pour a tiny splash of bleach down the drain. Bleach is kept in the dish room or under the bar.
- **Wipe Down Entire Bar**
 - Use *Pledge* at night and *Sani wipes* during the day. The bar should also be oiled every Monday evening.
- **Check for Dirty Dishes in Dining Room**
- **Turn Off Music/Lights/TVs**
 - Turn off music behind TV 5 at the receiver, lights at the dishroom panel, and TVs using remotes in the 1st cabinet in the server area.
- **Bring in Outside Sign**
- **Put Dirty Towels in the Correct Bags**

- Ensure rags are separated correctly for Cintas pickup.
 - **Fill Ice Bin**
 - Ice machine and containers are in the dishroom.
 - **Put Receipts in Orange Envelope & Fill Out Cash Log**
 - Located under the drawer or in the safe.
 - **LOCK DOOR & Have a Good Night!**
 - Double-check that both locks on the front door are secured.
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Customer Service:

Greeting a Guest:

- “Hi, welcome to Plates and Pints! How many are in your party today?”
- If seating two people: “Would you prefer a high-top or low-top table?”
- If no preference: “Great! How about that table over there by the window?” (Always point toward the table.)

Taking Drink Orders:

- Immediately after seating: “Can I start you off with one of our delicious cocktails or a draft beer? We have 16 on tap!”
- Upsell Opportunity: If they order a cocktail, suggest a **BOOZE-TER** for an additional \$2-\$3. Know your pricing: some BOOZE-TERs are \$2, others are \$3.

Taking Appetizer Orders:

- After bringing drinks: “Can I get you started with any appetizers today?”
- Send appetizer orders immediately on a separate ticket for faster service.

Delivering Dinner:

- When delivering food: “Here’s your [dish name]! Is there anything else I can get for you right now?”
- Within 5 minutes: Return to the table and ask, “How’s everything tasting so far?”

Suggesting Dessert:

- As guests near the end of their meal: “Would you like to try our house-made dessert, The Greyhound? It’s an Oreo mousse-like treat—kind of like Disney’s ‘grey stuff,’ but even better!”
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Handling Customer Complaints:

- If a guest leaves food uneaten, ask politely: “I noticed you didn’t finish. Was everything okay with your meal? Is there anything we could have done better?”
 - Always aim to resolve issues while the guest is still in-house.
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Policies & Procedures:

Phones:

- Phones must be out of sight in pockets or bags.
- If you need to check your phone, step to the back of the restaurant. The only time phones should be visible is for social media content (i.e., taking photos or videos for the restaurant).
- To guests, seeing staff on their phones can look like we aren’t paying attention to their needs.

Clothing:

- Wear Plates & Pints t-shirts or sweatshirts. Shirts can be cropped but should be appropriate.
- Leggings, jeans (without holes in inappropriate places), cargo pants, or shorts (no gym shorts).
- Closed-toe, clean, non-slip shoes are recommended.
- We are a family restaurant, so attire should reflect that.

On the floor communication:

- There should be no negative talk about customers on the dining room floor. If there’s an issue, bring it to management privately.
- What you discuss outside of work is your business, but while on the clock, professionalism is key.

