

## **MEETING NOTES November 26th**

### **F.O.H.**

Anyone that does not know the Menu should not be taking orders.  
One Week to Learn The Menu.

### **F.O.H.**

Time On The Tickets. Must tell everyone that walks in how long the wait will be.. For  
Example Your Order will be ready in 15 Minutes.

### **F.O.H.**

We are no longer saying "Have you been here before?".  
The New Script is: "Welcome Aboard, are you here for Pick or Place an Order?? If they say  
place an Order, give them a Menu, point to the sizes of the Boats and also mention the Grab N  
Go Cooler, Cookies, Chips and Mention the Cabin Cruiser. This is the time to have that  
personal interaction and begin to sell NOT just a sandwich. Also, ask will this be for Here or  
To Go. Save the Box! The Box is .38 cents. The Big Boys wrap their Subs and they do so for  
their bottom line. We are a bit more pricey because we are a High End Sub Shop and the Box  
makes it easier for Beach, Pool and Car Eating!!

### **F.O.H.**

What makes up a Value Meal?

### **F.O.H.**

### **F.O.H.**

What choices in the Kiddows Menu?

### **F.O.H.**

What box is used for a Soup and Sub?

**F.O.H.**

Order in which the boxes are placed.

**F.O.H.**

Time on Every Box.

**CHEFS**

Not Breaking Up the Boxes in the Kitchen. Needs Communication within the line of Chefs.

**F.O.H.**

MUST stick to Frank's Menu. We have a B.Y.O. on Only cold Sandwiches. There is NO Build YOu OWN on any HOT as it will slow up the kitchen.

**F.O.H.**

Front of house Opens Umbrellas

**F.O.H.**

Front of House does Bathroom

**CHEFS**

The Head Chef dictates need and communicates to Other Chefs what is needed.

**F.O.H.**

Please do not use these choice of words. "Do you *want* anything else?" or "What else do you *Want?*"

The word Want is just not a class choice.

Better would be "Would you *Like* anything else?"

**CHEFS & F.O.H.**

No Heads sets during Work Hours. Does not look good to customers and closes Off Communication with Crew.

## **CHEFS**

Kitchen Prepare to Pre-Make Four Melts and Fours Hems at Opening.

## **CHEFS**

Starting December 1st, One Torpedo Italian On the Board for the **F.O.H.** to Serve Customers.

## **CHEFS & F.O.H.**

Eating in the SHOP is A NO. All eating is in the 50th back! But do NOT snack off the Slicer!

## **CHEFS & F.O.H.**

Employee shift: ONE Cold Yacht as Made from the Menu. You can make it yourself but if another Crew Member sees you are making a Bigger than or adding things on or not making it like we do for a customer, then making it yourself ends.

## **CHEFS & F.O.H.**

When On Shift Crew gets 50% Off all other Items on our Menu. When OFF Duty, Crew gets 15% Off the Menu.

## **F.O.H.**

When a customer asks what is your best sandwich?                      The sandwiches with the Stars are the most popular

## **CHEFS & F.O.H.**

Any mistakes... have to be Ok'd to take home by the Managers and a BLANK UP SHEET needs to be written by whoever made the Mistake. If a CHEF made a Mistake tell the F.O.H. what it is a F.O.H. Try to Sell It!!

## **CHEFS & F.O.H.**

Must arrive on time. We want 10 minutes before as you all have to get ready and set up and check your phones. .. Give it Ten. If you are running three minutes LATE.. Must call Frank or Liz as this is serious!

## **CHEFS & F.O.H.**

Which Sandwich has Brie?

What is the Garnish on the Plate?

Which Sandwich has Mushrooms?

Which Sandwiches has Ham?

Which Sandwiches have Turkey?

Which Sandwich has NO Meat?

Which Sandwiches are Pressed?

Which Sandwiches have Prociutto?

Which Sandwiches can not be Minnow Size?

Which Sandwich size is for a Life Jacket?

What is a Simple Minnow?

What is the name of the sandwich that is like the Regata, but does NOT have Pastramie?

What kind of Tuna do we use?

Does the Pesto Sauce Have Mayo?

What is our most Popular Sandwich?

Which sandwiches take a long time to make? Any hot sandwich takes about 12 Minutes.

The S.O.S. is Turkey or Ham?

The Flottilla is Turkey or Ham?

Which Sandwich has Apple slices?

Which Sandwiches have Balsamic? Name Two

Which Sandwich has Pastrami?

Which Sandwiches are Part of the Value Meal?

What is in the Life Jacket?

What is in the Value Meal?