



Unique, Fun, and Delicious

Server Training Manual

Introduction

Congratulations on being selected to perform one of the most important, challenging, and rewarding jobs at My Red-Lime! As a Server, you will set the stage and have a direct impact on each guest's experience. You will determine whether each guest feels welcome, appreciated, and well cared for.

We will provide you with the training you need to be successful. We take great pride in our quality food and friendly, responsive service. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day.

As a server, it is essential that you maintain an energetic, friendly, and caring attitude at all times. It is your responsibility to see that each guest is made to feel special and enjoys our fun atmosphere and great food and beverages.

The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to questions you may have regarding your tasks, responsibilities and operating procedures for My Red Lime.

Once again, welcome to My Red-Lime Team!

Server Functions & Responsibilities

General Job Guidelines and Responsibilities

- ▶ When taking an order, always look the customer directly in the eyes and stand straight. Never lean or write on the table. Never crouch down on your knees.
- ▶ Never handle a glass by the rim with your hand over the drinking surface. Hold the glass at the bottom, having your pinky finger underneath the glass.
- ▶ Never handle silverware with your hand over the eating surface.
- ▶ When handling plates or food never let your hand touch the eating surface or the food.
- ▶ Condiments are not to be put in bus tubs EVER! It is the server's responsibility to take the condiments back to the kitchen before the table is bussed.
- ▶ When bussing a table, place the candle, sugars, and salt & pepper on the granite window sills or on the table cloth while you're bussing. They are not to be put in bus tubs or on the chairs.
- ▶ If you see a table that has been sat and there is no silverware on the table within 2 minutes, greet the table, and tell them you will find their server for them.
- ▶ Make sure there is a server in the dining room at all times, unless you are doing side work. You are able to stand on the floor with another server as long as you keep your conversation quiet so customers can not hear. Servers need to be available on the deck and upper dining room for the tables too.
- ▶ FIFO- first in, first out. (Always look at the date on you product, using the oldest date available first. Ex. Use 5/23 before 5/25)
- ▶ When using the restroom, check to make sure everything is clean and stocked.
- ▶ When refilling tea or soda in the dining room you must always use a tray and pour the refill over the tray. Do not bring a used glass to the drink

station and refill. Get a new glass or bring a pitcher to the table. When refilling children's cups, use pitchers, do not replace the child's cup each time.

- ▶ You must have knowledge of our signature drinks. If you do not, it is your responsibility to gain this knowledge before you serve at our restaurant.
- ▶ Serve all bar drinks with a napkin inside.
- ▶ Never place your tray on the table when serving drinks.
- ▶ Daily specials will be posted on the kitchen board. You must be able to describe them in detail to customers.
- ▶ Avoid any long conversations at any particular table. This will only upset your other customers when you are not attending to them.
- ▶ Clear your mind of everything except work when you walk in the door. When you are serving your table, your customers expect and deserve to have your full attention. Guest can tell when their server is not totally mentally present with them at the table and it has a negative impact on the guests' experience and will ultimately negatively impact your tip.
- ▶ If you get behind, ask for assistance. You will never get in trouble for asking.
- ▶ Keep yourself geared up so that you are ready for any rush. Always be available for your tables. A server should be in the dining room at all times.
- ▶ Don't ever stand around or lean on anything. You can always be cleaning. Do running side work, wiping counters in the server station, taking bus tubs to the back, etc. A server never goes into, or leaves, the kitchen empty handed. Full hands in, full hands out!
- ▶ Learn to use your time wisely. When in your station, check all the tables before going back to the kitchen. Don't go to one table then go to the kitchen. Consolidate your trips. Fill up all glasses in your whole station, clear all plates, and then go on to something else.
- ▶ Always try to take out complete orders. If the entire order is ready except for a side order, like a vegetable, take out the entrees and have someone follow you in a few seconds with the side order. Do not let the entrees get cold because of a side order. Everything goes out hot.

- ▶ You won't believe how patient people will be if they just see you. Don't hide from your customers. You will have more time to converse with your customers. People look for more than just good service and food when they go out today. They want a total dining experience. They look for that little extra personal touch which only you as their server can give them.
- ▶ If one person asks for something at a table, make sure you ask everyone at the table if they too would like something. This will save you a lot of extra trips.
- ▶ When serving coffee or hot tea, always turn the coffee cup so the handle is facing the customer. Place the cup on the right side. Ask people if they would like cream when they place their order for coffee or hot tea instead of making an extra trip later.
- ▶ Whenever you are reaching across someone or serving in front of someone, excuse yourself.
- ▶ Always keep your fingers and thumb off the top of the plates you serve.
- ▶ When waiting on a party of one, pay special attention to them. They are generally in and out quicker than other parties, and they are usually the best percentage tippers.
- ▶ ALWAYS use a tray when bringing anything into the dining room!!!
- ▶ If you must go to the bathroom during the shift, ask someone if they will please watch your station while you are gone, and inform a manager so that they are not looking for you.
- ▶ No server is to change his or her station or pick up extra tables without the consent of the manager on duty.
- ▶ Always check your glassware for cracks and dried food before filling them.
- ▶ Never attempt to adjust the lights or thermostats in the Restaurant. If there is a problem, get a manager.
- ▶ Serve food from customer's left and beverages from the right.
- ▶ Whenever you serve a course, ask if there is anything else you can do for the table.

- ▶ Whenever serving a course, position the plate so that the "meat" of the course is closest to the customer.
- ▶ Remove soiled china and silver after each course. Remove trash from the table throughout the dining experience.
- ▶ Pre-Bussing is essential!!!! When removing glasses from the table, use a tray. In the bussing station, glasses are to go into the top 2 bus tubs. Silverware is to be separated from the plates and placed in the designated area of the top tubs. Use care in placing plates in the bus tubs. DO NOT OVERFILL!!!! Broken plates could be charged to you!
- ▶ Offer refills of alcoholic and non alcoholic beverages at the table whenever anyone is getting low.
- ▶ Bring condiments to the table before they are needed.
- ▶ Never walk away from a table without acknowledging its requests.
- ▶ When a customer pays in cash return all change to the table on the tray. Do not ask customer if they want change. Never assume that the change is your tip!

Quality Control



Quality control is a primary responsibility of every employee serving food and drinks to the customer. You are the last person to come in contact with the food before the customer does. If something does not look right or is not presentable, DO NOT SERVE IT! The saying "People eat with their eyes" is very true. Make sure all of your products look good on the plates.

Things to look for before leaving the kitchen:

1. NEVER yell or argue with a cook. Go directly to the manager. This will alleviate a lot of problems.

2. Clean plates. Always check any plates, mugs, silverware, and napkins before you present them to the customer. Check food basket for grease spots, spilled food, etc.
3. Correct portions. Always check to see that the product is in the right portions. Make sure you are taking YOUR order. This can be very embarrassing at the table. Always ask yourself if you would eat that item if it were brought to you.
4. Call for back-ups. If something in the kitchen looks low and you are about to run out, TELL SOMEONE. If you take one of the last bowls of soup, call for back-ups. If the salad is warm or wilted, do everyone a favor, and say something before the customer is served.
5. When bringing out drinks, be certain the glass is clean, filled to the proper level, and that the garnish is correct, fresh and attractive.
6. Cold food is as equally important as hot food. Make sure cold foods are going out cold, not warm or cool, but cold.
7. Bring necessary condiments with order: i.e., ketchup, mustard, cheeses, salsa etc.
8. Check back . . . within two bites to make sure everything is perfect. Don't say, "Is everything o.k.?" Guests here this trite saying so often it's meaningless. Say something like, "How's your filet cooked?" Be specific and sincere in wanting to know the answer.
9. If the customer is not satisfied . . . or there is obviously something wrong at the table, i.e., cracked glass, foreign object in food, not cooked properly, etc., use the following steps:
 - ▶ Apologize.
 - ▶ Remove the items immediately.
 - ▶ Get a manager. Management will take the necessary steps in making sure that the problem is corrected and that the customer is 100% satisfied.
10. Remember, the appearance of the exterior of the building, the greeting of the host, the cleanliness of the restrooms, the appearance of the staff, the quenching taste of our beverages, the flavor and freshness of our

food, are all equal quality points. WE must control for the experience of our guests.

Table Introduction

CRITICALLY IMPORTANT!! - Immediately acknowledge all new parties in your section. Regardless of how busy you are; you are never too busy to let your customers know you see them. They come here to be taken care of, so don't start out their dining experience by ignoring them. All new customers should be greeted within two minutes.

If your hands are full, the customer knows automatically that you can't take their order, at that minute. You can pause, smile, and say "Hi, I'll be with you in just a minute." This will satisfy the customer so that they feel important and will be able to relax until you return.

When approaching a table your objective is to make you guests feel welcome and confident in knowing you're there to take care of them. You may develop your style and manner of accomplishing this but here are some suggestions to help you get started:

1. Start your table by sincerely welcoming the guests to the restaurant!
After you introduce yourself, ask the guests if they would like to start off with a cocktail or something else to drink? Be sure to suggest a starter during this time so the guest can decide if they want to order one while you are getting their drinks. After you deliver the drinks to the table, check again with the table and make sure they do not want to start off with a soup or a plate of nachos to share before you take their dinner order.
2. After delivering food to the table, give the customer a few minutes to try the dish, and then return to the table. "How is your steak cooked? Can I get you another...margarita or ice tea?" When checking on food items, always accentuate the positive, and eliminate the negative. Do ask, "Did you like they way your steak was cooked?" Don't ask, "Was everything ok tonight?" Ask an intelligent, specific question and show you're concerned about the answer you get. If something isn't right, do what you can make it right.
3. Each time you take an order, be aware of what might elevate the guests' experience. Be relaxed and friendly, polite and professional. Have an idea what extras (appetizers, sides, etc.) you are going to suggest based upon

what you genuinely think will enhance your guest's dining experience. Allow the customers to finish ordering before you jump in with suggestions. If they hesitate, then it's your turn. "May I suggest the (POPULAR MENU ITEM)? It's a one of our most popular dishes." If they still hesitate, you might say something like, "Would you like to have a little longer to decide? Take your time and let me know if I can answer any questions."

4. Know everything on the menu in terms of what is in it, and what would go well with it. This will be covered in detail in your initial training and will be enforced often in our pre-shift meetings.
5. Suggest premium liquor in all cocktails. It makes the drink taste better, and your guest will be much happier with the cocktail.
6. Get your guests' first drinks to them within five minutes from taking the order; no longer.
7. Suggest specific appetizers before you leave the table to get their first drinks. It saves you time and steps.
8. Learn and use guests' names when appropriate. Always use "Mr." or "Ms." unless you're told or you're absolutely sure it's proper to use a guest's first name.
9. Make specific suggestions at every step of the meal if you think it's appropriate: drinks, appetizers, sides, wine, desserts, and after-dinner drinks. Always keep in mind; your first objective is to show your guests a marvelous time, not PUMP UP THE CHECK. Use your best judgment here. Sure we want to sell, but more importantly, we want our guests to leave delighted so they RETURN!

Ordering Procedures



When approaching the table, be sure to have your pen ready, book open, and pad ready. Ask the customer if they have any questions concerning either the specials or entrees. After answering all the questions, if there are any, ask if you can take their order.

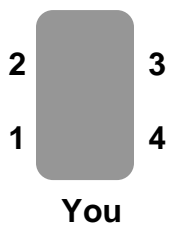
Through either eye contact or verbal address, you may start to take their order. Be sure to gather all information from each guest before proceeding

to the next. If possible, you should take the order from women and children first, and then the men.

Taking the order is the time for making recommendations. Suggest appetizers that will compliment the guests' meal. This is when wine can, and should, be offered.

Always get the cooking temperature for meats. Our cooking temperatures are as follows:

- ▶ Rare - Bloody cool center, touch of rawness
- ▶ Medium Rare - Bloody red, no rawness of meat
- ▶ Medium - Pink warm center
- ▶ Medium Well to Well - Fully cooked with no redness



Use a small folder, clipboard, or other hard surface to hold your pad while you write up the order. It looks better and makes it easier for you. Begin taking the order at the same spot at each table. Start with the person closest to you on your left, and work around clockwise.

Again, it is very important that every server records orders in the same way. If a food runner takes the food to the table for you, then he knows where each dish belongs.

Cooking Times & Handling Timing Problems

With our firing system, once an order is rung to the kitchen, preparation of that item begins. It is imperative that appetizers are rung first. Once an order has been placed, you can expect to receive lunch items within six to twelve minutes and dinner items within eight to twenty minutes. This time may lengthen during a busy rush. Your tables' experience is dependent upon your awareness and service to the customers from the time they are seated; to the time they receive their order. If, by chance, you have a long time ticket, do not hide from your table. Notify a manager immediately, and we will expedite the situation.

When a table has to wait longer than they should for their food, don't just apologize, inform the manager immediately. It costs us hundreds of marketing dollars to attract new customers; we can't afford to lose any. At the manager's discretion, a complimentary beverage or dessert is a small price to pay to let a guest know we care about their experience and we want

them to come back and give us another chance to get it right. Also, the manager will make sure the check is being done as quickly as possible. If items are not rung in when ordered, and the management has to discount or comp the ticket, the server may be responsible to pay for the ticket.

In cases where the kitchen has been woefully out of sync, a dessert or beverage may not be sufficient. Tell the manager-on-duty about the situation. They have the authority to do whatever is needed to try to make amends for a bad-dining experience.

Personal Appearance



Your overall image is our image. You make a distinct impression on each of our guests. The image you create can enhance or detract from our overall concept and the way our Restaurant is perceived in the minds of the guest. You are entrusted with handling our guests' needs and must, therefore, reflect cleanliness and wholesomeness at all times. Always remember . . .

- ▶ You are responsible for keeping your uniform neat and clean at all times. There is no excuse for reporting to work out of uniform.
- ▶ Do not wear scented lotion on your hands, as it clings to glassware.
- ▶ A smile is part of your uniform.
- ▶ At no time will employees chew gum or eat while in the public areas of our store.
- ▶ Do not report to work with an un-pressed or dirty uniform, or un-kept hair.

Uniform

When you walk in the front door you will be, "READY FOR WORK." You will be informed of the uniform requirements when you start with us. Your designated uniform also includes a CONTAGIOUS, ENTHUSIASTIC ATTITUDE. You are required to enter the building for your shift in FULL UNIFORM. You are also required, when you leave the building, to be in FULL UNIFORM.

Your uniform also includes the following, without exception:

- ▶ At least three pens

- ▶ Guest Check Pad
- ▶ Wine Opener
 - Dining Room Dress Code
- ▶ Shoes - Black shoes only with non-slip soles that permit walking safely on wet or greasy floors. Shoes must be clean. Socks must be dark, preferably black.
- ▶ Pants & Belts - Black pants only. Pants must be long enough to touch the top of the shoe. Solid color black belts must be worn with pants that have belt loops. No stretch or Legging material.
- ▶ Shirts – Shirts must be in good condition, not soiled or stained. They are to be tucked in at all times.
- ▶ Appearance - Clean and well groomed hair. Hair pulled back off the shoulder. Well-groomed hands, fingernails and free of fingernail polish. (Artificial nails are against health code regulations.) Facial hair should be neat and well trimmed.
- ▶ Accessories - No cologne, perfume, excessive make-up or jewelry. No earrings longer than 1/2 inch. No facial piercing or tongue rings. Tattoos are to be covered with long sleeve shirt or wrapping. No hat or unauthorized buttons can be worn.

Suggestive Selling



People don't like to be "SOLD." Effective suggestive selling is subtle. You are doing the guest a favor, looking after his best interests by offering your knowledge and expertise and making honest recommendations.

Many of our guests are not familiar with our daily specials. As their trained server, you are in the position to smooth the way for a confused guest. Above all, be sincere and honest. Always do what you truly believe is in the "guest's" best interest. Recommend items you know are superior and you are certain they will enjoy.

NEVER OVER SELL! Always allow the guest to finish ordering before you start suggesting. Be

**People like
to buy, but
hate to be
SOLD!**

aware of what the guest is ordering and make sure he understands what he is getting.

If a guest orders too much, and you are certain he can't handle that much food, advise him. He will appreciate your concern and honesty.

Suggest appetizers while people are studying the menu. "How about some Grilled Chicken Quesadilla or sharing a plate of Chicken Nachos," with your dinner this evening?"

Suggest side orders with entrees. "Would you care for black beans or Rice with your Fajita?"

Always be persuasive and display complete confidence. Make suggestions so positively, that the guest wouldn't dream of questioning your recommendation.

Don't ask the guest a "yes or no" question. This requires him to make a decision. Remember, people come here to relax, not think. If you display confidence and complete product knowledge, the guest will trust your judgment and allow you to take care of him.

To sell effectively, you must sometimes bring a need or desire to try something to the surface. Make sure you use the right type of language.

For example:

- ▶ "Would you like some wine tonight?"

If the guest responds, "No," your suggestion is over before it got started.

- ▶ "Would you care for a bottle of wine with your dinner tonight? A bottle of Merlot would compliment your Filet and Grilled Salmon."

With this approach, you have exhibited your knowledge and confidence of food and wine by suggesting a specific bottle of wine. The guest has now developed confidence in you. This will greatly enhance your opportunity to make this sale and make other recommendations.

Not every guest is going to buy a bottle of wine, appetizer, or dessert. But you must remember, we know two facts about every customer.

Every Customer:

- ▶ Is planning to spend money.

- ▶ Wants to have a good time and enjoy their meal.

If you keep these two facts in mind, you will be amazed at how easy it is to sell, providing, of course, you possess the necessary knowledge and confidence.

Through suggestive selling you can:

- ▶ Increase check totals. The higher the check, the better your chances of a good gratuity.
- ▶ Expose the customer to a new and different product he may not have tried, if you had not recommended it. Thus, the evening is more enjoyable and he may return with friends and has more reasons to tell others about My Red Lime.

Specials & Features of the Day



Each day at pre-shift meetings, that day's Specials will be discussed.

We offer daily specials for three reasons:

1. To add variety to our menu
2. To allow our customers the best of seasonal items.
3. To allow us to test items for future menu development.

These specials may include a drink special, an appetizer, a salad, an entree, or a dessert item.

You as the server will present the "specials" verbally. This enables you to describe them thoroughly, and answer any questions the customer may have.

When presenting the specials, you should start with drink specials, then appetizers, soups, and entrees. In describing the specials, you must use adjectives, which will entice the customers.

Bad Example: "Tonight we have Mahi Mahi with your choice of two sides.."

Good Example: "Featured this evening is the Mahi Mahi topped with our signature sauté shrimp sauce. The shrimp sauce is a mixture of heavy cream, white wine and special seasonings sautéed with baby shrimp. It comes

prepared to your choice of blacked or grilled and served with your choice of two of our side items."

It is obvious which of these descriptions sounds more appetizing, and reflects your confidence in the special. If you are not sure which adjectives you should use, ask your fellow sales staff or manager on duty how they would describe the special. You may find that incorporating others' verbiage helps your special descriptions sound appealing.

Coffee - Tea - Desserts

Coffee & Tea



The wait staff serves coffee and tea. Refills are handled by the server. If you are busy, you may instruct the busperson to help you out. Our coffee is served fresh. Do not serve old coffee. Always allow the coffee to completely finish the brewing cycle before serving to the guest. Do Not STEAL a cup before it is complete!

Tea service will be done on a verbal basis. When a customer orders tea, you will tell them the teas we have, and serve it to them. There is no charge for refills of coffee or tea, even if a new tea bag is served.

Desserts

It is a good time to remind guests to save room for dessert, when you return to their table to check on the entrees. At this time, you may want to suggest a few dessert items, to plant the thought. Later, when clearing the table, ask your guests if they are ready to try dessert. You can then begin to describe a few of your favorite dessert items.

In today's health-conscious fat-free society, customers stay away from desserts...NOT TRUE, but you the server can always suggest splitting a dessert and bringing out additional forks or spoons. This is effective salesmanship that will increase your check, and also enhance your guests' experience.

Wine Service



When ordering a bottle of wine, ring it up as usual on the register. The bartender will give you the bottle, glasses, etc.

Present the bottle to the host.

1. Host accepts
2. Host rejects (wrong wine, wrong vintage, changed mind)

Place glassware around the table at the position 4 o'clock from the water glass. Using your Screwpull wine opener cut the capsule and put it in your pocket. Remove the cork and present to the host.

Pour about one ounce for the host to sample.

3. Host accepts
4. Host rejects (based on color, smell, clarity, taste)

If this happens, GET A MANAGER immediately.

Pour wine around the table.

5. About 4 1/2 ounces per glass.
6. Women first, then hostess, then men, then host.
7. Place remainder of bottle in an iced wine cooler.

VARIATIONS

Red Wine

- ▶ Bring it and open as soon as possible after the order, so it can breathe.
- ▶ Do not cool, unless requested.

Second Bottle - Same Wine

- ▶ Give the host or hostess the option of re-sampling.
- ▶ Give the host or hostess the option of fresh glassware for everyone.

Second Bottle - Different Wine

- ▶ Automatically present fresh glassware.

Two Wines simultaneously

- ▶ Host or hostess gets two glasses.
- ▶ Host or hostess samples both wines before pouring to the rest of the party.
- ▶ All members of party must be given a choice of either.

Alcohol Awareness



Alcohol Awareness is a growing concern within the Hospitality Industry nationwide. By recognizing the "early" signs of intoxication, monitoring your customer's consumption, and treating them as you would a guest in your own home; you fulfill your responsibility and protect the guest.

To serve or not to serve?

By understanding and fulfilling your responsibilities...

Your Role:

- ▶ Observe
- ▶ Monitor
- ▶ Report

Assisted by the guidance and support of management...

Your Manager's Role:

- ▶ Confirm
- ▶ Confront
- ▶ Resolve

With adherence to the company's policies...

1. We will not knowingly admit obviously intoxicated underage customers to the bar.
2. We will not knowingly serve alcohol to an obviously intoxicated or underage customer.
3. We will offer alternatives to alcohol.
4. We will create an atmosphere to promote responsible drinking.
5. We will make a reasonable attempt to prevent obviously intoxicated customers from driving.

... We can accurately and confidently answer that very important question.

- ▶ Responsible service of alcohol requires a team effort.
- ▶ Know and watch for the signs of intoxication. If there is any question, avoid further service and report to a manager who will make the final decision and determine whether the guest should remain or leave.
- ▶ If you know what it takes to get someone drunk, you can prevent it by monitoring their consumption and offering alternatives.
- ▶ Do not allow drunks to come in, and do not allow intoxicated guests to drive.
- ▶ Hospitality is our business. Beverage service is only one element.
- ▶ Cooperation between employees and management allows us to exercise a degree of influence on the behavior of our customers that will result in an atmosphere of responsible drinking.

Conclusion

There is a lot of information contained in this manual! Believe it or not, however, there is even more information that is not.

We have given you the basics, as we view them, and how we would like them to be conducted. We want you to use the service tips in the manual, along with your common sense, and above all, YOUR individuality, to help create an atmosphere that will encourage good times for our guests, and yourself. When this happens, you will be ensuring the success of not only My Red Lime but yourself. Always remember, put yourself in the customers' place. Would you eat that? How do you want your dining experience? If you were in their seat, what could they do to improve your dining experience?

Welcome to the My Red Lime Team!!

Management