

11/20/2018



SPHM
HOSPITALITY

SPHM – F&B OPERATION MANUAL



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F&B Operation Manual



Sun Paradise Hotels Management

Food & Beverage Manual

Restaurant/Banquet

December /31/ 2013

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Welcome

Welcome

Welcome to Sun Paradise Hotels Management International's Restaurant/Conference Facility. You have been chosen to join a team committed to **service excellence**. In today's market where products and prices are similar - **YOU MAKE THE DIFFERENCE**. Your dedication to attentive, responsive guest service is the single most important factor to bring our guests back time and again.

Your service manual has been designed to provide you with the material so that you can deliver the very best service.

The nature of the hospitality industry places strong emphasis on people - our guests. This focus on people makes the job exciting because of contact with guests with varying tastes and needs. For our operation to be successful, we must be able to provide quality service to each of those guests.

But service is not where it ends. Guests notice the appearance of the facility; its cleanliness and neatness. The overall impression that the facility makes will play a large role in whether or not the guest comes back. And that largely depends on **you**.

This manual will focus on tasks that provide the service which brings guests back and makes them tell friends about the service we provide. Remember, you may be one of the few employees that our guests encounter, so you will be representing management, other employees who never see the guests, and most importantly, the reputation of our facility. As you work your way through this manual, keep in mind that this information is valuable only if you choose to apply it properly. All of the reading and training you do is not going to make you a good employee. Only you can do that with a good attitude, exercising good judgement, and following the basic principles laid out in this manual as a guideline.

Service Excellence, Hassle Free Guarantee

At Sun Paradise Hotels Management International's Restaurant/Conference Facility, service excellence is a living reality for our guests because we guarantee it. It is your responsibility to live up to this standard every day.

The standard has been set. An effective catering team with all of its partner's working towards service excellence will guarantee happy guests every time.

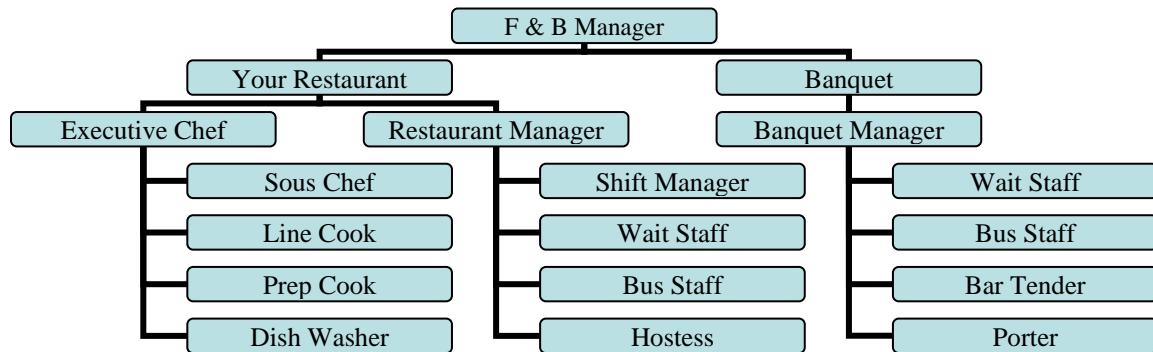
flexibility professionalism dedication personalized service

It Takes a Team

Teamwork is important for the Restaurant, Meeting and Catering Facility to function smoothly and pleasantly. Because most of the operation can be seen by the guests, employees must work well together and co-operate with one another.

If problems arise, solve them calmly in normal voice tones. Help co-workers through dependability and good manners. Absence or tardiness creates an extra burden for them.

An example of a functional organizational chart is set out below. You should build your own.



Food and Beverage, Your First Seven Days...

Day 1:

Department Orientation

Knowledge for All Employees:

- I Can Do It!
- Making It Right
- 100% Guest Satisfaction Guarantee
- Blood Borne Pathogens
- Personal Appearance
- Emergency Situations
- Lost and Found
- Recycling Procedures
- Safe Work Habits
- Manager on Duty
- Hotel's Fact Sheet
- Employee Policies
- Canadians with Disabilities

The Task List for Banquet Setup and Service



Day 2:

Review Day 1 (Plan additional training time, if necessary)

Knowledge for All Front-of-House Food and Beverage Employees:

- Telephone Courtesy
- Safety and Security
- Alcoholic Beverage Terms
- House Brands and Call Brands
- Basic Food Preparation Terms and Timing

Knowledge for Banquet Setup and Service:

- What Is a Banquet Setup and Service Person?
- Working as a Team with Co-Workers and Other Departments
- Sun Paradise Hotels Management International's Standards of Excellence
- Banquet Event Orders
- Function Rooms
- Sidework Checklist

The Job Breakdowns for Tasks 1 - 4:

Task 1 Read and Interpret Banquet Event Orders and Change Orders

Task 2 Set the Function Room Lighting

Task 3 Vacuum Function Room Carpets

Task 4 Steam-Extract Function Room Carpets

Day 3:

Review Day 2 (Plan additional training time, if necessary)

Knowledge for All Front-of-House Food and Beverage Employees, con't

- Vietnam Alcoholic Beverage Laws
- Responsible Alcohol Service Procedures
- Restaurant Menus
- Basic Food Preparation Terms and Timing
- Correct Plate Presentation and Garnishes

Knowledge for Banquet Setup and Service (continued):

- Food and Beverage Equipment Terms
- Glassware Types and Use
- China
- Silverware
- Linens and Napkin Folding
- Standard Table Setup Specifications

The Job Breakdowns for Tasks 5 - 8:

- Task 5 Sweep Floors in Function Rooms
- Task 6 Mop Floors in Function Rooms
- Task 7 Clean and Wax Hardwood and Parquet Floors in Function Rooms
- Task 8 Set-up Function Rooms

Day 4:

Review Day 3 (Plan additional training time, if necessary)

Knowledge for All Front-of-House Food and Beverage Employees, con't

- The Restaurant Reservation System
- Tipping Policies
- Heimlich Maneuver and First Aid
- Sanitation
- Health Department Regulations
- Point-of-Sale Equipment
- Community Services

Knowledge for Banquet Setup and Service (continued):

- Anticipating Guests' Needs
- Par Stock System
- Audiovisual Equipment
- Mailing Policies

The Job Breakdowns for Tasks 9 - 16:

- Task 9 Set-up Support Services for Functions
- Task 10 Set-up and Break Down a Dance Floor
- Task 11 Set-up and Take Down Staging
- Task 12 Install and Remove Air Walls
- Task 13 Set-up and Take Down Coat Check Areas
- Task 14 Hang Decorations and Banners for Functions
- Task 15 Handle Audiovisual Equipment for Functions
- Task 16 Install Phones in Banquet or Meeting Areas

Day 5:

Review Day 4 (Plan additional training time, if necessary)

The Job Breakdowns for Tasks 17 - 26:

- Task 17 Receive, Store, and Ship Packages for Guests
- Task 18 Break Down and Clear Function Rooms After Events
- Task 19 Refresh Meeting Rooms
- Task 20 Prepare Coffee
- Task 21 Prepare Iced Tea



- Task 22 Prepare and Serve Hot Tea
- Task 23 Set-up Portable Bars
- Task 24 Set-up and Decorate Buffets
- Task 25 Fold Napkins for Banquets
- Task 26 Place Tablecloths on Function Room Tables

Day 6:

Review Day 5 (Plan additional training time, if necessary)

The Job Breakdown for Tasks 27 – 36:

- Task 27 Skirt or Flounce Function Room Tables
- Task 28 Set Tables for Different Banquet Specifications
- Task 29 Provide Break or Continental Breakfast Service
- Task 30 Set-up Canapés and Hors d'Oeuvres for Receptions
- Task 31 Provide Service for Buffet Banquets
- Task 32 Serve Guests Food and Beverages at Sit-Down Banquets
- Task 33 Maintain Tables During Banquet Service
- Task 34 Provide Service for Cocktail Receptions
- Task 35 Serve Wine or Champagne by the Bottle
- Task 36 Lift Trays, Bus Tubs, or Dish Racks

Day 7:

Review Day 6 (Plan additional training time, if necessary)

The Job Breakdowns for Tasks 37 - 40:

- Task 37 Settle Group Checks for Functions
- Task 38 Settle Individual Guest Checks
- Task 39 Inventory and Requisition Function Supplies
- Task 40 Perform End-of-Shift Closing Duties

Review all previous training and plan additional training time, if necessary

Employee performs some tasks while the trainer observes

Add more tasks as the employee progresses



Policies and Procedures

Ground Rules

Our purpose, as a catering facility, is to serve well-prepared and well-plated, high quality fresh food and beverage in the most efficient and friendly manner possible. The intended results are: a very busy operation actually created by a staff which is "making it work" -- "making it successful". In order for Sun Paradise Hotels Management International's catering facility to work, it's necessary to have ground rules that support us in getting our job done.

Attendance

We're counting on you! You must be on the floor, dressed and ready to work 10 minutes before your shift. You're required to be at work every day you are scheduled. If an emergency should occur that would not permit you to work, you must get in touch with your manager (not another employee) no less than *three hours in advance*. If an unusual circumstance occurs that would cause you to be late (even 5 minutes), call a manager (not another employee) and let them know ahead of time. Attendance records are kept for each employee and are used in employee evaluations.

Arriving At Work

1. **Employee Parking** - Always park in the prescribed employee parking area as designated by management.
2. **Employee Entrance** - See Staff Manual.
3. **Signing-In** - Sign-in on the time sheet at your scheduled working time. You are the only person who can sign you in. The time sheet is used to determine your paycheques, so it is a good idea to remember to clock-in. *You are to be in uniform when you sign-in.* Do not sign-in before changing your clothes.

Professional Presentation

Your ability to properly converse with the guest is as important as your appearance. In order to be an effective public relations person, you must:

- Look directly at the guest when speaking
- Speak directly to the guest
- Move entire mouth while speaking. (If lips and jaw remain still, the speech will be muffled and unintelligible)
- Speak slowly.
- Speak distinctly.
- Speak courteously.
- Speak with vocabulary the guest can understand.

- Speak loud enough.
- Smile.
- Above all, *listen*. Fewer mistakes occur when you are alert to the guest.

Remember, I Am Your Guest...

You often accuse me of carrying a chip on my shoulder. But I suspect that this is because you do not entirely understand me. Isn't it normal to expect satisfaction for one's money spent?

Ignore my wants and I will simply cease to exist. Satisfy those wants and I will become increasingly loyal. Add to this satisfaction, any little extra personal attention and friendly touches you can dream up, and I will become a walking advertisement for your restaurant.

When I criticize your food or service, which I will certainly do whenever I am displeased and to anyone who will listen to me, take heed. I am not dreaming up displeasure. The source of it lies in something that you have failed to do to make my eating experience as enjoyable as I had anticipated. You must find that source and eliminate it or you will lose me and my friends as well.

I insist on the right to dine leisurely or eat in haste, according to my mood, schedule or other circumstances. I refuse to be rushed and I despise waiting. This is an important privilege that my money buys from you. If I am not spending big money with you this particular time, just remember that if you treat me right, I will be back later with a larger appetite and more money to spend, and probably with a number of my friends.

I am much more sophisticated these days than I was just a few years ago. I have grown accustomed to better things, and my needs are more complex. I am perfectly willing to spend more money, and I have more money to spend, but I insist on quality to match your prices.

I am, above all else, a human being. I am sensitive, especially when spending money. I cannot stand to be snubbed, ignored or looked down upon. I am proud. My ego needs the nourishment of a friendly, personal greeting from you.

Of course, I am a bit of a show off too. But do not condemn me for that because you are probably a little at times yourself. Just smile and indulge my whims as best you can. Remember, that while you are feeding me in the literal sense, my money is figuratively, feeding you.

Achieving and Maintaining a Gracious, Hospitable Image

Give a friendly smile and a cheerful, appropriate greeting to each guest. When immediate service is impossible, say to the guest "I'll be right with you", or at least give a nod and a smile to let the new guest know you've seen them.

- Always be courteous.
- Carefully perform routine procedures.
- Set aside secondary tasks to serve guests.
- Give your complete attention to guests when serving them.
- Pay attention to guests the entire time they are in the facility.
- Thank the guest for coming to Harbour Restaurant.

How can you keep everything under control and smile under all circumstances? A positive mental attitude helps. Look for good aspects in all situations. A positive attitude makes guests feel that you genuinely desire to please them, that you take pride in your work, and that you are willing to provide extra service.

You communicate your attitude to others. Positive attitude makes people want to be around you and to patronize Harbour Restaurant. Guests and fellow employees will respond to you in a positive, friendly way, and will reflect your attitude.

Courtesy to Departing Guests...

Be sure to assist our guests in any way possible - pull out chairs, help with coats, etc. Ask the guests again if they enjoyed their meal, bid them farewell and a pleasant day, and tell them you would appreciate seeing their return.

Check table and chairs for any articles the guest might have forgotten.

Working Rules

1. **Guest Relations & Proper Decorum** - We expect all employees to behave in a professional manner with each other and with guests.
 - a. Chewing gum and candy are not permitted while working.
 - b. Don't lean against walls or furniture while in sight of guests.
 - c. No group discussions or private conversations with each other are to be held in public areas.
 - d. Socializing with guests while on duty is strictly prohibited.
 - e. Refer to a guest as "guest", not "customer".
 - f. Greet guests immediately - even if they are not in your station.
 - g. Always keep eyes at eye contact level (therefore you never miss a guest's needs).
 - h. Never say, "I don't know", but instead, "I'll find out" and then do so.
 - i. Anticipate guest needs before they have to wave for assistance.
 - j. Refer to a guest as "sir/ma'am" and use "please", "thank you", "yes", "no", and "excuse me" when appropriate.

- k. Never complain to guests about company problems or share personal problems with them-they are not interested.
- l. Never argue with guests - they are always right - even when they are wrong. Always be sincere and apologize for any inconvenience.

2. Problems with Guests and Other Employees - If uncomfortable situations arise between you and another employee or between you and the guest, contact a manager immediately and let them handle it.

3. Serving Liquor to Minors - is illegal. If you have any doubt at all about someone's age, check his/her ID. - the guest must present one valid piece of identification to prove positive and unquestionable proof of age. If you are not comfortable in handling the situation, if it arises, contact a manager immediately. Remember, the legal drinking age is 19.

4. Accidental Spills - If you should spill something on a guest, apologize immediately and quickly provide the guest with a towel. Next, get the manager to replace the food or drink item that was spilled. If the guest spills an item, provide the guest with a towel and contact the manager regarding replacing the item that was spilled. Management will decide whether or not to reimburse the guest for cleaning charges related to the accident.

5. Employee Rest Rooms - Guest rest rooms are off limits to all employees - use the employee rest rooms only.

6. Eating, Drinking, Smoking - Eating, drinking and smoking are permitted only in the employee rest area.

7. Phone Calls - No calls are to be made or will be received by employees on the catering phone, for it disturbs the operation. Messages will be taken for you.

8. Answering the Phone - If you have the opportunity to answer the phone, answer it promptly and speak with enthusiasm and a smile. "Good (time of day), **Restaurant Name, your name** speaking, may I help you?". Make sure your voice reflects you are glad to help.

9. Meal Breaks - The manager on duty will let you know when you are to take your break. The break is to be taken in the employee rest area and not off the property.

10. Signing-Out - At the end of your shift, be sure to sign-out on the time sheet. Remember, we need this record for your paycheque. Only you can sign-out for yourself. You are to be in your uniform when you sign-out. Do not sign-out after changing clothes.

Scheduling, Requests and Paycheques

11. Schedules - are posted on the employee bulletin board. Changes on the actual schedule can only be made by the manager (to avoid confusion).

12. Requests For Days Off - request for days off should be made in writing, including the date and your name, no later than **3 days** before the schedule is posted.



Remember that this is a request and everything will be done to honour that request - but the change is not guaranteed.

13. Vacation Request - See Staff Manual

14. Pay Period - See Staff Manual

15. Reporting Gratuities - You are required by law to report the tips you have earned.

Meetings

16. Departmental Meetings - See Staff Manual

Causes for Personnel Action – Reprimand To Dismissal –

See Staff Manual

General Guest Relation Rules

The most important job we have is to take good care of our guests from the time they arrive until the time they leave - just as if they were a guest in our own home and just the way we like to be treated when we dine out. If people didn't want service - they would stay at home.

The attitude that is needed to insure guest satisfaction is the willingness to do whatever it takes to satisfy the guests. They'll appreciate it, and they'll return. At all times be professional, alert, enthusiastic, willing, sincere, efficient, and do not lose sight of the fact that our guests are the reason for us being here!

- A **GUEST** is the most important person in our business.
- A **GUEST** is not dependent on us, we are dependent on the **GUEST**.
- A **GUEST** is not an interruption of our work, the **GUEST** is the purpose of it.
- A **GUEST** does us a favour when he/she calls - we are not doing his/her a favour by serving him/her.
- A **GUEST** is not someone with whom to argue or match wits.
- A **GUEST** is a person who brings us their wants - it is our job to fill those wants.
- A **GUEST** is deserving of the most courteous and attentive treatment we can give them.
- A **GUEST** is the lifeline of this business.

Golden Rules for Making Things Work

If you open it, close it.

If you turn it on, turn it off.

If you unlock it, lock it up.

If you break it, admit it.

If you can't fix it, call in someone who can.

If you borrow it, return it.

If you value it, take care of it.

If you make a mess, clean it up.

If you move it, put it back.

If you use something up, replenish it.

If it belongs to someone else and you want to use it, get permission.

If you don't know how to operate it, ask or leave it alone.

If it's none of your business, don't ask questions.

If things aren't working right, complain only to someone who can do something about it.

If someone's given you some assistance, acknowledge him/her.

Guest Relations & Grooming

See Staff Manual

Personal Appearance

See Staff Manual

General Health

See Staff Manual

Grooming

See Staff Manual

Dress

See Staff Manual

Personal Habits

See Staff Manual



Our Ultimate Goal – The Guest's Satisfaction

We are in business to satisfy our guests. We accomplish this by combining courteous, efficient teamwork and service.

Guests expect to be treated courteously and attentively. All guests should be treated equally. This requires the ability to adapt to different people and varied situations. Accepting differences and handling your job efficiently also requires patience, tact, poise and self control. A good sense of humour will help you stay calm and smiling through many awkward situations.

Guests will be aware of the overall atmosphere of the restaurant/banquet room when they walk in the door. You must be conscious of the way you speak and act at all times.

Responding to Guest Complaints

Please read the section on guest complaints in the Staff Manual.

You are not selling a meal...you are providing an experience. Yes, great food and service are intrinsic to our guest experience. But you are not *just* providing food and service. When someone makes a decision to come to Your Restaurant, whether it is for a 30th Anniversary or for a simple lunch, they are entrusting themselves to us. We have an obligation to provide them with an outstanding experience...a memorable experience...an experience that will bring them back to Your Restaurant over and over again.

The Guest Complains

So what happens when we don't provide them with the experience they deserve...that they have trusted us to provide.

First, you have to be aware of the guest's dissatisfaction. It may be the answer to the question "how is your dinner?" It may be the body language of those at the table.

Second, you must respond to the issues immediately. Immediately, does not mean going to your supervisor and getting into a long discussion as to how to resolve an issue with your guest. You are the one that has established a rapport with your table. You are the one that should be best able to service your table.

Table of 4. All the meals arrive. Great food but one of the steaks is cooked medium. It was ordered rare. What do you do? *First, offer to replace the meal. (not the steak only as everything else on the plate will be cold when the steak returns).* Yes. Then the issue may end at this point. A free dessert may be offered for the inconvenience. However if the answer is no, I came to eat with the rest of the table... If the steak is consumed, then offer a free dessert (after dinner drink etc.) to show we are sorry for the steak not being as ordered. If the steak sits there, give a total refund on the meal...and again, you might offer a free dessert to help.

There is no *right* or *wrong* answer. Each guest is different. Each situation is different. You are **empowered** to try and resolve the issue the best way possible. It is imperative that the guest leaves with a smile on their face. You are responsible for a positive total guest experience. Make sure it happens. They will return. On a personal basis, our business will grow and along with it your "tips" will grow. We all win.

For banquets, the atmosphere may be different but the problems and problem solving are all the same. And the results of positive guest care are all of the same. Business will grow and so will your gratuities.

Handling Complaints

1. Listen
2. Accept feelings
3. Clarify the complaint
4. Take action-don't make a promise you can't keep-but do try and resolve the issue yourself
5. Take complaint to the MOD
6. Be cheerful and helpful

Responding To Guest Complaints

Despite the positive, friendly behaviour of the food server, there may be situations where working with the guest is difficult. Often it may be impossible for you to identify the cause of the guests' negative reaction. Whatever the cause, your goal must be to handle the complaint in a manner that will leave the guest with a favourable impression of Your Restaurant. The following steps are important guidelines to making this possible.

1. Listen attentively as the guest relates the problem. Stay calm...avoid becoming hostile or defensive. If the guest becomes loud or upset, isolate them from other guests who may be within hearing range. Listen to the guest's entire explanation.
2. Create empathy with the guest. Acknowledge their feelings. Apologize for any inconvenience to the guest, even if the complaint seems unreasonable. Where the guest has a genuine complaint, you should attempt to work out an acceptable solution.
3. Maintain or enhance the guest's self-esteem. Avoid shifting the guilt to the guest.
4. Do not allow personalities to become an issue. Keep the conversation focused on the problem.
5. Know in advance what your authority is, then when a complaint occurs; tell the guest what you can do to remedy the situation.
6. If you are unable to resolve the situation, contact the manager, explain the situation and allow the manager to take care of the problem.
7. Do not let anything affect your mood or appearance.



8. Give the guest a reasonable length of time in which they can expect the problem to be resolved. It is better to allow too much time than to underestimate.
9. Follow-up. Make sure that the problem was resolved to the satisfaction of the guest.



A Complete Description of the Banquet Facility at Sun Paradise Hotel Management an International Resort



Mapping the Banquet and Conference Facility at Sun Paradise Hotels Management an International Resort

Food and Beverage Service

Your Personal Progress Chart

Guest Relations

1. Maintain established company standards of personal appearance.
2. Have a positive, friendly and co-operative attitude towards guests and fellow employees.
3. Demonstrate ability to communicate well.
4. Display a willingness to comply with health, safety and sanitation requirements.

Table Service

1. The ability to set a cover.
2. The ability to greet guests.
3. The ability to take an order.
4. The ability to serve an order.
5. The ability to clear between courses.
6. The ability to handle guest complaints.
7. The ability to serve drinks.
8. The ability to serve red wine.
9. The ability to serve white wine.
10. The ability to serve champagne.
11. The ability to read your guest.

Restaurant & Banquet Food Service

Hostess Procedures

Dress Code

White blouse (pressed)
Black *dress* pants
Black shoes (dress shoes)
Name tag
Nylons
Jewellery must be kept to a minimum

Procedures for Hostess

1. Check your reservation book for reservations for the current meal period.
2. Set up seating plan and confirm with shift supervisor.
3. Distribute reservations among all servers equally, informing them of all necessary information. For example: birthdays; anniversaries; bill not to be taken to the table; any other unusual requests.
4. See that the reservation signs are placed on the tables.

5. Inquire with the kitchen what the daily specials are for the shift.
6. Confirm porter pager number for the shift and who is on duty.

How to Answer the Telephone

- Answer the telephone in three rings. Research shows that 60% of the population will hang up on a 60 second hold. 50% will stay up to 2 minutes if you check-back every 30 seconds.
- Approved Greeting:
“Good time of day, Your Restaurant, Your Name speaking. How may I help you?
 Tone and tempo are very important to the greeting (are you smiling?)

What do people hear?

In Person:	On the Telephone:
55% body language	86% Tone
38% tone	14% Words
7% words	

Never, ever say “It’s really busy—can you call back???” Why would the guest want to experience, in person, the indifference being shown on the phone?

- Knowledgeable:
 - How to take reservations (follow the reservation sheet)
 - Accurately describe how to get to Your Restaurant.
 - Menu item “sizzling steak;” “succulent seafood;”
- Description:
 - “freshly prepared;” “appetizers from \$5–\$8”
 - “main courses from \$15 – \$25”
 - Operating hours; Upcoming promotions; Entertainment; Parking etc.

Message Taking

1. No employees are permitted personal phone calls or have use of the phone at any time. (Emergency situations are exceptions).
2. You are not permitted to give out any personal information over the phone. For example: phone numbers; schedules to anyone except staff members.
3. When a staff member calls to inform us that they will be absent or late, you are to call or inform the supervisor on duty.
4. All messages are to be taken on the appropriate message pad, and not on a scrap piece of paper.

How to Take a Reservation

1. Ask the day and date required.
2. Ask the time they would like to dine.
3. Ask how many in the party.
4. Ask what name they would like their reservation in.
5. Ask the phone number or room number.
6. Ask them if they prefer smoking or non smoking.
7. Once all information is obtained, repeat it to the guest using their name.
8. Ask if there is any special occasion or requirements.
9. All reservations are to be printed directly into the reservation book. Never write a reservation on a piece of paper
10. Please initial the reservation and write the date it was received.
11. Please inform reservation that we will hold their reservations for 15 minutes and then we will be releasing it unless notified otherwise beforehand.

Miscellaneous

1. If a guest has any questions, it is your responsibility to answer them accurately. Therefore, know your product and price list.
2. Read the Area Magazine of Record to know the area and what is going on.
3. You must have complete knowledge of all food and beverage menus...the ingredients; the preparation; how items are served and with what; know your prices, know daily specials

Greeting and Seating Guests

The hostess is a very important aspect to Sun Paradise Hotels Management an International's Restaurant. Always remember you are the first and the last person the guest sees. Therefore you are their first and last impression.

1. It is of utmost importance that someone is present at the hostess station at all times.
2. Go to the guest at the entrance and welcome them to Sun Paradise Hotels Management International's Restaurant and introduce yourself.
3. Ask them if they have a reservation.
 - i. If yes, ask under what name, and check it off in your reservation book.
 - ii. If no, do not make the guest feel uncomfortable because they do not. Smile and tell them that it will be no problem and that you will show them to a table immediately. *N.B. When the dining room is booked and you have no immediate tables, remember, you have a comfortable lounge where they could have a drink while they are waiting.*
 - iii. Help them hang their coats at the door if possible.

How to Seat a Guest

1. Never walk more than three paces in front of the guest.
2. Never walk too fast.
3. Once at the table, pull out the chairs for the ladies first and then any other guests you can accommodate. *N.B. If a guest does not want to sit at the table you have taken them to, apologize and immediately seat them at a table of their choice.*
4. Once guests are seated, hand them the menu and tell them who will be their server.
5. Clear off any extra settings.

How to Say Farewell to the Guests

1. On departure of a guest, you must make eye contact with them.
2. Ask them how their evening was and say good-bye.
N.B. If there are any complaints, retrieve a manager or supervisor immediately.

Server Procedures

Serving Procedures

Starting the Shift

1. Report for work in the restaurant/conference facility at your scheduled starting time in full uniform, clean and pressed with shined shoes, your name tag, two pens, corkscrew and a smile.
2. Sign-in at your scheduled starting time.
3. Find out your station and your side-work.
4. Go to your station and make your tabletops picture-perfect. Check your silverware for cleanliness, make sure your salt and pepper shakers and sugar bowls are clean and full, your ashtrays are sparkling clean, and, at breakfast, check your butters, creamers and flowers (where applicable). Make sure your table and chairs are de-crumbbed, clean, and in their proper place. Make sure the tables do not shake. Make sure the floor in your station is perfectly clean.
5. Take care of your side work completely. Inform your manager if any equipment is not working or if you do not have enough time to finish. If you complete your side work ahead of time, find someone who needs help and offer your assistance.
6. When all your work is completed, stand near a service station with your station in sight to watch when guests are seated.

Table Approach

Breakfast

- As soon as one of your tables has been seated, get a pot of coffee, a pitcher of orange juice, and approach the table within 60 seconds with a SMILE and good eye contact. "Good morning, would you like some coffee and some freshly squeezed orange juice?"
- If you are busy, say with a SMILE, "Good morning, I'll be right with you".
- If you notice a party is sitting in someone else's station without being acknowledged, say with a SMILE, "Good morning, someone will be right with you".

Lunch and Dinner

- As soon as one of your tables has been seated, approach the table within 60 seconds with a SMILE and good eye contact. Have your check and pen ready and say, "Good afternoon, would you care for a beverage?"
- If you are busy, say with a SMILE, "Good afternoon, I'll be right with you".
- If you notice a party is sitting in someone else's station without being acknowledged, say with a SMILE, "Good afternoon, someone will be right with you".

Taking the Order

When taking and serving an order, the basic rule of etiquette is to start to the right of the host and move counter-clockwise around the table. If the party is a couple, serve the woman first. The tables in the room have definite numbers known to everybody. The chair or seats are mentally numbered by the server, who with his back toward the entrance, starts with a definite chair and numbers counter-clockwise around the table. Please explain any specials before taking the order.

Serving

Use these guidelines when serving each table:

1. Carefully look at the plate in the kitchen to make sure that the order is complete and that you don't forget any special requests.
2. On your way to the table, pick up a tray stand.
3. Reminder, when handling plates, be sure that your fingers and thumbs are on the edge of the plates. Use a side towel if the plate is hot, and tell the guest it is hot.
4. Reminder, place the main food item on the plate directly in front of the guest.
5. Serve the rest of the guests as quickly as possible.
6. Remove the plate lids (when applicable) as you serve each guest. When all guests have been served, remove the plate lid tray and tray stand from the dining room.

General Rules for Table Service

- ✓ Serve hot foods hot, cold foods cold.
- ✓ Serve everyone in the party the same course at the same time.
- ✓ Serve all beverages from the right, if possible.
- ✓ Serve all food from the left, if possible.
- ✓ Serve bread and butter from the left, if possible.
- ✓ Pass food from the left, if possible.
- ✓ Clear table from the right, if possible.
- ✓ Never reach in front of a guest or across one guest to serve another.
- ✓ Hold plates with four fingers under the plate and the edge of the plate tucked into the "V" formed by the index finger and thumb. Never put the palm of your thumb on the plate edge.
- ✓ The proper way of putting down the plate is with the garnish away from the guest (main course in front).
- ✓ When large serving dishes are used, present them from the left side, holding them with the left hand and transferring the food with the right hand (serving fork and serving spoon) onto the plate.
- ✓ Handle glassware by the stem, silverware by the handle.
- ✓ When serving beverages, always use a tray.
- ✓ When you use a tray, place heavy items in the centre for more balance.
- ✓ To lift large trays, bend your knees and lift the weight with your legs.
- ✓ To balance large trays, lift to your shoulder and let the tray rest on your shoulder and palm of your hand. If the tray is still off balance, use your other hand to hold the front part of the tray.
- ✓ Never lift glassware when pouring beverages at the table. Exception - you may lift glassware if cover is hard to reach and there is a danger of accidents.
- ✓ Continuously replace dirty ashtrays with clean ones (by putting clean ashtray on dirty one to avoid flying ashes).
- ✓ Continuously refill water glasses (pouring ice water).
- ✓ Always keep the table neat by picking up cracker wrappers, excessive cocktail napkins, and stir sticks. Bus your tables constantly. Ensure each course, whether food or drink, is cleared before bringing the next.
- ✓ Never leave the dining room empty-handed.

The Cover

- ✓ Forks go the left with the tines facing up; knives and spoons go to the right.
- ✓ Cutting edge of knives face the plate.
- ✓ The silverware is grouped tightly centred with the plate and placed close together.
- ✓ The silverware is placed at exact right angles to the edge of the table.
- ✓ Silverware should be between $\frac{1}{4}$ to $1\frac{1}{4}$ inches from the table edge.
- ✓ The water glass is directly above the knife which points to its centre.

- ✓ When a coffee cup is set, the top of the saucer should be in line with the top of the spoon on the right; the handle of the cup should be to the right and angled at 4 o'clock.

Seating

An efficient host/hostess knows what seats are available without having to ask the guest to wait while he/she looks for a table. The host/hostess, when not engaged in greeting and seating guests, should scan the dining room quickly to check on the available tables, the guests' progress in dining, and whether a guest is in need of service. When extra set-ups and chairs are needed at a table, have these changes been made before taking the guests to the table.

Common sense dictates where parties of guests should be placed in the dining room. Utilize tables according to party size. Loud, noisy parties may be placed toward the back of the dining room so they will not disturb other guests. Elderly or handicapped persons may wish to be near the entrance of the room so they don't have to walk too far. Young couples like quiet corners and good views. Do not walk too fast; otherwise you "lose" your guests.

Clearing Procedures

Clearing is an integral, yet often neglected part of service. It is very important that you follow exact clearing procedures and constantly check your station so tables always look attractive and guests are not inconvenienced by soiled dishes.

Timing of clearing is very important.

Clear only when everyone at the table has finished eating. It is impolite to clear dishes from one person while others are still eating except when a guest indicates that he/she would like to have his/her dishes removed before others have finished.

Normally, guests will indicate to you when they are through eating. They usually place their knife and fork across the plate.

Detailed procedures:

- ✓ Always clear from the right, if possible.
- ✓ Use tray in clearing glasses.
- ✓ Touch glasses only on the outside (never stick your fingers inside glasses to lift or carry them).
- ✓ When clearing china, you can use a tray.
- ✓ Remove dirty dishes after each course.
- ✓ Remove serving dishes as soon as they are empty.
- ✓ Remove plates in order of size, from large to small (for stacking).
- ✓ Stack silver so knife crosses under the fork.
- ✓ Never stack cups - handles should face inside.
- ✓ When loading a tray, put glasses on one side and china on the other side.
- ✓ Put tray on dish handling, rack glasses.



Check Settlement

If you are responsible for handling the guests' check settlement, use the following procedures:

Cash

1. When the guest places cash on the check, bring the money and the check to the cashier. If the property utilizes server banking, process the transaction out of the view of the guest.
2. Put the change from the cashier in the folder (fan the dollars in order of denomination and arrange the silver neatly on top of that).
3. Return the change to the guest and wish him/her a good day.

Credit Card

1. When a guest places a credit card on the check, take the check and the credit card to the credit card machine.
2. Process the transaction in the credit card machine. Place card back in bill folder along with the copy of the guest check on the left side and the credit card machine receipts on the right. Include a pen.
3. Take the bill folder to the table. Indicate which the guest check is in case they need a copy and which is the credit card machine bill. Let them know the yellow copy is theirs and the white is ours.
4. Check the billfold to ensure the guest has signed and left a copy of the charge slip.
5. Cash out the bill in Management System to the appropriate credit card and print two copies of the closed bill. Close out the transaction in the credit card machine. Staple the charge slip to closed copy of the bill and take to the front desk as soon as possible. Keep the other copy of the closed bill for your cash-outs.

Room Charge

1. When a guest wants to charge the meal to his/her room, write the total of the check in the bottom right hand corner of the check. Give the guest a pen and ask him/her to sign it and print his/her name and room number on the guest check.
2. After the guest has finished, check to see that the name and room number are legible.
3. When the transaction is complete, thank the guest and wish him/her a good day or evening. At breakfast, ask the guest if he/she will be checking out after the meal.
4. Close the check in the management system. Print two copies. Staple the signed copy to one. Take it to the front desk immediately. Keep the other copy for your cash-out.

Table Manners

Clearing and Cleaning Tables

While you may be assisted by the utility person, it is your responsibility and part of your task to clear and clean tables. Prompt table bussing will allow us to serve significantly more guests during a busy period.

1. Start with tables closest to the entrance.
2. Efficiently and *quietly* stack dishes in a tub or on a tray. Stacking each type of dish on top of each other will make it easier to unload and stack at your work station.
3. Put all silverware in the side bin or in a portable bin.
4. If the ashtray needs to be washed, remove it and replace it with a clean one.
5. Check the tablecloth. Change if torn, patched or dirty.
6. Wipe the seats, again making sure to remove any food particles from the seat surfaces.
7. Check the floor underneath and around the table and remove any items that may have fallen from the table (napkins, food or utensil wrappers, etc.).

Table Set-up

1. Bring clean silverware and napkins to the table. Check the napkins for tears. Place them on the table according to your manager's instructions.
2. Place clean coffee cups and/or water goblets on the table. Now check to make sure that each seat at the table has a complete set-up (knife, fork, spoon, napkin, coffee cup, water goblet, etc.).
3. Arrange each set-up carefully so that the table appears clean and organized.
4. Always make sure that each table has all the required condiments (sugar, salt, and pepper shakers, etc.).

Dining Room Appearance

An important part of your job is maintaining the cleanliness of the dining room. A dirty or sloppy dining room may make our guests feel that the conference facility is unsanitary. Remember, to pay close attention to the following areas so that our guests will feel comfortable dining with us:

1. Be aware of the condition of the entire room, not just the table or areas that you are working on.
2. Pick up any trash that may have fallen to the floor.

- 3. Keep your eyes open - notice any tables or chairs that are out of place. Arrange the tables neatly and place the chairs in the proper position.

Thanking the Guest

Thanking the guest for his/her patronage is our last attempt to ensure guest satisfaction. Let the guest know we appreciate his/her business and invite him/her to return by simply saying, "Thank you for joining us for dinner. I hope you'll come back soon!"

The Essentials of Food Service

The Essentials of Breakfast Service

- 1. **Greeting the Guest** – Acknowledge the guest *immediately*!

The host/hostess must greet the guest immediately with a SMILE and a warm, friendly greeting, saying, "Good morning! Welcome to the the Restaurant!!" If there is no host/hostess on duty, servers should pick up this function.

Checking the station chart, the host/hostess determines where to seat the guests and records the number of guests on the table in the station chart.

In some cases guests will have to wait for an available table. If the wait is any longer than 60 seconds, *acknowledge* the guests with a SMILE, saying "I'll be right with you – thank you for waiting".

- 2. **Seating the Guest**

The host/hostess must show the guests to their table by the most direct route. Picking up the correct number of menus, he/she will say, "Right this way", or "Follow me, please". (If there is a breakfast buffet, host/hostess will add, "This is our breakfast buffet that features eggs, freshly baked biscuits and many other good things". At the table, the host/hostess will extend the applicable courtesies. Pull chair out (for women) and after everyone is seated, had open menus to each guest (children's menu to children) saying, "Enjoy your breakfast".

- 3. The host/hostess will then return quickly to the restaurant entrance collecting menus along the way and checking for empty tables that are properly set-up.
- 4. The server will approach the table with 60 seconds with a pot of coffee and a pitcher of orange juice and say with a SMILE and good eye contact, "Good morning! Would you care for some coffee and some freshly squeezed orange juice?"

The server will then pour coffee and juice to those who want it. If someone doesn't want coffee, suggest decaf or tea. If someone doesn't want orange juice, suggest another one of our different juices. **SELL! SELL! SELL!** Then the server will say, "Thank you, I'll be right back with your (beverages) and to take your order".

- If you cannot pour coffee and juice within 60 seconds, say with a SMILE, "Good

morning, I'll be right with you".

- If you notice that a party is sitting unacknowledged in someone else's station, say with a SMILE, "Good morning, someone will be right with you".

5. The server returns the coffee pot and orange juice pitcher to the service station, refilling coffee cups along the way, then prepares the additional beverages.
6. The server returns to the table to serve beverages and to take the guest's order. The server will properly record the orders by using the correct abbreviations. When a guest hesitates, make suggestions. When a guest has finished ordering, make additional suggestions – suggest breakfast meats or fresh fruit – **SELL! SELL! SELL!** Carefully repeat the order back to the guests to make sure you have recorded everything accurately. Once the order has been taken, collect menus and deliver the guest check immediately to the kitchen. All orders must be punched in! Do not attempt to take orders by memory.
7. The server should next prepare any self serve items – including Danishes, cold cereals and fruits – and serve them to the guests. Refill coffee or tea where necessary.
8. As soon as the order is ready, the server will deliver it promptly to the guest. Serve all food items from the left.
9. Within 2 – 3 minutes the server must check back for guest satisfaction, and say, "May I bring you something else?"
10. When everyone is finished, clear the dishes (from the right) from the table. (Unless someone specifically asks to have his/her dishes cleared before everyone is done.)
11. If nothing else is ordered, place the check on the table face down, saying, "Thank you very much. I will take care of it for you when you are ready."
12. Throughout the meal, servers must constantly walk through their stations and think of what they can do at each table. They should:
 - a. Refill coffee, hot water and water.
 - b. Change ashtrays
 - c. Clear dirty plates, glasses, silverware and paper.
 - d. Handle guest's requests.
 - e. Greet new tables within 60 seconds.
 - f. Check on kitchen orders
 - g. Clear and reset tables.
 - h. Keep the side stations stocked.
 - i. Do a table check 60 seconds after the guest has tried their meal.
13. The server and host/hostess will thank the guests again as they are leaving.

The Essentials of Lunch Service

1. Greeting the Guest – Acknowledge the guest *immediately!*

The host/hostess must greet the guest immediately with a SMILE and a warm, friendly greeting, saying, “Good afternoon! Welcome to Sun Paradise Hotels Management International’s Restaurant!!” If there is no host/hostess on duty, servers should pick up this function.

Checking the station chart, the host/hostess determines where to seat the guests and records the number of guests on the table in the station chart.

In some cases guests will have to wait for an available table. If the wait is any longer than 60 seconds, *acknowledge* the guests with a SMILE, saying “I’ll be right with you – thank you for waiting”.

2. Seating the Guest

The host/hostess must show the guests to their table by the most direct route. Picking up the correct number of menus, he/she will say, “Right this way”, or “Follow me, please”. (If there is a salad bar, host/hostess should explain the offerings available and the procedures involved if the guest chooses this option.

At the table, the host/hostess will extend the applicable courtesies. Pull chair out (for women) and after everyone is seated, hand open menus to each guest (children’s menu to children) saying, “Enjoy your lunch”.

3. The host/hostess will then return quickly to the restaurant entrance collecting menus along the way and checking for empty tables that are properly set-up.
4. The server will approach the table with 60 seconds and say with a SMILE and good eye contact, “Good afternoon! May I bring you a beverage before lunch? If someone hesitates, make a suggestion. If someone orders a WELL drink, UP SELL. Suggest a premium or TOP liquor (e.g. “I’ll have a scotch and water.” “May I suggest Dewar’s?”) If someone does not want an alcoholic beverage, suggest a coke or iced teas, but suggest *something* – **SELL! SELL! SELL!**

Once everyone has ordered beverages, recommend the lunch special for the day. Be prepared to explain any item on the menu. Then add, “I’ll be right back with your drinks and to take your order”.

- If you cannot take the beverage order within 60 seconds, say with a SMILE, “Good afternoon, I’ll be with you in a minute”.
- If you notice that a party is sitting unacknowledged in someone else’s station, say with a SMILE, “Good afternoon, someone will be right with you”.

5. Immediately order your drinks and garnish them. Serve the drinks beginning to the



right of the host and moving counter-clockwise around the table. If the party is a couple, serve the woman first.

6. Take the guest's order. If there is a buffet, suggest the buffet or lunch special for the day. If someone hesitates, make suggestions. After the entrees are ordered, suggest appetizers or soups to go with the meal. **SELL! SELL! SELL!**

Carefully repeat the order back to the guests to make sure you have recorded everything accurately. Once the order has been recorded, say "Thank you" collect their menus and their extra place settings and return to the service station.

7. Punch order in immediately to the kitchen. All orders must be punched in! Do not attempt to take orders by memory.
8. When the order is ready, the server will deliver it promptly to the guest. Serve all food items from the left (if possible).
9. Within 2 – 3 minutes the server must check back for guest satisfaction, and say, "May I bring you something else?"
10. When everyone is finished, clear the dishes (from the right) from the table. (Unless someone specifically asks to have his/her dishes cleared before everyone is done.)
11. When guests are finished, server will say, "Would you like to try our delicious hot apple pie today?" Try a few different dessert suggestions and **SELL! SELL! SELL!** Then add, "Would you like some coffee or tea?"
12. Prepare and serve the coffees and teas. Then prepare and serve the desserts.
13. Add the coffees, teas and desserts to the guest check.
14. As the guests are enjoying their desserts or if nothing else is ordered, place the check on the table face down, saying, "Thank you very much. I will take care of it for you when you are ready."
15. After the guests leave, clear and reset the table immediately.
16. Throughout the meal, servers must constantly walk through their stations and think of what they can do at each table. They should:
 - a. Keep cocktails, beer, wine and other beverages refilled.
 - b. Change ashtrays
 - c. Clear dirty plates, glasses, silverware and paper. Reset tables.
 - d. Handle guest's requests.
 - e. Greet new tables within 60 seconds.
 - f. Check on kitchen orders.
 - g. Refill coffee, hot water and water.
 - h. Keep the side stations stocked.
17. The server and host/hostess will thank the guests again as they are leaving.

The Essentials of Dinner Service

1. Greeting the Guest – Acknowledge the guest *immediately!*

The host/hostess must greet the guest immediately with a SMILE and a warm, friendly greeting, saying, “Good evening! Welcome to Sun Paradise Hotels Management International’s Restaurant!” If there is no host/hostess on duty, servers should pick up this function.

Checking the station chart, the host/hostess determines where to seat the guests and records the number of guests on the table in the station chart.

In some cases guests will have to wait for an available table. If the wait is any longer than 60 seconds, *acknowledge* the guests with a SMILE, saying “I’ll be right with you – thank you for waiting”.

2. Seating the Guest

The host/hostess must show the guests to their table by the most direct route. Picking up the correct number of menus, he/she will say, “Right this way”, or “Follow me, please”. Be sure to point out any visible menu items, such as desserts or the buffet.

At the table, the host/hostess will extend the applicable courtesies. Pull chair out (for women) and after everyone is seated, had open menus to each guest (children’s menu to children) saying, “Enjoy your dinner”.

3. The host/hostess will then return quickly to the restaurant entrance collecting menus along the way and checking for empty tables that are properly set-up.

4. The server will approach the table with 60 seconds and say with a SMILE and good eye contact, “Good afternoon! May I bring you a beverage before dinner? If someone hesitates, make a suggestion. If someone orders a WELL drink, UP SELL. Suggest a premium or TOP liquor (e.g. “I’ll have a scotch and water.” “May I suggest Dewar’s?”) If someone does not want an alcoholic beverage, suggest a coke or iced teas, but suggest *something* – **SELL! SELL! SELL!**

Once everyone has ordered beverages, recommend the dinner special. Be prepared to explain any item on the menu. Then add, “I’ll be right back with your drinks and to take your order”.

- If you cannot take the beverage order within 60 seconds, say with a SMILE, “Good evening, I’ll be with you in a minute”.
- If you notice that a party is sitting unacknowledged in someone else’s station, say with a SMILE, “Good evening, someone will be right with you”.

5. Immediately order your drinks and garnish them. Serve the drinks beginning to the right of the host and moving counter-clockwise around the table. If the party is a

couple, serve the woman first.

6. Take the guest's order – Begin to the right of the host and move counter-clockwise around the table. If the party is a couple, serve the woman first. Suggest the dinner special for the day. When the guests have ordered their entrees, suggest one of our appetizers, soups or small salads. Suggest additional beverages. **SELL! SELL! SELL!**
7. Carefully repeat the order back to the guests to make sure you have recorded everything accurately.
8. Thank the guests and collect their menus and their extra place settings remembering the wine glasses.
9. Deliver the guest check immediately to the kitchen. All orders must be punched in! Do not attempt to take orders by memory.
10. Prepare and serve a basket of rolls/bread with a ramekin of butter.
11. Prepare and serve appetizers and any additional beverages.
12. If a wine has been ordered, take it to the table and serve it correctly.
13. Clear dishes for the first course and check on the entrees.
14. When the entrees are ready, the server will deliver it promptly to the guest. Serve all food items from the left (if possible).
15. Within 2 – 3 minutes the server must check back for guest satisfaction, and say, “May I bring you something else?”
16. When everyone is finished, clear the dishes (from the right) from the table. (Unless someone specifically asks to have his/her dishes cleared before everyone is done.) Suggest dessert. Try a few dessert suggestions – **SELL! SELL! SELL!** Then add, “Would you like some coffee or tea?” Take care of any requests and add any additional orders to the guest check.
17. Prepare and serve the coffees and teas. Then prepare and serve the desserts.
18. Again, check back for guest satisfaction saying, “May I bring you something else?” If guests are finished, place the check on the table face down, saying, “Thank you very much. I will take care of that for you whenever you are ready.”
19. Settle the guests' check and thank them again.
20. After the guests leave, clear and reset the table immediately.
21. The server and host/hostess will thank the guests again as they are leaving.
22. Throughout the meal, servers must constantly walk through their stations and think of what they can do at each table. They should:
 - a. Keep cocktails, beer, wine and other beverages refilled..

- b. Change ashtrays
- c. Clear dirty plates, glasses, silverware and paper. Reset tables.
- d. Handle guest's requests.
- e. Greet new tables within 60 seconds.
- f. Check on kitchen orders.
- g. Refill coffee, hot water and water.
- h. Keep the side stations stocked.

The Essentials of Room Service

Guests eat in their room because they do not want to eat in the public dining room. They are too tired, travelling alone, or too harried to face the public. These people appreciate efficiency and are extremely intolerant of incorrect orders.

Room Service

Cold food is placed on the table – hot food in food warmer.

Proper Set-up – Have your table or tray properly set-up with all necessary utensils. Don't forget sugar, cream for coffee, lemon for tea, vase with carnation, and proper condiments (salt and pepper).

In this department, it is especially important that you do not forget anything.

Delivery – Always push tables, except entering or leaving elevators or going over door steps, in which case you pull a table. Knock firmly on the door and announce yourself as ROOM SERVICE. Use guest's name with appropriate time of day (i.e., Good morning Mr. Jones").

Service in Room

Tray Service – Place tray on table and position chair. Make sure the tray is set in such a way that the guest does not face a wall, i.e., facing T.V. if guest is watching it or facing window if room has a view.

Table Service – Pull table into room and place it where guest desires (or where there is enough room). Be sure to position the table in such a way that the guest is permitted a view.

- Pour coffee, beer, wine, etc.
- Place ashtray from dresser on table if you observe guest smoking.
- Assist guest in any other way he/she may desire (i.e. serve dressing, etc.).
- Present check
- Thank guest.
- Inform guest about removal of tray.
- Wish guest a pleasant day (evening).
- Have guest sign check

Beverage Service for Lounge Area

Service of Drinks

- ✓ Drink service has to be speedy and efficient. The server should check on repeat rounds at the appropriate time.
- ✓ All drink service is from the right.
- ✓ Bend your knees, not your back, when putting down the drink.
- ✓ Kneel on one knee if table is very low.
- ✓ Provide cocktail napkins (right side up, writing facing guest) for all drinks.
- ✓ Put check on table after every round (upside down).
- ✓ Clean ashtrays when necessary.
- ✓ Clear empty glasses and bottles constantly.

Special Service

- ✓ Beer - Fill glass half full and let the guest pour the rest of the beer.
- ✓ Wine by carafe - wine by carafe does not have to be taste tested.

Useful terms for describing wines:

Qualities:

General Character	Robust, well-build, full, fleshy, velvety, clean, well-knit, dainty, rugged.
Colour	Sumptuous, ruby, amber-coloured, clear, lively, brilliant.
Flavour and Strength	Lively, noble, massive, full, heady, stout, robust.
Sugar Content	Dry, sweet, mellow, liquorice.
Bouquet	Fruity, fine, scented

Serving Wine

Since wine is gaining in popularity and it is a widely accepted practice today to order wine with meals, it is important you be completely familiar with wine service procedures.

1. **Storage** - Store red wine in storage bins and white wine in refrigerated storage boxes in a horizontal position to keep corks moist.

Proper Storage Temperatures

Red Wines 55° to 60 ° White Wines 46 ° to 54 °

2. **General Rules of Service**

- ✓ Always open bottle in front of guest.
- ✓ Always present wine to host for approval.
- ✓ Always let host taste test wine.
- ✓ Never disturb wine, especially red wine (always handle wine carefully).

- ✓ When pouring wine, bottle should never touch glass.
- ✓ Fill white wine glasses 2/3; red wine glasses 1/2; oversized glasses about 1/3.

3. Actual Service of Red Wine

Service Steps

- ✓ Carry red wine to the table.
- ✓ Present wine to host from right side, showing the label with a slight turning motion of the bottle.
- ✓ Cut lead foil with knife of corkscrew at top of extension of neck.
- ✓ Wipe neck and lip of bottle with napkin.
- ✓ Place corkscrew in centre of cork and turn clockwise until tip almost reaches bottom of cork. French red wines usually have a longer cork.
- ✓ Place lever on lip of bottle and hold in place with left hand.
- ✓ Now grasp corkscrew and cork and remove with gentle sideways motion.
- ✓ Wipe neck and lip of bottle again with napkin.
- ✓ Remove cork from corkscrew and present it to guest.
- ✓ Fold up corkscrew and put it in your pocket
- ✓ Pour taste test for host and wait for his/her approval. Do not touch the rim of the wine glass with the wine bottle.
- ✓ Upon host's approval, serve wine to all guests moving counter-clockwise around the table and finishing with the host.
- ✓ When pouring make a one quarter counter-clockwise turn with the bottle to avoid dripping.

4. Actual Service of White Wine

White wine is served chilled (about 45° to 54 °). When serving white wine, place in an ice bucket filled with ice and water which is positioned close to the host. When presenting and pouring the wine, it is removed from the ice bucket.

Service Steps

- ✓ Present wine by letting it rest in left hand (napkin) and hold neck of bottle with right hand, showing the label with a slight turning motion of the bottle.
- ✓ Place in wine bucket and proceed to open bottle like red wine.
- ✓ Offer taste test to host and wait for his approval.
- ✓ Pour wine in prescribed manner and sequence.
- ✓ When holding wine, let label show.

5. Actual Service of Rosé Wine

Same as white wines.

6. Actual Service of Champagne

Champagne has always been a festive wine and one of the most expensive of quality

wines. Toasts are traditionally made with champagne, so it is generally a part of occasions such as weddings, receptions, and formal banquets. Champagne cocktails are also very popular, especially with the women.

Champagne is served chilled and is kept in a wine bucket at the host's side.

Service Steps

- ✓ Present like white wine.
- ✓ Proceed to open by removing aluminium foil and wire.
- ✓ Hold bottle in right hand and neck and cork in left hand (with napkin).
- ✓ Slowly twist bottle, not cork.
- ✓ Never point the bottle at person.
- ✓ Slowly remove cork, making sure not to pop it off.
- ✓ Hold bottle at a 45° angle to prevent from spilling (this allows the gasses to escape without pushing out the liquid).
- ✓ Offer taste test to host and wait for his/her approval.
- ✓ Move counter-clockwise around the table and finish with the host.
- ✓ Partially fill the glass on the first pour, wait for the bubbles to subside, and then pour again until the glass is 2/3 full.

Drink Procedure

Ordering

To order a drink from the bar, you must punch it in on Management System. The bartender (when on duty) will make it and put it on the bar. The server will then pick up their drink, tear the chit (so the bartender does not make it again).

To Re-order

Follow the previous procedure.

Bartender

Bartenders Checklist

Bar Opening

- Ice Bars
- Get juices ready – cranberry, clamato, orange juice, lime bar mix, milk, ice water. Ensure there is sufficient back up product on hand.
- Turn on CO2 canisters
- Check soft drink canisters – bleed lines. Ensure backup canisters are handy.
- Slice sufficient amount of fruit garnishes
- Stock straws, cocktail napkins, glassware
- Verify cash float
- Sufficient amount of note paper, pens, credit card slips, date set on credit card

imprinter

- Bar menus/wine lists on hand
- Required supplies within reach – corkscrew, beer bottle opener, lined shot glass, shakers for cocktails
- After manager has given you liquor, all bottles should have accu pours or free pour spouts on them (keep original caps)
- Clean bar towels on hand
- Caesar supplies ready for use

Bar Closing

- Stock coolers (all rows full)
- Walk in cooler should be left organized, beer cases full and sorted into the following categories: domestic brands, premium brands & imported (partial cases left on top)
- Accu pours & free pour spouts removed from bottles and washed, caps replaced
- Empty ice sink
- Empty pails under bars
- Soak fountain guns
- Juices should be returned to walk-in cooler, covered with plastic wrap and dated
- Refundable bottles put in receiving area
- Recyclable items brought to kitchen (wine bottles, coolers, juice bottles, etc)
- Empty garbage cans
- Restock glassware
- Wipe down bars
- Sweep & Mop floor
- Empty soft drink canisters brought to receiving area
- Turn CO2 canisters off
- Soiled linens brought to kitchen

Practices of a Good Bartender

In order to be a good bartender, it takes more than just having the proper supplies & equipment on hand. To be successful the bartender must do more than just prepare drinks. Below are some of the main ingredients to help and guide you.

- Courtesy & friendliness. When a customer approaches the bar they should be made welcome, and what better way to do this than being greeted by a smiling and pleasant bartender.
- Avoid involving yourself in customer conversations unless addressed to do so
- You should develop a memory for faces and their favorite drinks. People like to be remembered and it gives a sense of belonging.
- Should guests complain, don't lose your cool. Remember that without happy guests we have no guests. You are here to serve them.
- Always keep busy when tending the bar. The bar should always be neat & tidy. No clustering of people behind the bar chatting.

- Make sure everything has a place where it belongs. And put it there after each use.
- Should you feel a customer has had too much to drink you should cut this person off. Report this information to your co-workers and manager. Apply procedures learned through the Smart Serve program.
- Remember you are 'pouring for profit'. Good bartending, making drinks correctly, not over pouring (by measuring), being cost effective in general results in reasonably priced beverages for the customer and profit for the establishment.
- Adhere to the recipes and quantities prescribed by management.
- Make sure you are aware of the 'House Policies' for alcohol service



Sun Paradise Hotels Management an International's Resort House Policy for Alcohol Service

- Unless a person is notably over the age of 19, proper photo I.D. is required.
- Photo I.D. is required for table (wine) service as well as bar service.
- If a person is notably intoxicated, you have the full right to deny any person alcohol service.
- If someone is cut off, notify co-workers & manager.
- If guest becomes irritated, avoid all conflict and advise the manager who can take over the situation.
- A guest who has been cut off may at our discretion stay in the banquet room provided they follow our demand of consuming no more alcoholic beverages.
- If they continue to consume alcohol they may be ejected from the Ballroom. This should be done by a manager in a professional manner.
- Alcohol is not permitted to be brought in from another source (i.e. Guestroom). We reserve the right to confiscate any alcohol not purchased through a contracted Sun Paradise Hotels Management International's bar. We reserve the right to deny entry to repeat offenders.
- Alcohol is permitted only in licensed areas. Any open alcohol travelling through the hotel will be confiscated.
- If our guest should ever reach the stage of intoxication, it is our responsibility to ensure they get to their destination safely.
- All Sun Paradise Hotels Management International's Catering department staff – servers, porters & bartenders MUST have their Smart Serve certification.

Selling

Salesmanship

Waiting on tables in a restaurant does not mean that you are just an “order taker” - recording what people would like to eat on a check and then serving it to them. Being a server also entails making enticing suggestions to go along with guests’ orders and suggesting menu items to undecided guests. This makes you a “salesperson” as well, and that’s where the exciting and rewarding part of your job comes into play. You are actually in the position to affect the amount of tips you earn every day.

Guest Check

\$10.00 Per Person

Check Average x 30 people per day	<u>\$ 300</u>
= Total sales/day x 5 days per week	<u>\$ 1,500</u>
= Total sales/week x 50 work wks/year	<u>\$75,000</u>
= Total sls/year x 15% average gratuity	<u>\$11,250</u>

\$14.00 Per Person

Check Average x 30 people per day	<u>\$ 420</u>
= Total sales/day x 5 days per week	<u>\$ 2,100</u>
= Total sales/week x 50 work wks/year	<u>\$105,000</u>
= Total sls/year x 15% average gratuity	<u>\$ 15,750</u>

Suggestive Selling

Q: How do I get my guests to order more food and to spend more money?

A: By “suggestive selling” - giving the guest suggestions for what to order.

Q: How do you know *what* to suggest?

A: By understanding your menu completely.

Breakfast – Suggest fresh fruit to go with the meal, breakfast meats, pastries and interesting speciality items they might not see anywhere else.

Lunch – Suggest appetizers to split before lunch, cocktails or wine before lunch, soups, salads and desserts.

Dinner – Suggest appetizers, soup, salad, dessert, after dinner drinks and liqueurs.

Q: When do you make these suggestions?

A: *At every possible moment.*

The following scenes will demonstrate: 1. *What* to suggest; 2. *When* to suggest throughout the course of the guest’s breakfast and lunch.

S = Server G = Guest

Breakfast

S: Good morning, sir. May I take your breakfast order and may I tell you about our great pancake breakfast?

G: No, I’m not in the mood for pancakes, thank you; but I’d like some eggs.

S: How would you like them cooked?

G: Over easy.

S: ◊ Would you care for an order of our country ham or sausage patties?

G: The ham.

S: ◊ Okay, and would you like to start with some fresh fruit? A half of a grapefruit?

G: No thanks.

S: ◊ Maybe some strawberries and cream, or some honeydew melon?

G: I guess I’ll have the honeydew.

S: Thank you: I’ll be right back with your melon.

The ◊ indicates each time the server finds an opportunity to suggest something.

Notice that the first thing the server suggested was the pancake breakfast. The guest clearly wasn’t interested and started to order his eggs. The server immediately suggested

a breakfast meat since it's a natural accompaniment with eggs and an *easy* item to sell – and it worked. Fruit, on the other hand is something that people don't often consider right away. Notice that the server tried once and was turned down, then tried again. Don't get discouraged with a "no" answer – try something else.

Lunch or Dinner

The server approaches the table with a big smile and good eye contact.

S: Good afternoon, ladies. Would you like a drink from the bar?

G: Um....

S: ◊ How about a glass of Ontario wine or a wine spritzer?

G1: Yes, I'd like a glass of wine.

S: Very good, and you Ma'am?

G2: Oh, no thank you.

S: ◊ How about a Perrier or a glass of our freshly brewed iced tea?

G2: Well, I guess I'll have a Perrier.

S: Thank you. I'll be right back with your drinks.

S: Are you ready to order lunch?

G1: Yes, I'd like the tropical fruit plate.

S: ◊ Excellent choice. Would you like to start with some of our clam chowder – it's just delicious – very creamy with pieces of clam.

G1: Now that you mention it, I'd love it.

S: Great, and you ma'am?

G2: I can't decide which of these sandwiches I'd like – I'm pretty hungry

S: ◊ Our chicken salad sandwich is very good...

G2: I don't really like chicken salad...

S: ◊ Well, our shaved beef with stilton cheese is delicious and probably our best-seller. It's chef prepared roast beef with stilton cheese on sourdough bread, grilled to perfection, and served with seasoned fried onions and fries.

G2: That sounds delicious. I will have it with the salad.

S: ◊ Very good. "Would you like some soup to start with some of our vegetable soup?"

G2: No thank you.

S: ◊ Perhaps you'd like to try our tossed salad. It's an assortment of fresh mixed

greens garnished with onions and tomatoes served with the dressing of your choice.

G2: That sounds delicious.

S: Great, your salad and sandwich will be ready in a few minutes.

The indicates each time the server finds an opportunity to suggest something.

Notice that before their meal, the women hesitated before ordering drinks. The server immediately suggested some wine which is very popular now and is a “safe” thing to suggest. When the second lady didn’t want wine, the server came up with other suggestions that sounded enticing and she ordered a Perrier. *Again*, never get discouraged. If at first you don’t succeed, try something else.

During the order, the first woman knew exactly what she wanted and ordered it. That may have been the end of the sale, but the server took a chance and suggested a soup using a tempting description, and the lady got sold on something she hadn’t considered. The second lady was undecided so the server immediately suggested a chicken salad sandwich. This didn’t work so she tried a second suggestion, describing the beef and stilton sandwich in detail, using a catchy phrase “our best-seller” and sold it. Again, the server tried for another soup sale but this time she was turned down. She tried again with an appetizer that she thought would go nicely with the salad and it worked.

You can see from the two previous orders, that the way to sell menu items is to *suggest things*, all kinds of things, and the best time to do it is *everywhere you can*.

Reading Your Guests

The next important factor is to be able to “read” your guests correctly. All people won’t respond to the exact same type of suggestions and sales techniques. So, upon greeting your guests, you need to size them up to determine what approach will work the best on them. Your guests will probably fit into one of the following categories. Suggestions for how to “sell” to each different situation are listed below:

“In and Out as Quickly as Possible Eaters”

Don’t shy away from these people. Suggest items from the cold pantry that you know are quickly made, but don’t stop there. You can also suggest soups and fast appetizers.

“Leisurely Eaters”

Sell as many courses as possible. One or two cocktails before the meal... appetizers for sure, soup or salad, then their entrée and definitely dessert and coffee.

“Bookworms and Business Meeting Eaters”

Do all of your suggesting at the time the order is taken and give good quiet service.

“Friendly-Type Eaters”

People who enjoy talking with you are an easy touch for all the little “extra” sales. Spend a lot of time explaining menu items in great detail and sell them interesting cocktails, suggest that they share an appetizer, have them try things they never had before, and then suggest dessert.

“Cost Conscious Eaters”

Suggest the lower priced entrees, salads, and sandwiches. Next, suggest that they split an appetizer or some soup. Finally, suggest that they split a dessert. Don’t get discouraged – *the fact that they are in your restaurant indicates they will spend money.*

“Price Insensitive Eaters”

Go for it! Up sell at every opportunity – all you have to do is make the suggestions. When they order cocktails, suggest the higher priced liquors for their drinks. Describe and suggest menu items at the higher prices, especially the entrees. Suggest appetizers and desserts and after lunch drinks.

“Know What They Want Eaters”

Attempt to build on to their orders while they give them to you. Suggest items that would go along with what they order – don’t give up – keep trying until they buy.

“Need Some Guidance Eaters”

Ask first if they want a light meal or substantial meal. Give personal recommendations and tell them what is “most popular”, what our “best-sellers” are, and encourage them to try our appetizers and desserts.

“Single Men”

They usually are businessmen on expense accounts and are insensitive to prices. You can usually get them to buy our higher priced items if they are given good consideration. They are in a hurry most of the time.

“Single Women”

When eating alone, women usually want to order inexpensively. Go for the entrée salads and a cup of soup or a croissant sandwich and a house salad.

“Couples”

After entrees are ordered, encourage splitting appetizers and desserts. Go for the bottle of wine sales.

“Group of Men”

Stay on top of their drinks. Up sell by offering premium brands and keep selling “rounds” of drinks. To start with, they usually will be interested in appetizers – finger food that can be shared. They are usually insensitive to prices and are easy to sell with good descriptions. Go for the full course meals and higher priced items.

“Group of Women”

Women usually drink wine, spritzers, or something different. Groups of women are cost conscious and diet conscious. They like to split sandwiches and salads and can be easily persuaded into sharing a plate of appetizers or a dessert.

“Families”

Most families usually are looking for economical buys. Kids like hamburgers, fried chicken and grilled cheese. Pay attention to small children – keep them busy with crackers – their parents will appreciate it. You can sell desserts or at least ice cream to most families.

“Foreigners”

Most foreigners are in the habit of drinking wine or beer with their meals and so they're easy to sell. Many times they like to try “Canadian foods”, particularly our beef. Find someone in the group with the best English and us simple key words like “hamburger”, “steak”, “steak sandwich” and “soup”. A lot of foreigners enjoy a large meal at lunchtime so full course meals are also easy to sell. Don't misinterpret their inability to communicate as being rude or impolite. They simply don't know the language. Be patient, act things out, and have fun with them. There is no need for any long and drawn out descriptions.

Phrases That “SELL”

The final key to successful suggestive sales is phrasing your suggestions so that they “hook” people into buying. Below are a few examples that have proven successful. Keep these in mind while you are working and constantly add ideas that work for you to this list.

Up Sell

G: I'll have a scotch on the rocks.

S: Would you like that made with Chivas or Glenlivet?

G: I'll have a glass of white wine.

S: Would you like to try our Mondavi Chardonnay?



Local Specialities

G: Um...I'm not sure yet.

S: Well, I recommend that you try one of our truly Canadian specialities...our

We're Famous for It

G: Is your char-grilled burger any good?

S: Our burgers are outstanding. You can add up to six different toppings at no extra cost.

Give Two Suggestions

S: Would you like to start with an appetizer, maybe a basket of our fried cheese, or a plate of chicken fingers?

Share

G: No, thank you; we're full.

S: I bet you couldn't resist our fudge cake with ice cream and hot fudge! Why don't I bring you just one with four forks and you can all share it?

While You're Waiting

S: Would you like to start with an order of deep-fried vegetables or some soup while you're waiting for your sandwiches?

Best Seller

G: Which sandwich would you recommend?

S: Well, if you're hungry, I have a great suggestion, our club sandwich. It's turkey, bacon, lettuce and tomato on toasted bread. It is definitely our "best-seller" and it's very good.

Planting Ideas

S: While you're looking over the menu, you might notice the appetizers. Our clam chowder is a perfect thing to start with and our fried cheese is also very nice.

S: Enjoy your meal and don't forget to save room for dessert.

Enticing Descriptions

G: Could you tell me about this roast beef and stilton sandwich?

S: It's chef prepared roast beef with stilton cheese on sourdough bread, grilled to perfection and served with seasoned fried onions and fries.

Personal Testimonials

S: We tasted everything on the menu when we first opened and the barbecued chicken

wings are incredible. They're the best I've ever had. I even asked for the recipe.

The following techniques do not work:

Approaching the table lazily with no enthusiasm and making no eye contact.

S: Did you want any desserts?

S: Appetizers?

G: What would you recommend?

S: I don't know; I never tasted anything.

G: Are the soups any good?

S: I don't really like them.

G: What do you suggest?

S: A sandwich or a hamburger or some fish.

G: What's on the seafood harvest?

S: Some hunks of fish...and some vegetables like an onion...and it's deep-fried – they say.

G: I heard you have great pastries.

S: They're okay.

Conclusion

Since selling is a key part of your job responsibilities, you need to use the techniques we've mentioned and constantly work at improving your sales. Remember these guidelines:

- Suggesting is the key.
- "read" your guests to determine appropriate suggestions.
- Phrase suggestions to "hook" people.

Most of all, enjoy what you're doing and **SELL! SELL! SELL!**

Selling Tools

Menus

Menus are the most important selling tool in a restaurant. The menu gives the guest an opportunity to judge the quality and capability of the restaurant, the kitchen and bar, as well as allowing them to select food and beverage items according to their taste and pocketbook.

Menus

Explanation of items:

In order to be able to perform your duties and give the guest information about food, you will have to be able to explain various items by:

- Preparation Method – Know the preparation method. You will have to answer questions concerning certain menu items. If you don't know your menu, the guest's impression of the restaurant will not be very good.
- Ingredients – Know what ingredients are in menu items.
- Preparation Time – Know preparation time for all menu items.

Other Selling Tools

Table Tents are used frequently to promote special food and/or beverage items or special occasions (i.e. holidays).

Food and Beverage Displays such as hors d'oeuvres carts, dessert carts, martini carts, etc. are very effective sales tools, permitting the guest to make his/her selection visually and maximizing sales and profits for the operation and for you.

Selling Words

The following descriptive words should aid you in achieving interesting suggestive selling phrases that help you sell:

Fruits	Vegetables	Meats	Breads	Muffins	Cake	Rolls
Ripe	Succulent	Prime	Light	Hot	Moist	Crusty
Tree ripened	Tender	Choice	Freshly baked	Home baked	Fluffy	Hard
Vine ripened	Crisp	Thick	Golden brown	Country	Rich	Soft
Sweet	White	Tender	Home baked	Light	Fruited	
Juicy	Golden	Juicy				
Plump	Hot	Rare, medium				
Chilled	Butter flavoured	Young				

Some description of source or style:

“Virginia” or “Georgia” peaches

“California” grapefruit

“Idaho” potatoes

“Virginia” ham

“New York Cut” steak

“Boston or New England” seafood

“New Orleans” Creole

“Texas or Western” club

To describe preparation methods:

Baked

Boiled

Braised

Stewed

Roasted

Fried

Liquor Salesmanship

When people go out for lunch (or cocktails), it is usually a special treat for a group of friends, or it is a business meeting. Given these circumstances, it is easy to “sell” the extras that go along with their meal if they are approached in the right way. Here are five techniques to maximize your liquor sales:

1. First of all, the approach to the table is of utmost importance. If you get to the table looking bored, avoiding eye contact, and mumbling, you probably could not get them to buy a free vacation for two to the Caribbean.

Your initial greeting must be *enthusiastic*, using good *eye contact*, and you must speak clearly. You will certainly get their attention that way and actually spark their interest in “buying” something

2. Second, the way you *phrase* your initial questions is often a key to more sales. Deliver questions that make people *think* and put ideas into their heads. This works better than delivering a question that elicits a simple yes or no answer.

Opening Line Examples:

“What” questions make people think.

“What would you like to drink from the bar?”

“What can I bring you from the bar?”

These questions elicit a quick yes or no answer, which does not make people think:

“Would you like a beverage to drink?”

“Were you thinking of having a beverage today?”

3. Third, when people hesitate, it’s your *cue* to give them enticing suggestions, and the way that you suggest an item is almost as important as the suggestion itself. One way is to give a description of an item so colourfully *that the guest can almost taste it*.

Good Suggestions

Colourful Description Examples:

“Our Bloody Mary is terrific. They’re hot and spicy with a touch of horseradish and are served with a crunch celery stick. Would you like to try one?”

“Could I suggest one of our Frozen Fruit Daiquiris? They’re icy, fruity, and refreshing and come in 3 flavours – Strawberry, Banana and Peach.”

Another technique is to give two choices from the moment they hesitate.

Two Choice Examples:

“Would you care for a Bloody Mary or a glass of Ontario wine?”

“Would you care for Coors or Coors Lite?”

If your guests do not care for a drink or drink liquor at all, it is your *cue* to come up with some good quick non-alcoholic suggestions.

Non-Alcoholic Examples:

“Would you care for a Perrier or a glass of our freshly brewed ice tea?”

“How about some coffee or tea?”

4. Fourth, “up selling” is an easy way to get a high sale. It is necessary to know our liquor list thoroughly so that when a guest orders a drink, you can offer a higher priced liquor in the drink.

Up Selling Examples:

“Would you like Gin and Tonic made with Bombay or Tanqueray?”

“Did you want your Bloody Mary made with Smirnoff?”

5. Last, once you have sold the drink, you have automatically sold a second drink if you stay on top of things. Once the drink is empty (when the drink is down to the ice), it is your *cue to sell* the second drink.

Second Drink Sales:

“May I bring you another (name of drink)?” If more than one guest is drinking, go for the “round”!

“May I bring another round?”

Keep these techniques in mind and use them with each one of your guests. Your liquor sales will increase like magic!

The Ten Commandments of Good Business in the Hotel

The Guest is Happy When you are Happy. Think About It!

1. **The Guest** is the most important person in the hotel.
2. **The Guest** is not dependent on us. We are dependent upon the guest.
3. **The Guest** is not an interruption of our work. The guest is the purpose of it.
4. **The Guest** does a favour when they call. We are not doing him/her a favour by serving them.
5. **The Guest** is part of our business, not an outsider.
6. **The Guest** is not a cold statistic. They are a flesh-and-blood human being with feelings and emotions like ours.

- 7. **The Guest** is not someone to argue, or match wits with.
- 8. **The Guest** brings us his wants. It is our job to fill those wants.
- 9. **The Guest** is deserving of the most courteous and attentive treatment we can give them.
- 10. **The Guest** is the life-blood of this hotel.

You know it makes sense.

55 Ways to lose a tip

- 1. Grouchy greetings or none at all.
- 2. Letting ladies seat themselves.
- 3. Forgetting to assist with coats.
- 4. Improperly set tables.
- 5. Empty salt and pepper shakers.
- 6. Guest having to ask for silverware.
- 7. Service from the wrong side.
- 8. Reaching in front of guests.
- 9. Not saying: pardon me, sir or madam.
- 10. Dirty or bent silverware.
- 11. Chipped glasses or china.
- 12. Coffee spilled in saucer.
- 13. Finger marks on plates or glasses.
- 14. Carrying side towel or napkin under your arm.
- 15. Touching mouth or nose with fingers.
- 16. Being too familiar.
- 17. Waiters in groups.
- 18. Loud talking or arguments.
- 19. Clattering of dishes.
- 20. Littered floors.
- 21. Forgetting items (sauces on sides).
- 22. Wine glasses too full.
- 23. Bread crumbs on chairs or benches.
- 24. No bread or butter.
- 25. Dirty ashtrays.
- 26. Waiters standing with their arms folded.
- 27. Thumb in soup.
- 28. Holes or stains in the linen.
- 29. Not giving the guest a new napkin when his drops on the floor.
- 30. Rushing when the guest is not in a hurry.
- 31. Forgetting special instructions (ex. no vegetables)
- 32. Forgetting guests order.
- 33. Not presenting the dessert menu.
- 34. Cold plates for hot food.
- 35. Hot plates for cold food.

- 36. Scraping bread crumbs on to floor.
- 37. Spilling things on the table.
- 38. Touching the silverware, foods, with bare hands.
- 39. Removing plates before all are finished.
- 40. Not removing plates when all are finished.
- 41. Dirty side stands (service stations).
- 42. Ignoring guest on another waiters section when they are calling.
- 43. Asking the guest to pay check so that the waiter can go home.
- 44. Making guest wait for check.
- 45. Placing check on table without the bill folded.
- 46. Not thanking the guests.
- 47. Questioning the size of your tip.
- 48. Forgetting to assist guest when leaving.
- 49. Counting tips in the dining room.
- 50. Sloppy uniform and shoes.
- 51. Dirty fingernails and hands.
- 52. Body odours. Bad breath.
- 53. Uncombed hair and no shave.
- 55. ***Last...but most important of all...the way to empty a dining room...
Not Smiling***

Yes you have a tough job. But remember, it is also your livelihood and income.

The Kitchen

The Kitchen Routine

Daily Tasks

- Sign out keys at the front desk
- Turn on needed equipment
- Go through the days functions
- Start prepping for today's functions and next day
- Delegate work orders to proper staff
- Work cleanly and efficiently
- Deal with suppliers (Mondays)
- Place orders if any
- Receive stock, check invoices, sign invoice
- Put stock away in their proper places
- Check all equipment. Make sure they are turned off before going home.
- Before going home check the following days functions
- Lock up (make sure back kitchen door is locked) and sign keys in at the front desk

Before Every Banquet Function

- Check menu to see if it is ready to go
- Count portions (double check)
- Have cooks or dishwashers count all china for the function (s)
- Clean up kitchen area and organize the line before service
- Have the cook call from the function room to let kitchen know when they have started
- Bring all food out of the fridge except for desserts
- Start cooking food in relation to the timing of the function
- Start plating

*Timing is everything it can mean either overcooked or undercooked food which will effect plate presentation and guest satisfaction

- Inform kitchen staff of their line duties before service.
Example: vegetables, potatoes, jus etc.
- Get staff ready to serve
- Do up a show plate
- Start serving the function

*Presentation is everything you eat with your eyes first

- Always remember to be consistent with the vegetables, potato, sauce etc.
- Chef or Sous Chef (s) should keep there eyes on the portion sizes

*If you start off too heavy chances are you could run out if too little plates look empty guest not happy)

- Finish the dessert with the appropriate topping or garnish

Points to Remember

- Always prepare 5% more than the guaranteed number (i.e. $153 \times 5\% = 160$ meals)
- Certain menu items are based on $1\frac{1}{2}$ piece per person
(Example: sandwiches, muffins, drinks, croissants)
- Always practice health and sanitation
- Always keep in mind food cost effects everyone
- use leftovers if possible
- grind up all old vegetables and freeze if not needed right away

Dish Washing Duties

Nightly Duties for Dish Washers

If you walked into a restaurant and the kitchen was filthy dirty would you want to eat there? Often our clients wander into the kitchen and therefore we must maintain a high standard for cleanliness. Effective immediately the following list of duties must be completed after every shift. Should any items not be completed, the appropriate staff member will be called back into work to complete their duties.

- Wash all dishes
- Wash all silverware and bring it to the service staff
- Wash all pots & pans
- Wash out pot sink
- Take all kitchen garbage to the garbage room
- Wash down all garbage cans and replace bags
- Sweep & mop kitchen floor (this includes underneath all tables and behind all equipment)

The Art of Purchasing

Ordering Procedures

Obtain weekly function sheet and contracts from the Sales & Catering Co-ordinator - they should be out by noon on Wednesdays

Read through each contract carefully and do the following:

- Check prices of meals
- Timing and date of function
- Number of guests
- Prepare orders for various suppliers
- Make up prep lists
- prepare schedule for proper staffing levels



Suppliers

List all Suppliers with addresses, contacts, goods supplied etc.

* Always price shop for the best possible price with quality in mind in the following instances:

- large functions ex. prime rib for 400 people or have a contracted price for the summer (April to October) if you know what your usage is.
- rare menus ex. rainbow trout for bus tour dinners
- speciality items ex. seafood, veal, beef tenderloin etc.

Keep in mind that volume purchasing from one supplier helps you get a better price.

Make sure that when the order is received:

- the contents are what you actually ordered
- the contents are the same as what is being delivered
- the price matches the quote

Food Quantities

- 1- average piece of prime rib 20 lbs. = 17-19 portions (based on 8-10 ounce portions)
- 1- 12-14 lbs. top butt = 12-15 portions
- 1- 25 lb. utility turkey yields approx. 20-25 portions
- 1- 50 lbs. bag of carrots = 250 portions
- 1- case of broccoli (18 heads) = 65-70 portions
- 1- bag of peeled potatoes = 65-70 portions
- 1- case of chicken breasts 6 oz contains 23 portions
- 1- bag of salad mix (pre-cut) = 20 portions
- 1 average hip of beef feeds approx. 120-150 portions

Tossed Salad

- 14 heads of iceberg
- 8 heads of radicchio
- 3 heads of endive
- 2 lb. shredded carrots
- =240 portions

Soup Calculation

- 200 people * 6 oz. Serving * 5 % more
- = 1200 oz.
- / 35 oz. (1 litre)
- = 35 litres of soup
- = 36 litres of soup

Romaine Lettuce

1 case of romaine will do 300 portions of salad

Basic Custard

Used for crème caramel, and raspberry brulee

7-9 egg yolks	1 litre of milk
1 cup of sugar	vanilla bean

Bring the milk and Vanilla bean to a boil. Separate the eggs, keeping the yolk. Mix sugar and egg yolks at the last possible moment. Add m the milk to the egg mixture then add the rest. Pour into proper dishes. Cook in a water bath until firm but slightly jiggly in the centre.

The Art of Purchasing

Food Markets

1. Meats Poultry Pork Seafood * Proteins
2. Dairy
3. Produce - Fresh Fruits And Vegetables
4. Grocery Items - Frozen Foods, Canned Goods
5. Baked Goods - Local Bakery Supplying Fresh Products Daily.

The 5 (five) food markets listed above are main food markets. There are others such as speciality items; example, chocolate, food decorations. Now you have to determine who will be your suppliers for the main food market.

The Five Rights

- The right quality The right quantity
- The right supplier The right time The right price

Purchasing has a direct impact on food cost control. An adequate storeroom of supplies is needed so that the establishment can operate in an efficient manner. It is wasteful to have more supplies that can be used up in a reasonable amount of time. The following 8 steps will help you along in your purchasing adventure.

1. Develop Needs of Items
 - food orders should have direct relation to the menus
2. Develop Purchasing Specs
 - description of products
 - pounds, cases, bunches, etc...
 - prices quoted
3. Choose Your Suppliers (two major ones)
 - One supplier for your proteins (meats)
 - one supplier for your grocery items
 - develop a good relationship with your suppliers
4. Delivery Schedules
 - delivery times should be for your convenience not theirs
 - consistency on there dates and times
 - always remember if products sit to long they lose there quality
5. Inventory Levels (par stock)
 - if you order too much to much space and money are being tied up
 - too little stock you run the risk of running out
6. Forecast

- records help predict busy times
- 7. Quotes
 - obtain weekly or monthly quotes on all meats, seafood, cheese, groceries
- 8. Purchasing Log
 - photo copy invoices
 - remember prices
 - always check your invoices

Suppliers

Now that you have established your food markets, it's time to find a proper supplier for each food market (most of the larger food suppliers can now handle all of the food markets). A supplier has to be reliable, trustworthy, and able to deliver required amounts in time and serve the establishment well. While some suppliers may be able to offer low prices, they may fail to satisfy other criteria and should be eliminated from the list of possible suppliers.

With your dealings with suppliers you must build a trusting relationship with the sales rep this can help you make a new friend and help you achieve better pricing.

When dealing with new suppliers and receiving their first order you must keep your eye on the following: check invoices for proper weights of products; proper prices quoted; the right product, and if these things are not being done ask the supplier about them and if it continues do not deal with them any longer.

Responsibilities

You must be responsible for yourself, your co-workers, the company, and the guest.

When workers & guests feel that their needs are given due consideration valuable things will happen employee self esteem will increase, there attitudes towards the employer will improve thus increasing productivity, and the guest will enjoy there meal.

Food equipment and staff in the work place must be treated with respect.

- minimal food waste
- abuse of kitchen equipment
- personal behaviour
- abusive language
- profanity
- ethnic slurs

These Issues Have No Place in the Kitchen!

Judgement

The sense of what appropriate is acquired through a lifetime of experience. Good judgement is never completely mastered rather it is a goal towards which one should continuity strive.

The Uniform

chef jacket:	white double breasted
chef pants:	checkers, white, (black chef)
Apron:	apron
chef hat:	tall cardboard with pleats
neck tie:	finishing touch to the outfit (professionalism)
proper grooming:	shaving; clean hair net if its long or tied up; trimmed nails; clean hands always after you do anything, washroom, coughing, etc...

Food Standards

I believe this is the most important issue in the kitchen. Every restaurant has their own set of standards, some higher than others or even worse. There are many restaurants around town with low standards but these restaurants are after a certain clientele. Everyone is different.

Therefore you as a chef must chose the standards that you and the company will implement and hold up. Examples -whipped butter vs. patties; hot bread vs. cold buns; fresh ground coffee vs. packaged coffee; frozen vegetables vs. fresh.

The standards that you choose will affect you and your company in every way building your name and serving a great product will make you and your company the best, so don't get lazy.

Labour Cost

Labour cost is the most expensive overhead in the hotel industry today. Many chefs have lost there jobs failing to maintain these costs, whether it be food or labour.

The standard labour cost % in a full hotel with a dining room and banquets and room service should be 17 - 20 % of food sales.

Every Hotel has its own labour budget to follow, so this is just a guide line for you to follow.

Here is how you go about it!

Just say you have a banquet for 100 people at \$16.95 per person your food sales would be \$2437.50 and a midnight buffet with a total food sale of \$750.00.

When I figure out the labour, I only base it on the dinner only. Why? Well you will find

out later in this topic.

$2437.50 @ 10\% = \$243.75$

Therefore you have \$243.75 to spend on labour on this function

There are two ways you can forecast the hours you need for the function.

1. You have to find the average hourly wage of your employees. How? You have to add their hourly wage and divide by the number of employees you have working on that function.

names	wage	hours
Jim	10.00	$8 = 80.00$
Paul	8.00	$6 = 48.00$
Tracy	7.00	$6 = 42.00$
Elvis	6.85	$6 = 41.10$
Sally	6.85	$4 = 27.40$
Mike	6.85	$4 = 27.40$
Dave	6.85	$4 = 27.40$ 293.3

Total: \$ 52.40. Divide this by 7 = 7.48 per hour is your average rate per hour. To figure out how many hours you have to spend, divide 7.48 by 293.30. Your answer should be 39.2 hours to spend. Now between your employees determine how many hours each employee will work. If you can save hours that's great but don't leave yourself short. Remember the buffet.

2. Forecast and estimate how many dollars you need to spend.

Jim	10.00	$8 = 80.00$
Paul	8.00	$8 = 64.00$
Tracy	7.00	$6 = 42.00$
Elvis	6.85	$6 = 41.10$
Sally	6.85	$4 = 27.40$
Mike	6.85	$4 = 27.40$
Dave	<u>6.85</u>	<u>$4 = 27.40$</u>
	40 hrs	309.30

If you recall you only have 243.75 \$ in labour to spend and you have just figured your labour at 309.30, you are over by \$65.55. Should you be concerned? No! If you add your buffet total to the food sales your new total would be 3187.50 and 10 % of that is \$318.75. Now you're up by \$9.45. Just remember, if you can save money that's great but don't sell yourself short. Also staff productivity is very important. If they can't have the work done in time or take too long, it will hurt your labour, so loose that employee.

Food Cost

Very important cost to the hotel and the chef. It is impossible to over emphasize how important it is for the chef to be aware of what his or her costs are.

***Total Utilization Is The Goal* (Reconstitution)**

Keeping the food cost in line is the responsibility of the chef and his team (you are only as good as your team). They always must be kept informed of what things cost and there relevance to the menu or to what they are preparing. The chef must also know the expected yields of the food items. Example, meats

Here comes the math part. If your steak dinner cost you \$4.88 to prepare (vegetable, potato, 10 oz steak, sauce, salad to start) for you to achieve a 30% food cost you sell the dinner for \$16.26 (\$16.50). How did we achieve this number? You take \$4.88 divided by 30% should come to \$16.26. Round it off to \$16.25 or \$16.50. This does not always work. You have to determine if your guests will pay this price and you have to check the local competition to see what they are selling it for. So your food cost could be higher or lower...it all depends on what's going on around you. The other items on your menu should be at lower cost to help give your menu a good mix so that it balances out at a good food cost (38-40%).

Your banquet menu should be your cash cow you do high volume with a low cost. To be successful in the banquet part of it, you must have good price shopping skills to get the best price for the quantity that you are buying. Refer to the purchasing part of this. You also must be different from the rest. You have to realize that all banquet halls are somewhat the same (menu selection, room size, etc.). So you have to separate yourself from the rest (dare to be different). You have to serve excellent quality food (beef vs. shoe leather, tender chicken vs. rubber chicken) and it has to be served hot and quick keeping in mind plate presentation...NO SLOPPING OF FOOD ONTO THE PLATE. Look at the plate as a picture with the rim being the frame. Keep all food off the frame and arranged in a nice, clean manner. One more important thing to remember is that your reputation is at stake, so the choice is yours. So which will it be? The high road or the low road.

Your banquet menu should run you at 27-30%. Running the food cost this low it will help compensate for your dinner menu and create a balanced food cost overall.

A properly costed menu is knowing what things cost and how much to sell them for.

The Art of Dishwashing

Everyone knows washing dishes & scrubbing pots is not the most glamorous job in the kitchen, or the world, but a very important one in the kitchen. It's one of the many important links in the chain. Important you say! Yes. Every link has an important job. Clean dishes and spotless cutlery set on a table are a great sign of professionalism, high quality standards and it shows someone is taking pride in their work. If plates were dirty, that would mean guest complaints, then no customers, then no jobs for anyone.

Just remember, it's not the worst job in the world. You and only you can make it the best job in the world.

Dishwashing Procedure

- Turn on dish washer. There is a power button located on the top right hand side of the machine ON-OFF.
- run the water through the machine to achieve hot water in the system. It's like running the hot water tap first thing in the morning. You do this by FILLING the machine and then DRAINING it 3 to 4 times.
- turn water on for the spray hose.
- check ALL chemicals on the machine there are 4 of them.

1. ECO-KLEAN: This is the detergent (soap) that helps loosen the food stuff and cleans the dishes.
2. ULTRA SAN: This is a sanitizer which helps in the sanitization of the plates and the water (ultra san is just like very strong Javex bleach).
3. JET DRY: This is a drying agent which helps in the drying of the dishes at a faster pace than normal.
4. WATER SOFTENER SALT: If you didn't all ready know Our City is also known as the limestone city which means there are alloyed of lime deposits in the water = hard water. So a water softener has been installed (that small brown bucket under the sink) this helps soften the water. If we did not have a water softener, all of the water lines over time would clog up with lime deposits causing major plumbing damage and the possibility of the dish machine breaking down. There are two options if the dish machine breaks down.
 - a. doing dishes by hand...fun...fun!
 - b. buying a new one, approximate value \$4000.00

So the choice is yours you either take care of the machine or you buy it.

- once all the chemicals have been checked dish washing can begin
- All dishes, bowls, cups, glasses must be racked in there proper racks
- All dishes, bowls, cups, etc... must be sprayed thoroughly to get as much as the food stuff off the china.

This procedure is very important this will ensure even cleaner plates at the other end and will also prevent food being trapped in between the plates. This is not a good thing to see while doing plate service on the line or on a buffet table. Just imagine with me, if you will, going to a buffet table for dinner and lifting your plate and finding soggy leftover food stuck to the top or bottom of your plate. Wouldn't that make your dining experience worth while? I think not.

- dish machine cycle is 1 min & 30 sec in this time period three of the four chemicals are added.

- when the cycle is finished remove dishes from the machine let them stand for a few seconds so all of the water drains off them.
- before putting the plates on shelves plates, cups, bowls must be checked randomly to make sure that the china is NOT being put on the shelf dirty.
- stack them quietly and efficiently in there proper place.

Pot Washing

OBJECTIVE: to ensure all pots, pans, trays are clean and grease free with no food particles stuck to it.

- 3 sink compartment

sink 1 - hot soapy water

sink 2 - rinsing sink to have hot clean water with 3 to 4 caps full of javel bleach in the water (health board regulations)

sink 3 - air dry or towel dry

- all pots, frying pans must be scrubbed with steel wool on the inside and Ajax is to be used on the outside and the bottoms of all pots and pans.
- all baking sheets must also be done in the same way.

** this method will help you achieve that all pots, pans are grease free **

- once all the pots, pans are clean and dry they can be placed or hung in there proper places.

Dishwashing Duties

The first dishwasher in is responsible for the following duties:

- Empty and remove all garbage, cardboard, bottles, cans. Replace garbage bags in the cans.
- Take out any bread racks, milk crates outside

The end of the shift the following duties must be completed

- all garbage and cardboard, bottles, cans are taken outside
- all garbage cans be washed out and a new bag be replaced
- ensure all table tops and counters are wiped cleaned
- all sinks are clean: pot sink, vegetable sink, dish machine sink, hand sink
- sweep & mop kitchen floor. THIS INCLUDES UNDERNEATH ALL TABLES AND EQUIPMENT.
- Coffee grounds removed nightly
- dish machine washed down after its used and emptied glass racks be placed back on the dish machine for any left over glasses being brought back into the kitchen.
- take a walk around to ensure all things mentioned in this list is done
- If you notice any food left out, please wrap and place in the walk in



- Pick up all dirty rags, aprons from around the kitchen and put them in their proper laundry bag.
- sweep and mop staff washroom floor nightly
- All equipment, pots, pans, spoons, etc... must be placed back in there proper place

Should any of the items not be completed, the appropriate staff will be called in to complete the work that was left unfinished.

The Office

Booking the Function

The Sales and Catering Manager is responsible for booking small functions. This would typically be a meeting room without any food and beverage or a small meeting with breaks and perhaps a working luncheon. The appropriate questions to ask are:

1. What type of function is it?
2. Company or Organization?
3. How many people is it for?
4. What type of room set-up do you require? (classroom, theatre etc.)
5. What food and beverage would you like?

if yes: a. what food and beverage do you require?
 b. what time would you like it delivered?

** If they require a breakout room ask if any food & beverage is to be delivered to the breakout room.*

6. What date do you require?
7. Full address, phone and fax number?
8. Do you require any Audio Visual Equipment?
9. Will smoking be permitted in the meeting room?
10. If they are on their own for lunch, what time would they like the meeting room to be refreshed?
11. Do you require any guest rooms?

if yes: a. how many rooms?
 b. what date do they arrive, and how many nights are they staying?
 c. what are their names or will you be providing me with a rooming list?
 d. do they require a smoking or non smoking room and one bed or two?
 e. are the rooms to be on the master account or paid individually?
 f. are the incidentals on the master account or paid individually?

12. Will they be paying upon departure or do they require direct billing?

** If they are a small company and are paying upon departure a credit card is required to secure the booking. If they wish to be billed, a credit application must be completed and approved by our Accountant or a Purchase Order Number must be issued by the client.*

The first and most important step that must be taken is to block the appropriate space in the function book into the property management system.

At this time a Function Agreement/Confirmation Letter and the Terms and Conditions are ready to be typed.

It is expected that all confirmation will be sent 48 hours after the booking is taken.



Function Book

It is imperative that the function book be kept neat, up to date, and accurate. It is everyone's responsibility to record all information in the appropriate time slot. By doing this we all can check space with ease and avoid a disaster such as a double booking.

Confirmation Letters

A confirmation letter includes basic information such as the date of the function, the type of function and the approximate number of people in attendance. It is to be used for large functions usually booked more than 90 days in advance and like the function agreement, it requires a signature for confirmation and usually requests a deposit. It is to be sent with the Terms and Conditions which also require a signature.

Function Agreements

All functions at some point will be typed in function agreement format and be sent along with Terms and Conditions. The sales and catering co-ordinator must then determine which terms and conditions will accompany the function agreement and whether the agreement is to be faxed or mailed. If mailed, a booking letter is required. If faxed, a fax cover sheet with the appropriate instructions is adequate.

Cancellation Policies

Cancellation Policies are as follows:

Small Meeting with no food & beverage. *If cancellation occurs less than 14 days prior to the function, the full \$ meeting room rental will apply.*

Small Meeting with food & beverage. *If cancellation occurs less than 14 days prior to the function, the full \$ meeting room rental will apply. Should cancellation occur less than 7 days prior, the full contracted amount is due.*

Conferences and Weddings.

If cancellation occurs less than 60 days prior to the function, the full \$ room rental will apply. Should cancellation occur less than 30 days prior, the full contracted amount is due.

If a function is cancelled within the Terms listed above, it is the discretion of the Director of Catering or the appropriate Sales Representative to waive any charges. When cancellation notice is received, all space blocked must be erased from the function book.

Tracking and Follow-up

Once the confirmation has been sent, it is the Sales and Catering Co-ordinator's responsibility to keep track of the tentatives on file. A booking is not considered definite and is not to be filed until the client returns the confirmation with the required signatures. If an unreasonable amount of time passes and the booking is in question a follow up call must be placed reminding the client that they must return their Function Agreement/Confirmation Letter and Terms and Conditions in order to confirm the arrangements.

Once the confirmation has been returned with the appropriate signatures, the function book must be updated to reflect that the function is now definite. If a deposit is submitted it must be posted in Brilliant.

Bookings with Multiple Dates

If a function has very few requirements with the same details for each date, a confirmation letter is more appropriate than a function agreement. This is to avoid having the client sign multiple function agreements for each date they have booked. Once the Confirmation Letter is returned with a signature, a copy is made for each date and files are set up accordingly.

Office Routine

Filing Systems

All master contracts are to be filed alphabetically.

All upcoming functions are to be filed monthly and in chronological order.

All past functions are to be filed alphabetically and in chronological order.

Weekly Distribution

Weekly Distribution takes place on Wednesday by Noon of every week. All Function Agreements for the following weeks' functions need to be photocopied and distributed to the following people:

1. Executive Chef
2. Porters*
3. Food and Beverage Manager
4. Function Board
5. Restaurant
6. Front Desk

To ensure that the proper staff is scheduled and the food is ordered it is very important that the Food and Beverage Manager and the Executive Chef be verbally notified immediately when there has been a last minute booking or change of status.



Weekly Function Sheet

This is an overview of information for the following weeks' functions and is to be distributed at the same time as the Function Agreements. It is not meant to be updated after it has been distributed. The following people get a copy of the Weekly Function Sheet:

1. Porters
2. Restaurant
3. Sales Representative
4. Sales and Catering Co-ordinator
5. Executive Chef
6. Front Desk
7. Director of Catering
 - a. Sales Manager
 - b. General Manager
 - c. Night Audit
 - d. Front Desk Manager
 - e. Maintenance Manager
 - f. Executive Housekeeper
 - g. Accountant

Function Board

The Function Board is to be up to date at all times with all functions for the current week and their appropriate change of status sheets. It is an excellent way to double check what has been distributed to all other departments and should be checked against the function book nightly for the following functions in that week.

Billing and Evaluations

On Monday of every week the Director of Catering will pull the previous weeks files and check all bills for accuracy. The top copy of the bill, a frequent stay brochure, an Evaluation, and a self addressed, stamped envelope must all be mailed on Monday of each week in order for the client to get their bill in a timely fashion. Once the bill, brochure, and evaluation have been mailed, the file will be submitted to the Sales Manager.



Appendix I: **Responsible Service.** **House Policies.**

Licensee Information Sheets From The Liquor Licence Board Of Ontario. Ignoring This Information Is Not An Option.

The goal of our establishment is to make a profit by providing responsible, courteous and professional service and selling more than just beverage alcohol.

We will serve customers in a responsible, friendly and professional manner. Staff is on hand to assist customers in their decision to drink in moderation and, where appropriate, avoid drinking activities that put customers at harm or risk. Management is committed to adhere to all liquor laws.

1. Monitor the Event

- The manager on duty is assigned to monitor the event.
- Check for age and fraudulent I.D.
- Deny entry to intoxicated people.
- Count the number of people on premise to prevent overcrowding and exceeding the legal capacity.
- Provide proper guest to staff ratio.
- Allow free access to police and liquor inspectors

2. Alternative Beverages

- Designated drivers receive free pop or coffee.
- Light/Non-Alcoholic beers are to be made available at all times.
- Serve alcohol free drinks in containers different from those of alcoholic beverages.
- Minors are not permitted to consume non-alcoholic beer.

3. Identification Policy

- The only acceptable forms of I.D. are: Drivers Licence; Passport; Age of

Majority Card; Canadian Citizenship or Military I.D.

- If you are given an out of Country I.D., check with your supervisor.
- Unless a person looks to be a **minimum of 25** years of age, I.D. must be shown.
- Parents, Convenors or friends **cannot** vouch for a person's age. I.D. must be shown.
- Photo I.D. is required for table service as well as bar service.
- If an I.D. has been noticeably forged, take the I.D. to a manager.

4. Intoxication Of A Guest

- Should a guest ever reach the point of intoxication, all alcohol service to that guest must be stopped.
- All staff reserve the full right to "cut-off" alcohol service to a client.
- When a client has been "cut-off" inform the appropriate staff and management and fill out an incident report in the log book.
- Offer the client complimentary non-alcoholic beverages as a substitute.
- If the client becomes irritated with actions, avoid all conflicts and inform the appropriate manager or supervisor to take over the situation.
- Once a client has been denied service, they may remain in the banquet room as long as they observe the rules of the Hotel.

5. Removing a Client from the Property

- Once a client has been "cut-off" and remains in the banquet room, if they are seen with another alcoholic beverage, it is to be confiscated and the guest is to be given a verbal ejection warning.
- If they fail to heed this warning and violate this again, they are to be asked to leave the premises. This should be the duty of a Manager or Supervisor only, with the assistance of the convenor.
- Sun Paradise Hotels Management International's Resort reserves the right to



eject any person (s) from the Banquet Room or property of the Hotel in a professional manner.

- If a patron becomes intoxicated while in our care, it is our responsibility to get them a taxi. See 7.

6. Area's Of Consumption

- Alcohol is not permitted to be brought into the banquet room from another source. Example, guestrooms
- We reserve the right to confiscate any alcohol not purchased through a contracted bar of Sun Paradise Hotels Management International's Resort and to deny entry to repeat offenders.
- Alcohol is only permitted in the list of areas

Any open alcohol must be carried by a staff member to the guest's destination.

7. Alternative Transportation

- Should a client ever reach the point of intoxication, it is our "duty of care" to see that client safely home. This can be ensured by getting a sober person from their group to ensure them safe transportation home or by calling the patron a taxi and assisting them into the taxi.
- If the client is reluctant to take a taxi, Sun Paradise Hotels Management International will pay for the ride home (one way). At this point the server must accompany the guest to the carport & see them safely into the taxi.
- If the guest will not accept any means of transportation other than driving themselves, *management* must call the police giving the licence plate and make of car as well as the direction they were headed.

8. General Points

- At all times, we must try to avoid a verbal or physical conflict with a guest.
- If this situation arises, contact the

appropriate supervisor/manager and/or security.

- An incident report must be filled out for any happenings listed above
- As long as your best judgement has been used, and all rules of the prop property have been followed, management will always back the decisions of staff.

Appendix II:

Responsible Service. Just Saying "No" is not enough!

Licensee Information Sheets From The Liquor Licence Board Of Ontario. Ignoring This Information Is Not An Option.

Just Saying "No" Not Enough

As a liquor licence holder, we cannot permit drug use and dealing on our premises. Even if you are not personally involved in drug activity, we can be held accountable for illegal activities in the hotel. We must take reasonable steps to prevent drug use and dealing anywhere in our hotel.

Steps to take

To discourage the presence of illegal drugs, you can create an environment unsuitable for drug users and dealers by taking the following steps:

- Provide proper lighting to avoid dark corners/areas.
- Have all tables visible to staff and other patrons
- Employ security staff
- Refuse service to anyone suspected of participating in the sale or use of unlawful drugs on the licensed premises. Eject the person and contact the police.
- Have well lit and monitored parking areas outside service areas.
- If you think a member of our staff may be dealing or using drugs on the premises, contact the police for assistance. If necessary,

- install security cameras to monitor staff activities
- ⊗ Sun Paradise Hotels Management International has a strict house policy (see staff manual) that clearly states zero-tolerance towards drugs. If you use it, you do not have a job at Sun Paradise Hotels Management International.
- ⊗ Check for hypodermic needles taped under, behind or inside the toilet bowl or tank.

Behaviours to watch for

- ⊗ Making frequent trips in and out of the premises.
- ⊗ Making frequent trips in and out of the premises with others
- ⊗ Passing match boxes, folded dollar bills or folded napkins to others.
- ⊗ Guests who arrive sober but quickly show signs of impairment inconsistent with their alcohol use. This is often caused by mixing drugs with alcohol.
- ⊗ Continually visiting the restroom. Restrooms are common havens for drug dealing and use. Check them regularly if drug activity is suspected, especially if you find syringes, needles, small clear plastic bags, burned matches, bottle caps or other drug paraphernalia on the premises. If syringes or needles are found, they should be reported to the police.

Recognizing drugs

Cannabis:

Cannabis -- the name that covers marijuana, hashish, and hash oil-- is the most commonly used illegal drug in North America. Marijuana looks like chopped plant material ranging in colour from green to light brown and is usually sold in easily concealable clear plastic packages. It is chopped, and smoked in the form of hand-rolled cigarettes or in a pipe and has a distinctive smell when burning.

Hash varies in colour from light-brown to near

black, and its consistency may be soft or hard. It is often mixed with tobacco and smoked.

Hashish oil is a thick oily product which ranges in colour from yellow to nearly black. The oil is spread onto the tip of an ordinary cigarette or sometimes onto the papers used for handmade cigarettes, then smoked.

Telltale behavioural signs of cannabis use include slow speech, droopy eyelids, dilated pupils, and increased appetites.

Cocaine:

Cocaine is usually sold as a white, crystalline powder in grams or fractions of a gram. Often it is snorted through the nose using plastic straws or rolled up bills.

Razor blades are used to crush any large rocks or particles of cocaine to form lines to make snorting easier.

Some users inject cocaine or convert it into a smokeable form called crack. Crack is a light brown or beige pellet which is formed when powdered cocaine is melted in a glass tube with water. Watch for crude crack pipes made from soft drink cans.

Paraphernalia associated with the use of cocaine include small spoons, razor blades, mirror, small bottles of white powder, plastic or glass straws, pipes.

Heroin:

This opiate usually comes as a white or brownish powder. It is usually dissolved in water and injected under the skin or into a vein or muscle, but it can also be sniffed or smoked.

PCP:

Often sold in white or coloured chunks or crystals, PCP can also come in the form of a powder or tablet. Mixed with tobacco, marijuana, or dried parsley, it is usually smoked, but it can be swallowed or injected. Although it



makes users high, it also often makes them violent towards themselves and others.

LSD:

LSD has no colour, odour, or taste and is so strong that a dose (30 micrograms) is too small to see. It is packaged in miniature powder pellets (microdots), gelatine chips (windowpane) or squares of LSD-soaked paper (blotter). LSD is usually swallowed but may also be snorted or injected.

Amphetamines:

On the street, amphetamines come in crystals, chunks, or glittery powders that are off-white to yellow in colour. Often they have a fishy or ammonia-like smell. They can be swallowed, injected, sniffed, or smoked.

Crystal is a powder form of methamphetamine that is injected, inhaled, or taken by mouth. Ice and glass are smokeable forms of methamphetamines and like crack cocaine, their effect is strong and fast.

Crank, another nickname for amphetamines, comes in tablets or capsules.

Appendix III:

Responsible Service. Recognizing Intoxication.

Licensee Information Sheets From The Liquor Licence Board Of Ontario. Ignoring This Information Is Not An Option.

Recognizing Intoxication

Although individual reactions to alcohol may vary, people follow certain general patterns as they approach intoxication.

These are the 10 main signs that indicate your guest is becoming drunk. These signs may appear in any sequence or clustered, depending on the individual. As people become intoxicated, they will show more signs. Drinkers showing four signs can almost certainly be considered

intoxicated.

Inappropriate speech volume.

Drunks frequently speak in volumes inappropriate to the situation. They shout when it isn't necessary, whisper when there's no need for secrecy. The voice may go from low to high (or vice versa) when there is no reason to suggest that a change in volume is necessary.

Motor control (fine) deteriorates.

As people become drunk, their skills requiring fine motor control (hand-eye co-ordination) deteriorate. Intoxicated patrons may fumble with cigarettes or have difficulty picking up change. As their co-ordination declines, people also misjudge distances. They may set a drink down hard on a table, thinking that the table is lower than it is, or miss ashtrays when smoking.

Pace of speech.

Intoxicated people may change the rate of their speaking, alternating racing speech with slow speech, or talking consistently slow or fast.

Alertness decreases.

Intoxicated people take longer to respond to questions or react to events. They may not be able to understand or pay attention to what you're saying. They easily become muddled, and you have to repeat simple questions or requests before they respond.

Inappropriate sweating.

Intoxicated people may sweat more than might be considered normal given the surrounding temperature, conditions or situation.

Red eyes.

Take note if a customer's eyes are bloodshot to any degree.

Motor control (gross) deteriorates.

Alcohol also impairs skills requiring gross motor co-ordination. Drunken customers may have



difficulty standing upright or walking a straight line. They weave, misstep or stumble, perhaps bumping into other people or furniture. To compensate, they may put their hands out at the sides for support or balance.

Enunciation poor, slurring words.

Alcohol relaxes muscles, including those in the mouth, making it hard to speak clearly and distinctly. An intoxicated person may breathe noticeably slower or shallower than others. There may be weakness in breath, with little air inhaled or exhaled.

Tiredness.

Alcohol is a depressant. As people become intoxicated, they show signs of being sleepy. Their eyes may be heavy or closed, or they may have a placid or fixed gaze.

Dealing with Intoxicated Patrons

The addiction Research Foundation offers these strategies to deal with customers who show signs of intoxication.

1 sign

- ⊗ Become alert for the development of other signs (a single sign is not necessarily linked to intoxication).
- ⊗ Make low-risk options available to slow alcohol intake. For example, offer food or low-alcohol drinks.

2 signs

- ⊗ Monitor the patron carefully.
- ⊗ Move to low-alcohol or non-alcohol drinks.
- ⊗ If possible, serve food to decrease the rate of drinking.

3 signs

- ⊗ Serve only low-alcohol or non-alcoholic drinks--another regular round can lead to intoxication.
- ⊗ If the patron is driving, serve no more

alcohol.

4 signs or more

- ⊗ Serve no more alcohol to this patron under any circumstances.
- ⊗ Use “management of intoxication” techniques to reduce the likelihood of injury and damage. For example, ensure that the patron has safe transportation home; if necessary, call the police.

Preventing Intoxication

Obviously, if you focus your efforts on preventing intoxication, you won't have to be as concerned about recognizing intoxication.

These strategies may help you lower the risk of customer intoxication:

Alternative Beverages:

Actively market non-alcoholic and low-alcohol drinks to your guests.

Creating interesting “mocktails” made without alcohol. Exotic names and fresh ingredients will make these products appealing to your customers.

Have your servers suggest premium-priced mocktails to customers who order soft drinks.

Promote alternative beverages by offering them at prices that are competitive with regular alcoholic products.

Offer a wide variety of low and no-alcohol products and make sure your customers know these products are available. Advertise them on your menus and tent cards.

Food:

Serving food is one of the best ways you can lower your risk of customers becoming intoxicated. Not only does food delay the absorption of alcohol into the blood, but it generally takes customers longer to drink a round when they are also eating.



Offer free or low-priced appetizers for after work customers. These people may be at especially high risk of becoming intoxicated because they are likely to have empty stomachs.

Try a “hungry hour” promotion with two-for-one snacks.

Train your servers to market food. Offer them incentives for increasing food sales.

Premium upgrading:

Customers tend to sip and savour premium drinks and are less likely to order an excessive number of rounds because of the higher price. Premium upgrading allows you to increase revenues from each drink without increasing consumption.

When a customer orders spirits without a mix, suggest a premium brand. People who prefer straight spirits will likely enjoy better-quality (more-expensive) products. Try this strategy with wine and beer drinkers, too.

Interview and assess:

Chat with your customers before taking their order. Have they eaten? Have they been drinking else-where? Clearly, people who have been drinking must be treated differently from those who have had nothing to drink. You have to decide whether or not to serve them even one drink, and monitor them for emerging signs of intoxication.

Don't invite trouble in:

Train your door staff to recognize the signs of intoxication and refuse entry to anyone who has had too much to drink.

House policy:

Develop, post and enforce a house policy on intoxication. You might print the policy on your menu or on tent cards with a list of your non-alcoholic drink specials.

Appendix IV:

Dishwashing Procedures

The function of the dish washer is to sterilize dishes and utensils, making them free of microbes and bacteria. Each item placed in the machine must be hand scrubbed and basically clean. Allowing the machine to “scrub” the dishes will result in heavy food accumulation in the machine which will spot glassware and silverware.

Operating a dishwasher efficiently requires an efficient system and work flow.

1. Set-up Your Work System

- a. Set up a separate rack for tea glasses, juice glasses, water goblets and coffee mugs. By separating each type of glassware, clean glasses can be taken directly from the rack. Place starter plates of various sizes on the work table as a guide for dish placement.
- b. Set up a pre-soak solution for all silverware.
- c. Set up plenty of scrub pads and a stiff brush.
- d. Position your trash can so you can work smoothly.

2. Efficient Operation of the Dishwashing System

- a. Unload bus tubs.
 - i. Stack plates and bowls individually. It is easier to wash one rack of plates than one rack of assorted plates, cups, etc.
 - ii. Put all glassware and mugs into each individual rack *upside down*.
 - iii. Separate silverware and place in pre-soak solution.
 - iv. Carefully throw out trash so as not to lose silverware.
- b. After you have unloaded one tub, return to the banquet room to clear more tables. Keep stacking dishes until a particular type of dish or glassware is

running low. At that time run only the required utensil. This will allow you more time *on the floor* to clear tables.

- c. Scrub dishes that are to be run through the machine. Remove all food and rinse.
- d. Load racks completely with *one type* of dish or glassware. Run through machine.
- e. Wash silverware separately. Spread out silverware on a flat rack and wash once. The silverware should be placed in individual silverware bin with the eating surface up. Be careful not to overload each silverware bin. Place silver bins in flat rack and wash one more time. Allow washed silver to sit in bins as long as possible so the heat from the utensils will automatically dry them. Then put silverware out at the wait station.

3. Clean the Dishwasher

- a. Drain the water.
- b. Take out food traps and clean thoroughly. Set them out to dry and air out.
- c. Clean the inside edges of the machine doors.
- d. Fill the automatic dishwasher soap dispenser as instructed on the dispenser. Most require that only *dry* dishwasher soap be added to the dispensing hopper.

Pot and Pan Washing

All large utensils, except sharp objects such as knives and slicing blades, should be pre-soaked in hot, soapy water. These sharp objects should be washed, rinsed, dried and stored separately.

Pre-soak and scrape food from all large utensils before placing the utensils open side down in a flat rack. Check with your manager before washing new utensils as some metals will tarnish severely from dishwasher soap.

Steps:

1. Take all large used utensils to rear of the

prep area.

2. Scrape food scraps into a trash can.
3. Pre-rinse the utensils in a pot sink.
4. Fill one pot sink with hot, soapy water by turning on the water and pressing the soap dispenser button.
5. Place utensils in hot, soapy water to soak. *Do not* place sharp objects in pot sinks to soak.
6. Fill a second sink with clean, warm water.
7. If required, add a sanitizing agent to water in the third sin, following package directions on the sanitizer package.
8. Wash utensils with a plastic scrubber. *Do not* use cleaners or stainless steel pads.
9. Rinse utensils thoroughly in the clear water.
10. Dip in sanitizing solution, if required.
11. Place rinsed utensils in a clean sink to dry.
12. Put clean, dry utensils in their storage areas.

Sweeping Floors

Sweep the area systematically, using long, overlapping strokes. Be careful not to raise dust.

In the guest service areas, move any light-weight objects. Sweep into the corners, under furnishings and equipment, and along baseboards.

Sweep dirt into a dust pan, and empty it in a trash container as well as underneath equipment and tables.

Mopping Floors

Mix the detergent solution according to directions. Mop sections separately; clear away movable objects. Dip the mop into the solution and wring it until it is almost dry. Clean the floor with even, overlapping strokes from side to side using enough pressure to loosen and pick up dirt. Do not splash water on walls, equipment or furnishings. Frequently dip the mop in the detergent to remove dirt. Be sure that the corners and the floor around equipment, table legs and baseboards are clean.



Rinse thoroughly with clear water. After the floor has dried completely, replace the objects you removed, and remove barriers you placed to keep guests out of the area.

Empty the mop bucket in the mop sink, and clean and rinse the mop and bucket. Wring the mop as dry as possible and store the equipment.

Steps:

1. Sweep the floor.
2. Prepare a solution of hot water and detergent.
3. Block off the section to be mopped.
4. Remove chairs, trash receptacles, etc.
5. Mop the floor, rinsing and wringing the mop frequently.
6. Rinse the floor with clear water.
7. Allow the floor to air dry.
8. Replace chairs, trash receptacles, etc.
9. Open the section.
10. Clean, rinse and put away the mop bucket.

Appendix V:

Equipment Cleanliness and Maintenance

Cleaning Refrigeration Units

All refrigeration units must be cleaned regularly for efficient operation, for food safety, and to eliminate odours.

Put food in another refrigeration unit with a comparable temperature while you clean and while you wait for the cleaned unit to return to normal operating temperatures.

Be patient when defrosting. Let the frost completely melt. Trying to remove ice with sharp objects may puncture a refrigerant line.

Specific instructions for cleaning each unit are listed below:

Steps:

1. Units to be defrosted should be turned off at the electric panel control box.

2. Move all food to another refrigeration/freezer unit.
3. Put large chunks of ice in the sink. *Do not* use metal objects to loosen ice.
4. Remove parts, wash them in detergent solution, rinse them thoroughly in clear, hot water, and dry them.
5. Wash the inside surfaces and gaskets with a detergent solution, rinse them thoroughly, and dry them.
6. Replace all parts.
7. Turn the unit on and allow it to return to its operating temperature.
8. Clean the outer surfaces.
9. Empty and clean the drip pan.
10. Replace thermometers.
11. After it returns to the proper operating temperature, replace the food in the unit according to stocking specifications.

Cook's Reach-In Freezer

1. *Turn the unit off at the electric panel control box before cleaning.*
2. Remove frozen food from reach-in freezer and place in walk-in freezer.
3. Remove any frost accumulation from all inner surfaces of the reach-in freezer. *Do not* use any metal tool or one that can scratch or penetrate the walls of the reach-in freezer.
4. Thoroughly clean all inner surfaces.
5. Thoroughly rinse all inner surfaces with clear water to remove all cleaning solution. It will be necessary to rinse these surfaces several times.
6. Thoroughly dry all surfaces with a clean dry cloth. Make certain *all* traces of moisture are removed.
7. Replace thermometers.
8. *Turn reach-in freezer electrical current back on* at the electrical control box. Allow freezer to return to proper temperature.
9. When proper temperature has been reached in the reach-in freezer (0°F), remove the frozen foods from the walk-in freezer and replace in the reach-in freezer.



Ice Machine

Occasionally it will be necessary to clean the interior surfaces of the ice machine. This is to be done on a schedule determined by management.

Steps:

1. Remove the sliding doors which give access to the ice bin.
2. Remove as much ice as possible from the ice bin. Melt remainder with water.
3. Thoroughly clean the interior of the ice machine bin.
4. Rinse the interior of the ice machine bin thoroughly. It will be necessary to flush all surfaces several times with clear water to remove all cleaning solution.
5. Pour several buckets of hot water directly through drain line in bottom of ice bin to clean and flush the drain lines.
6. Replace sliding door.
7. Clean and polish all exterior surfaces with damp cloth followed by a dry cloth.

Milk Dispenser

1. Open door. Remove all frost accumulations from interior surface.
2. Clean and dry interior surfaces thoroughly.
3. Remove milk dispensing valve. Clean thoroughly. Replace.
4. Close door. Clean exterior of machine with soft damp cloth, dry and polish with soft dry cloth.

Ice Cream Freezer

1. Turn the unit off at the electrical panel control box before defrosting.
2. Remove lids for ice cream freezer box.
3. Remove ice cream containers from ice cream freezer box. Place in walk-in freezer until ice cream freezer has been returned to service and has returned to proper temperature - 0°F.
4. Remove any frost accumulation from the sides and/or bottom of the ice cream freezer

box interior. Do not use any metal tool or one that can scratch or penetrate.

5. Thoroughly wash the inner walls of the ice cream freezer box with a detergent solution.
6. Thoroughly rinse the inner surfaces of the ice cream freezer box with clear water, to remove all traces of the cleaning solution. It will be necessary to rinse these surfaces several times.
7. Thoroughly dry all inner surfaces of the ice cream freezer box with clean dry cloth.
8. Allow ice cream freezer box to remain open and uncovered until all traces of moisture are gone.
9. Clean the lids of the ice cream freezer box. Do not run through dish machine. Dry thoroughly. Extra care must be taken in cleaning the rubber gaskets around the edges of the lids.
10. Clean the outer surfaces of the ice cream freezer box with a damp cloth. Dry and polish with a clean dry cloth.
11. Replace lid (s) on ice cream freezer box.
12. Replace thermometer.
13. Turn ice cream freezer box electrical current back on at the electric panel control box.
14. Allow freezer to return to correct temperature.
15. Remove ice Cream containers from walk-in freezer and return to the ice cream freezer box.

Cleaning Rest Rooms

The public rest rooms are often the first facility many guests visit. Proper cleanliness will ensure a good first impression for all our guests. Because of the frequent use of the public rest rooms, they should be checked at *least every two hours for cleaning*.

Before beginning to clean rest rooms, prop the door open. Clean all surfaces with the specified cleaning solution, following the steps outlined below.

Steps:

1. Using the toilet brush, scrub the surface of the toilet and urinal.
2. Clean walls, vanity and sink with a cloth and all-purpose cleaner.
3. Clean the mirror with a cloth and glass cleaning solution.
4. Sweep and mop the floor.
5. Refill (as needed) the paper towel, tissue and soap dispensers.
6. Initial the checklist when cleaning is complete.

Cleaning Equipment

Food Slicer. *This piece of equipment should not be operated or cleaned by employees under the age of 18.*

1. Following directions for each individual slicer, disassemble slicer.
2. Thoroughly clean and dry all parts. Do not run through dish machine.
3. Thoroughly clean the base where electric motor is located. Do not allow any moisture to enter the base. Dry and polish with soft cloth.
4. Sharpen slicer blade once a week, or more often if needed.
5. Reassemble the food slicer.

Table Mounted Can Opener

1. Remove cutting section from base by pulling straight up from table.
2. Thoroughly clean all can opener parts. Use soft brush if necessary to remove any foods or other materials from all surfaces.
3. Thoroughly clean base attached to the table.
4. Reassemble can opener.

Bread Rack

1. Use for bread only. Do not allow clothing, purses, etc. to be placed on the bread rack.
2. Clean one shelf at a time, beginning at the top shelf.
3. Remove all bread from shelf. Thoroughly clean and dry shelf. Return bread to shelf.
4. Do next shelf down. Continue one shelf at a

time until all are done.

Sinks

1. All sinks in the prep area must be kept clean at all times. Each has its own use. Do not use for any other purpose.
 - a. Three (or 4) compartment sink - for washing dishes in an emergency, cleaning pots and pans, washing produce.
 - b. Mop sink - For disposing of mop water, cleaning and rinsing floor mops, and other heavy duty cleaning not connected with food and/or food utensils.
 - c. Hand sink - For employees to wash hands. Dispensers must be supplied at all times with soap and towels.

Cleaning Kitchen Equipment

The cleaning of cook's equipment is assigned to cooks. However, should you be needed to assist, the following procedures will serve as a guide:

Grill Hood

1. Pull filters one at a time.
2. Wash filters in dishwasher.
3. Allow to drain and dry for five (5) minutes.
4. When dry, replace in proper position.
5. Do each filter in turn in the same manner.
6. Remove return air grates (across the hood).
7. Use pre-rinse spray at dish table to rinse thoroughly.
8. Wash return air grates in dishwasher.
9. Allow to drain and dry for five (5) minutes.
10. When dry, replace in proper position.
11. Remove grease drip pans and grease trough. Empty into trash can.
12. Take grease drip pans and grease trough to pot sink in back prep area and wash thoroughly.
13. Dry thoroughly and replace.
14. Clean all other hood surfaces and polish with clean, dry cloth.

Two Burner Gas Stove



1. Remove grate over each burner.
2. Clean with a bristle brush (*Do not* use a wire brush).
3. Wash thoroughly in pot sink in back prep area.
4. Remove grease drip pans and clean thoroughly in pot sink.
5. Dry all parts and replace.

Char-Broiler

1. Shut down and allow to cool thoroughly.
2. Remove broiler plates (grill). Soak in the pot sink in the kitchen.
3. Scrub and clean thoroughly with wire brush.
4. After broiler is completely cool, brush away any debris on elements on broiler with (not wire) brush.
5. Raise elements and thoroughly clean inner surfaces of broiler.
6. Remove water drip pan. Clean thoroughly in pot sink. Dry. Refill with proper amount of water and replace. Return broiler to service.

Deep Fryer

This piece of equipment should not be operated by employees under the age of 18. Proper attention must be paid to the deep fryer at all times. The following procedures should be followed by all personnel.

1. Floating particles must be skimmed off constantly, before they have a chance to settle.
2. Grease must be filtered at least once each day.
3. Grease must be changed on a schedule to be determined by management, based upon hours of operation of deep fryer and intensity of use.

Filtering

This procedure is off limits to employees under the age of 18.

1. Turn deep fryer off. Allow grease to cool.
2. Dip as much grease as possible from the

fryer kettle. Pour through filter cone.

3. Remove grease pan from fryer and filter remainder of grease through filter cone. (Grease must be cooled before being filtered.) Do not attempt to move grease pan from fryer alone.
4. Thoroughly clean grease kettle. *Do not* use metal cleaning pads. *Never use any chemical cleaning compounds in the grease kettle. Never under any circumstances, clean the grease kettle with soap or detergent.* (Soap causes grease breakdown.)
5. Return clean kettle to fryer. Refill with filtered grease.
6. Turn fryer thermostat to 200°F until that temperature is reached. Next, turn thermostat to 275°F until that temperature has been reached. Finally, turn the thermostat to 350°F until grease has been brought to the proper temperature. *Do not attempt to cook anything in grease until it has been brought to 350°F.*

N.B. To thoroughly clean kettle, after emptying kettle of grease, rinse out, fill with water. Return to fryer, bring fryer temperature up to 350°F slowly. Add approximately one-half box baking soda (small household size box). Boil 3 - 5 minutes. Let cool. Empty. Rinse. Dry.

Flat Grill

1. With grill at 350°F, use a grill brick (an abrasive block made for this purpose) to clean the flat grill. Rub the grill brick across the grill in the direction of the polish lines (grain) of the grill.
2. When all carbonized food and oil have been removed from the grill with the grill brick, particular attention must be given to the corners, edges, etc.) use the flat scraper to scrape all debris into the grease trough.
3. Using a damp towel, remove all traces of the carbonized material which have been loosened from the grill surface by the grill



brick.

4. Wipe over entire grill surface with an oiled towel.
5. Using the grill screen, go over the entire grill surface, removing any debris left by the grill brick and “polishing” the grill surfaces.
6. Using a damp towel, thoroughly clean the grill. Make certain that all traces of carbonized material are removed. (Any traces which are left will adhere to food being cooked when the grill is returned to service).
7. Spread a *very thin coat* of oil over the surface of the grill and allow it to sit a few minutes. This will re-season” the grill.
8. Do not cook on the grill until the following steps have been taken:
 - a. Remove the grease catch pan and empty into the grease drum located outside. *Never empty the grease pan into a drain line or into the trash can.*
 - b. Thoroughly clean grease pan. This should be done in the pot sink.
 - c. Dry the grease pan thoroughly and replace.
9. Grill is now ready to return to service.

As a utility person you will be responsible for the cleanliness and maintenance of all filters and fixtures. The following procedures will assist you:

Light Fixtures

Before cleaning electrical fixtures, turn the lights off and allow them to cool while you assemble the cleaning supplies.

Handle all fixtures carefully. Make sure all fixtures are firmly resting in their opening when reassembling them.

Be certain to clean all of the fixtures; for example, the chains of the hanging lights. Use glass cleaning solution on all parts except bulbs, which must be cleaned with a dry cloth only. Moisture against a hot or warm bulb can shatter

it.

Steps:

1. Turn off the lights to be cleaned.
2. Assemble cleaning supplies.
3. Secure a well-balanced.
4. Take the fixture apart if necessary.
5. Clean inner and outer surfaces with glass cleaning solution and a soft cloth. Remove stubborn deposits with a little detergent solution on a cloth, then reapply glass cleaning solution.
6. Dry with a clean, dry cloth.
7. Wipe the light bulb with a dry cloth only.
8. Reassemble the fixtures.
9. Put away the ladder and cleaning supplies.

Lights over Equipment Line

1. Grasp edge of light fixture carefully and gently pull fixture down and away from the ceiling surface. Handle fixture with care. Glass will fall out of the holder if not handled carefully.
2. Clean glass and holder with glass cleaner and soft cloth. Clean both inner and outer surfaces.
3. Dry with clean dry cloth. Make certain that all streaks and smears are removed.
4. Return fixture to proper place, handling with care. *Make certain that fixture is firmly reset in opening.*
5. Clean each light fixture in the same manner.

Hanging Lamps

1. Wipe light bulbs with soft *dry* cloth only.
2. Clean chain with soft cloth and glass cleaner.
3. Clean any outer surfaces with glass cleaner and soft cloth.
4. Make certain that all surfaces have been thoroughly cleaned.

Cleaning Filters, Traps, and Drains

Traps and filters separate solid particles or

impurities from liquids or gases so that systems remain unclogged.

They must be cleaned regularly to function efficiently.

Filters, traps and drains are located on refrigerators, freezers, beverage dispensers, ice cream freezers, ice machines, microwave ovens, grill hoods, dishwashers, and sinks. The same steps are required to clean all filters, drains and traps.

N.B. If filters are washed in the dish washing machine, they must be the last item washed, and the machine thoroughly cleaned.

Filters and Traps

1. Remove filters from frames.
2. Vacuum, brush or shake deposits from the filters.
3. Wash filters in hot water and detergent, or the dishwasher.
4. Rinse, drain and dry them.
5. Replace the filters.

Drains

1. Flush drains with hot water at least once each shift.
2. If necessary, the *manager* will oversee you cleaning the drains with a chemical solution.

Cleaning Stainless Steel and Chrome Surfaces

Clean stainless steel surfaces using the following steps. The surfaces are generally permanent fixtures or are non-immersable appliances which must be washed in place. Do not allow water to enter electric motor housings, heating elements or electrical connections. Sometimes equipment can be taken apart and immersed in hot, soapy solutions for cleaning. Do not soak any sharp items.

Make sure that no cleaning solution splatters or drips into the food.

Steps:

1. Wipe off loose deposits with a damp cloth. Do not use any abrasive pads or cleansers.
2. Scrub with hot water and detergent.
3. Remove stubborn deposits with a plastic scrubber.
4. Rinse with clean water, and polish with a dry soft cloth.

Booths, Tables and Chairs, etc.

1. Clean all surfaces thoroughly with soft damp cloth. Dry thoroughly.
2. Clean in the following order:
 - a. Top of centre divider.
 - b. Booth backs, then seats. Extra care must be taken to make certain all debris is removed from between the booth back and seat.
 - c. Wall ledge at back of booth (next to wall) (or window sill).
 - d. Table top.
 - e. Table edges.
 - f. Underside of table.
 - g. All outer wood edgings of booth seats and backs.
 - h. Follow same procedure in cleaning free-standing tables and chairs. Ensure that chair rungs and legs are clean.

Removing Trash

All trash cans in the entire restaurant area must be emptied at the end of your shift, and as needed. Never leave trash in the restaurant overnight.

Plastic liners should be utilized in all trash cans. Make certain there are proper sizes for each trash can.

Steps:

1. When trash needs to be emptied, take a hold of the trash can liner at the top. Lift up slightly, and shake the trash down. Set the bag back down.
2. Tie the bag at the top, using opposite corners



of the top of the bag.

3. Remove from trash can and carry to dumpster.
4. Clean trash can as described below.
5. Allow trash can to dry, and place a liner inside, folding the top over the top of the trash can.

Washing Trash Cans

Rinse cans with hot water from the faucet at the can wash area. Because liners are used, the cans are usually not dirty. If cans are dirty, use detergent solution to clean them. After rinsing or washing the can, pour out excess water. Dry the cans, then put in a clean liner.

Storage

As a utility person you should be aware of proper food storage requirements as you may be required to assist in stock storage.

1. Dry goods are marked with the current date and stored on the back end of the shelf. This allows the oldest stock to be used first.
2. Frozen items are also dated and stored in the walk-in freezer in the same fashion.
3. Food should never be stored in tin cans.
4. Refrigerated and frozen foods must always be covered.
5. Spoons, scoops, ladles, etc. must never be left in stored food.
6. Food spoils and becomes dangerously infected with bacteria when the temperature of the food is between 41°F and 140°F. This is known as the “danger zone”.
7. Never place cases or crates in the floor of the cooler or freezer. All food must be at least 6” from the floor.

Filling Ice Chest

The ice chest must remain filled at all times. When the ice chest gets low, bring ice from the ice machine in a stainless steel bucket which is used only for this purpose. Always use the ice scoop to transfer the ice. Do not use plastic

containers because they can harbour bacteria that can contaminate the ice.

Steps:

1. Scoop ice from the ice machine into a stainless steel bucket with an ice scoop.
2. Place ice in the ice bin. Make sure the bin is covered.

Servicing the Soft Drink Dispenser

One employee is usually assigned to check the syrup tanks and CO2 tank at least once daily. But a tank may become empty any time, and must be replaced immediately.

If you think a tank is low or empty, check the tank levels. The tanks are usually located in a storage area. If the soft drink consistency changes, suspect a low or empty tank.

Syrup Tanks

Shake the syrup tank. If it is empty, disconnect it and replace it with a full tank. The line can be disconnected by hand.

After the full tank is hooked up, bleed the lines by dispensing the beverage until its consistency is normal. Colour will often indicate a proper mix. Taste the beverage if you are in doubt.

CO2 Tanks - Employees under the age of 18 should not change CO2 tanks.

CO2 (carbon dioxide) provides “fizz” to soft drinks. Beverages will taste flat if the CO2 tank is low or empty.

Changing the CO2 tank requires more care than changing syrup tanks because the gas is under pressure. Fittings and couplings are made to withstand heavy pressure. *Always be sure that the tank is secured in position and can't fall over.* Be careful not to drop full and empty tanks. The tanks should always have a chain secured around them to prevent accidental tipping.

Full cylinders have been known to fall over,



breaking the valve, and the escaping gas has propelled them like a rocket several hundred yards. *These tanks can be extremely dangerous.*

Always close the valve before changing a tank. Watch the pressure gauge to be sure it moves to zero when the valve is closed.

After the valve is closed, use a wrench to disconnect the hose. When the new tank is securely in place, connect the line. Then slowly open the valve. Check for leaks, which are usually indicated by a hissing sound. A tank may be leaking when pressure will not increase.

Close the valve and check the connecting line. Often the washer in the coupling will be missing or will be set improperly. Tighten or replace the washer, reconnect the line, and open the valve again. If the leak persists, turn the valve off and contact your soft drink dealer. The dealer will come and fix the line.

Steps:

1. Check the status of the syrup tanks.
2. If a tank is empty, change it:
 - a. Disconnect the empty can.
 - b. Remove the empty tank from the rack.
 - c. Place a full tank on the rack and secure the tank in position.
 - d. Connect the lines to the full tank.
 - e. Store the empty tank.
 - f. Press the dispensing lever and allow the beverage to flow until it reaches its normal consistency.
3. Check the gauge on the CO2 tank to determine status.
4. If the CO2 tank is empty, change it.
 - a. Close the tank valve.
 - b. Disconnect the hose using a wrench.

N.B. Do not drop or damage the valve

- c. Connect the line to a full CO2 tank.
- d. Make sure a chain is connected around the tanks to prevent them from falling down.
- e. Turn the tank valve slowly until it is full

- open.
- f. Check the line for leaks.
- g. Check the pressure gauge to make sure the pressure is correct.
- h. Store the empty CO2 tank. Do not drop it in any way.
- i. Build up line pressure by pressing the soda button on each dispenser.

Filling the Milk Dispenser

If allowed by health regulations, your restaurant will have a milk dispenser. It must always be clean and working. Clean and fill the milk dispenser at the same time.

Before changing the sack, make sure it is really empty. Sometimes milk gets caught in folds and the flow is pinched off. Lift the plastic sack and let any milk flow downward.

If the sack is empty, change it according to the steps outlined below. Save the hard plastic holder, because it is returnable.

Steps:

1. Make sure the thermometer needle is in the green zone.
2. Lift the plastic sack to make sure no milk is left.
3. If the sack is empty, pinch off the dispensing hose above the dispensing handle.
4. Remove the hard plastic holder and sack.
5. Store the holder and discard the sack.
6. Clean the inside of the dispenser.
7. Clean the dispenser handle.
8. Get a full container of milk from the walk-in refrigerator.
9. Place the container in the dispenser with the hose facing the front at the bottom.
10. Thread the hose through the handle and replace the handle.
11. Close the handle and cut the hose at the angle and length specified by local health laws.

The Cappuccino Machine



The Cappuccino machine has undergone numerous repairs, partly as a result of a lack of regular maintenance. Following these guidelines should ensure proper function and the quality product it was designed for.

Morning Staff

Daily Flushing of Filters

1. Remove filter from one of the coffee holders and replace it with the blank filter (the one without the holes).
2. Screw it in as usual as if you were making a coffee. Hit the manual on and off function on the touch-pad 10 times in a row. This will flush any oils and coffee residues left in and around the filter.
3. Unscrew the holder. Rinse it out and repeat this procedure with the other dispenser.

Day and Night Staff

Bleeding the Steamers

1. Before using the steamer to heat milk, turn it on for a second to blow out the water in the line.
2. After steaming the milk, turn it on again to blow out any milk left in the steamer tube. If this is not done after each use, residual milk left in the tube will eventually end up in the water reservoir, turn sour and affect the flavour of every cup you make.

Day Staff

Weekly Cleaning with Special Detergent

1. Replace filter in handle with blank. Add one spoonful of Euro Milan Coffee Detergent and screw into dispenser. Press single cup on the touch pad and wait until it cycles. Repeat this several times until soap has dissolved fully. Remove and rinse holder. Repeat for other dispenser. Flush both dispensers several times with no holder in place to remove any soap residue. This procedure should be done once a week.

Day Staff

Weekly Draining and Refilling of Boiler

1. Turn bottom right knob to “0”.
2. Turn on hot water dispenser on left side and let the water run until the reservoir is empty. Turn knob to “1” to refill tank. Check water level gauge to confirm it is full.
3. Turn knob to “2” to heat water reservoir to working temperature, about 20 minutes. This procedure should be done once a week.

Leave handles in place in dispensers when not in use. This helps to keep washers in dispensers from drying out.

Appendix VI:

Safety Guidelines

Note: It is extremely important that you read the Health and Safety Manual and the Fire Safety Plan in your Staff Manual. The material contained below is a supplement.

Safety

Safety should be foremost in every employee's mind at all times. Proper procedures should be enforced, in order to minimize the danger of accidents. If you are under 18 years of age, you are forbidden to operate any of the following:

- a. Operating or cleaning the slicer.
- b. Operating or straining the deep fat fryer.
- c. Changing CO₂ tanks.

Below are some recommendations for restaurant operations which will aid in safer conditions.

1. Before moving containers of hot liquids, be sure you have a clear, solid place to put them. Also be sure that you have a clear passageway, to eliminate the possibility of bumping into someone.
2. Do not allow handles of any cooking utensils to protrude over the edge of the cooking area. Turn them sideways to avoid having them accidentally struck by someone and causing burns from the

- spillage of the hot contents.
- 3. Take care in stacking canned and boxed foods, so they will not fall. Place the larger and heavier objects in the lower sections of shelves and bins.
- 4. Swinging doors should be opened slowly, and personnel should always take care when using the swinging door.
- 5. No employee will be allowed to operate any mechanical, electrical, or gas forced equipment until he/she has been instructed in its use, and authorized to operate it by the manager.
- 6. Tools such as knives and other sharp utensils must be kept in a rack when not in use. These tools must be kept well sharpened. *Never place knives or other sharp tools in a drawer.*
- 7. Safety guards provided on machinery must *always* be in place on the machinery. When a safety guard is removed for the purpose of making repairs or cleaning, replace it before the equipment is again put into operation.
- 8. Kitchen floors must be checked constantly for areas where the floor is slick, and where slipping could occur. A slick or hazardous floor condition must be corrected and/or reported to your supervisor.
- 9. All storage facilities for food stuffs, etc., must be checked frequently to insure good housekeeping.
- 10. All kitchen and restaurant personnel are required to wear low heeled shoes with non-skid soles.
- 11. Employees must be instructed to report any faulty switches, frayed electrical cords, or any machinery which is defective in any way. (This may be apparent only by the noise which the machine makes.)
- 12. Do not turn on water inlet valves and leave the area while they are on. They must be turned off before leaving the area, even if leaving only for a moment.
- 13. Watch for wet slippery floors. Do not walk in an area which has just been mopped, until it has dried. Stand by and direct other personnel and guests away from the wet area.
- 14. Any spillage must be cleaned up *immediately*.
- 15. Keep glassware away from ice bins, *use ice scoop*. Avoid using glassware in the preparation of food.
- 16. Rest rooms must be given constant housekeeping and maintenance checks.
- 17. All public aisles and floor space must have continuous housekeeping.
- 18. Dishes must be placed securely in bus tubs so they will not slip or fall while the bus tub is being carried to the dishwasher.
- 19. When mats or runners are used on the floor during inclement weather, insure that they lie flat on the floor and are free from loops. Do not use cardboard or collapsed cartons on the floor.
- 20. Constantly monitor dishwasher temperatures and dish, utensil, and cookware appearance to ensure proper sanitation.

Hand Washing and Gloving for Food Protection

The effectiveness of hand washing in preventing the contamination of foods, by the hands of workers, is well established. Even in the medical field, hand washing has been universally accepted since 1847 as a means of reducing the movement of bacteria from one patient to another. Present regulations in the food industry require hand washing and good personal hygiene, along with the use of tongs and other utensils to prevent the transfer of dangerous germs to food. However, studies have shown that in general compliance to proper hand-washing and gloving procedures is poor!

In the food industry the value of gloving is assumed, but has not been scientifically proven.

Is the use of latex gloves an adequate barrier

to prevent food contamination? Unless correct hand washing steps are followed, together with proper gloving procedures, the use of gloves may actually increase the risk of bacterial being added to the things we eat.

Because gloves become contaminated when they are put on, the use of gloves alone, without hand washing, does not protect the food from being contaminated by the food service worker. Hand washing is safer than gloving. But if gloves are going to be used, **hand must be washed first**.

Guidelines That Should Be Followed

If latex gloves are used in food handling, these guidelines should be carefully followed by food service personnel.

1. Gloves should be used as an addition to, not a substitute for, hand washing.
2. Disposable gloves should be used only once and never be washed for reuse.
3. Gloves should be changed after completing each individual food preparation task.
4. In the service area, new gloves must be used for each client. **Remember to wash the hands every time before putting on the gloves!**

When these points are not followed, the probability of food contamination is increased. The use of gloves may be visually pleasing to your guest but it can just as easily lead to a costly food poisoning if proper procedures are not followed. Hand washing is your best defense in stopping germ transfer to the food you serve. The public will notice you carrying out this good personal hygiene practice too. It's actually more economical AND safer.

How Do You Know When A Food Has Been Cooked To A Safe Temperature?

Use a probe thermometer to insure that adequate temperatures have been reached.

Safe internal cooking temperatures are:

For all poultry/stuffing: 74°C

Other ground meats: 68°C
 Pork (other than ground meat): 66°C
 Other hazardous foods: 60°C

How do you know the thermometer is registering the correct temperature?

Calibrate the thermometer from time to time especially after it has been dropped.

Appendix VII:

Catering Glossary

Booster Seat. A small chair-like seat which sits on a chair or in a booth, to bring small children up to table level.

Bus Tub. A rectangular hard plastic container, generally used for holding used dishes, silverware, glassware etc.

Char-Broiler. Equipment used to cook foods by direct (flame) heat.

CO₂ Tanks. Metal tanks containing carbon dioxide, connected to the soft drink dispensing system, which gives soft drinks their carbonation (fizz).

Cold Cups. Paper or plastic cups or glasses used for holding cold drinks for take-out orders.

Concentrate. A liquid or powder which must be diluted according to directions to reach the correct strength.

Condensation Pans. Pans located in refrigeration units which collect and hold moisture which accumulates when cold and warm air mingle.

Condiments. Flavourings, sauces, etc. which accompany foods, i.e., mustard, catsup, jelly, crackers, tartar sauce, etc.

Cook's Station. The area in which the person cooking works: char-broiler, flat grill, two-burner stove, sandwich unit, toasters, waffle irons, meat drawers, etc.



Cutting Board. A board placed on the cook's station or used in the prep area to place foods which must be cut.

Deep Fryer. Equipment which holds a large amount of cooking oil into which foods are immersed for cooking.

Dispenser. A machine which holds foods or beverages, and which releases them into a container by pressing or pulling a lever or button.

Entree. The main course of a meal.

Filter. Paper or other material used to strain (filter) liquids or air to remove foreign substances.

Filter Basket. A removable basket, with a handle. A coffee filter and ground coffee are placed in it and it is placed in the coffee maker prior to brewing the coffee.

Flat Grill. A flat, heated, metal surface on which foods are cooked.

Garnish. An item used to make a food serving more attractive, such as parsley, orange slice, etc.

Gasket. A rubber edging for doors, drawers, etc., which limits the exchange of air between the interior and exterior.

Grill Brick. A brick-shaped block of cleaning materials, used to remove carbon deposits from the flat grill.

Grill Scraper. A spatula shaped utensil, used for scraping carbon deposits from the flat grill.

Guest Check. The printed form on which guest's food orders are written, and the amount of the purchases recorded for presentation to the cashier.

Guest Check Book. A specified number of guest checks, sequentially numbered.

High Chair. A small chair on tall legs, with a tray attached, for holding infants and small

children for feeding.

Holding Tank. A tank located in dispensing machines which holds the product or concentrate which the machine dispenses.

Ice Chest. A container located in the counter which holds ice.

Ice Machine. A large freezing machine, which makes and holds ice.

Ice Scoop. A metal utensil, shovel shaped, used for handling ice.

Ladle. A cup or bowl shaped utensil, with a long handle, used for dipping up liquids.

Lettuce Liners. Out leaves of lettuce used to decoratively line dished such as coleslaw, placed in bowls or on plates, and other foods placed on them.

Line. (i.e. cook's line) The equipment and foods necessary for the proper cooking and plating of foods.

Microwave Oven. A cooking, heating method using microwaves to cook and or heat.

Mixing. Blending together the ingredients of a given food item.

Monkey Dish. A small round bowl. May also be called fruit dish, nappy etc.

Order. The foods and beverages requested by a guest and written on the guest check.

Overflow Tray. A tray, usually removable, located at the lower front of a dispensing machine which catches drippings.

Plastic Utensils. Plastic knives, forks, spoons, etc., packaged with carry-out order.

Plastic Film, Or Film. A thin clear plastic, usually found in rolls, used to cover and wrap foods for storage.

Pot Sink. Sink (s) located in the rear prep area which are used for washing pots and large



utensils. Usually a series of three or four sinks.

Residues. Materials which are left when the bulk of material is gone. Splatters, drips, crumbs, etc. are residues.

Salad Station. The area where all prepared salad ingredients are kept.

Scale. Equipment used to determine the weight of a product.

Scrap Sink. A sink located on the used dish table of the dish washing machine, into which all scraps left on utensils are scraped prior to the dish being placed in the dish washing machine dish rack.

Service Area. The assigned area in which the food server is designated to serve guests and attend to side duties.

Server's Station. The cabinet, shelf, etc., which contains those items needed by the server for completion of guest service: i.e. condiments, bus tub, booster chair, etc.

Side-Order. A food ordered as an accompaniment to an entree, such as onion rings, French fries, etc.

Side Work. Cleaning, stocking, prep work, etc., duties which a food server and cook must perform when not serving guests.

Skimmer. A long handled, perforated spatula-like object, used for removing foreign materials from a liquid, such as debris from the fryer.

Slicer. Equipment used to cut food into thin slices.

Soup Station. The area where the soup pots are located.

Soufflé Cups. Small paper cups, usually fluted, which hold condiments and sauces.

Spatula. A long handled utensil, with a flat, broad base, used for turning foods.

Syrup Tanks. Cylindrical metal tanks containing the syrup concentrate which is fed into the soft drink dispenser.

Table Dispensers. Containers for holding sugar packets, salt and pepper, etc.

Thawing. To allow a product to change from a frozen state to an unfrozen state.

Ticket Bar. A metal bar, with clipping (holding) action, where guest checks are placed while the cook prepares the order.

To-Go. Orders which will be taken away from the restaurant to be eaten.

Traps. Filtering systems which catch foreign materials.

Underliner. A plate or saucer used under another dish when it is served.

Utensils. A term used to designate such items as dishes, silverware, pots, etc.

Vendor. The firm from which supplies are purchased.

Walk-In Freezer/Refrigerator. Large freezing and refrigerated units into which a person can walk.

Wedge. A term used to designate a particular cut of tomato, lemon, etc. Item is cut from stem to blossom end, and then into the number of wedges designated.



Sun Paradise Hotels Management Tibubeneng | Kuta Utara | Bali | Indonesia

Acknowledgement of Receipt of Food & Beverage Manual

I acknowledge that I have received my personal copy of Sun Paradise Hotels Management International's Food & Beverage Manual. In consideration of my employment with the Hotel, I agree to read, observe, and abide by the conditions of employment, policies and rules contained in this manual. I understand this manual is designed for quick reference and general information and sets forth many but not all of the Hotel's policies and guidelines under which the Hotel operates. I also acknowledge that this manual is not in any way intended as a contract of employment.

I understand that the policies and procedures described in this manual are for the purposes of the information only and may be amended or modified by the Hotel at any time, with or without prior notice.

Employee Signature

Date

Manager's Signature

Date