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SPHM
HOSPITALITY

SPHM – HOSTESS TRAINING MANUAL



By: | Agustinus Agus Purwanto, SE MM



Hostess Training Manual



Hostess Training Manual

Training Schedule:

Day One: Orientation

- ☞ Handbook
- ☞ Tour of Restaurant
- ☞ Paperwork
- ☞ Training Schedule
- ☞ Follow Shift: Learn how to greet guests, review specials, table numbers.

Day Two: Phone Use

- ☞ How to answer the phone
- ☞ How to make a reservation
- ☞ How to answer certain questions (*most frequently asked questions guide)
- ☞ Transfer calls, place them on hold, call screening
- ☞ Hold etiquette
- ☞ **Test One**-Basic “Handbook” knowledge, restaurant layout, management etc.

Day Three: Phones & Greeting in action

- ☞ How to handle a take-out
- ☞ How to ring items into Micros
- ☞ How to take payment
- ☞ Gift Certificates, how to ring them in
- ☞ Opening and Closing duties
- ☞ **Test Two**-Phone etiquette, reservation etiquette, most frequently asked questions.

Day Four: Follow Shift

- ☞ Cash out/Beige box
- ☞ Opening and closing
- ☞ Frequently asked questions (again)
- ☞ **Test Three** – Cash-out questions, opening/closing questions.



Day 1

1. Welcome Statement and Introduction

On Behalf of the Daniele family, managers and staff, welcome to Our Main Restaurant. Our motto, "At Our Main Restaurant's, you are not just a customer, you are our special guest", is aimed first towards our loyal clientele, and just as importantly, to our staff. Your and your co-workers are an extension of the Daniele family. We take pride in you and what you represent in accomplishing our goals.

Your job is to exceed our high standards in handling the needs and desires of our guests. As you will be at the Front Desk, it is your goal to greet everyone that walks through the front door with a warm, friendly, and sincere HOTEL System and attitude. For that reason, we ask that you take special care in learning the policies and expectations of the front desk and the restaurant in general so that you can confidently communicate with the guests and employees.

We take pride in our efforts to train all of our employees and give them a comprehensive orientation and training package. We want to make sure that you succeed and are empowered to perform the duties of your job to the level that we require of all of our staff.

Training will consist of 4 days of classroom-style training of Our Main Restaurant's standards and information along with 4 on-the-job training shifts. You will be evaluated after each shift by your trainer and the manager on duty. There are three written tests that you will take during the training process. We encourage you to give us feedback on your training. Again, our goal is to have you succeed and enjoy working here at Our Main Restaurant's.

2. Handbook – Policies

3. Tour

4. Front Desk Job Description/Dress Code/First Impression

Your basic responsibilities at the front desk are listed in order of priority:

1. HOTEL System!!
2. Maintain a positive and professional attitude at all times.
3. Greet guests immediately as they enter the restaurant.
4. Always acknowledge the guests as they are leaving the restaurant.
5. Answer the phone by the third ring.
6. Seat guests in the dining room.
7. Maintain the cleanliness outside of the front entrance, at the front desk, in the lobby and the restrooms.
8. Water the plants outside of the front entrance.



Employee Dress Code

All Front Desk employees will adhere to the Our Main Restaurant's Dress Code. Hosts are to wear a black skirt (with hose) or black tuxedo-style slacks, black jacket, black socks and black non-skid, closed toe and heel shoes. A white blouse or shirt is to be worn under the jacket. In addition, a nametag is to be worn on your left side and you are required to have a lighter and pen as part of your uniform. No short skirts or Capri-style pants are allowed. There is an extra jacket available.....see the manager on duty if you do not have your Jacket with you upon arrival.

First Impression

“First impressions are lasting impressions.” We have all heard this saying before, but it needs to be considered seriously. The way you dress, the tone of your voice, grooming and personal hygiene, handshake, eye contact, and body posture have a profound effect on how other people will perceive you initially—in the crucial first few minutes of your conversation.

With an appropriate image and attitude, other people will feel much more comfortable and much more at ease around you, thus making it easier for you to communicate with them. On the other hand, if your image is inappropriate, it will create a roadblock and severely hamper effective communication.

At the Front Desk, you are the “First Impression” that a guest receives about Our Main Restaurant's. Your job is CRUCIAL as to whether or not guests enjoy their dining experience and if they will return again.

As far as guests on the phone, always HOTEL System while you are talking, monitor the pace and volume of your voice. In person, HOTEL System, make eye contact, and listen attentively.

Adaptability is a trait that is a MUST for this job. Adaptable people make the choice to go beyond their own comfort zones in order to make others comfortable. With adaptability, you can treat people the way you would like to be treated, specifically our guests.



5. Managers

- a. General Manager: _____
- b. Finance Director: _____
- c. Food & Beverage Manager: _____
- d. Executive Chef: _____
- e. Director of Operations: _____
- e. Restaurant Manager: _____
- f. Banquet Service Manager: _____

Board of Directors

- _____ : Founders and Owners
- _____ : Commissaries
- _____ : General Director
- _____ : Director
- _____ : Director

Hours of Operation:

High Seasons Hours:	Monday through Thursday 5:00pm until 10:00pm Friday 5:00pm until 11:00pm Saturday 4:00pm-11:00pm Sunday Brunch 10:00am-3:00pm Sunday Dinner 4:30pm until 9:00pm
Low Seasons Hours:	Monday through Thursday 5:00pm until 9:30pm Friday 5:00pm until 10:30pm Saturday 4:00pm until 10:30pm Sunday Brunch 10:00am until 3:00pm Sunday Dinner 4:30pm until 9:00pm

6. Greeting guests upon arrival and exit

The majority of your time will be spent communicating with the guests. It is for this reason that we want you to be familiar with our house policies and language preferences on how to speak with guests.

When a guest walks into the restaurant, you should immediately say with a sincere HOTEL System:

“Good evening/afternoon and welcome to Our Main Restaurant, how may I help you?”

The typical response will be “we have reservations for dinner/brunch” and you reply:

“May I have the name and time of your reservation?”



Once you receive this information, you will say:

“Very well, Mr./Ms. _____, we will have you seated in just a moment.”

If a guest/party does not have a reservation, you will ask:

“May I take down your name and the number of guests in your party? Very well, Mr./Ms. _____, we will have you seated momentarily.”

If we are on a wait for tables in the dining room, respond by saying:

“We should have you seated in _____ minutes. You may enjoy a cocktail at the bar or have a seat in our lounge and we will call you when your table is ready.”

As guests are leaving the restaurant:

“How was your dinner this evening? Thank you for dining with us and we look forward to seeing you again.”

7. Seating

A copy of the Dining Room floor plan is attached. Memorize the table numbers and the table sizes-maximum number of guests to be seated at each table.

Responsibilities of the Seater:

- THE GUESTS NEEDS AND DESIRES COME FIRST!!!!!!!!!
- MYOH at the front desk, always acknowledge each guest with good evening/afternoon
- Check with the manager on duty to see if the stations are ready before seating them
- Check with line supervisor or manager on duty for the featured entrees
- Introduce the featured entrees
- The greeter or manager on duty will tell you where to seat the table
- Escort guests to the table “Your table is ready, please follow me”
- Never seat guests at a table that is sub-standard, not set correctly
- Pull a chair out for the lady at the table
- Stay tableside until all the guests have been seated; if a table change is appropriate, make the switch
- Introduce the server “Deb will be serving you this evening and she will be present with your menus in just a moment. You will notice an introduction to our “_____” on your table (gesturing to the special menu) I’d be happy to make a reservation for you on your way out if you wish.
- Return to the front desk and let the greeter know of any tables that have left the dining room, if you sat a party at a table other than originally planned, or of any problems with the table



- Inform the manager of any challenges or concerns with a table or guest

8. Specials

- Friday and Saturday we have Specials. Make sure you know what each dish is at the beginning of your shift in order for you to describe them to the guests. Also know the prices.
- An example script is as follows: "Tonight we are featuring our 18 ounce Prime Rib from our menu. It is slow-roasted and prepared to your liking. We also have a 12 ounce as well as a 24 ounce, and other steak selections. We have our Brodetto, which is shrimp, clams, mussels, calamari and swordfish over linguini in a seafood sauce. Lastly, we have our Frittura Misto, which is fried haddock, fried calamari, and fried shrimp served with a side of penne marinara

9. Table Numbers-Floor plan included in training packet with table numbers

10. Greeter Responsibilities

- Greet each guest with a sincere HOTEL System and "Good evening, welcome to Our Main Restaurant's, how can I help you?"
- Answer all phone calls by the third ring. Handle all calls according to phone guidelines (which you will learn Day 2)
- Ask each departing guest how their dining experience was and invite them back "How was your dinner this evening? Please come back and dine with us again." Direct any complaint to a manager
- Keep track of server counts and the floor-plan. You are to direct the seater to each table
 1. Seat openers first-two tables each
 2. Would the guest prefer a booth or a table?
 3. Would the guest be uncomfortable at a booth (large or tall guests)?
 4. Business tables prefer to be seated at tables with extra space. Do not seat next to children, loud parties, or unprofessionally dressed guests
 5. Be sure closers have tables at the end of their shifts
 6. An experienced server should never have more than 12-15 guests at a time, maximum 4 tables. Inexperienced servers should never have more than 10 guests at a time, maximum 3 tables
- Check, clean, and re-stock the restrooms hourly. Initial the restroom log and report any severe problems to a manager.
- Count the beige box and follow cash-out procedures (which you will learn Day 4)



In a two host/hostess situation, the opening host is the seater and the closing host is the greeter in the “box.” Opening and closing duties are done daily (Day 3) as well as daily chores which are all posted at the front desk.

Again, your job here at Our Main Restaurant’s is one of the most important. You are the link between the guests and the rest of the restaurant.



Day 2

1. Everything Phones

How to answer the phone:

The proper response when answering the phone: “Thank you for calling Our Main Restaurant’s , this is _____, how may I help you?”

If more than one line is ringing at a time, answer the first one by saying “Thank you for calling Our Main Restaurant’s , could you please hold for a moment? (Wait for the guest to respond)Thank you.” Then answer the other line. ...Always ask! Always wait for a response confirming that they are okay with you placing them on hold.

DINING ROOM PHONE GUIDELINES:

Here at Our Main Restaurant’s we have become primarily a reservation restaurant. It is safe to assume that 80% of our business comes from reservations, both banquet and a la carte. Therefore, it is crucial that reservations are taken seriously and with considerable thought. The following information is to be followed without exception. The owners, the General Manager or the manager on duty are the only ones who can make an exception.

- All of our Dining Room, menus are available on-line at www.OurMainRestaurant.com
- For **Birthdays and Anniversaries** we can:
 1. Have the guest pre-order a bottle of champagne or wine to be placed on the table before they are seated. We have half bottles of Asti for couples.
 2. Put a candle in a dessert and bring it to the table. The dessert is free. We do not sing in the dining room for birthdays.
 3. Have guest bring in a **CAKE OR DESSERT** as long as it comes from a licensed bakery. There is a \$5 cake-cutting fee for parties with less than 5 guests; the fee is \$1 per person for parties of 5 or more.
 4. Have guest order flowers from a florist that can be delivered to Our Main Restaurant’s and placed at the table upon the guest arrival. Must have Florist info and the name and time of the reservation.
- For **Parties of 25 or more guests**, inquiries are to be directed to the Banquet Sales office during the hours of 9:00am to 6:00pm Monday thru Friday, and 10:00am thru 4:00pm Saturday; after those hours the guests should be referred to the manager on duty.
 - Find out the guest’s name and the type of party they are looking to book
 - Direct the call to the appropriate Sales Manager
 - When forwarding inquiries, leave a voice-mail with the Banquet Manager with the guest name and phone number



- Some basic knowledge of the Banquet Sales Dept.:
 1. Banquet rooms accommodate 10 guests up to 250 guests
 2. We have private rooms and an outdoor courtyard
 3. Options include buffet or plated dinner service
 4. Rooms can be booked for breakfast, lunch or dinner
 5. We also do pick-up orders, deliveries, and off-premise events
- We have three special semi-private rooms, which may be reserved for a \$50 non-refundable charge. The charge guarantees the guest the room. When making the reservation, be sure to inform the guest of the charge, take down their credit card information, and place the reservation in the proper room slot on the Open Table system. This will prevent overbooking of the room. Once you place the reservation in the proper slot, you can adjust the time and party size if needed.

The room names and sizes are:

MAIN RESTAURANT ONE: Accommodates up to _____ guests

MAIN RESTAURANT TWO: Accommodates up to _____ guests

MAIN BAR: Accommodates up to _____ guests

On Fridays and Saturdays, due to high guest volume, we book these rooms at or before 5:30pm and at or after 8:00pm. Only a manager can approve a different time. When booking the same room twice in an evening, be sure to give the earlier party a three hour window for their meal. For example, if there is a reservation in the Main Bar at 8:00 pm, book the earlier reservation at 5:00 pm. When booking the rooms during brunch, be sure the party is aware of the two hour window.

Please be sure to indicate in Open Table which room the guest paid for, the name or initials of the host/manager who took the CC info, and the date that the CC charge was run.

Please indicate on top of CC receipt which room the guest paid for, the name of the reservation, the date and time of the reservation, and the date the CC charge was run.

- To re-iterate, **BANQUET AND CATERING** inquiries are referred to the Banquet Sales office Monday thru Friday between 9:00am and 6:00pm, Saturday 10:00am thru 4:00pm, or by appointment. If the call or inquiry is during office hours, take a name and the type of event and check to see if the appropriate Sales Manager is available. If not, transfer the guest to voice-mail.
- Although **Reservations** are not at all necessary for dining at Our Main Restaurant's, we do suggest that guests make them to ensure a table is available within a reasonable time



of their arrival. We use one of the most up-to-date systems available in the restaurant industry today. The system is called the “Open Table” system. It allows us to make reservations here in the restaurant, and also allows guests to make reservations on-line through our website.

The system allows us to make reservation notes, such as birthdays, anniversaries, and special requests (ie: highchairs needed, wheelchair in the party). If you believe we may not be able to accommodate a reservation, please get a manager before sending the guest elsewhere. Only a manager can turn away a reservation. We can also place customer notes in the system, such as “employee” or “VIP”.

This reservation system is designed to make the reservation process simple and customer-friendly. The system is set up according to the capacity of our dining room and times that coincide with estimated turn times of other reservations. When making a reservation, follow the directions and slots that are available according to the system. If the time slot that the guest is looking for is not available, suggest the time closest to that, or ask the guest to hold and get a manager. Common sense dictates that the flexibility of these times is based on traffic of the guests that day. Sunday evening thru Friday evening are fairly flexible. Saturday evening and Sunday brunch are less so.

To enter a reservation into the system hit the “Reserve” button on the screen. Select the appropriate month and day. Select the number of guests and the time desired. Enter the guest’s last name, then first name. Enter a phone number and any notes. Select your initials as the person who entered the reservation. Save the reservation. Once a reservation has been completed and placed in Open Table, confirm the reservation: **“I have your table for 4 reserved on Monday, April 13th, at 7:00pm. Thank you for choosing Our Main Restaurant’s.”**

- For **Dining Room reservations**, check the availability in the Open Table computer. Be cautious when changing capacities or size of parties, as to avoid over-booking or double-booking.
- For **Brunch reservations**:
Reservations for brunch are available between the hours of 10:00am and 2:00pm. The very last seating is at 2:00pm, and the brunch doors usually close around 3:30pm. The dining room price is \$21.95 plus tax for adults, and \$12.95 for children 12 and under. Parties of 4 or less can be booked at any time. Parties of 5 or more can only be booked at 10:00am, 12:00pm, or 2:00pm. This gives larger parties a two hour window to enjoy their meal, and still enables us to accommodate other large parties.
- **Holiday Reservations:**
There is a calendar posted at the front desk of all the Holiday times and prices.



Familiarize yourself with this list. The seating times for major holidays are different than normal seating times. And when taking a reservation for a party of 5 or more, you must take down their credit card info and input it into Open Table.

If the party does not give us 24 hours notice of cancellation, there is a \$50 charge that will be placed on their credit card. NOTE: Only on holidays!!

- **Gift Certificates** are available for purchase in person, online, or over the phone. Any dollar denomination is available. For telephone orders, there is a form at the Front Desk that needs to be filled out at the time of the phone call, and then placed on the Receptionist desk in order to be mailed. Do not run CC or write the gift certificate. The accounting office will take care of it. Just make sure the form gets down to the office at the end of the night.

In person, write out the gift certificate for the desired amount. If the guest is paying with cash, the G.C. gets rung into Micros. If the guest is paying via CC, the CC is swiped thru the Hyper-com which is at the Front Desk. The payment receipt is then stapled to the carbon copy of the G.C. and placed in with the Front desk work.

- Any items on the menu are available for **Take-out**. There is a take-out order form placed at the front desk. Take down the name and phone number, and write down the order. Each dinner entrée comes with a house salad or minestrone soup. Orders with 2 or more entrees receive a free bottle of our house wine. Ask the guest if they would like Red or White and write it on the order form. Ring the order into Micros, and hang the form in the kitchen. Make sure that each take-out order has a bag of dinner rolls with butter, cheese, and oil for each entrée. Check with the guest to see if they need any silverware. Let the guest know on the phone that the order will be ready in 30 minutes.
- We **do not accept personal calls for employees** or take messages. If it is an emergency, get the manager on duty.
- Jars of Our Main Restaurant's **pasta sauce** are available for purchase at the Front desk. The price is \$3.99 per jar. **Cookbooks** can also be purchased for \$14.95 plus tax. These items must be rung into Micros, and they are both located under the "Other Stuff" button on the home screen.
- Tuesday thru Fridays between the hours of 5:00 and 9:00pm, we do have **Shuttle Service** available. Frank is our shuttle driver, and his phone number is listed in Open Table. Frank is available to pick up guests from local motels and hotels, and he also delivers carry-out to them. There is a \$7 charge for any orders that are less than \$35. There is a form that needs to be filled out for Frank whenever he has a pick-up or delivery.



- Any **Donation Requests** must be submitted in writing and given to Anthony Daniele to approve. They can also be faxed to Mr. _____ at (xxxx) xxxx xxx.
- When handling inquiries about **Applications/Hiring**, always respond by saying "We are always accepting applications. You may fill the application out here or take it with you, and depending on your qualifications and experience, a manager will be getting back to you by phone or mail."
- If a guest is placed on hold by you, they are YOUR responsibility. A guest should never be on hold for longer than 1 minute. If the guest is waiting longer, let them know that someone will be with them shortly or ask if they would like to leave a message.

2. Phone Etiquette-ALWAYS SMILE while on the phone

- a. **Transfer:** To transfer a call to voice-mail, hit "Feature" then "14" then the extension number. To transfer a call to an individual, place the caller on hold, and phone or radio the individual the caller would like to speak to.
- b. **Hold:** hit the "hold" button and make sure the caller waits no longer than 1 minute. Always ask "Could you hold for one moment please? Thank you." ALWAYS wait for caller to reply.
- c. **Screening:** Our Main Restaurant, Anthony and Danny have all calls screened. There is a VIP list for Our Main Restaurant at the front desk. If anyone on this list calls for Our Main Restaurant, you must reach him by phone or radio. When screening a call, simply ask "May I ask who is calling? Let me see if _____ is available. Hold for just one moment." If the individual is not available, transfer the call to voice-mail.

All calls for Mary-Ann and Carol are also screened. Whenever an individual is unavailable or out of the building, ask the caller if they would like to leave a message in voice-mail.

All phone calls for the **Banquet Office** should be answered by asking what type of event the guest is planning, and the call should be forwarded to the appropriate Sales Manager.

If the caller does not speak English, direct the call to Our Main Restaurant, Mr. X , or Ms. X

3. Radio Etiquette

Be brief and direct when using the radio. Remember, everyone can hear what you are saying. Hold the "talk" button, wait two seconds, then ask the intended receiver if they are available.



If they do not respond after two tries, offer to put the caller into voice-mail. Example: "Chef _____, are you available on radio? Chef _____?"

4. Open Table Reservation system

a. Dining Room Reservations

Information needed: Date, Time, Number of Guests in Party, Name, and Telephone Number.

b. Brunch Reservations

Same information as DR Reservations. If the reservation is for a party of 5 or more, the only times that can be booked for brunch are 10:00am, 12:00pm, or 2:00pm.

5. Frequent Questions

a. Can we bring in a bottle of wine?

A: Yes, there is a \$15 corkage fee

b. Can we bring in a cake?

A: As long as it comes from a licensed bakery, and there is a cake cutting fee.
(\$5 for parties of 4 or less; \$1 per person for parties of 5 or more)

c. Do you have private rooms?

A: The three Semi-private rooms: Our Main Restaurant One, Our Main Restaurant Two, and Our Main Restaurant Bars.

There is a \$50 non-refundable room fee to book one of these rooms.

d. Do you do anything for birthdays?

A: We can put a candle in a selected dessert-we do not sing

e. What time do you close?

A: refer to summer and winter hours-last seating is 15 mins. before close

f. What is the dress code?

A: Business casual

g. Do you accept personal checks?

A: NO, only a Daniele or Mary-Ann can approve a personal check
A Driver's License # is needed.

h. Do you accept Traveler's Checks?

A: YES, they are considered cash. A Driver's License # is needed.

i. Do you have live music?

A: YES, Saturday evenings the Strolling Musicians play

On occasion, we have had a person call the restaurant and want to pay for another guest's drinks or entire dinner check. In this instance, you must inform the caller that they can purchase a gift certificate over the phone, and we will have the gift certificate waiting for the guest when they arrive. Follow the procedure for ordering a gift certificate over the telephone.



Main Restaurant Reservations: Our Main Restaurant accepts reservations at all times (for reservations of 7 or more, Fridays or Saturdays, between 5:30p & 8p we must have them speak directly with a manager prior to making the reservation). If you happen to answer one of the Our Main Restaurant phone lines, begin by saying “Thank you for calling Our Main Restaurant, this is _____, how may I help you?” During the evening (after 4pm) there is little chance a host/hostess will encounter a phone call for Our Main Restaurant. However, if you do, we have reservations sheets for each Our Main Restaurant location.

TEST #1



Day 3

1. Take-out orders-refer back to Day 2

- a. Copy of take-out menu
- b. Use "Take Out" order form from Front Desk.
- c. If a guest orders 2 or more dinner entrees, they receive a bottle of wine.
- d. Each dinner entrée receives either a house salad or minestrone soup.

2. HOTEL SYSTEM

a. How to begin a take-out order

1. Press "1", then enter. "Begin Takeout" at bottom left of screen. "1" as number of guests. Type guest name. Type in the guest's order, including FREE salads, soup and wine. Hit "Send, Print, and End." Hang order form in kitchen. Bring receipt to Greeter.

b. How to close a Check/Payments

1. Payment with cash

- Type "1" then enter. Select "Pick up Check." Select correct check. Select "Payment" screen. Type in amount and select "Cash" button. Closed check will print.

2. Payment with Gift Certificate, Simply Certificate or Coupon

- WATCH EXPIRATION DATES on certificates and coupons
- Follow same steps as above to get to the "Payment" screen. Once you are in the payment screen, type in G.C. amount and press the "Gift Tendered" button. If additional payment is required, continue with payment as either cash or credit card. Closed check will print and must be stapled to the gift certificate.
- Follow same steps as above to get to the "Payment" screen. Type in coupon amount and select "Coupon" button. If additional payment is required, continue with either cash or credit card. Closed check will print and must be stapled to coupon.
- A GUEST CAN USE BOTH A COUPON AND GIFT CERTIFICATE TO PAY FOR THE ORDER.
- All Simply Certificates and coupons must be initialized by a manager

3. Payment with Credit Card

- Follow same steps as above to get to "Payment" screen. Select "Credit Authorize" button and swipe the card. CC slips will print. Have guest sign the restaurant copy. Go back into Micros to pick up check, go to "Payment" screen, type the final amount, and select "Credit Finalize." If tip amount is correct, press "Yes" and closed check will print. Staple closed check to CC slip.
- A GUEST CAN USE CREDIT CARDS/CASH WITH COUPONS AND GIFT CERTIFICATES.

3. Jars of pasta sauce and cookbooks are located under the "Other Stuff" button in Micros. The price for a jar of sauce is \$3.99 and cookbooks are \$14.95. MUST BE RUNG IN.



4. Gift Certificates

a. Types of Gift Certificates

1. Our Main Restaurant's issued: the certificates that are in the book that is kept at the receptionist desk during the day and at the Front desk in the evening. These certificates have a 5 digit number in the top right corner and a carbon copy. After you have filled out the certificate, you staple the carbon copy to the closed payment slip. When a guest uses one of these certificates to pay for their meal, they only receive change if the difference is \$10 or less. If it is more than \$10, the guest will be re-issued another certificate for the difference. Make sure that you write the certificate # of the original on the carbon copy when a re-issue occurs.
2. Our Main Restaurant's Promotion: these certificates have **no cash value**. They must be used for the exact amount (whatever amount is on the certificate). If the entire amount is not used, the guest DOES NOT receive change or a re-issue. These types of certificates are given out to the employees for birthdays and anniversaries, and also handed out by radio and TV stations. They are also occasionally given to guests as a good-faith gesture. They **CANNOT** be given as a tip.
3. Simply Certificates: These certificates are red and white, and are issued by this company. The certificate must not be opened in order for it to be valid. They are only worth the denomination on the front of the certificate.

***All certificates have expiration dates on them that must be checked before they are accepted. Expiration date must be checked by a manager and initialed.

b. How to ring in a G.C.

1. If paying with cash, ring into Micros. Press "1" then enter. Select "Begin Take-out" button. Type "GC #" and then the five digit code at the top of Gift Certificate as the name on the take-out. Enter "0" as guest number. Go to Payment Screen. Type in the amount, then "Gift Sold." Then type in the amount paid and selects the "Cash" button. Staple the closed check to the carbon copy of the Gift Certificate.
2. If paying with Credit Card, run the card through the Hypercom at the Front Desk for the appropriate amount. You do not need to ring it in to Micros.

**Staple closed payment check to certificate.

c. WE DO NOT ACCEPT PERSONAL CHECKS-only a Daniele or the General Manager can approve a check. However, we do accept Traveler's Checks.



5. Opening Duties

☞ There is a list posted at the Front Desk

1. clean and re-stock restrooms
2. unlock front and side doors
3. update reader board and polish it
4. adjust tables and chairs in lobby and patio..
5. check cleanliness of patio table clothes, change as needed
6. vacuum rugs if needed
7. clean front courtyard of trash-empty Smoker's Oasis if needed
8. add servers and stations into Open Table
9. set out server pagers
10. turn on music at front desk
11. turn on lights in Our Main Restaurant One, restrooms, and the Daniele portrait
12. light all front area candles
13. replenish sauce, cookbooks and Business Cards
14. clean and prepare roses
15. be aware of the day's banquet schedule, pick-ups/deliveries
16. water the plants out front during the summer; check to see if sidewalks need to be shoveled and salted during the winter
17. change toilet paper, hand towel paper, etc., every hour.
18. clean the glass entrance doors with windex.
19. Review specials of the day
20. Review reservations for special requests/notes

6. Closing Duties

☞ There is a list posted at the Front Desk

1. make sure lobby, foyer, and bathrooms are clean
2. bring roses down to the prep cooler
3. make sure all pagers are charging and accounted for
4. janitor's closet is re-stocked
5. make sure each server has turned in his/her side-work card
6. servers are cashed out properly
7. turn off Our Main Restaurant One, Daniele picture, bathroom, and closet lights
8. update reader board for the next day
9. Saturday night: Bathrooms must be fully re-stocked and cleaned
10. boosters and highchairs need to be wiped down daily
11. clean bottom of all bar stools and lobby chairs if needed
12. clean under all lobby tables



Front Desk Nightly Duties/Cleaning:

(Must be completed before Host/Hostess is sent home)

MONDAY – HIGHCHAIRS/BOOSTERS ... NO CLEANERS TONIGHT!!

- **Change front desk and bathroom garbage. Thorough cleaning of bathrooms***
- Wipe down all lobby & bar chairs
- Clean highchairs and booster seats.

TUESDAY – FRONT DESK / SURFACES ... NO CLEANERS TONIGHT!!

- **Change front desk and bathroom garbage. Thorough cleaning of bathrooms***
- Reorganize Front Desk, wipe down and organize, Clean hallway window ledges.

WEDNESDAY – FILE FORMS ... CLEANING ASSISTANCE

- Re-stock file cabinet forms (at least 20 of each) and organize
- At the end of the day, roll up carpet in banquet hallway, Bar Chairs up on the Bar

THURSDAY – MAIN RESTAURANT ONE

- Completely dust and clean Main Restaurant One and Main Restaurant One windows.
- Dust/clean bottles, ledge and front doors

FRIDAY – WALLS / DOORS ... UPPER SHELF

- Clean and organize Coatroom. Items left longer than a month discarded

SATURDAY – SUNDAY PREPARATION

- Clean Sunday Brunch Frames, trim brunch labels and place them in frames.
- Clean highchairs and booster seats.

SUNDAY – VACUUM OFFICES

- Clean & Organize coat-room and polish rack (if winter coat racks are up)
- No more than 4 highchairs necessary upstairs, extras go into banquet storage
- Dust /clean bottles, ledges and front doors



Hostess Training Test #2

Name: _____

1. What is the proper response when answering the phone?

2. The telephone should be answered in _____ rings.

3. If you are on the phone speaking to a guest, and another line rings, what should you do?

4. A guest should not be on hold for longer than _____ minute.

5. A guest calls and asks to make a reservation. There are five pieces of information that you need for Open Table. What are they?

6. A guest would like to make a reservation for Saturday evening at 7:00pm. When you go into Open Table, that time is not available. What should you do?

7. If an employee or manager is unable to take a call, how would you respond to the caller?

8. When you receive a phone call for Our Main Restaurant, what steps should you follow?

9. When you receive a phone call for the Banquet Sales office, what steps should you follow?



10. A guest calls and inquires about reserving a semi-private room. How would you respond?
11. A guest calls and inquires about bringing in a birthday cake. How would you respond?
12. How do you place a phone call into voice-mail?
13. Can a caller pay for another guest's dining room check over the phone? Explain.
14. What is the procedure for ordering a Gift Certificate over the phone?
15. Can Our Main Restaurant's take reservations for a Our Main Restaurant? Explain.
16. How do you respond to a caller inquiring about employment?
17. What is the procedure for a donation request?
18. What is the name of our shuttle driver and the days/times he is available?



Day 4

1. Cash out

- a. Count Beige Box FIRST. As the closing hostess, you and the Manager on Duty are responsible for the money.
- b. Each server must have their Server Report and Tip-Out Report. The declared tip must be at least 13%, and they must have a closer's signature. If they were issued a sidewalk card, they must have that as well as their pager.
- c. Make sure "Checks Begun" and "Checks Paid" are the same. If not, why? Transferred in or out?
- d. Server work should be sorted into Gift Certificates, Coupons, House Charges, Comps, Cash and Credit Cards. All coupons and Simply Certificates must have a manager signature.
- e. Fill in yellow cash out sheet. Place closed checks in the necessary envelopes or staple with the server report.
- f. Always round to the nearest dollar amount for **Cash Turn-In ONLY**.
- g. When two servers have worked as a team, such as on brunch or a large party, you must collect a **tip-out report from BOTH servers**

2. Guest/Our Main Restaurant psychology

- a. **"You are not just a customer, you are my special guest."**
- b. Never refer to guests as "folks" or "guys". Always use a name, or an appropriate title such as Sir, Ma'm, or Ms.
- c. Be sensitive to a guest's needs at all times. **GUEST SERVICE!!**

3. Seating, busy versus slow

- a. On busy evenings, seat tables as they become available. Do not worry about a server's amount of covers.
- b. On slow evenings, seat to keep the covers as close as possible, but always keep the guests' needs in mind. Never compromise a guest's experience. Be consistent.

A server should never have more than 12-15 covers or maximum 4 tables!!!

4. Reading a customer

It is your job as the Hostess to seat guests appropriately to ensure they have the best dining experience as possible.

- a. Ex: Businessmen do not want to be seated near children, loud parties, or other guests that not appropriately dressed.
- b. Ex: Larger guests should not be seated in a booth.



5. Table set-up

- a. Green linen straight on table, white linen angled properly.
 1. Green 54's on 50's, 80's, bootlegs and 90's.
 2. Green 64's on all booths, 30's and 70's
- b. Wine glass to the right of the B&B with rolled silverware on the B&B.
- c. Salt shaker should always be towards the front of the restaurant.
- d. Flipped-up linen means it needs to be re-adjusted. An upside-down wine glass means it needs to be polished or replaced.
- e. Booths and chairs should always be wiped down.

6. Handling Complaints

- Very rarely, we receive a guest complaint. When a guest expresses dissatisfaction in any way, immediately respond by saying "I am very sorry to hear that your experience was not acceptable. Can you hold for just one moment so that I may direct your comment to the Manager?"
- Notify a manager immediately if the complaint is over the phone. The manager will take the call.
- If the guest is still here in the restaurant, direct the manager to them immediately.

7. Summary:

- Greet customers
- Answer phones
- Keep Front Desk area neat
- Plan ahead for seating
- Be aware of a server's experience level
- Table comfort
- Supervise/look at each table before seating it
- Make eye contact
- Motivate
- Complete opening, closing, and weekly duties
- Money is priority

Again, welcome to the Our Main Restaurant's Team!!!!!!



Test #3



Hostess Training Test #3

Name: _____

1. What information do you need to get from a guest when placing a take-out order?
2. How do you ring a take-out order into Micros?
3. A guest comes in to buy a \$75 G.C. and pays with cash. How would you ring it into Micros?
4. A guest comes in to pick up an order, and hands you a coupon and a credit card. How would you close this check?
5. If a server's work says: Cash \$4.00
 - a. -Tips Paid \$81.06

Cash turn-in \$77.06

You would:

a. Collect \$77.00	c. Pay out \$77.00
b. Collect \$78.00	d. Pay out \$78.00
6. When the manager brings the beige box to the Front desk, what should you do?
7. A server comes up to cash out and their work is in no particular order. What should you do?
8. When a server comes up to cash out, what are the two reports they should have? What percentage of tips must be declared? Whose signature do they need?
9. A G.C. is sold and paid for with cash. What is the procedure?
10. A G.C. is sold and the client pays with credit card. What are the two ways to close this transaction?
11. We accept personal checks. True or False. Explain.
12. What are the three types of certificates accepted at Our Main Restaurant's?
13. How many covers should a server have at one time? How many tables?