



THE BAR EXPERTS
BAR & RESTAURANT CONSULTANTS

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SERVER TRAINING MANIUAL

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SERVER TRAINING PACKET





Server Training Packet

Welcome! Congratulations on being the newest candidate to become an COMPANY NAME Member. Less than 1% of applicants get this far. We're sure you have many questions. This packet will serve as your guide during the training process. Of course, if you have any questions or concerns, please don't hesitate to ask any of our qualified team members. Again, you're a welcome addition to our already spectacular team.

This packet includes:

1. COMPANY NAME Server Job Description
2. COMPANY NAME Server Operations Manual
3. COMPANY NAME Sidework Checklist
4. COMPANY NAME Specialty Drink Study Guide
5. COMPANY NAME Server Training Schedule
6. COMPANY NAME Alcohol Management Program
7. COMPANY NAME Receipt Of Manuals Acknowledgement

Before your first day of training:

1. Have New Hire paperwork completed for Manage Staff or equivalent.
2. Read and understand all the policies and procedures in the Employee Handbook, including the Costume Guidelines.
3. Read and understand the entire Server Training Manual. Especially the SERVER SUPER SEVEN.
4. Have Black Non-Slip Mary Jane type shoes with a single strap. Remember, your Managers have final approval of footwear.

Please listen carefully to your trainer. Always stay close when following and don't hesitate to ask any questions or interact with the guests. Bring this Training Packet with you every day. You and your trainer will initial the items on the Server Training Checklist as you go. The completed Server Training Checklist will be filed in your personnel file by the manager. In addition, you will be required to pass the Drink Test and Menu Test on Day 5. (80% minimum)

And, remember, have fun! YOU are what makes the COMPANY NAME so special.

SERVER JOB DESCRIPTION





Position Title: Server

Reports To: Restaurant Manager

Summary of Position:

Provides prompt, courteous service to all guests by immediately offering drinks, taking orders, serving food and serving alcoholic and non-alcoholic beverages to patrons.

Summary of Essential Job Functions:

- Informs guests of drink specials, and makes recommendations utilizing suggestive/up-selling techniques. Takes orders for food, alcoholic and non-alcoholic beverages from guests.
- Transmits written or memorized orders to kitchen and bar staff and informs kitchen and bartenders of any special requests or procedures.
- Serves food and beverages to guests, and prepares or serves specialty items at tables as required.
- Verifies that customers are enjoying their food and drinks and takes corrective action to resolve problems.
- Prepares checks that itemize and total costs, sales tax, and gratuity where appropriate. Collects correct payment from guests in the form of cash, credit cards, or vouchers, and provides receipts, refunds, or change due to customers.
- Identifies, remembers, and uses complete list of prices for food, liquor brands, beers, drinks, drink specials, and non-alcoholic selections available, as well as designated glassware and garnishes for drinks.
- Removes used plates, glassware, cups, empty bottles, and trash from tables as needed. Uses a silent service approach when tables are occupied by guests. Cleans and prepares table for reuse immediately after guests depart.
- Maintains positive guest relations with a high level of professionalism through observing guests and anticipating their needs, responding promptly, and acknowledging all guests. Conveys accurate information in response to guest inquiries regarding COMPANY NAME shows and events, as well as local attractions and activities.

Summary of Non-Essential Job Functions:

- Ensures compliance with state health department and liquor regulations, including but not limited to those prohibiting service to minors and intoxicated persons.
- Promptly and professionally, resolves guest issues and effectively communicates any problems and/or concerns to management.
- Maintains neat, clean, and professional appearance in accordance with company policy.
- Performs all duties and responsibilities in a timely, customer-friendly, and effective manner.
- Performs other related duties as assigned by supervisor.



Qualifications:

- High School diploma or equivalent preferred
- Two years experience as server in restaurant or bar preferred
- Must have superior customer service skills
- Ability to communicate effectively in a positive/upbeat fashion utilizing English
- Excellent oral and written communication utilizing English, and interpersonal skills with focused attention to deal effectively with all business contacts
- Ability to work in a high volume, high pressure environment and remain calm, focused and productive
- Minimum 21 years of age
- Proof of eligibility to work in the United States required

Physical Requirements:

- Ability to generally stand, bend, walk, stoop, and kneel for prolonged periods, and sit occasionally
- Ability to frequently coordinate the movement of arms, legs, and torso together when the whole body is in motion
- Ability to regularly use abdominal and lower back muscles to support part of the body repeatedly or continuously without fatigue
- Ability to regularly speak and hear to interact with the public, managers, co-workers, etc
- Ability to frequently push, pull, reach for, lift, carry or otherwise move and position objects weighing up to 50 pounds
- Ability to frequently carry and balance trays of drinks weighing up to 50 pounds
- Ability to commonly work in distracting conditions and maintain focus on tasks
- Regular exposure to hazardous environmental conditions such as cigarette smoke and loud noise
- Ability to daily work efficiently and safely in low and/or dim lighting



Disclaimer:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Employee Signature

Date

Print Name

SERVER OPERATIONS MANUAL





Congratulations and Welcome!

We hope you are as excited as we are to have you join the COMPANY NAME Team. Our COMPANY NAME 's are designed from the start to deliver great food and fun to all of our guests. As a Server, your contributions to the COMPANY NAME Experience are invaluable. Your effort to truly make a connection with your guests is crucial. You are now part of a TEAM dedicated to providing the very finest in dining and courteous service to every guest who walks through the doors. Hospitality is our keynote and "You Can Make A Difference" is our key phrase: both are essential to our continued success.

As the Server of the "party," you must make the guest feel welcome. You should provide a cheery greeting, a compliment and recognize regular guests by name. You should make each and every guest feel "special." It is up to you to make our guests feel at ease and comfortable. A guest may have had a hard day at the office and now wants to relax; a guest may be celebrating a special occasion; a guest may be lonely and want to meet people. Whatever the reason, you are the Server, an entertainer, a sales person, an upbeat person with the answers to any and all questions and needs.

You are the life of your party. You must keep your energy level and enthusiasm up, entertain your guests and make your service special. Your efforts help bring the COMPANY NAME Spirit to life. The excitement of the ambiance, the decor, the music and the lighting are stimulated by your dynamic personality and service.

As the Server, you spend more time than anyone else with our guests. You have the responsibility to "wow" our guests with your "show". We'll teach you the necessary skills and techniques; it's up to you and your entertaining personality, to bring it all together. It's a big responsibility, but we're sure you're up to the task.

Our Servers are successful because of TEAMWORK. In order for a team to function effectively, it must be guided by certain basic principles. The information, instructions and philosophies in this manual are the basic principles to which you will be expected to adhere to.

Remember, you have the most influence on our guests. YOU are the most important person in the building (whereas the guests are the most valued). The smiles you put on people's faces through your connection with them will have them coming back again and again.



Brand Stewardship

The COMPANY NAME Brand is composed of a multitude of images, thoughts and beliefs. Brands can loosely be described as images in the mind. The COMPANY NAME Brand is so special because we have, at its heart, a human element... YOU! You are the single most important person in the restaurant. Your influence on the hearts and minds of the restaurant cannot be overstated. With this spectacular ability to personally help build the brand, comes responsibility. We ask that your appearance, conduct and behavior always benefit the brand. You are our Brand Stewards and As You Grow... We Grow.

Food and Drink Knowledge

Be able to fully describe all food, liquor, beer and wine offerings and answer any specific questions. Complete confidence in the products we offer greatly increases your ability to be yourself and have fun. You will be tested on the menu specifics.

Salesmanship

With your menu and bar training, you are our expert at the table. Offering bar drinks, specific appetizers and specific desserts should come naturally and easily. Suggestively upselling is an important part of our business model. Remember to suggestively upsell the food or drinks, not the guests. Creative descriptions and enticing adjectives make you a fan of the item, not of the larger check. Fully embracing this technique almost always leads to greater gratuities.

Communication

Communicating clearly is critical. Understanding your guests' needs is often as easy as reading their non-verbal gestures. Equally important is your communication with fellow team members. You are to maintain courteous and polite interaction with all of your guests as well as fellow employees. Personal problems are NEVER to be dealt with on the floor.

Teamwork

Our restaurant operation is based on the entire team performing one goal: providing a great guest experience. The best employees are those who can crossover and take care of any request the guests make. "That's not my job," does not apply. Everything is your job and our job. Be willing to help the guests and fellow team members in any manner you deem appropriate. You are a star and your best judgment is all we ask for. You will never be questioned for attempting to enhance a guest's experience. To be a successful part of our team, you need to:

- Have a sincere desire to serve our guests
- Be truly committed to being the best at your profession
- Be able to accept feedback and direction
- Always treat guests and coworkers the way you like to be treated.



Guest Relations

A spectacular Guest Experience is our ultimate priority and you are the single most important person in that quest! Your relationship with the guest cannot be overvalued. Every COMPANY NAME owes its existence to its guests. When a guest forms an opinion of any food establishment, service and food presentation stand-alone. No matter how beautiful the surroundings or how delicious the food; poor service will certainly ruin the entire dining experience. You should strive to make a real connection with your guests. Make eye contact and take note of those behaviors that lead to greater guest satisfaction.

Being charismatic, energetic, engaging and attentive all start with one element: the SMILE. The Guest Philosophy we live by:

- We call our patrons “Guests”- they are not “Customers”.
- A Guest is not dependent upon us – we are dependent upon him/her.
- A Guest is NEVER an interruption of our work – he/she is the purpose of it.
- A Guest does us a favor when he/she visits – we are not doing him/her a favor by serving them.
- A Guest is a part of our business – not an outsider.
- A Guest is not a cold statistic – he/she is a flesh and blood human being with feelings and emotions like our own.
- A Guest is a person who brings us their wants – it is our job to fulfill those wants.
- A Guest wants to feel important (elevated status) – not ignored or demeaned.
- A Guest is deserving of the most courteous and attentive treatment we can give.
- A Guest is the lifeblood of the COMPANY NAME.

General Guidelines

Personal Appearance

Your overall image is our image. Our brand is unique in that it is a living, breathing person- you. YOU are our brand. You make a distinct impression on each of our guests. The image you create can enhance or detract from our overall concept in the way COMPANY NAME is perceived in the minds of the guests. You are entrusted with handling our guests’ needs and must, therefore, reflect cleanliness, positivity and wholesomeness at all times. Always remember...

- Hair, make-up and nails “camera ready” at all times.
- No gum chewing, eating or drinking on the floor.
- Uniform is clean and properly fitted.
- Do not wear scented lotion on your hands as it clings to glassware.
- A contagious, enthusiastic attitude and a smile are part of your costume.
- Abide by the Appearance Guidelines described in the Employee Handbook.

**Teamwork**

- Remember, “That’s not my job” does not apply to anyone working in the Old Crow Smoke House.
- Treat others as you expect to be treated.
- Always offer to help others.
- Always state “behind.”
- Always state “corner.”
- Full Hands In, Full Hands Out.
- Pass oncoming employees on the right.
- Run food and/or bar drinks for others when not busy.

Behavior

- Eyes up. Always greet passing guests.
- Be guest aware.
- Keep personal conversations to a minimum.
- No personal calls or visits.
- Be considerate.
- Always yield the right-of- way to guests.
- Smile and maintain good posture at all times.
- No disputes or “venting” on the floor...ever.

Tardiness

- Do not be late. Be ten minutes early.
- Arriving on time in your street clothes is late.
- One minute or twenty...both are late.
- If you are going to be late, call and inform a MANAGER. You must speak directly with a manager. Messages, texts, etc. will not suffice.
- “No Call, No Show” will result in termination.

Never

- Never come to work under the influence of alcohol or drugs.
- Never consume alcohol or drugs during your shift.
- Never argue with a guest.
- Never approach a guest regarding a gratuity.
- Never leave the premises during your shift.
- Never eat or drink in front of a guest.
- Never take anything from the house without permission from the manager.
- Never No Call/No Show

***Breaking any of these rules is grounds for immediate termination.**



Always

- Clock in only when you are fully uniformed and ready to work.
- Clock out before leaving the floor.
- Clock out for breaks and when eating.
- Know your schedule.
- Greet guests as they enter the restaurant when you're within 25 feet.
- Greet guests as they walk by you. Remember, eyes up when you're on the floor.
- Introduce your relief when going on breaks or off shift.
- Keep the manager informed of any developing situation.
- Have fun and smile.
- Strive to better your work performance.
- Seek out ways to improve the restaurant.
- Hunt for sanitation, teamwork, or safety opportunities.
- Attend to your Running Sidework.
- Avoid saying "No" or "Can't" to a guest. Instead offer a "positive."
 - *Positives are easy. For instance, if a guest asks you if they can order two doubles before the big game, answer with, "Our doubles are super strong so let's just start with one and when you're finished I'll have the next one waiting for you."*
 - *You can always reply to a Yes/No questions with, "Here's what we can do..." or "Let me check with the manager and I'll get right back to you."*
- Help the Food Runner deliver food. Trust the ticket and place food. Do not auction the food at the table. For instance, "Here's your Mushroom Cheeseburger, Sir."
- Repeat a guests order back to them. Drinks, apps, etc.
- Be prepared to work weekends and holidays.
- Stab bar tickets at service bar.

Televisions

The sports restaurant aspect of our brand is an integral part of who we are. We cater to the casual and die hard sports fan alike. In general, the sports selections are determined by a "first come, first served" policy.

However, we should make every effort to accommodate our guests and their wishes. When asked to change a TV station, tell the guests, "Let me ask a manager and see what we can do." Only the manager will know if the TV is "free" and able to be changed or if another TV close by can be changed to the guest's wishes. Management will rarely, if ever, change a TV channel if there is even one current guest watching an event. Never tell a guest that a TV channel can be changed unless you are absolutely positive it can be.



- Know your TV numbering system and when talking to management, refer specifically to the TV number or range of numbers you would like affected.
- Ask a manager to change TV channels.
- Try your best to accommodate our guests TV wishes but know that sometimes it isn't possible.
- Inform your guests that if they contact us in advance, we can ensure their programming wishes will be met.
- Inform management whenever TV's go dark.
- Sports, news and special events are to be played at all times.
- Know when a predetermined TV plan is in place and follow it.

Telephone Etiquette

Each time we answer the phone, we are selling the COMPANY NAME to a potential guest. You can make a great first impression over the phone. Answering the telephone is the responsibility of the hostess during operating hours; however, you should assist whenever the hostess is busy or away from the host stand.

- Answer the phone with a bright, cheerful, upbeat greeting, which creates interest and excitement.
- Use your imagination, but always be courteous and helpful. Guests can feel your energy over the phone.
- The phone should always be answered by the second ring.
- When talking on the phone, always smile; it will make you feel good!

Example of how to answer the telephone:

“Good afternoon/evening, thank you for calling COMPANY NAME . This is _____. How may I help you?”

- Answer cheerfully and with energy.
- Always thank the guest for calling.
- Then tell the guests your location and your name.
- Answer the phone in two rings or less.
- Know your location's street address, major cross streets, landmarks and offer to give directions with the address. Be helpful, courteous and brief. Remember, when a guest asks where your store is located, they are usually asking for directions.
- Avoid searching the restaurant during business hours for the person the guest is trying to reach. Also, avoid placing guests on hold. Instead take a message/number and have the call returned. Inform guests our managers return all calls the day they are received.
- Review the Daily Planning Guide and have it handy in case the guest needs more information. The Daily Planning Guide will have helpful information including: your address, phone/fax number, Manager on Duty, daily food and drink specials, website/franchise information, reservations, big television events and happy hour/nightly promotions information.



- Our Menu and Employment Applications are available online at OldCrowXX.com.
- Never comment on lost and found items. Ask a manager to take the call.
- We will not allow employees to make or receive telephone calls, unless there is an emergency.
- If there is an emergency, get a manager right away. Off-duty employees are not allowed to use the house phones at the hostess stand.
- Calls should be answered by any available staff member.
- All reservation and waiting-list inquiries will be transferred to the hostess stand.
- Know your stores reservations policy. Be sure to take a name and contact phone number if a reservation is taken. Know if your store allows guests who call in to be placed on the wait sheet/ list. Remember, our goal is to bring each and every guest we come in contact with into our restaurant. “Losing” guests happens when we are rude, impatient, inconsiderate, aloof and unwilling to accommodate our guest’s wants and desires.
- Contact a manager if someone calls about party bookings or large groups of ten or more.
- Know the number of a local taxi company.
- Know the non-emergency number for your police department.

Greeting Arriving Guests

Your greeting is the guest’s first impression of the COMPANY NAME. Be as warm and enthusiastic as you can be. Remember, neither you nor the COMPANY NAME gets a second chance to make a memorable first impression. Every available team member is responsible for welcoming new guests and thanking departing guests.

- Greet guests within 30 seconds upon their entry to the COMPANY NAME.
- Make every guest feel wanted and appreciated the minute they set foot into our front door. Remember, we are here to elevate the status of our guests. A simple, “Welcome to the Old Crow XX” or “I’ll be right with you”, done in a genuine manner with a smile works wonders. (Avoid greeting guests with a number. i.e., “Two for Lunch?” or “Would you like a table or the bar?” It’s impersonal and unappealing.)
- Every single guest entering or leaving the restaurant must be verbally acknowledged. Bid farewell to every single guest. Ask them to, “Have a nice day” or “Come back and see us soon.”
- Customize your greeting to best fit your personality. Avoid using repetitious greetings and it’ll be more fun for all.
- When possible, open the front doors for guests entering and leaving the restaurant. Avoid using the Host Stand as a barrier to stand behind. Coming out from behind the Host Stand is an impressive sign to guests you’re truly thankful for their visit.
- Stand up front and make eye contact. Do not make the guest approach you. You must make the first move in welcoming your new guests.
- Remember: SMILE, SMILE, SMILE.
- Learn and use as many guests’ first names as possible. Even without a name, telling a frequent guest, “it’s good to see you, again,” makes a great impression.



Seating Guests

- If tables are available, seat guests immediately after your greeting. Avoid making your marks or notes on the table map while guests are waiting to be seated. Seat the guest first, then return to update your table map.
- Bring clean silverware and menus to the table.
- Walk slowly and talk with the guests. Suggest your favorite menu items.
- Pull out chairs whenever possible.
- Practice “Sensitive Seating”: i.e., do not seat a family with children next to the boisterous sports fanatics; do not seat a guest in a wheelchair in an aisle.
- Seat two-tops with parties of two, before using four tops.
- During peak periods, only seat entire parties. In order to accommodate the highest number of guests, we cannot seat incomplete parties while we are on a wait. Ask the guest in an incomplete party to let you know when their party is complete and you will seat them as soon as possible.
- Try to rotate from one station to the next whenever possible. Try not to double seat a station unless it’s at the guest’s request. Remember, the captain’s table is a station that should be sat by you, as well.
- Bar guests may seat themselves.
- You should say, “Enjoy your meal,” or something similar, before leaving.

Wait List

- Include the Guests Name, Number in Party, Time Checked In, Time Quoted and a brief Description of the guest on the Wait List Sheet.
- Seat all parties in the order they were received. One exception may be large groups. It may take longer to seat large groups in need of two or more tables. Do your best for a large party and communicate with them often.
- Never show preferential treatment and seat family or friends before others waiting on the list. This is a huge no-no.
- Keep your cool during peak times. A calm, poised, cool and collected Host during especially busy times is a pleasure to watch
- Seek out guests and refer to them by name when their table is ready. Avoid bringing the Wait List Sheet with you, as curious guests inquiring where they are on the list may stop you.



Estimating the Wait

Providing the guests with an accurate wait time is paramount to the successful operation of the COMPANY NAME. Your goal is to accurately forecast the estimated wait time until guests can be sat at their table. When the restaurant reaches its seating capacity, inform the manager on duty. The manager will establish the wait time for you. Wait times are generally increased by five (5) minute intervals. Estimated wait times are more accurate when the following factors are considered:

- During our Lunch Day Part, tables turn more quickly than Dinner or Late Night.
- Look around to see if check presenters or to go boxes have been placed on tables. This can be a good sign that the tables will be free within 5 minutes.
- How many people are on the wait list?
- Is there a popular sporting event on television? Tables turn less frequently during games but tend to open up quickly immediately following their conclusion.

When in doubt concerning the initial wait estimate or update, always check with a manager on duty. Be careful not to over-estimate the wait. Avoid the temptation to give yourself some “padding” by adding time to the wait just in case. You may turn away guests unnecessarily. Remember, your goal is to give an accurate estimate and “sell” the wait.

“Selling” the Wait

It’s not uncommon for our restaurants to go on a thirty, forty-five or even a one-hour wait. These waits are much less likely if our Hosts are unable to “sell” the wait. In order to “sell” the wait, you have to first make a connection with the guests with a warm welcome and an inviting smile. Ask the guests to relax at the bar or waiting area and you’ll be over personally, after a “short” wait, to escort them when their table is ready. Take a look at the following table to get an idea.

<i>Wrong:</i> “Four for dinner? There is a twenty minute wait!”	<i>Translation:</i> “I don’t care if you stay or go...your move.”
<i>Right:</i> “Welcome to the COMPANY NAME. How are you this evening? May I please have your name? There is a short 20 minute wait, but if you would like to have a seat at the bar, I’ll come get you the minute your table is ready.”	<i>Translation:</i> “I know you hate to wait, but I’ll do everything I can to make the wait as short and comfortable as possible. I am happy you are here and don’t want you to go anywhere else!”



In which restaurant or restaurant would you be more willing to wait? In the “Wrong” example, the guests are basically challenged by the Host...do you want to stay or go? In the “Right” example, the wait has been “sold” and the guests are much more likely to relax and stay. After all, our guests have commuted to the restaurant, parked and walked in the door. You should make it your goal to have every single guest that walks in not to leave due to a wait.

Server Super Seven

This is the list of Seven (7) Steps all servers must accomplish with every guest. It ensures prompt, courteous service and is the experience we wish to provide for our guests. Your tips should be improved as well. NOTE: Obviously, reading your guests is important. If they are in a hurry, accommodate them and their pace as necessary.

1. The Two-Minute Greeting

- Enthusiastically greet your table within TWO MINUTES of their seating, even if to say “Good afternoon/evening, I’ll be with you in just a moment.” Guests appreciate the acknowledgment and will relax knowing you’ll be right with them.
 - Your full greeting should include:
 - An enthusiastic “Welcome.”
 - Your Name.
 - Recommend one specific Bar Beverage and one Specific Appetizer/Special/LTO.
- Your full greeting should include something like this: “Hi! Welcome to the Old Crow Smoke House. My name is Sally and I’ll be your server today. Would anyone like to try an ice cold COMPANY NAME Premium Lager, it goes great with my favorites, the Pig Skin Nachos?”
- SMILE, SMILE, SMILE.
- Avoid the use of “D.A.D.” (Drinks, Appetizers and Desserts)
- Always ask for specific liquors...every time. When someone orders a Vodka and Tonic, ask “What kind of Vodka would you like...we have Titos, Absolut, Stoli, Kettle One, and Grey Goose?”
- Complex drinks are rung in first, then draft beers, then bottled beers, then wine. Group all like drinks together.
- All beverages must be entered into the POS before any food items. Do not keep drinks, especially non-alcoholic beverages “in your head”.
- Remember; always repeat a guests order back to them. This will ensure accuracy.



2. Drink Delivery and Server Suggestions

- Return with cocktails/beverages within Five Minutes and Always pre-set your table.
- Server Suggestions are exactly that—suggestions. Most guests will really appreciate your input. It's a great opportunity to suggestively upsell food items. If a guest orders Nachos, ask, "Would you like Grilled Chicken with that?" Always suggest your favorite or seasonal items. Be honest about what menu items you like and be prepared to say why.
- Take the guests' entrée order. Ladies first, of course. Always reach out and make a connection with women, making them feel comfortable, first.
- Limit yourself to inputting only TWO orders at a time into the POS. If you have four new downs, take the first two tables and input their orders, then return for the next two. This will help stagger your points of service and helps to stagger your next turns.

3. Run Your Food

- You are responsible for running food for yourself and others, even when there is a designated Food Runner on shift.
- Deliver hot food hot and cold food cold. Place the food with each guest according to his or her position points with the meat of the plate facing the guest.
- Ask if there is anything else you can do before leaving the table.
- Whenever possible, meet the food runner at your table when the food is delivered.
- Food Runners are not always available.

4. First Bite Check Back

- After your guests' first bite, or within two minutes of receiving food, check back and make sure everything is to their liking.
- Notify the Manager if there are any food or beverage problems or if there are opportunities to exceed the guest's expectations.
- Pre-bus the table. Remove any trash, soiled napkins, plates, etc. Remember Full Hands In, Full Hands Out.

5. Refills

- Make sure to refill coffee, soda, tea, etc., at all times. If a bar drink is 1/3 full or less, ask if they would like another. (Do this only if they are not showing signs of over-consumption).
- Pre-bus the table. Remove plates, baskets, trash, etc. Ask, if you're not sure if the guest wants a plate removed. Most guests appreciate a cleaned table and are more open to order extras if their table isn't crowded.



6. Offer Dessert

- Offer dessert after the guests have finished their food and the table has been cleared. Suggest a dessert “To Go” if applicable.
- Don’t forget to offer Coffee.

7. Invite to Stay

- After your table has finished or denied dessert, invite them to stay before you give them the check. This is very important in the evening hours when your guests may not realize live music or another event is about to start. Just ask them, “Would anyone be interested in starting a tab and staying for a few drinks? We have a great Country band coming in soon.”
- Always present the check and let the guest know that you will take it when they are ready. They should never be rushed.
- Bid your guests farewell. A courteous, “Goodbye and thanks for coming,” is always nice when returning with the guest’s change or receipt.
- Don’t forget to mention any Special Events, Bands, Live Karaoke, Etc. that may be coming up.

General Server Information

- Bring a change bank consisting of loose change, \$1’s, \$5’s and \$10’s. You should bring at least
- \$40 in change for each shift. Bring several pens as well.
- Consolidate your trips. If a guest asks for something be sure to ask everyone at the table if they would like anything else. You want to avoid running back and forth to the same table.
- Repeat everything a guest orders back to them. This will help ensure accuracy.
- Don’t hide from your guests. Problems are rarely solved by avoiding the issue in the restaurant business. If the kitchen is backed up, or you forgot to put in an order, let the guest know as well as the steps you’ve taken to correct the mistake. Honesty is the best policy. Asking for patience and forgiveness is more appealing than disappearing for ten minutes.
- Bring condiments before they are needed. Don’t make yourself or someone else have to make two trips running your food because you didn’t pre-set the table with appetizer plates, silverware or condiments.
- Never handle a glass by the rim with your hand over the drinking surface.
- Never handle silverware with your hand over the eating surface.
- When handling plates or food never let your hand touch the eating surface or the food.
- Know the daily specials or L.T.O.’s (Limited Time Offers) what they cost.
- Know the history of the COMPANY NAME.
- Know the managers and owners.



- Avoid any long conversations at any particular table, especially when busy. Know that the art of getting into a conversation is just as important as the art of getting out of a conversation.
- Clear your mind of everything except work when you walk in the door. When you're at the table make sure you're mind is at the table, too. Guests can tell when their entertainer is not totally mentally present with them at the table and it has a negative impact on the guests' experience and the entertainer's tip.
- If you get behind, ask for assistance. You'll never get in trouble for asking.
- Keep yourself geared up so that you are ready for any rush. We get most of our complaints during the COMPANY NAME slow period.
- Unless you are with a guest, don't ever stand around or lean on anything. You can always be cleaning. Running cleanup, wiping shelves or the sales station, taking bus tubs to the back, etc. An entertainer never goes into or leaves the kitchen empty handed. Full hands in, full hands out!
- Always be sure that all your food is secure when you leave the kitchen. Never attempt to carry too much. Two safe trips are better than one catastrophe.
- Always ENTER the kitchen keeping to the right. Always walk quickly, but never run. This will prevent serious accidents and extra work for everyone.
- Learn to use your time wisely. When in your station, check all the tables before going back to the kitchen. Don't go to one table then go to the kitchen. Consolidate your trips. Fill up all glasses in your whole station, clear all plates, and then go on to something else. This is the secret to running volume and making more money.
- Always try to take out complete orders. If the entire order is ready except for a side order, like garlic bread, take out the entrees and have someone follow you in a few seconds with the side order. Don't let the entrees get cold because of a side order. Everything goes out hot.
- If one person asks for something at a table, make sure you ask everyone at the table if they too would like that item. This will save you a lot of extra trips.
- If a guest orders coffee, ask if they'd like cream. When a guest orders a dessert, ask how many forks to bring out. CONSOLIDATE.
- Whenever you are reaching across someone or serving in front of someone, excuse yourself.
- We know that servers work for tips. All people do not realize this. If you get slighted on a tip, it may be because people think the tip is included in the bill or because they just don't like to tip. The guest is NOT required to tip. If you get stiffed, it is unfortunate, but you must take the good with the bad. Any guest feedback about an employee regarding a bad tip will not be tolerated and is grounds for immediate dismissal.
- NEVER SIT DOWN WITH A FRIEND or family member while on duty, even if they ask you to.
- When waiting on parties of one, special attention should be paid to them. They are generally in and out quicker than other parties, and they are usually the best percentage tippers and great opportunities to make them a "regular".



- The most neglected customer in the COMPANY NAME is the late customer. People who come in the last few minutes of the evening are usually the best tippers. They don't care how busy it was or how tired you are. They are here to enjoy themselves. Restaurants are noted for hurrying along late coming guests. We will not rush them or make them feel unwanted. They may sit there and enjoy their meal as long as they wish. Treat them as though they are the first guests of the evening.
- A tip should never be removed from a table while the guest is still there. Unless, however, they hand it to you or motion for you to come and get it.
- If you are having a problem with a door hostess or another employee, go directly to the manager. Do not harass the employee.
- No entertainer is to change his or her station or pick up extra tables without the consent of the manager on duty. No self-phasing.
- Tips are not included: except for parties of 8 or more, and only with the manager's consent (18%). You must inform your table that an "18% suggested gratuity has been added to the check automatically. It's only a 'suggested gratuity,' you can leave more or less as you see fit".
- Never serve a salad on hot plates.
- Always check your glassware for cracks and dried food before filling them.
- A sales station can only be opened or closed by a manager. NO EXCEPTIONS.
- Serve women and children first, then men.
- Whenever you serve a course, ask if there is anything else you can do for the table.
- Remove soiled china and silver after each course. Pre-bus the table.
- Never walk away from a table without acknowledging its requests.
- Never assume that the change is your tip!
- Physically introduce your relief when going on breaks or off shift. Even if you're only off the floor for a couple minutes, you are required to introduce your relief.
- Generate one check per party, but you can split the check up into separate checks.

Methods of Payment

Approved methods of payment are cash, Micros eCard (OCSH Gift Card), VISA, Master Card, Discover, Diners Club and American Express. All other methods of payment, i.e. Personal Checks, Travelers Cheques, require management approval.



Cutting Process

- Only when you are phased or “cut from the floor,” should you start your side work. Always remain “on the floor” until your last table has left or you have physically introduced your relief to your remaining guests.
- Finish all side work and have it checked. A manager, head server or “closer” will be designated and their signature confirms your side work is complete. Remember, you are still on the floor; so all the guest relations procedures apply.
- Fill out the closing paperwork and money tendering. Be sure to bring your Checkout Slip, VIP Sign Up Sheets, Coupons and all signed credit card vouchers to the manager.
- Face and organize all cash bills - smallest to largest.
- Tip Out per your location’s policies and be sure to claim 100% of the money you made when prompted by the Micros Checkout.
- Return your entire uniform if specified.
- Clock out in a timely manner before you change into your street clothes. Remember, we can’t pay our staff to change clothes or to eat.

Special Note: Schedule requests will be accommodated if possible. However, in the Hospitality Industry, we should all expect to work weekends and holidays.

Scheduling: Once the schedule has been posted, it is the team member’s responsibility to cover any shifts that they cannot work on their own. Fill out the Shift Change Log and have a manager sign off responsibility to the other staff member.

Alcohol Basics

- Your role is to: Observe, Monitor and Report.
- Your manager’s role is to: Confirm, Confront and Resolve.
- Always card anyone who looks under 30. When in doubt, card! It is YOUR responsibility. Card for Cigarettes/Cigars as well.
- A valid Military I.D., I.D. Card or Driver’s license will suffice. A manager must approve any other forms of I.D.
- Always ask for specific liquors...every time. When someone orders a Vodka and Tonic, ask “What kind of Vodka would you like...we have Titos, Absolut, Stoli, Kettle One, and Grey Goose?” Be sure to follow your question with a list of the liquor offerings. Two questions you should ask when a guest orders a Margarita: (1) Blended or on the Rocks? (2) Salted Rim or not? Remember, if you order a Margarita with no modifiers, you will receive NO SALT and ON THE ROCKS.
- Two questions you should ask when a guest orders a Martini. 1. Vodka or gin? (Again, ask them which kind.) 2. Chilled up or on the rocks?
- Special event, late night and/or guests not sitting at a table can either pay in cash per round or leave a valid credit card to hold a tab “open.”



- Signs of over-consumption are: slurred or impaired speech, trouble counting money, impaired gait, getting loud, getting withdrawn, raucous or inappropriate behavior, etc. Notify a manager if you notice any of these signs.
- Use all your resources to determine a guest's well being. If another guest informs you that a guest seems to have had too much to drink, investigate further. Sometimes your other guests can be a huge source of information.
- When refusing service to a guest (or "cutting them off"), first notify a manager. Then keep it discreet and NEVER make it personal. Never say, "I think you've had too much to drink, so I'm cutting you off." Instead, offer the guest coffee or a soda and tell them, "we're very sorry, but the restaurant is unable to serve you another alcoholic beverage." Never give reasons for the decision as this will give the guest the opportunity to argue your logic. In most cases, you should defer to management if a guest requires refusal of service.
- Cutting off means for the rest of the day. No exceptions.
- Walk away and notify a manager if a guest acts inappropriately.
- No doubles are served at last call.
- Team members are prohibited from drinking alcohol with or purchased by guests while on duty.
- Your restaurant has a Designated Driver program. Any guest who identifies himself/herself to manager, as a "Designated Driver" is to receive a complimentary non-alcoholic beverage including: Fountain Drinks, Iced Tea, Coffee and Hot Tea.
- The law prohibits the sale of alcohol to minors or someone who appears intoxicated or under the influence of drugs. YOU are responsible.
- Never try to take a drink out of a guest's hand. If you have refused them service, you cannot be held liable if they will not return a drink. Notify a manager.
- Team members, whether on duty or off, are never allowed to sit at the Bar Top. Also, no staff member is allowed to order directly from a bartender. You must order through a server. No employees are allowed to "open a tab" with the bartenders.
- Call a cab or, whenever possible, arrange for transportation for impaired guests.

Spirit Terminology

- **VODKA** - The most versatile of all alcoholic beverages. It is a lightly refined and filtered liquor. Vodka is distilled from grain, sometimes potatoes. It is not aged and is virtually devoid of color, taste and odor.
- **GIN** - A close relative of vodka. Distilled in a similar fashion from grains, its characteristic flavor is derived from Juniper berries and other botanicals. Each gin producer has his or her own specific recipe.
- **TEQUILA** - A spirit distilled in Mexico from the Agave plant. Pure tequilas say 100% Agave. Others may be "mixed" with water and sugar cane. Both Agave and Mixed Tequilas come in four categories:
 1. Silver or Blanco tequila is not aged and hasn't been colored or flavored. Usually mixed.
 2. Gold, Extra, or Joven is not aged tequila which has caramel added. Usually mixed.
 3. Reposado or Rested is aged for at least 2 months, but usually 9 months. Mixed or sipped.
 4. Anejo or Aged is usually aged in oak casks from 12 months to 4 years. Usually sipped.



- **RUM** - It is distilled from the fermented juice of sugar cane, cane syrup, and molasses. It is aged in barrels; however, it picks up very little color. Color in dark rums usually comes from Caramel. The two most common types of rum are:
 1. Light-bodied rum is dry, meaning a slight molasses flavor. Gold label rums are a bit sweeter.
 2. Heavy-bodied rum is darker and sweeter. More time fermenting creates a richer, more molasses-like body to the rum.
- **WHISKEY** - It is distilled from grains and then aged in oak barrels. The grains are normally corn, rye, barley and/or wheat. When placed in barrels to age, whiskey is a clear liquid. The aging provides the color, flavor, aroma and distinguishing characteristics.

The types of whiskey are:

American Whiskey. *They fall into three categories:*

- *Straight Whiskey - Distilled from corn, rye, barley and wheat. Aged in charred oak barrels for a minimum of 2 years.*
- *Bourbon Whiskey - Distilled from grain and corn. Aged for many years in oak barrels. Named for Bourbon County, Kentucky, where this type originated.*
- *Blended Whiskey - A blend of two or more straight whiskeys.*

Bourbon Whiskey - *Bourbon whiskey is a type of American whiskey: a barrel-aged distilled spirit made primarily from corn. The name is ultimately derived from the French Bourbon dynasty, although it is unclear precisely what inspired the whiskey's name.*

Canadian Whiskey - *A blend of rye or corn and is lighter in both taste and color than American Whiskeys. Produced only in Canada.*

Scotch Whiskey - *Yes, this is the “Scotch” you hear people order and, yes, its full name is Scotch Whiskey. Produced only in Scotland, its distinctive smoky flavor comes from roasting malted barley over peat fires. Single Malt Scotches are made in individual batches and are not blended. They are cherished for their unique refinement. Blended Scotches are formulas using Scotch from several single malt batches. Blending is meant to achieve a more stable, consistent product.*

Irish Whiskey –

Made only in Ireland from malted barley and other cereal grains that are not roasted over peat fires. Generally, Irish whiskey is considered smoother, heavier and sweeter than Scotch.

- **BRANDY** - A product distilled from a fermented mash of grapes and other fruit. Aged in oak casks, it is usually consumed after dinner. Cognac is a type of brandy produced only in the Cognac Region of France. It's known for its smoothness and heady dry aroma. V, VS, VSOP, and XO are popular grades from special to spectacular.



Beer Terminology

Beer is fermented from sprouted grain, i.e. malt. The malt usually used is barley. There are two types of beers:

- **LAGERS** - More popular than ales, lagers are bottom fermented and moderately hopped and then are aged under refrigeration from 6 weeks to 6 months. Most lagers are fairly light in color, highly carbonated, and have a light-to-medium hop flavor. Most beers consumed in the U.S. are lagers. Budweiser, Coors, Miller, Fosters, Corona, and Heineken are all lagers.

There are relatively few lager beer styles. They include:

- Pilsner - These are pale, dry, and crisp beers. Most imported lagers are pilsner style. They are designed to be thirst quenching.
 - Amber - These are light-bodied and mild-flavored.
 - Bock - This is a strong flavor for a lager. Traditionally a German-style with high malt flavor.
 - Light- - These are pale and watery, noted for their low calories.
-
- **ALES** - Are top fermented and not refrigerated, but rather aged only a couple days at room temperature. Since they could be made easily and fast, ales became especially popular in the British Isles where restaurants historically made their own proprietary ale on site. Ales generally have higher hop flavor and alcohol content than lagers.

There are many styles of ales. The most common are:

- Bitter Ale - Has a low-carbonation and medium-to-strong bitterness.
- Brown Ale - Is moderately bitter with nutty or chocolate flavor and is midway in strength between pale ales and porters.
- Cream Ale - Very mild in taste.
- Hefe Ale - Made from wheat, not barley, with a cloudy look and distinctive taste. Hefeweizen is surging in popularity.
- Old Ale - Aged, strong, and usually served seasonally in winter.
- Pale Ale - Is gold to amber in color with mild bitterness and low maltiness.
- Porter - Strong, black to brown in color. Very hoppy and malty. Takes on charcoal hints derived from the roasting of the barley.
- Stout - Strongest of the ales. Very dark to black, also made from roasted barley.



Wine Terminology

Wine, as most people know, is created from crushing grapes and leaving the juice to ferment. The taste of the wine is derived from the grape variety and later decisions regarding fermentation and aging.

Knowledge of some of these basics will give you a clue as to what a wine will taste like when you look at the label on the bottle. WHITE and RED are the two main types of wine.

- **WHITE WINES** - Almost always the result of crushing green rather than black grapes. The two exceptions are Champagne and Rose'. These start with black grapes, but the skin is removed very shortly after fermentation begins. White wine is generally lighter and less complex in flavor than red wine. This makes it a good choice for sipping as a pre-dinner drink, serving in hot weather, or pairing with light foods. But, remember, the RIGHT wine is the WINE the guest likes best.

Here are some popular grape varieties you should be familiar with:

- Chardonnay - A popular and widespread varietal. While dry (lacking in sweetness), these wines are full-bodied, often because they are aged in oak. Good chardonnay should be flavorful and well bodied, not too acidic, with the fruit flavor well balanced with the oak.
- Sauvignon Blanc - This grape produces a crisp, dry white wine. Less full-bodied than chardonnay and usually a touch more fruit.
- Riesling - The predominant grape in Germany. Rieslings are light and somewhat acidic. They are known for being sweet and dessert-like, but they do make dry versions as well.
- Pinot Grigio/Pinot Gris - Same grape, different language. More like a chardonnay than a sauvignon blanc, wines made from this grape are light-to-medium bodied, with low acidity.
- Rose/Blush - Pressed from red grapes, but the skins are removed quickly. Enjoying a resurgence now that their quality has been improved. Can be sweet or dry. More like a white than a red. White Zinfandel is a popular blush. A good suggestion if guests can't decide between a red or a white.
- **RED WINES** - Considered more complex than white wines. A key feature of reds is tannins. Tannins are derived from the skin of the grape and makes your mouth pucker and feel dry when you first taste it. Basically, light-bodied reds have little tannin, whereas full-bodied reds have much more. Tannins mellow in the air, so allowing the wine to "breathe" is beneficial.

Here are some of the most popular grapes for red wine and the styles they likely produce:

- Merlot - Produces a full-bodied but low in tannin wine. Considered a user-friendly red wine applicable to a wide range of palates.
- Cabernet Sauvignon - Produces a full-bodied, high in tannin wine.
- Pinot Noir - Produces a medium body, medium-to-low tannin wine. This wine can be very fruity with some acidity.
- Zinfandel - Produces wines that are rich and often spicy with quite high tannins. Growing in popularity. With the skins removed, these grapes produce White Zinfandel.
- Sangiovese - Is a prominent Italian grape used in producing Chianti. Chianti can be light to full-bodied with medium tannins and high acidity.



Bar Terminology

Bar terms are important to know. The following definitions will help you provide a great guest experience.

- **Back** - A chaser or separate glass from the liquor.
- **Bomber/Bomb/Blaster** - A shot usually dropped into a glass of Red Bull or a draft beer.
- **Build** - Pack the glass or blender with ice. Always fill your glassware to the top with ice.
- **Chill** - Using the ice scoop, fill the glass with ice and soda water. Done first in order to let the glass chill while making the drink. Shake out before using.
- **Dry** - Less dry vermouth.
- **Easy Ice** - Fill the glass 2/3 full with ice. Leaves room for more mix.
- **Float** - A splash of liquor usually floated on top as the last step.
- **High Ball** - Well liquor plus any soda. (Always 1-1/4 ounces of liquor).
- **Jigger** - A stainless measuring cup used to control portions.
- **Layered** - Technique used to keep ingredients separated. Use of a bar spoon helps.
- **Muddle** - Mashing together a few key ingredients with a muddler.
- **Over** - Making a drink with ice... "Over Ice."

SPECIALTY DRINK RECIPES





The Bar Experts Specialty Drink Guide

SPECIALTY DRINKS

Drink	Ingredients	Build	Glass & Garnish
Front Porch Punch	1 1/2 oz. Ole Smoky Blackberry	Build In Jar	Mason Jar
	3/4 oz. St. Germaine Elderflower Liqueur	Top with Soda Water	Garnish with Blueberries and Raspberries
	2 oz. lemon sour		
Kentucky Breakfast	1 1/2 oz. Makers 46 bourbon	Shake vigorously with ice	Short mason jar (no ice)
	3/4 oz. triple sec	Strain	Garnish with an Orange twist
	2 oz. lemon sour		
	1 Heaping bar spoon of orange marmalade		
Old Crow Manhattan	2 oz. Old Crow bourbon	Build in pint glass	Short mason jar
	1 oz. sweet vermouth	Add ice & Stir about 30 times	Garnish with moonshine cherry and orange twist
	2 dashes Regan's Orange Bitters	Strain	
Peach Collins	1 1/2 oz. Ole Smoky Peach Moonshine	Shake	Mason Jar
	1/2 oz. Beefeater 24	Dump into a Mason Jar	Garnish with lemon slice
	1 1/2 oz. peach puree	Top with Soda Water	
	2 oz. lemon sour		
Strawberry Hoedown	1 1/2 oz. Ole Smoky Strawberry Moonshine	Shake	Mason Jar
	2 oz. fresh sour mix	Dump into a Mason Jar	Garnish with Lemon squeeze & Strawberry
	3/4 oz St Germain	Top with Soda Water	
	Muddled Strawberries (4)		
Pomegranate Sour	1 1/2 oz. Evan Williams Black Bourbon	Build in mason jar	Mason Jar
	3/4 oz. PAMA liqueur		Garnish with lemon peel
	2 oz. lemon sour		
	2 oz. POM pomegranate juice		



The Bar Experts Specialty Drink Guide

SPECIALTY DRINKS

Drink	Ingredients	Build	Glass & Garnish
Spiced Apple	2 oz. Ole Smoky Apple Pie Moonshine	Shake vigorously with ice	Mason Jar
	½ oz. Gingerbread Syrup	Dump into Mason Jar	Garnish with nutmeg dusted green apple slice
	½ oz. Lemon Juice		
	3 oz. Apple Cider		
	2 dashes Black Walnut Bitters		
Mad Moonshine	2 oz. Ole Smoky Hunch Punch Moonshine	Shake vigorously with ice	Short mason jar (no ice)
	3 oz. cranberry juice	Dump into Mason Jar	Garnish with cherry and orange twist
	1 ½ oz. fresh orange juice		
Blackberry Crow	2 oz. Ole Smoky Blackberry Moonshine	Muddle blackberries and mint	Mason Jar
	2 oz. lemon sour	Add sour and Moonshine	Garnish with mint sprig and blackberry
	4 blackberries	Shake	
	Pinch of mint leaves	Dump into mason jar and top with soda water	
Bucking Mule	1 ½ oz. Absolut Vodka	Muddle limes in mason jar	Mason Jar
	½ oz. simple syrup	Fill with ice	Garnish with lime wedge
	5 lime slices	Add vodka and simple syrup	
		Top with Cock 'n Bull ginger beer	
Old Fashioned	3 oz. Makers Mark	Muddle simple syrup, orange slice and cherry.	Rocks glass filled half way with fresh ice
	3 dashes Angostura Bitters		
	½ oz simple syrup	Add Makers and bitters and ice	Garnish with orange peel.
	1 cherry	STIR for 30 revolutions	
	1 thin orange slice	Strain over fresh ice in rocks glass and garnish	

SPECIALTY SHOT RECIPES





The Bar Experts Specialty Drink Guide

SPECIALTY SHOTS

Drink	Ingredients	Build	Glass & Garnish
Gold Rush	½ oz. Ole Smoky Apple Pie Moonshine	Shake all ingredients	Rocks Glass
	½ oz. Goldschlager	Strain into a rocks glass	
	½ oz. pineapple juice		
Bourbon Cowboy	½ oz. Old Crow bourbon	Shake all ingredients	Rocks Glass
	½ oz. Ole Smoky Apple Pie Moonshine	Strain into a rocks glass	
	½ oz. cranberry juice		
Caramel Apple	½ oz Jim Beam Apple	Shake all ingredients	Shot Glass
	½ oz Butterscotch Schnapps	Strain into shot glass	
Daisy Dukes	¾ oz Ole Smoky Strawberry Moonshine	Shake all ingredients	Rocks Glass
	¼ oz PAMA liqueur	Strain into a rocks glass	
	½ oz lemon sour		
Smashville Shooter	½ oz Ole Smoky Blackberry Moonshine	Pour directly into a shot glass	Shot Glass
	½ oz Ole Smoky Peach Moonshine		
Mud on the Tires	¼ oz RumChata	Shake ingredients	Shot Glass
	¾ oz Patron XO Café	Strain into a shot glass	

SERVER SIDEWORK CHECKLIST



**Opening Sidework**

Opening Sidework – Server	Assigned To:
Ask busser to fill ice bins to the top	
Cut Lemons (wedges) and place at server stations over ice. Cut a "rim slice" on all fruit. Use a Safety Cutting Glove and Label, Date and Store properly. Lemons have a 24-hour shelf life. Cut at least 1 back up container and place in walk-in.	
Clean, refill and face all table caddies toward the front door (including patio)	
Wipe down all tables and chairs (including patio)	
Stock coasters, thermal paper, check presenters, Team Sign-ups at POS stations	
Stock TO-GO supplies (cups, lids, boxes) and Straws where needed	
Pre-set tables with roll-ups	
Clean / Wipe down expo and server line	
Angle all chairs at captain's table	
MONDAY MORNING - Refill sugar caddies and reset in table caddies	
TUESDAY MORNING - Refill salt shakers and reset in table caddies	
WEDNESDAY MORNING - Refill pepper shakers and reset in table caddies	
2nd DAY OF EVERY MONTH - Refill salt and pepper shakers	
2nd DAY OF EVERY MONTH - Refill BBQ sauce containers	

Afternoon Sidework

Afternoon Sidework – Server	Assigned To:
Ask busser to Refill ice bins to the top	
Restock Lemons (wedges) at beverage stations and refresh ice. Cut more if needed - Use Safety Cutting Glove, Label, Date and Store properly	
Clean, refill and face all table caddies	
Wipe down all tables and chairs (including patio)	
Stock coasters, thermal paper, black appetizer plates, check presenters, VIP Sign-ups at POS stations	
Stock TO-GO supplies (cups, lids, boxes) and Straws where needed	
Clean / Wipe down expo, beverage stations and server line	
Clean / Wipe down POS terminals / screens / stations	
Throw away employee drinks from designated drink stations	
Polish first, then roll silverware (50 roll-ups minimum)	



Closing Sidework

Closing Sidework – Server	Assigned To:
Turn coffee machine off. Wipe the machine and counter clean. Run all pots and colander through dish machine and set back up for next day. Refill coffee creamers	
Clean / Wipe down ice tea machine and counter. (Save 2 pitchers for closers) Disassemble nozzles on urns, use bottlebrush to scrub and soak overnight in soda water. Send urns and colander through dishwasher and set back up.	
Wrap all lemon containers and place in walk-in	
Clean, refill and face all table caddies toward the front door	
Wipe down all tables and chairs (including patio)	
Stock coasters, thermal paper, black appetizer plates, check presenters at POS stations	
Stock TO-GO supplies (cups, lids, boxes) and Straws where needed	
Clean, wipe down and restock expo line with plates, soufflé cups/lids, wet naps, oyster crackers, silverware, napkins, etc. Replace or clean existing containers.	
Polish first, then roll silverware (50 roll-ups minimum)	
Clean / Wipe down POS terminals/screens/stations	
Clean / Wipe all check presenters at all stations	
Burn all ice and clean / wipe out jockey boxes	
MONDAY NIGHT - Dump salt in containers and run shakers and lids through dishwasher. Let dry overnight.	
TUESDAY NIGHT - Dump pepper in containers and run shakers and lids through dishwasher. Let dry overnight.	
1st DAY OF EVERY MONTH - Dump parmesan and red chili flakes shakers and run through dishwasher. Let dry overnight.	
1st DAY OF EVERY MONTH - Dump oil and vinegar containers and run containers through dishwasher. Let dry overnight.	

SERVER 5-DAY TRAINING SCHEDULE





SERVER TRAINING

DAY ONE

*Confirm New Hire paperwork has been completed and submitted. Confirm Model Release, Consent to Payroll Deduction and Receipt of Handbook Acknowledgement forms have been signed and turned in.

*Receive costume.

*Your training schedule needs to be initialed by your trainer for each training day.

_____ Go over Server Training Manual with Trainer and go over Costume Poster and Appearance Guidelines.

_____ Go over SERVER SUPER SEVEN in detail. Explain Parking Policy and schedule request, shift cover policy and store costume disbursement policies.

_____ Guided tour of restaurant, patio, bar, kitchen, walk-ins, supply areas, MSDS Book.

_____ Trainee understands MSDS Book and **signs MSDS Book Sign In Sheet.**

_____ Followshift with trainer.

_____ Go through Server Close out including VIP Sign Ups and Side work.

_____ Go over each menu item, including Beer & Wine and Happy Hour.

****Homework:** Learn appetizers, soups, and salads. Learn the Server Super Seven. Go over all menu items, including Beer & Wine and Happy Hour. Review the Server Training Manual and Costume Guidelines. Study the table map and position points.

***REMEMBER:** Menu and drink test will be given on your last day of training. A passing score of 80% is required. A failing score requires a final re-test on day six.

SERVER TRAINING

DAY TWO

_____ Go through opening procedures with Trainer. Go over Soups, Salads, Appetizers and Non-Alcoholic Beverage Offerings. Go over Table Map and position points.

_____ Review SERVER SUPER SEVEN. Go over COMPANY NAME Beverage Offerings Template.

_____ Do a Bar Walk Thru with Day Bartender. (10 minutes)

_____ Follow shift with trainer taking more involved role in serving guests. Making sure you are becoming familiar with the POS, Table Numbers and Position Points.

_____ Close out. Go over entire menu, including Beer & Wine and Happy Hour. Review SERVER SUPER SEVEN and review Server Training Manual in depth.

****Homework:** Learn entire Menu. You will be tested at the end of your fifth shift. A passing score of 80% will be required for final approval.



SERVER TRAINING

DAY THREE (Closing Shift)

_____ Go over Menu, especially Combo's, Wraps, Appetizers, and Deserts and SERVER SUPER SEVEN. Question and answer time.

_____ Follow trainer in assigned section but you, the trainee, should enter all orders into the POS. Make sure you can do this with very little explanation.

_____ Go over closing duties including, checking other servers out and side work needed to be done.

_____ Close out. Menu review. Drink review, bar review, SERVER SUPER SEVEN Review.

****Homework:** Study entire Menu. Know drinks, specials, and policies. Know the Server Super Seven in detail. Commit the Table Numbers and Position Points to memory. Study the Beverage Offering Template.

SERVER TRAINING

DAY FOUR- (Food Running Shift)

_____ Go over appetizers, soups, and salads. Go over SERVER SUPER SEVEN in detail.

_____ Expo / Food Running / Food Identifying with Runner.

_____ Menu review. Go over each menu item, including Beer & Wine and Happy Hour and All-Day Every Day specials.

_____ Take floor plan test at the end of your food-running shift. (Verbal or Written)

****Homework-** Make sure you go over Server Super Seven and all food and drink menus. Your test is at the end of your fifth shift.

SERVER TRAINING

DAY FIVE

_____ Review food and drink menus before your shift. If you have any questions now should be the time to ask.

_____ Work assigned station with the trainer following closely behind you.

_____ Make sure you hit all on the Server's Super Seven.

_____ Run all food for your section as well as any drinks that you might need.

_____ Computer knowledge ready (including proper Table Numbers and Position Points)

_____ Close out with the trainer watching what you do.

_____ Check out with your trainer and the closing server.

_____ **Take and pass Drink Test and Menu Test.**

SERVER TRAINING CHECKLIST



**Server Training Checklist**

Employee _____

Date _____ (1st day of training)

Activity	Trainer Initials	Employee Initials	Date Completed*
Review of Server Appearance/Costume Guidelines			
Review of Server Training Manual			
Beverage and Menu Review			
Beverage Offerings/Specials/ Happy Hours Review			
Table Numbers/Position Points Review			
Ring up order on POS efficiently			
Bussing/Pre-Bussing Tables			
Food Running/Proper Delivery/Position Points			
Guests asked to "enjoy their meal" before leaving the table			
Garnishment of Bar Drinks			
Ring in drinks BEFORE food in POS			
Drink delivery for self and others			
Guests asked to "enjoy their drinks" before leaving the table			
Table numbers test/quiz (verbal or written) passed			
Step 1: 2 Minute Greeting with Name and Coasters			
Step 2: Suggest Specific Drink and Appetizer			
ID's checked for all guests 30 and under			
Step 3: Drink Delivery/Specific Server Suggestions			
No use of "D.A.D"			
Step 4: Run food for self and others			
Step 5: First Bite Check Back performed within 2 minutes			
Step 6: Refills offered and provided			
Step 7: Dessert/Coffee offered/ "To Go?"			
Thorough Pre-Bussing of table performed			
Step 8: Guests invited to stay or informed of next event			
Check presented in timely manner with COMPANY NAME email sign ups			
Guests told server will take the check when ready			
Guests thanked and asked to return			
Proper telephone etiquette			
"Guests" used, NOT "customers"			
Server Drink Test passed			
Server Menu Test passed			

*"Date Completed" is dated when activity is consistently observed, test/review completed, and/or the trainer observes employee performing activity in a satisfactory manner.

Signed by Manager, Primary Trainer and Trainee when training is completed and tests are passed.

Trainer's Signature _____

Date _____

Trainee's Signature _____

Date _____

Manager's Signature _____

Date _____

****KEEP IN EMPLOYEE'S PERSONNEL FILE****

ALCOHOL MANAGEMENT PROGRAM





Introduction

Congratulations on your employment at **COMPANY NAME**! As an establishment that serves alcoholic beverages, it is our responsibility to provide you with the necessary training to responsibly sell and serve alcoholic beverages. The following material is intended to be used as a guide and educational tool. Most states require servers of alcoholic beverages to participate in a state certified alcoholic beverage training in addition to the training they receive from their employer. This course is not intended to meet state certification. Rather, it is intended to educate our employees on company policy with regard to alcohol awareness. We take great pride in our quality beverages and friendly, responsive service. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day.

Upon completion of this course you will be given a test over the material covered in this program. Only persons able to correctly answer 80% of the questions will be allowed perform jobs that include the service of alcoholic beverages.

Once again, welcome to the **COMPANY NAME** Team!



Facts Regarding Alcohol Related Crashes

The term "drunk driving" is an inaccurate characterization of the problems caused by motorists who are impaired by alcohol. The first criminal laws targeting this problem prohibited "drunk driving," encouraging the notion that the problem involved drivers who were visibly drunk. In fact, many alcohol-impaired drivers do not appear drunk in the traditional way. Research has shown that even small amounts of alcohol can impair the skills involved in driving, but the persistent notion that the problem is predominantly one of drunk drivers has allowed many drinking drivers to decide they are not part of the problem. For these reasons, the term "alcohol-impaired driving" is a more accurate and precise description of what is commonly referred to as "drunk driving."

The National Center for Injury Prevention and control has published the following facts with respect to alcohol related crashes.

- Y Impaired driving will affect one in three Americans during their lifetimes.
- Y Alcohol-related motor vehicle crashes kill someone every 30 minutes and non-fatally injure someone every two minutes (NHTSA 2003a).
- Y During 2002, 17,419 people in the U.S. died in alcohol-related motor vehicle crashes, representing 41% of all traffic-related deaths (NHTSA 2003a).
- Y In 2001, more than 1.4 million drivers were arrested for driving under the influence of alcohol or narcotics (FBI 2001). That's slightly more than 1 percent of the 120 million self-reported episodes of alcohol-impaired driving among U.S. adults each year (Dellinger 1999).
- Y Drugs other than alcohol (e.g., marijuana and cocaine) have been identified as factors in 18% of motor vehicle driver deaths. Other drugs are generally used in combination with alcohol (NHTSA 1993).
- Y Nearly two-thirds of children under 15 who died in alcohol-related crashes between 1985 and 1996 were riding with the drinking driver. More than two-thirds of the drinking drivers were old enough to be the parent of the child who was killed, and fewer than 20% of the children killed were properly restrained at the time of the crash (Quinlan 2000).



Y Adult drivers ages 35 and older who have been arrested for impaired driving are 11 to 12 times more likely than those who have never been arrested to die eventually in crashes involving alcohol (Brewer 1994)

Y In its publication The Economic Impact of Motor Vehicle Crashes, the National Highway Traffic Safety Administration reported that alcohol-related crashes in 2000 were associated with more than \$51 billion in total costs (Blincoe 2002)

Y Male drivers involved in fatal motor vehicle crashes are almost twice as likely as female drivers to be intoxicated with a blood alcohol concentration (BAC) of 0.10% or greater (NHTSA 2003a). A BAC of 0.08% is equal to or greater than the legal limit in most states.

Y At all levels of blood alcohol concentration, the risk of being involved in a crash is greater for young people than it is for older people (Mayhew 1986). In 2002, 24% of driver's ages 15 to 20 that died in motor vehicle crashes had been drinking alcohol (NHTSA 2003b).

Y Young men ages 18 to 20 (too young to buy alcohol legally) report driving while impaired almost as frequently as men ages 21 to 34 (Liu 1997).

Y In 2002, 22% of the 2,197 traffic fatalities among children ages 0 to 14 years involved alcohol (NHTSA 2003c).

Y Adult drivers ages 35 and older who have been arrested for impaired driving are 11 to 12 times more likely than those who have never been arrested to die eventually in crashes involving alcohol (Brewer 1994).

Y Nearly three quarters of drivers convicted of driving while impaired are either frequent heavy drinkers (alcohol abusers) or alcoholics (people who are alcohol dependent) (Miller 1986).



Ten Steps to Responsible Alcohol Beverage Service

COMPANY NAME is committed to the responsible service of alcoholic beverages. In accordance to this commitment, all employees are required to follow the procedures listed below:

1. No employee will serve an alcoholic beverage to anyone under the age of **21**.
2. All employees will carefully check Identification of anyone who appears to be under **30** years of age.
 - a. Acceptable documentation is a valid state driver's license with a photo or a photo ID issued by the state.
 - b. The employee will carefully check the identification to determine its authenticity. The manager should be informed if there is any appearance of forgery or tampering.
 - c. In the absence of authentic identification, or in case of doubt, the employee will refuse service of alcoholic beverages to the customer.
3. No employee will serve an alcoholic beverage to anyone who is intoxicated.
4. No employee will serve alcoholic beverages to anyone to the point of intoxication.
5. It is the employee's responsibility to notify a manager when a guest shows signs of intoxication or is requesting alcoholic beverages above the limits of responsible beverage service.
6. Any intoxicated customer wishing to leave the **COMPANY NAME** will be urged to use alternative transportation.
7. All employees are obligated to inform law enforcement authorities when intervention attempts fail.
8. No employee will drink alcoholic beverages while working.
9. A single guest may not be served more than 32 ounces of beer or 3 ounces of liquor at any one time. Keep a record and inform management whenever a guest reaches 4 alcoholic drinks.
10. All employees who serve/sell alcoholic beverages will successfully complete a state certified Seller/Server training course when beginning employment.

The sale/service of alcoholic beverages should not be a routine! It is one of the few legal products you can sell that could put you in jail.

THE MANAGEMENT FULLY SUPPORTS THESE POLICIES AND WILL STAND BEHIND OUR EMPLOYEES IN THEIR DECISIONS TO PROMOTE RESPONSIBLE SERVICE.



Understanding the Physiological Effects of Alcohol

Alcohol passes from the mouth down the esophagus and into the stomach and on into the small intestine. At each point along the way ethyl alcohol can be absorbed into the blood stream. However, the majority of the alcohol is absorbed from the stomach (approx. 20%) and the small intestine (approx. 80%). In general drinking more alcohol within a certain period of time will result in increased blood alcohol concentrations (BAC) due to more alcohol being available to be absorbed into the blood.

The presence of food delays absorption of alcohol. Physiological factors such as strenuous physical exercise also decrease alcohol absorption. Additional factors such as drugs (e.g. nicotine, marijuana, and ginseng) that modify physiological factors regulating gastric emptying also modify alcohol absorption. Diluting alcoholic beverages with water may decrease the absorption rate, but mixing with carbonated beverages increases the absorption rate. A healthy body eliminates 90% of alcohol through the liver at a rate of approximately ½ oz. of pure alcohol (1 drink) per hour.

Alcohol's direct action on the brain is as a depressant. It generally decreases the activity of the nervous system. Alcohol's action on the brain produces a number of behavioral effects. These effects are dependent upon the amount of alcohol taken in, the time period over which the alcohol is drunk, and other factors such as whether other drugs are being taken at the same time, the previous drinking history of the individual, the physical state of the person doing the drinking, and the genetic background of the individual (i.e. ethnicity, gender). Higher blood alcohol levels may impair balance, memory and muscular coordination. Increased amounts of alcohol consumption within a short time span may cause severely affected judgment, blunted sensory perception and loss of control.



Blood Alcohol Content

Blood alcohol concentration (BAC) describes the amount of alcohol in a person's blood expressed as weight of alcohol per unit of volume of blood. For example, at 0.10 percent BAC, there is 100 mg of alcohol per 100 ml of blood. As of this revision date driving with a BAC of 0.10 percent is a crime in 5 states. It is a crime to drive with a BAC of 0.08 percent in 45 states and the District of Columbia. A BAC of 0.08 is evidence of an alcohol violation in Massachusetts. In response to a potential loss of federal highway funding, all states likely will have a BAC defining impaired driving at 0.08 percent within the next few years.

Most beers contain 4-5% alcohol; wines 12% on average, and distilled beverages average from 40% (80 proof) to 50% (100 proof) alcohol. The following chart provides an estimate of the BAC for an individual based on the weight of the person and the number of drinks they have consumed. This chart assumes that one drink is 1oz. of 80 proof liquor at 40%, 12oz. of beer at 4.5%, or 4oz. of wine at 12%. Drinks with higher percentage of alcohol or more alcohol will yield an even higher BAC.

Approximate Blood Alcohol Percentage In One Hour

# of Drinks	Body Weight in Pounds								Influenced
	100	120	140	160	180	200	220	240	
1	0.04	0.03	0.03	0.02	0.02	0.02	0.02	0.02	Possibly
2	0.06	0.06	0.05	0.05	0.04	0.04	0.03	0.03	
3	0.11	0.09	0.08	0.07	0.06	0.06	0.05	0.05	Impaired
4	0.15	0.12	0.11	0.09	0.08	0.08	0.07	0.06	
5	0.19	0.16	0.13	0.12	0.11	0.09	0.09	0.08	Legally Intoxicated
6	0.23	0.19	0.16	0.14	0.13	0.11	0.10	0.09	
7	0.26	0.22	0.19	0.16	0.15	0.13	0.12	0.11	
8	0.30	0.25	0.21	0.19	0.17	0.15	0.14	0.13	
9	0.34	0.28	0.24	0.21	0.19	0.17	0.15	0.14	
10	0.38	0.31	0.27	0.23	0.21	0.19	0.17	0.16	

Subtract .015% for each hour of drinking.

KNOW YOUR LEGAL LIMIT In most states that means .08% of Blood Alcohol Content or any amount, which results in loss of normal use of mental or physical faculties. This is only a guide and NOT sufficiently accurate to be considered legal evidence. The figures you calculate are averages.

Individuals may vary somewhat in their personal alcohol tolerance. Food in the stomach affects the rate of absorption. Medications, health, and psychological condition are also influential factors. In any case, if you've been drinking at all, be careful!

OUR POLICY IS . . . DON'T DRIVE AFTER DRINKING



Other Facts About Blood Alcohol Content

What BAC is considered illegal? Driving with a BAC of 0.10 percent is a crime in 5 states. It is a crime to drive with a BAC of 0.08 percent in 45 states and the District of Columbia. A BAC of 0.8 is evidence of an alcohol violation in Massachusetts. In response to a potential loss of federal highway funding, all states likely will have a BAC defining impaired driving at 0.08 percent within the next few years.

What is the effect of alcohol on driving skills and crash risk? At BAC as low as 0.02 percent; alcohol affects driving ability and crash likelihood. The probability of a crash begins to increase significantly at 0.05 percent BAC and climbs rapidly after about 0.08 percent. For drivers' age 35 and older with BAC at or above 0.15 percent on weekend nights, the likelihood of being killed in a single-vehicle crash is more than 380 times higher than it is for non-drinking drivers.¹

How many drinks does it take to reach significantly impairing BAC? The effects of alcoholic drinks vary greatly because the rate of absorption and BAC attained vary from person to person due to such factors as weight, amount of fat tissue, and stomach contents. Nevertheless, various organizations have developed charts intended to help people estimate their BAC based on the number of drinks consumed. These tables can be used to estimate BAC, but they are subject to error.

Are beer and wine less impairing than hard liquor? Impairment is not determined by type of drink but rather by the amount of alcohol ingested over a specific period of time. There is a similar amount of alcohol in such standard drinks as a 12-ounce glass of beer, a 4-ounce glass of wine, and 1.25 ounces of 80 proof liquor. Beer is the most common drink consumed by people stopped for alcohol-impaired driving or involved in alcohol-related crashes.



Detection of Intoxicated Persons

The responsible service of alcohol requires that servers be able to recognize intoxicated patrons. Use these detection guidelines to help you recognize intoxication.

1. Common Indicators

- Bloodshot/unfocused eyes
- Slurred speech
- Smell of alcohol on breath
- Mental confusion
- Impaired motor skills/Spilling a drink
- Dishevelment
- Impaired balance
- Signs of nausea or loss of bladder / bowel control

2. Warning Signs of Illegal Intoxication

- Development of one or more common indicator
- Heated altercations
- Rapid or pronounced changes in mood, behavior or emotional state.

3. Mistaking Illness for Intoxication

- Similar symptoms
- Need for prompt, correct action
- Medic - alert jewelry, a warning sign
- Visual representation of medic - alert jewelry

4. Atypical Drinkers

- Experience and tolerance may mask intoxication
- Special efforts required to detect intoxication in some very experienced drinkers



Detection of Intoxicated Persons - Contd

5. Monitoring Customers

- Count drinks and use BAC Chart
- Interview and rate guests prior to sale. Be alert to and probe for hidden indicators and warning signs.
- Note guest's initial mood and conduct and watch for changes in mood or behavior
- Observe guest interactions
- Re-interview and re-rate guests prior to each additional sale.



Detection of Minors

The service of alcoholic beverages to minors is a crime. You, as well as the restaurant, can be charged with a crime for doing so. The following points can be used in recognition of minors. The primary deterrent we have against serving minors is to ask for identification. The policy for our restaurant is to request identification from anyone appearing to be **30 years** or younger.

1. Physical Characteristics Common to Minors

- Signs of underage status
- Lack of physical maturity
- Most minors mature in physical appearance before age 21

2. Fads and Fashions in Clothing, Accessories, and Grooming Popular with Minors

3. Behavior Patterns Characteristics of Minors.

4. Suspicious behaviors typical of minors attempting an illegal purchase.

- Pooling money and giving it to the oldest appearing member of the group
- Minor waiting in the background away from the point of purchase while adult obtains more than one serving
- Adult making repeated purchase for a young appearing person

5. Detecting Invalid ID:

6. Fake ID Warning Signs

- Deceptively similar
- Counterfeit
- Altered
- Borrowed / stolen



Intervention with Minors

Professional and respectful intervention is required once you recognize that a minor has received or tried to receive alcoholic beverages.

1. **Proper Demeanor of seller.** Remain professional, courteous, and calm.
2. **Examination of an identification card.** Request to see their I.D. always including the word 'please'.
3. **Removal of Alcoholic Beverages from Minor's Reach or Possession.** Once it has been determined that the guest is a minor, you must remove the drink from their possession.
4. **Sample Words and Phrases.**
 - *"May I see your I.D. please?"*
 - *"I'm sorry; it is against the law to serve minors. We'll have to take your drink."*
 - *"I'll have to take your drink until a manager can verify you are of legal age."*
5. **Contacting Law Enforcement Authority when Intervention Fails.** The server should always call a manager before contacting law enforcement. The manager can then inform the minor patron that unless the patron complies, there will be no other choice than to call law enforcement.



Intervention with Intoxicated Patrons

Professional and respectful intervention is required once you recognize that a patron is intoxicated.

- 1. Proper Demeanor of seller.** Remain professional, courteous, and calm.
- 2. Designated Driver Programs.** Intoxicated patrons should be urged not to drive. All properties should offer complimentary non-alcoholic beverages to anyone who identifies himself/herself to a manager as the “designated driver”.
- 3. Early Intervention Techniques**
 - Use various methods to slow service of beverages.
 - Try to serve food and alternative beverages.
 - Warning concerning caffeine products. Caffeine has no effects against the alcohol; both compounds will remain in the person. The alcohol is a depressant and will make the person tired, caffeine will only make them awake but they would remain intoxicated. Time is the only real effect to neutralize alcohol.
- 4. Cut - Off Intervention**
 - Remove alcoholic beverages.
 - Arrange an immediate safe ride.
 - Contact police if they refuse a safe ride option.
- 5. Sample Words and Phrases**
 - *“Management has prohibited me from serving any more drinks to you.”*
 - *“You have reached the maximum # of drinks I am allowed to serve you. Would you like me to call a manager for approval to serve more?”*
 - Managers can use a discreet method to cut off a patron by calling them away from the table or bar as not to embarrass the patron. One method is to tell the patron they have a phone call. Once they are away from other guests you can politely inform them that they will not be served any more alcohol.



6. **Obligation of seller to inform law enforcement authorities when intervention attempts fail.** The server should always call a manager before contacting law enforcement. The manager can then inform the minor patron that unless the patron complies, there will be no other choice than to call law enforcement.

7. **Sanctions for employee violations.** Illegal service of alcoholic beverages is a crime. You, as well as the restaurant, can be charged with a crime for doing so. Additionally, DRAM shop laws are such the both the employer and employee may be held liable for serving intoxicated patrons that are later involved in accidents related to alcohol impairment.



Alcohol Awareness



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

To serve or not to serve?

By understanding and fulfilling your responsibilities...

Your Role:

- ☐ Observe
- ☐ Monitor
- ☐ Report

Assisted by the guidance and support of management...

Your Manager's Role:

- ☐ Confirm
- ☐ Confront
- ☐ Resolve



Dram Shop Laws - Liability

Many states have enacted “dram shop” acts that create a civil cause of action (i.e. the basis for a lawsuit) against a business (and in some cases the employee) if the sale of alcohol to an intoxicated person results in injury to a third party. These laws also create liability for businesses that serve any alcohol to a minor who injures another person as a result. Not only do you need to understand the dram shop laws in your state, but also you need to make sure that anyone in your operation who serves alcohol understands and has training in them.

If a patron shows up drunk, not only should you refuse alcohol service, but also you should document the incident on a form created for this purpose. It need not be any format in particular, but it might include the following: the time of arrival and leaving, a description (including name, if possible) of the patron, descriptions of other people in his party, his actions or behavior that indicated inebriation, and the name and signature of the person filling out the form.

Case Study 1: Shattered Lives and Bad Press

Five years after a drunken driver crashed into a carload of teens leaving an alcohol-free school dance, a bar and its principals were ordered to pay the victims almost \$1 million. That was the decision entered by a Texas district court judge in 2002 when a jury handed down a \$964,000 judgment, against a saloon and its two owners.

Four students were injured in the 1997 crash on their way home from a Valentine's Day dance sponsored by Students Against Drunk Driving. During the civil trial, the driver testified that he drank 21 beers and two liquor shots at the establishment. The driver's blood-alcohol level was three times the legal limit when tested several hours after the crash, which happened less than 1,000 feet from the bar's parking lot.

Case Study 2: San Antonio Bartender Arrested In DWI Probe.

Tuesday March 26, 2002. San Antonio TV News 12. In a first-ever arrest in San Antonio, a bartender was recently charged for serving a drunken driver who was later involved in a deadly DWI crash."When they find out not only is the drunk driver responsible, but the person who served the alcohol is also responsible."



Alcohol Management Program Test

Employee Test

Employee

Date

Position

Instructions: Complete each sentence by filling in the blanks. Refer to the contents of this guide for your answers.

- 1) Alcohol-related motor vehicle crashes kill someone every _____ minutes and non-fatally injure someone every two minutes.
- 2) No employee will serve an alcoholic beverage to anyone under the age of _____.
- 3) All employees will carefully check Identification of anyone who appears to be under _____ years of age.
- 4) It is the employee's responsibility to notify a manager when a customer shows signs of _____ or is requesting alcoholic beverages above the limits of responsible beverage service.
- 5) Acceptable documentation for identification is a _____
_____ or a _____
_____.
- 6) The majority of the alcohol is absorbed from the _____ (approx. 20%) and the _____ (approx. 80%).
- 7) The presence of food delays _____ of alcohol.
- 8) Most beers contain _____ % alcohol; wines _____ % on average, and distilled beverages average from _____ % (80 proof) to _____ % (100 proof) alcohol.



- 9) It is a crime to drive with a BAC of _____ percent.
- 10) There is a _____ amount of alcohol in such standard drinks as a 12-ounce glass of beer, a 4-ounce glass of wine, and 1.25 ounces of 80 proof liquor.
- 11) Name at least three common indicators of intoxication.
- i> _____
 - ii> _____
 - iii> _____
- 12) Name one method of detecting a minor. _____
- 13) Coffee helps an intoxicated person sober up. (True or False) _____
- 14) Your role for Alcohol Awareness involves:
- i> _____
 - ii> _____
 - iii> _____
- 15) The manager's role for Alcohol Awareness involves:
- i> _____
 - ii> _____
 - iii> _____
- 16) Employees serving alcoholic beverages to an intoxicated patron can be charged with a crime. (True or False)
- 17) Establishments that serve an intoxicated person cannot be held liable if that person is involved in a crash. (True or False)



Completion Certificate

Alcohol Management Program

This certifies that _____ has attended and completed the Alcohol Management Program for COMPANY NAME. Completion of this program and signature of the above named individual indicates that he/she understands, supports, and will comply with all company policies as well as all state and local laws governing the sale and service of alcoholic beverages.

Employee Signature

Date

General Manager's Signature

Date

RECEIPT OF ACKNOWLEDGMENT





Receipt of Server Training Packet

This Receipt of Server Training Packet (herein referred to as "Manuals") is made and entered into as of this _____ day of _____, 20____ by and between the **COMPANY NAME**, a Las Vegas limited liability company. (Herein referred to as the "Company") and _____ (Herein referred to as "Recipient").

WHEREAS, the Recipient is interested in being associated with the Company's business and desires to learn about, participate in and be exposed to the Company's services and non-public information in pursuit of a business relationship and/or the consummation of a transaction between the Recipient and the Company.

WHEREAS, the Recipient agrees that they will be in receipt of confidential Manuals and information created, designed, gathered, ordered by and conceived by the Company or prepared by a third party such as a client, attorney, partner, employee, representative, for the Company's business purposes.

WHEREAS, the Recipient agrees that the dissemination of such information to any other party could cause significant harm to the Company and is strictly prohibited.

WHEREAS, the Company agrees that the Manuals constitute the majority of the systems, operations, policies and procedures necessary to operate an COMPANY NAME. Note: Additional materials and updated manuals shall be available upon request to the recipient as needed.

WHEREAS, the Company retains ownership rights of the Manuals and all other programs, tools, and materials included within this packet. The Materials must be returned if the Recipient is no longer legally attached to the Company and/or upon request by the Company.

The Recipient hereby acknowledges they have accepted receipt of the Manuals.

IN WITNESS THEREOF, the undersigned parties have hereby executed this Agreement through their duly authorized representatives as of the date first written above.

Recipient (print): _____ Restaurant Location/Store #: _____

Signature: _____ Date: _____

Title: _____

Restaurant Rep: _____ Title: _____

Date: _____