

Taqueria



Blanco

**This document has been sanitized.
All references to the real client
have been removed.**

HOST/HOSTESS GUIDE

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Welcome

Welcome to the team at Blanco. Your department is a key public relations department. It is your responsibility to make sure our Guests feel as comfortable as they would in their own home and, along with the rest of the qualified service personnel, provide a comfortable and enjoyable experience. The service and experience you provide our Guests should leave such an impressive impact on them that they are eager to return to our five-star restaurant.

The key to the success at Blanco is teamwork. If we work together as a team in our own departments, as well as the entire restaurant, your job will not only be easier, but more rewarding. The serious work of having fun begins with you! To produce this experience, we must all be highly energetic, pleasant, informative, communicative and helpful. Never say, "I don't know." Always find out how to help the Guest.

At Blanco we believe in **four** basic principles:

- 1. The key to success lies in providing all our Guests with what they want. We call this Guest Focus. Envision yourself as an actor/actress – you create the experience for your audience (Guest) in the theater (restaurant).**
- 2. Believing what your Guests and fellow employees have to say is important.**
- 3. Treat others the way you like to be treated.**
- 4. Have fun, be the best!**

You are one of our most dynamic resources. You play a vital role in Guest satisfaction and your professional development is very important. The training program is designed to set you up for success. You will learn all the skills and knowledge that it takes to serve our Guests with confidence.

TAQUERIA BLANCO PHILOSOPHIES AND GUIDELINES

There are three phases of training:

1. Classroom style
2. Hands-on practice
3. On-going development

Once you have mastered your primary job responsibility and successfully passed a written test, you will be assigned a schedule.

We welcome you to the Blanco Team. Have fun, relax and be the best! Don't be afraid to ask questions. We're happy to have you on board.

TAQUERIA BLANCO PHILOSOPHIES AND GUIDELINES
DNA
(Differentiators, Nuances and Attitudes)

Company Logo



Buzzing Energy
Fast and Furious
Affordable, Informal
Hand-tooled
Colorful Style
Sipping Tequila

Bringing to mind the authentic taquerias of the legendary marketplaces of Mexico, Chef _____ renowned chef and one of the fathers of Southwest cuisine, introduces Taqueria Blanco. This casual and exciting Mexican dining concept features an authentic, rustic menu of delectable tacos, tamales, tostados and rellenos made with savory fire-roasted meats, grilled vegetables and the freshest seafood. Hand-made tortillas, refreshing salsas and fresh juice cocktails provide guests with an unforgettable “true taste of Mexico.” Centered around an open-fired grill, the bustling exhibition kitchen adds to the warmth and energy of Taqueria Blanco, as do the Mexican paintings, folk art and lively Meringue, Salsa and Tejano music. The many high-end Mexican tequilas and mescals featured behind the bar are perfect for relaxed sipping or mixing with fresh juices for a Star Margarita with Lime, Mango, Passionfruit, Cactus or Watermelon.

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TAQUERIA BLANCO PHILOSOPHIES AND GUIDELINES

Mission Statement

Every company has a mission or goal for its operations. We must all have a common vision if we are to reach a common goal. At Blanco our mission is to:

- ◆ Apply only the highest quality standards to every product and service that we provide.
- ◆ Develop a “Guest First” focus and always find a way to say “YES!” to our Guests.
- ◆ Provide a great work environment and treat our team members and Guests as we want to be treated.
- ◆ Maintain integrity in the operation of our business and the achievement of profit.
- ◆ Contribute positively to the local community, our neighbors, and to the environment.

Our Credo

**Our Credo is to treat everyone with respect, understanding,
caring, and fairness.**

The Credo addresses and clearly defines our values and the way we conduct our business. We are the best company to work for, to buy from, to sell to, and to be a neighbor of... we are the reputable and successful company we are today because of people – our Guests, employees, investors, vendors, and the people in our communities.

Guest Service

The restaurant is in the business of Guest satisfaction, which translates into Guest Focus – creating the experience for your audience (Guest) in the theater (restaurant) with no boundaries in your script. Our goal for Guest service is to go above and beyond our Guests’ expectations with a friendly, professional and a “whatever it takes” attitude, as well as serving the best products from our kitchen.

**The most important person at our restaurant is
the Guest.**

TAQUERIA BLANCO PHILOSOPHIES AND GUIDELINES

The Guests' comfort and satisfaction are your responsibility. No matter which area you work in, we all have the same goal – a satisfied Guest. When Guests leave impressed and overwhelmed by their experience, they return. Repeat business from our community is the recipe for success.

Service can be defined simply as providing for every Guest's needs in a friendly, prompt, and professional manner just as we would a friend or relative in our own home. For example, you would greet all your friends arriving for a dinner party immediately at the door. You would do the same for the Guests at Blanco. It would be of great concern to you that they are having a good time and would want to come back.

Service is not mechanical; service is sincere. By knowing the basic service procedures, we can ensure consistency in addition to personalized Guest service.

The 5 / 10 Rule

Often in a large restaurant as we rush around, busy with our service priorities, we do not take the time to notice the "Guests" that are not in our station. Our definition of "Guest" is any person in or out of your station – a paying customer, a delivery person, a sales person, a tourist, friends and relatives – not just seated Guests in your station. The goal of the 5 and 10 rule is to always acknowledge the Guests when they are within 5 and 10 feet of you.

Your responsibility is to always:

- ✓ Anticipate Guests' needs
- ✓ Initiate conversation
- ✓ Ask to assist the Guest
- ✓ Help them in any way you can

When a Guest enters a 10-foot area around you, you are to immediately stop what you are doing and make eye contact with the Guest. This will show the Guest that you know they are there and you can assist them in any way.

As the Guest continues to approach you and is within a 5 feet area, you will greet the Guest, offer assistance to the Guest and help them in any way you can. As the Guest leaves the 5 feet area around you, give them an appropriate exit salutation.

You, the employee, should always have the last word.

As the Guest moves out of the 10 feet area, you may return to your prior task.

TAQUERIA BLANCO PHILOSOPHIES AND GUIDELINES

Guest Courtesy Guidelines

Customer courtesy begins when the Guests enter the front door and are greeted with a smile. At Blanco, we present a beautiful, clean restaurant, along with an attitude of caring and support for each and every Guest. Excellent, well-planned and well-executed service is an essential goal for all service employees. However, no amount of precise service will be adequate if the employee behaves inappropriately. Under no circumstances is it permissible to correct or deal negatively with Guests.

Situations may arise where Guests may find some aspect of their visit unsatisfactory to them. Should this happen, it is important to contact the manager on duty immediately to effectively deal with the problem. Remember, the Guest is always right.

Many Guests will appreciate a light and lively atmosphere; however, some Guests will want to have a quiet dinner. It is important that service employees read Guests carefully in order to provide excellent service. No service personnel will be allowed to indulge in rude, corrective, or self-righteous behavior toward Guests.

The following is a guide for acceptable food server behavior. It should be considered a basis from which you can develop your own behavior during interaction with Guests.

◆ Constant Communication

- Using honest verbal communication with Guests at all times will enhance your service.
- Let other service personnel know if you need assistance. Asking for help is a sign of intelligence, not weakness – Be Smart!
- **Remember Teamwork!**

◆ Use Good Body Language

- Remember, you are always on stage, in or out of your station.
- Keep good eye contact, posture, voice modulation, and expression for each individual transaction.
- Be aware of your movements and appear natural, not awkward.
- Never sit down at tables and never hold up walls.
- When introducing yourself or taking orders, move around so all Guests can hear and you can make better eye contact.

TAQUERIA BLANCO PHILOSOPHIES AND GUIDELINES

◆ **Maintain Control**

- Be able to read Guests and handle yourself accordingly.
- Be in control of your station and stay focused on getting Guests seated as quickly as possible.
- Keep the service cycle moving at brisk pace, but never make your Guests feel rushed. Ask for and accept help if you do get behind; this will ensure timely service.

◆ **Poise**

- Maintain personal control, regardless of the situation. The Guest is always right and is never to be corrected at any time.
- Try to resolve difficult situations in a calm manner and, if you are having trouble doing this, excuse yourself and locate a manager immediately.
- Willingly and quietly accept any negative feedback from a Guest. Find out what the Guest needs and get it immediately.
- Assist fellow employees if they require your help.

◆ **Attitude**

- Maintain a sense of humor during all situations.
- Be positive with Guests as well as fellow employees and remain friendly and personable at all times. Remember, the Guests can sense if you are having a bad day, so forget it and have fun. Everyone will be more appreciative.
- **SMILE!**
- **Look Great – Feel Great – Do Great!**

◆ **Courtesy**

- Maintain the utmost respect and courtesy for Guests at all times.
- Utilize respect and courtesy with fellow employees.
- **BE POSITIVE!**

TAQUERIA BLANCO PHILOSOPHIES AND GUIDELINES

◆ Internal Communication

- Using the proper communication etiquette is very important, especially when dealing with problem situations.
- Try to be clear and concise when communicating Guests' needs and requests. Avoid editorializing their requests with sarcasm or embellishing their needs.
- Never use abusive language, regardless of the situation.
- Be diplomatic. We have the same goal: to serve hot, quality food and creating a great Guest experience. By working together, this mutual goal can be accomplished.

◆ Be a Team Player

- Pitch in at all times, not only when someone asks for help.
- If you notice someone in need, ask if they need help. For example: assist them with continuous bussing. If you take a water pitcher to your station, water all the stations in the vicinity. When you take the pitcher back to the bus station, fill it up!
- Teamwork works both ways. If you are getting behind, ask someone for help. You never want Guest service to suffer. You may think that you are being a hero, but the Guest may leave dissatisfied and not return.
- **Teamwork is a way of life at Blanco!**

◆ Be a Professional

- Know the menu, know your Guests, and know your job.
- Be the best at what you do.
- Always strive to learn more and give better service.
- Contribute – Enhance – Protect the DNA
- Remember, this is a job!

TAQUERIA BLANCO PHILOSOPHIES AND GUIDELINES

◆ Plan

- Plan ahead – never allow the Guest to ask you for something, always be one step ahead.
- Open your shift prepared and ready - know what is to come. Are the service stations stocked? What are the specials? Are we out of any product? Who are my co-workers? Are there any special events or parties? These are questions that you need to ask yourself every shift.
- Planning will also help you once you become busy. If you feel that you are falling behind – STOP. Think about what each Guest needs and then consolidate. This will allow you to work more efficiently. Performing tasks for each of your tables when you are in a service station will help you reduce the number of times that you have to go to the service stations.

◆ Sense of Purpose

- Move briskly and purposefully.
- Good Service = Quick Service.
- There are always ten more details between Point A → Point B that need attention. Remove the blinders.

Teamwork

Give and you will receive – this is the Karma at Blanco.

As a member of the Blanco team, you play a vital role in creating a fun, fast-paced, and clean environment. Like any team, each member must depend on others to be successful. Remember, individual effort means little if the team doesn't win. This is especially true here at Blanco.

Always keep in mind that Guest satisfaction is our key to winning. If you cannot approach a Guest who has just been seated, ask for help. If you see another employee struggling to complete a task, offer your help. Don't wait to be asked! When the team wins, you win.

TAQUERIA BLANCO PHILOSOPHIES AND GUIDELINES

Some examples of teamwork would be communicating to the managers when we are running low on a product, answering the telephone within two rings, bussing a table, delivering food or drinks to a table, picking up litter off the floor, or motivating each other to perform your best. Remember, the entire restaurant is yours, not just your section.

Service Team Roles

◆ Manager

- Supervise and communicates with all on-duty staff
- Greets, seats, serves and interacts with Guests
- Regulates staff on and off duty
- Facilitates Guest service and teamwork
- Handles Guest complaints
- Handles comps, voids, POS problems

◆ Window Expediter

- Coordinates timing and completion of food orders
- Places food/plates in order by check
- Garnishes all plates
- Completes final quality check on all plates
- Coordinates staff to run food

◆ Bartender

- Prepares drinks for servers
- Prepares drinks for bar Guests
- Serves food to bar Guests
- Keeps bar area stocked and clean
- Washes cocktail, beer, wine glasses and special coffee cups

TAQUERIA BLANCO PHILOSOPHIES AND GUIDELINES

◆ **Food Runner**

- Final quality check for menu items
- Ensures completeness of all checks
- Delivers food to Guests
- Assists in maintaining table appearance

◆ **Server**

- Lead role in the experience
- Establishes and maintains Guest satisfaction
- Sells and efficiently serves quality products to all Guests
- Sets and breaks tables
- Maintains cleanliness throughout restaurant
- Delivers food to Guests

◆ **Busser**

- Resets tables
- Cleans floors
- Checks and stocks restrooms
- Assists servers with clearing plates
- Helps servers with service procedure
- Stocks server stations/service stands

◆ **Host/Hostess**

- Providers of information
- Welcomes and greets Guests
- Maintains flow of seating in order of arrival
- Checks satisfaction and encourages Guests to return soon

YOUR TRAINING

It is our goal to set you up for success in your new job by providing you plenty of opportunity to learn your job well. Your training will be supervised by Management and will include the following:

- An Orientation to your restaurant.
- A tour of the restaurant and a demonstration of all equipment and procedures.
- Video-based Responsible Alcohol Sales and Service Training with a written test.
- On-the-job training side-by-side with a qualified trainer.
- Station certification by demonstrating your knowledge and skills.
- A written test covering basic information.

As a result of your training, you will be able to:

- ✓ Demonstrate concern for first-class Guest relations.
- ✓ Present a positive first impression of the restaurant's friendliness, excellent service and high standards.
- ✓ Escort Guests to first available table.
- ✓ Maintain waiting list and coordinate seating while on a wait.
- ✓ Notify manager of any Guest that is perceived to be unhappy.
- ✓ Bid Guest farewell and invite them to return.
- ✓ Keep station clean, stocked and organized.
- ✓ Answer the telephone within two rings and respond professionally to callers.
- ✓ Maintain restrooms.

YOUR TRAINING

Certification Checklist

During training, your trainer will provide you with a Certification Checklist. He or she will use this checklist throughout your training to ensure you have met the performance standards set by Blanco. Your trainer will check off each task as it is completed. At the end of your training, you, your trainer, and the General Manager will sign your Certification Checklist.

Once you are certified, you have been trained to the minimum acceptable standard to perform your job. Ongoing training will be a large part of your career with us.

TAQUERIA BLANCO HOST/HOSTESS CERTIFICATION CHECKLIST

CHECK ONE: NEW HIRE CURRENT EMPLOYEE _____

TRAINEE: _____ SS#: _____ DATE: _____ STORE #: _____

Certification must occur on as many shifts as necessary to demonstrate all tasks during peak volume for this restaurant. At least 75% of the execution items must be accurately performed and approved by the certified trainer/manager. Some items may not apply. If the activity is not applicable to this employee, place NA in the blank.

1. NEW EMPLOYEE ORIENTATION

- ___ Overview of the Company
- ___ Overview of the Restaurant
- ___ Employee Handbook Review
- ___ Benefits Review
- ___ House Rules (Eating, Smoking, etc.)
- ___ New Hire File Complete
- ___ Introduction to Training
- ___ Tour of the Restaurant
- ___ Time Card Procedures

2. PERSONAL APPEARANCE

- ___ Clean, Pressed Uniform
- ___ Dark, Polished Shoes
- ___ Females Must Wear a Bra
- ___ Hair Must Be Clean, Well-Groomed, Must Comply With the Health Code and Be Properly Restrained
- ___ Males Must Be Clean-Shaven
- ___ Personal Hygiene

Comments: _____

3. BASIC TRAINING

- ___ Tour /Equipment Demonstration
- ___ RASS Test
- ___ BARS Agreement
- ___ Introduction to the Door
- ___ Telephone Procedures
- ___ Bussing Tables
- ___ Food Class
- ___ Bar Class
- ___ Wine Workshop
- ___ Follow #1
- ___ Follow #2
- ___ Station Tests

Comments: _____

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- ___ Incomplete Parties
- ___ Table Maintenance/Bussing Tables
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Comments: _____

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- ___ Waiting List Descriptions
- ___ Description Abbreviations
- ___ Guidelines to Follow When On a Wait

Comments: _____

9. TEAMWORK

- ___ Maintains Station
- ___ Cooperates with Employees
- ___ Assists Employees
- ___ Cooperates with Management Other: _____

Comments: _____

SIGN NAME _____

TRAINEE

TRAINER

GM

PRINT NAME _____

TAQUERIA BLANCO HOST/HOSTESS CERTIFICATION CHECKLIST

ORIGINAL - To Corporate Office

COPY - For Store Use

GENERAL INFORMATION

Coming and Going

Shift Check-In

Follow these guidelines at the beginning of each shift:

- Arrive in complete uniform by your scheduled start time. We recommend arriving 15 minutes prior to your scheduled shift.
- Check for new notices in the communication area.
- Clock in at the POS.
- Thoroughly detail your station or area.
- Perform the listed station opening duties.
- Make sure you have an accurate description of the special features and events for the shift. These items should be posted and will be discussed at the pre-shift meeting.
- Check with all team members and help them if needed.

Shift Check-Out

As the meal period winds down, your managers will cut stations as business dictates. When your cut is announced, immediately begin your side work/closing duties. You want to efficiently complete your duties while continuing to service your Guests. Never compromise Guest focus for side work.

The checkout procedure is as follows:

- Restock Guest amenities completely and detail entry area. Check area for any articles that may have been left.
- Perform side work as listed for your section.
- Check with the closing manager only after all duties are completed correctly.
- Clock out on POS.

GENERAL INFORMATION

The Door

The host, manager, or server at the host stand is the first person our Guests meet. It is imperative that we make a good first impression. A professional appearance, a big smile, eye contact, and a sincere welcome are essential to a successful start of the Guest's experience at the Blanco. Greet Guests immediately on their arrival.

The keys to a warm and genuine welcome are:

- **Smile** - A smile expresses your attitude towards the Guest.
- **Eye Contact** - Immediately acknowledge a Guests' presence.
- **Words** – A specific greeting personalizes their visit. "Good evening! Welcome to Blanco. Would you care for a table or would you like to sit in our lounge?"
- **React** and anticipate Guests needs. Guests should not have to wait to be acknowledged. **Always face the door.**
- **Inform** the Guests on the availability of seating if you are on a wait. Ask them if they have a smoking preference and quote the appropriate wait for each. The proper way to phrase this is, "Would you prefer smoking, non, or first available?"
- **Anticipate** the next available table. If we are not on a wait, know where we will seat the next table (smoking, non, 4 top, 6 top, etc.). Once we are on a wait, be alert to any tables that are close to leaving.
- **Talk** to the Guests as they are leaving. Asking them, "Did you enjoy your evening?" or telling them, "Thank you!", is just as important as saying hello.

The Telephone

The telephone represents the pulse of Blanco. Often a Guest's first impression of Blanco is the initial telephone call. When a Guest calls, he/she should receive a prompt answer. An enthusiastic voice, a helpful attitude and a knowledgeable employee will turn the phone call into a visit. **It is everyone's responsibility to answer the phone.**

The phone should be answered within two rings. Promptness in answering the telephone is as important as promptness when greeting a Guest in person. When a Guest gets slow service on the phone, the perception is slow service at the restaurant or bar.

GENERAL INFORMATION

The proper greeting when answering the phone at Blanco is to say:

- "Thank you for calling Blanco"
- "This is (name) speaking," and then,
- "How may I help you?"

Typically, callers will inquire about:

- ✓ Hours of operation
- ✓ Price range
- ✓ Directions to the restaurant
- ✓ If reservations are accepted

It is imperative for you to be informed so that you can answer their questions quickly and accurately. This information is listed on the unit fact sheet.

If a manager receives a phone call:

- ✓ Ask who is calling.
- ✓ Ask the caller's permission to be placed on hold.
- ✓ Put the person on hold.
- ✓ Let the manager know who it is and on which line.
- ✓ If the manager is unavailable or wants you to take a message, then do so on the message pad.
- ✓ If the manager is unavailable, ask if the Guest would like to leave a voice mail, then transfer accordingly.

To take a message:

- ✓ Use the message book
- ✓ Record the manager's name for whom the call was intended
- ✓ Date
- ✓ Time
- ✓ Phone number
- ✓ Any message that person wishes to convey and your initials
- ✓ The caller's full name
- ✓ Who they are with
- ✓ Your initials

GENERAL INFORMATION

Always:

- ✓ Tell the caller you will see to it that the manager gets the message ASAP.
- ✓ Never say, "I can't find her" OR "He's here somewhere" OR "She's in a meeting" OR "She has stepped out" OR "She's with the police" OR guarantee, "She'll call you back." Rather, "The manager is currently unavailable, but..."

Hold Etiquette

Being put on hold can be irritating. Ask permission to put the caller on hold before doing so. If you see the hold light flashing, pick up the phone right away and ask if the person has been helped. If you place someone on hold and you are having difficulty locating the person receiving the call, be sure to let the person on hold know that you are still trying to locate that person.

No one should be on hold for more than one minute without an update.

If you need to ask the caller to spell their name, don't hesitate.

Accuracy about telephone etiquette and putting callers on hold is important.

All messages taken for a person not on the premise will be written in the memo book and then placed in that person's box or kept at the hostess/host stand until the person returns.

Employees are not allowed to receive personal phone calls. If it is an emergency, funnel the call through a manager first.

GENERAL INFORMATION

Reservations

We accept reservations for lunch and dinner. Only a host or manager should make every reservation in the Reservation Book. If you answer the telephone and the Guest would like to make a reservation, place the Guest on hold and immediately locate a host or manager.

Key Points about Our Reservation System

- ◆ Parties of 8 or more must be booked by a manager only, not a host. Place the party on hold and notify a manager immediately.
- ◆ We will accommodate any reservations made by the concierge of local hotels. If a concierge calls, notify a manager or host immediately. Maintaining a great relationship with the concierge is imperative and can dramatically improve restaurant sales. All concierges must be treated with the utmost respect!
- ◆ Notify a manager immediately if a concierge makes a reservation for themselves or personally arrives in the restaurant for dinner.

Product Knowledge

Consider yourself a sales person and the product you sell is the restaurant. Your knowledge of the different aspects of the restaurant is important. You are not expected to know everything about the food and drink we offer, but have an understanding of what type of food we have, and be able to “sell” the experience.

Think of it as how you might describe the restaurant to your friends and family. They would need to know what type of food and the hours of operation and any special way to describe Blanco that would give them a picture of the restaurant if they have never been to Blanco.

Methods of Payment

At Blanco we accept the following forms of payment:

- \$ Cash
- \$ Checks - Taqueria Blanco does not accept personal checks
- \$ Credit Cards – At Taqueria Blanco we accept Visa, Mastercard, American Express, Discover, Diners Club, and Carte Blanche
- \$ Traveler’s checks
- \$ Company-issued gift certificates

GENERAL INFORMATION

Miscellaneous Tidbits

◆ Meetings

Daily shift meetings or Pre-Shift Boards are used to communicate important information to the staff. Your trainer or manager will inform you of the communication method used in your restaurant.

Daily shift meetings are held 15 minutes before each shift starts. This is a tool to help inform the front of the house (FOH) staff of the specials for the day and any other store events and/or promotions.

Notice sheets will be posted every week. Information on the notices may range from a new policy or procedure, a new product, or a sales contest. It is your responsibility to check the notice sheet area daily. Read the notice and initial the appropriate place after you fully understand it. If you have any questions, speak with a manager immediately.

Department meetings will be held periodically and attendance is mandatory. Managers will post a notice on the bulletin board two weeks prior to the meeting. Meetings will vary in topics from wine seminars to menu updates. All meetings are designed to keep the lines of communication open.

◆ The “In and Out” Rule

Good service is achieved when you consolidate trips and make good use of every step. Keep your hands full at all times. Always go to the kitchen or dish area with something and always go out with something from the floor to the kitchen.

Assist with food running – when in the kitchen, always check the pass shelf for hot food to run and be alert to retrieve menus.

GENERAL INFORMATION

◆ **Breakage**

Accidents happen. When they do, the first concern is the Guest's and your safety. When breakage occurs, you must clean up the mess immediately. Use the small broom, dust pan and a bar towel to clean the mess.

In the event glass is broken around the ice or near food, always assume it has been contaminated and must be replaced. Flag the contaminated area with a napkin and notify co-workers immediately.

Always completely dry spills and let other servers know if the spills occur in a high traffic area.

Document all breakage on the breakage sheet and have your manager initial the sheet.

◆ **Ashtrays**

Blanco has a strict "one butt limit" ashtray policy. Dirty ashtrays should never be on a table during any part of the meal.

The proper way to change out a used ashtray is to cap it with a clean one. The clean ashtray replaces the used one. The used ashtray should then be taken away from the table.

You should not use beverage napkins as a receptacle for dumping ashes in front of Guests, nor should they be used to cap an ashtray.

◆ **Aspirin**

We do not give aspirin to our Guests.

Check with a manager if a Guest requires first aid or emergency treatment.

GENERAL INFORMATION

The Last Impression

Thank you! When it is time for the Guests to leave, bid them a fond farewell. This is your chance to thank them for spending time with us and invite them back. This interaction is imperative to give a last impression that Blanco is a wonderful restaurant and we sincerely welcome them back.

HOST/HOSTESS RESPONSIBILITIES

General Responsibilities

The following bulleted points are the main responsibilities of the Host/Hostess Staff. Following these simple procedures will ensure success for you in your job as well as the satisfaction of our Guests.

- Arrive for your shift, on time and in complete uniform.
- Perform restaurant set-up and running duties to ensure successful shifts.
- Attend Shift Meeting, on time.
- Welcome Guests with a warm greeting.
- Seat Guests in an enthusiastic, warm and friendly manner.
- Attend to Guest's needs, often exceeding their expectations.
- Assist co-workers in performing their job functions, when necessary.
- Perform proper restaurant closing procedures.
- Maintain cleanliness and sanitation of work areas and entire dining room.
- Maintain cleanliness of Guest restrooms.
- Communicate with Guests, using their name, whenever possible.
- Attend to Guest's special needs, i.e. physically challenged, elderly.
- Provide extra special attention to Guests celebrating birthdays, anniversaries, etc. Ensure communication to server.
- Answer the telephone within two rings and respond to callers' needs promptly.
- Always be aware of the 5 / 10 rule (defined earlier).
- Maintain stock of materials needed (i.e. mints, toothpicks, and waiting list).

Priorities

We have developed a priority system for each service department in the restaurant. By following the priorities listed below, you will avoid any confusion that may arise during a shift. These priorities ensure that the correct team member performs the proper function, at the right time.

HOST/HOSTESS RESPONSIBILITIES

Top 5 Host/Hostess Priorities:

- 1. Greeting Guests**
- 2. Answering the phone within two rings**
- 3. Seating Guests**
- 4. Resetting tables**
- 5. Stock and clean Guest restrooms**

Any immediate Guest request overrides any other priority.

Host/Hostess Behavior Don'ts

To ensure that you fully understand what we expect as a high standard of conduct, the following "behavior don'ts" have been outlined:

- ◆ No beverages of any sort will be kept at the host stand or any other area in the front of the house.
- ◆ No personal phone calls.
- ◆ Gum chewing, eating or smoking is prohibited in any area on the floor.
- ◆ Refrain from carrying on personal conversations with other employees while Guests are in the foyer waiting to be seated.
- ◆ Avoid leaning against walls, hostess stand or doorways.

Opening, Running and Closing Duties

The Host/Hostess staff has set opening, running and closing duties that must be performed before a shift, during and after.

- Check menus to ensure the following:
 - ✓ Cleanliness
 - ✓ Properly folded
 - ✓ Facing the same direction
 - ✓ Have the proper menus for brunch and dinner
 - ✓ Stacked properly at host stand

HOST/HOSTESS RESPONSIBILITIES

- Foyer Cleanliness:
 - ✓ Front Host/Hostess windows (no smudges or streaks)
 - ✓ Dust all window ledges
 - ✓ Telephone area clean and organized

- Re-stock the following items:
 - ✓ Matches
 - ✓ Toothpicks
 - ✓ Waiting List
 - ✓ To Go menus
 - ✓ Seating rotation grid
 - ✓ Pens, markers, grease pencils
 - ✓ Message pads

- Check Restrooms for the following:
 - ✓ Wastepaper basket empty
 - ✓ Mirrors clean
 - ✓ Counters clean of spots and water
 - ✓ Paper supplies are stocked in all stalls and paper towel holders
 - ✓ Pick up any debris

- Clean and dust entire area.
- Polish the front doors
- Retail responsibilities
- Ensure current, accurate reservation list is printed.
- Reservations are a big part of your responsibilities including adding, checking, and confirming reservations.

HOST/HOSTESS RESPONSIBILITIES

Reservation Procedures

Use the following steps to record reservations:

Step	Action	
1	When a Guest calls to make a reservation:	
	If...	Then...
	<ul style="list-style-type: none"> The reservation is for a group of 8 or more people The reservation is for a group that is less than 8 people 	<ul style="list-style-type: none"> Transfer the caller to a manager. Go to step 2.
2	Record reservation in reservation book.	
3	Obtain Guest name, number in party, phone number, date, and time.	

Job Tools

- ◆ Clipboard with Waiting List pages
- ◆ Pens
- ◆ Description samples
- ◆ Happy, outgoing personality

When not on a wait:

- ◆ Greeter takes position at front Host/Hostess
- ◆ Directs Guest to Bar for cocktails or seats Guest at an available table
- ◆ Bids farewell to Guests as they leave

When on a wait:

- ◆ Greeter takes position at front Host/Hostess
- ◆ Quotes Guest current wait time

HOST/HOSTESS PROCEDURES (SERVICE SKILLS)

Seating the Guest

Begin the "red carpet" treatment the minute your Guest walks through the door by offering a greeting within 30 seconds.

- ☑ Seat in proper rotation; always know where you are going.
- ☑ Be sympathetic to the needs of the physically challenged; show respect for their dignity.
- ☑ Seat Guests only at tables that are completely set.
- ☑ When possible, ensure Guests specific seating requests are met.
- ☑ When escorting Guests through the restaurant, maintain a close, comfortable pace.
- ☑ Maintain pleasant conversation while escorting Guests.
- ☑ Attend to the specific needs of each Guest, often exceeding their expectations.
- ☑ Chairs are pulled out for women.
- ☑ If sat at a booth, when possible, the table is pulled out to allow the Guests to comfortably sit down in the booth.
- ☑ Remove extra place settings.

Table Maintenance / Bussing Tables

Because we are striving for a better restaurant, there will be occasions when you may be asked to assist a server or busser with clearing or resetting a table. This will facilitate better and more efficient service and set a positive tone among employees. Following this philosophy, you should know:

- ☑ How to properly clear plate/glass ware
- ☑ How to reset a table involving silverware, glassware and plate positioning
- ☑ Rearrange chairs, brush off seats, check floor for trash, food, napkins, etc.

HOST/HOSTESS PROCEDURES (SERVICE SKILLS)

Station Rotation

- ☑ Obtain a floor plan from the Manager; complete rotation chart.
- ☑ As Guests are seated, complete seating grid to ensure servers are not over seated.
- ☑ Seat Guests using proper station rotation; always know where you're going.
- ☑ Communicate with Servers and/or Manager, when necessary, to double seat to ensure servers are providing excellent service.

The Farewell

- ☑ A Host/Hostess should be stationed at Host/Hostess at all times.
- ☑ Ensure positive Guest experience by asking specific questions.
- ☑ Notify Manager immediately of any Guest experience that was less than perfect.

WAITING LIST

Key Responsibilities

The following tasks must be executed when anticipating a wait list during a busy shift.

- Maintain clipboard of blank waiting lists ready for use.
- Anticipate the wait by knowing the status of open tables in the dining room.
- Record the party's name, seating requirements, description and time of arrival in order of arrival.
- Quote accurate times.
 - ◆ Use 10 minute window, i.e. 5 to 15 minutes or 10 to 20 minutes
- Direct Guests to waiting areas in the restaurant where they will be most comfortable.
- "Sell the Wait." Speak in a positive manner when informing Guests that there is a waiting list. "Four for dinner? Wonderful! Your name please. There is a short 25 minute wait, but if you'd like to have a cocktail at the bar, I'll come and get you as soon as your table is ready."
- Make a note of how to identify the Guest when their table is ready. This would include a descriptor of what the Guest might be wearing. Note age, hair color, length of hair, etc. It's a good idea not to take notes on jackets or coats. These are often removed while the Guest is in the restaurant.
- Accommodate Guests' requests to be served by a specific Server. Our Servers are encouraged to build repeat clientele.
- Communicate with co-workers and Managers.
- Avoid misquotes as they tend to upset Guests.
- Expedite table turns.
- Obtain status of open tables.

Seat Guests maintaining proper standards, procedures and attention to detail.

Waiting List Descriptions

We want to enhance the warm, authentic feel of the restaurant by personally approaching each Guest to escort them to their table. When a Guest is located by their description and called by name, it is very impressive to them and adds to the special treatment they receive when they are in our restaurant.

WAITING LIST

That is why it is so important to record descriptions accurately. When taking descriptions, remember the K.I.S. rule: Keep It Simple!

- Choose one member of the party and be specific for easy identification.
- Always identify gender.
- Identify the color and style of a shirt, sweater or top, it's easiest to spot in a crowd (remember, people may remove a jacket or coat).
- Look for an easy face or head identification:
 - ◆ Glasses
 - ◆ Mustache
 - ◆ Ponytail or hair style
 - ◆ Hat or baseball cap
- Identify by logo attire:
 - ◆ Dolphins sweatshirt (or Cowboys or Bears or Rams, etc.)
 - ◆ University of Miami T-shirt (or UNLV, etc.)
- Identify using distinguishing jewelry or fashion accessories.
- NEVER** record offensive or inappropriate descriptors, i.e. bald, fat, skinny, etc.

Description Examples

Use the following table as a guide in selecting appropriate description tags:

Ladies	Men
Red sweater, glasses	Denim shirt, tie, brown hair
Black dress, pearls, blonde	Dolphins cap, white polo shirt
Red cowboy hat, Texas earrings, blonde	Dark suit, yellow tie, glasses
White LS blouse, pony tail with bow	Striped rugby, brown hair
Denim jacket, white shirt, jeans	Gap sweater, khaki's, w/ kids
Black mock turtle, jeans	Black T-shirt, jeans, earring
Long denim skirt, boots, floral blouse	Multi-jog suit, tennis shoes

WAITING LIST

Description Abbreviations

Use the following table for selecting description abbreviations:

Abbreviation	Description
L	Lady
M	Man
LS	Long sleeve
SS	Short sleeve
Cap	Ball cap
T	T-shirt
Polo	Short sleeve shirt with soft collar
Mock turtle	Turtleneck collar, not folded over
BD	Button-down shirt (like blouse or man's dress shirt)

Waiting List Example

A brief description of a waiting list:

- ◆ Party size: How many Guests in the party
- ◆ Guest name: First or last name
- ◆ Time in: Arrival of Guest, time their name is put on the list
- ◆ Quote: How long they were told it would be for a table
- ◆ Table: Note what table you sat them. This helps if they have someone join them or if there needs to be a tab transferred from the bar.
- ◆ Spec Instructions: Any special notes – a certain server requested, a certain table or area of the restaurant. This would also be where you would make a notation to be able to identify the Guest to be seated.
- ◆ Time Sat: The time the Guest was called for their table. It is important to track this so you can see how accurate your quotes are and make adjustments.








Once you have sat a party, highlight their name. Do not completely block them out because you may need to refer back to the entry later in the evening.

WAITING LIST

WAIT SHEET						
Party Size	Guest Name	Time In	Quote	Table	Spec Instructions	Time Sat
3	Johnson	7:35	45	72	Red sweater, tall, M	8:25
2	Hufford	7:35	45	21	F, blond, hoop earrings	8:15
4	Cox	7:40	45	54	Mustache, Tabasco tie	8:25
2	John	7:40	45	201	Plaid jacket, red tie, M	8:30
3	Matthews	7:40	45	12	Striped dress blue, F	8:35
3	Colleen	7:40	45	84	F blue turtleneck Cords	8:35
4	King	7:45	45	236	M, 2 kids, blue suit	8:37
6	Mallett	7:45	60		F, glasses, multi-scarf	

Waiting List Information Needed:

Records the following information on wait list pages:

-  Name of party
-  Number of Guests in party
-  Current time
-  Current quote
-  Description of one Guest in party
-  Table Guest was seated
-  Time Guest was seated

WAITING LIST

- ☑ Directs Guest to Bar
- ☑ Communicates back and forth with Manager re: quote and traffic
- ☑ Coordinates full wait list pages with Manager in a timely manner
- ☑ Bids farewell to Guests as they leave

Guidelines to Follow When on a Wait

- Communicate with bussers, floor manager and seater for open tables.
- Using waiting list, begin seating Guests, in proper order.
- Identify party on list to be seated.
- Communicate name, number in party and description to seater

Note: It is crucial that this information is communicated in a clear, concise and efficient manner. The rate at which the seater receives this information determines the pace and efficiency in which they can locate Guests for quick seating.

- As party is seated, place an "X" next to name.
- Record time party was sat.
- Scan dining room for open tables and status of dining Guests.
- Communicate quotes with Greeter.
- Complete all seating from Wait Lists; discard lists at the end of the shift.
- Collect and organize menus.
- Keep Host stand organized.
- Observe dining room; communicate open tables to Manager.
- Observe activity at tables for estimating when tables will open; communicate to Manager.
- Attend to Guests' needs waiting in foyer.
- Assist in communication with Manager.
- Collect menus from around restaurant.
- Check restrooms every 15 minutes.

WAITING LIST

Key points to remember about managing a waiting list during a busy shift is to have each Host/Hostess person in position and clearly understanding their responsibilities. The success of the shift begins with the Host/Hostess staff and the organization of the group.

SUMMARY

The Host/Hostess Staff position is demanding, but also rewarding. You have been selected as a Host/Hostess Person because you have the necessary qualities to be successful. These qualities, combined with the training program, give you the tools you need to succeed.

Thank you for your commitment throughout training. We look forward to growing and being successful together.

