



BORDERS MANAGEMENT COMPANY

Li'l Rizzo's Restaurant

***HOSTESS
TRAINING
HANDBOOK***



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Introduction



***You are the first
and last
impression.***

Welcome to the Li'l Rizzo's team! As a member of the Host/Hostess team, your job is to welcome each guest sincerely and to invite them back individually. Our focus is on making each guest feel at home at L'il Rizzo's.

You are the first and last impression for each guest. You will need to be friendly, positive and enthusiastic when interacting with guests and employees. Your upbeat attitude should carry through from the front door to all areas of the restaurant, including the telephone.

The following written information will introduce you to the Host/Hostess responsibilities and our operation. Your "hands on" training will give you the skill and experience to become an exceptional host or hostess.

Teamwork

Teamwork is extremely important to your role as a Host/Hostess. You may have the opportunity to help clear cocktail tables and any untidy areas the bartenders or cocktail servers are unable to reach in the bar area. If you see an area in the dining room or kitchen that needs to be bussed and cleaned and you have time, give your co-workers a hand. We are all in the business of making our restaurant an attractive place for all our guests. There is no such thing as, "**It's not my job.**" You play a major role on our restaurant team. Teamwork is everyone working together to satisfy our guests' expectations.

Here are a few ways you can be involved in TEAMWORK:

1. Running food.
2. Running drinks.
3. Refilling beverages.
4. Answering the telephone.
5. Prebussing/bussing tables.
6. Relaying guests' requests.
7. Assisting bartenders.
8. Getting beverages for kitchen employees.
9. Helping with sidework.
10. Cleaning ashtrays.
11. Rolling silver.
12. Folding pizza boxes.
13. Picking up litter/trash.
14. Sweeping floors.

Host/Hostess Overview



***Greet Each
Guest
Personally.***

Every day and every shift will be different. That is part of the excitement of working in a restaurant. Whether you have many large parties or a slow starting shift, your job responsibilities will always include:

- Opening the door for arriving or departing guests.
- Greeting each guest personally.
- Seating guests politely and courteously.
- Seating servers fairly and equally.
- Running a wait and communicating with guests positively about the wait.
- Talking to guests that are waiting or while you walk them to the table.
- Seating quickly and efficiently when tables turn.
- Assisting with dining room and table maintenance to provide a clean and comfortable environment for the guest.
- Taking, completing and ringing up "to go" orders.
- Stocking and maintaining the hostess desk.
- Checking the restrooms to keep them neat and stocked.

Host/Hostess Position Responsibilities



***As a
Host/Hostess,
you are our
public relations
representative.***

As a Host/Hostess for Li'l Rizzo's you are our public relations representative, the communication center and the traffic coordinator. You will be expected to communicate in a friendly and sincere manner with your guests -- in person and over the telephone. We want to make each guest feel like we are sincerely glad they joined us.

Depending on the number of host/hostesses scheduled, you will perform one of three roles:

1. Door Opener/Greeter

- Opens door for guests who are arriving and departing.
- Welcomes each guest, using their names when possible.
- Hands out menus when there is a wait.
- Passes complimentary appetizers or pizza snacks to waiting guests.
- Thanks guests and invites them to return, using their names when possible.

2. Coordinator

- Controls restaurant seating and rotation.
- Manages the wait list.

3. Seater

- Seats guests, talks about specials.
- Helps bus tables.
- Scouts open tables.
- Informs coordinator of open tables.

You must assume a leadership role, set the pace in the restaurant and foster communication and teamwork, so that our guests are greeted and seated in a friendly and efficient manner. Remember, we want our guests to leave having had a terrific experience -- this begins and ends with you.

Opening Procedures



Inform the manager of any servers who have not checked in.

The host/hostess can make a big impact on the smooth operation of the restaurant by properly preparing his/her work area at the beginning of the shift. How organized the host/hostess appears, as well as the area, plays a major part in the guest's perception and impression of L'il Rizzo's. Listed below are procedures the host/hostess should complete prior to opening:

1. Inform the manager of any servers who have not checked in.
2. Make sure the front doors are unlocked.
3. Windex the doors and windows (inside and out).
4. Bissell/sweep the host/hostess area.
5. Fill out the Feature Board with Soup of the Day, Drink of the Day and any specials.
6. Make sure the restrooms are clean and stocked.
7. Make sure the stations have been assigned and the station chart has been filled out.
8. Make sure the tables are set and ready for business (this includes roll ups where applicable).
9. Check the overall restaurant cleanliness.

STOCK:

- | | |
|--------------|-----------------------------------|
| Menus | Mints |
| Kiddie Menus | Grease Pencil (for station chart) |
| Crayons | Chalk |
| Applications | Rolled Silverware |
| Wait Lists | Damp Bar Towel |
| To-Go Menus | Clipboard for Station Assignments |
| Toothpicks | To Go Bags |

Seating Rotation



Seat our guests at tables suitable for their needs.

Table rotation is designed to seat guests so as not to overwhelm any one server, while not ignoring another server. Table rotation should begin with the servers who will be first cut from the dining room.

As part of our Host staff, **you** control how our table rotation functions. It should be your goal to seat our guests at tables suitable for their needs, while attempting not to seat the same server numerous times in a row. Remember, our guests' needs come first. If you must seat the same server two or three times in a row, offer to assist them by running drinks, or greeting one of the

tables. If you are too busy, notify other servers about the situation and ask if they can lend a hand to help the server who was double or triple seated.

Here are a few rotation seating guidelines:

1. Always rotate by station and not by the number of tables a server has seated.
2. Seat only the stations where servers have checked in for their shift. Inform the manager of any servers who have not checked in.
3. If you must seat a table in a station where there is no server present, make sure you have the closest server or any server who is not busy pick it up.
4. If there is a specific request from a guest for a particular server or table, always honor the guest's request.
5. Attempt to match party size with table size.
6. Seat guests at the bar whenever possible.
7. Always be aware of which station and table is to be seated next.
8. Use your station chart and grease pencil to assist you in seating guests.

Once the restaurant is full and goes on a wait, you will seat tables as they become available.



***Always honor
the guest's
request.***

Shift Service



***Be yourself and
let your
personality
welcome our
guests.***

1. Hold the door open for all arriving guests.
 - a. Use immediate eye contact
 - b. Be natural and keep a friendly expression
 - c. Be yourself
 - d. Avoid saying "May I help you?" or "Just one for dinner?"
2. Acknowledge guests. Your primary goal is to give our guests a genuine greeting. Be yourself and let your personality welcome our guests.
3. Before seating guests:
 - a. Ask if they prefer inside or outside (Lake Ozark)
 - b. If any children, ask if they need a booster or a high chair
 - c. Invite guests to have a drink or dine at the bar
4. During a wait:
 - a. Quote wait time (3 minutes per party)
 - b. Involve guests in conversation while they wait
 - c. Suggest to guests to wait at the bar
5. Table selection:
 - a. Seat parties according to rotation charts
 - b. Attempt to match party size with table size
 - c. Seat the bar with guests whenever possible
6. Walking to the table:
 - a. Engage in small talk



**Hold the door
open for
departing
guests.**

- b. Walk at a comfortable pace
- 7. At the table:
 - a. Thank guests for waiting
 - b. Inform guests of the Drink of the Day and any entrée specials
 - c. Tell guests their server's name
- 8. During the Shift:
 - a. Restroom check every 30 minutes
 - b. Keep foyer clean
 - c. Keep desk stocked - menus, mints, toothpicks
 - d. Help pre-bus
 - e. Refill beverages
 - f. Help reset & clean tables
 - g. Keep floors clean
 - h. Keep windows and door glass clean
- 9. Farewell:
 - a. Hold the door open for departing guests
 - b. Invite the guest to return, use their name
 - c. Notify a manager immediately if guests are making negative comments.

Seating and Rotation Chart Procedures

- STEP 1 -** The manager on duty will assign the servers to a section for the shift and post the floor plan. The Host/Hostess should then go copy the floor plan.
- STEP 2 -** When a guest arrives, the Host/Hostess will mark, with a slash (/), the table where the party is to be seated. (The first table in rotation is determined by the “in time” of the server and section assignment. For example: Section 1 is the last section to be cut, so Section 1 will be the last section to be seated in rotation).
- STEP 3 -** The Host/Hostess will continue rotating through all sections until all servers have one table.
- STEP 4 -** Once all servers have a table, the rotation starts over. The Host/Hostess will begin with the first section of rotation and continue until the restaurant is full.
- STEP 5 -** All slashes (/s) are to be erased once the restaurant is full **or** the chart becomes too difficult to read.
- STEP 5a -** If the restaurant is not on a wait, you will circle all open tables to be seated. If a table is dirty, you will place a half circle over the table number. Once the table is ready, you will then complete the circle and proceed to seat that table.
- STEP 5b -** If the restaurant goes on a wait, you will use **only** the waitsheet. (The rotation chart will be put away.)
- STEP 6 -** The “Open Table” column of the waitsheet will be used to note

- STEP 7 -** all open tables until the restaurant is off the wait. The Seater will communicate to the Coordinator the open tables and he/she will quickly jot the table numbers in the "Open Table" column. They will then immediately call the parties for seating. The table numbers will not be assigned to a particular party. The first party to arrive at the Host/Hostess area will receive the first table on the list. The second party will receive the second table, the third party will receive the third table until all tables have been seated within 1-2 minutes.
- STEP 8 -** Once the table has been seated, the Coordinator will cross off the table number and go on to seat the next table(s).
- STEP 9 -** Once off the wait, the Coordinator will return to using the Seating and Rotation Chart.
- STEP 10 -** As the manager on duty closes sections, the Host/Hostess will rotate between the open stations until the dining room closes.
- STEP 11 -** At the end of the shift the closing Host/Hostess should make sure the chart is clean and ready for the following shift.

Running a Wait



Give guests honest estimates of their waiting times

When the restaurant is full and guests continue to come in, you begin a "wait". Smile and explain to the guests that there is a wait for tables. Record their names, number of persons in the party, and smoking preference. Record the current time and the estimated wait time quoted.

Quote the guest an honest estimate of their waiting time (approximately 3 minutes per party). When quoting a wait, remember that an unexpected short wait is a nice surprise; an underestimated wait is very annoying.

Quote in intervals: "It will only be 10-15 minutes." Don't give one time. Suggest guests enjoy a drink at the bar and offer a menu for review. Guests should be made to feel comfortable wherever they choose to wait.

Below is an example of how to use the wait list properly.

NO. IN PARTY	NAME	IN/OUT	TIME	ESTIMATED WAIT	TIME SEATED	NOTES
2	Mr. Smith	?	7:05	15 min.	7:15	sitting at bar
4	Mrs. Jones	?	0	15 min.	7:20	yellow sweater
8	Mr. Short	?	0	20 min.	7:35	willing to split



If possible, contact a waiting guest personally instead of using the paging system. It will help you to locate the guest if you make a note on your wait list

If possible, contact a waiting guest personally instead of using the paging system.



If a guest you paged appears later, seat them at the next available table.

as to where the guest will be waiting. To help identify the guest you might make a note of what type or color of clothes the guest is wearing.

When paging guests from the wait list, speak clearly and repeat their names twice to assure they hear it. For example,

"The Murphy party of 4, your table is now ready please, the Murphy party of 4."

Be sure to give the number in the party so other guests are not alarmed that you may have skipped them. The table does not have to be completely bussed when paging the guest. However, when seating the guest the table must be completely set up. Record the time the guest was seated. Be sure to lightly mark through the name after you have seated the guest.

If a guest does not answer to the name, repeat the call a second time. If there is no response, make a notation by the name and move on to the next name on the list. If the guest you paged twice does appear, seat them at the next available table.

Guests With Special Needs



Be aware of a guest's special consideration or special need.

Our clientele is varied and there are some guests that require special consideration for their special needs. Listed are some needs to be sensitive to:

WHEEL CHAIR OCCUPANTS:

- Select a table that allows easy wheelchair accessibility.
- Position the wheelchair in an area where there is plenty of room for other guests to pass.
- Communicate with wheelchair occupant regarding his/her needs. Address the occupant directly, unless another party member takes the lead.
- Remain at the table until you are certain the wheelchair occupant is settled and comfortable.

A GUEST ON CRUTCHES: A person on crutches has obvious limitations. To be sure you are taking proper care of the person, politely ask the guest if he has any seating requirements you should be aware of.

- Make the route easy for the person to arrive at the assigned table.
- Place the person at a table where there is ample room to move the troubled leg or foot.
- Make sure the guests are settled and comfortable before you leave.

ELDERLY GUESTS: Be aware and considerate of restrictions an elderly person has. Haste can result in an accidental fall. When you do arrive at the table, pull out the chair for the person and ensure his/her comfort.

- Walk at a pace that allows guests to keep up with you.
- Offer assistance when going up or down stairs.
- Ensure the guest is settled and comfortable before leaving the table.

PARTIES WITH SMALL CHILDREN: Guests who bring children deserve special consideration and attention. When a family enters the restaurant, keep these things in mind:

- Parents usually want to dine rather quickly. The speed in which we attend to them is important. Some parents facing a wait may not want to go to the bar area with children.
- Give each child a form of entertainment, such as a children's menu with crayons (etch-a-sketch or a magna doodle if applicable).
- Booster chairs and high chairs are important to have for small children and infants. Ask them which works best for their children. Be certain that, regardless of which chair they choose, it is clean. **Highchairs should not be turned upside down for infant seats to be put inside. This can be extremely dangerous for the infant.**
- Offer alternative areas for the family to wait in until they are seated.
- Carry booster or high chairs to the table if needed.
- Leave the table only after you have ensured that the party is settled.

Telephone Procedures



**Answer the
telephone with a
smile.**

It is the responsibility of the host/hostess to answer the telephone. The phone should be answered within two rings. Always answer the phone with a smile. The proper greeting procedure:

"Good [Morning, Afternoon, Evening], Li'l Rizzo's in [Location] This is [Mary] speaking, May I help you?"

Speak clearly and don't forget to use please and thank you. In areas with more than one Li'l Rizzo's, it is advisable to state the location in the greeting.

Listed below are examples of how to handle the following calls:

1. **Employee:** Take a message unless it is an emergency. Make sure the employee gets the message.
2. **Guests:** Page them, i.e., "Mr. Jones, you have a phone call at the front desk. Mr. Jones, you have a phone call at the front desk." Specify which line as well.
3. **Manager:** Get the name of the caller, notify the manager, i.e., "May I ask who's calling, please?"
4. **Job Applications:** "We always accept applications." (may vary) Job applications are located in a designated area.
5. **Menu and Price Range:** \$5 - \$10. Give caller a brief selection of items from each menu group.
6. **Form of Payment:** Cash, MasterCard, Visa, American Express, Discover, Travelers Checks.
7. **Reservations:** Be positive, but inform them we do not take reservations. Suggest a good time for them to stop by. In the event of large parties or special occasions, refer the call to the manager.

To-Go Procedures



To-Go orders are equally as important as our regular orders.

To-go orders are a big part of our business at Li'l Rizzo's. As a hostess, you will be scheduled some shifts at the front door and others at the To-Go Station. When you are assigned to the To-Go Station, follow these steps:

- Make sure the to-go area is set up and organized. Order pads, pens, and to-go menus should all be stocked.
- Answer the telephone within 2 rings, stating:

"Thank you for calling Li'l Rizzo's [location].
This is [your name], may I take your carry out order?"

- Be sure to answer all order questions, i.e., size of pizza, salad dressings or pizza ingredients.
- Offer specific appetizers and desserts.
- Repeat the order back to the guest.
- Ring and total the order. Let the guest know the total.
- Ask the caller for their name and telephone number.
- Inform the caller at what time their order will be ready for pick-up. Use their name.

"Mr. Baker, your order will be ready in twenty minutes at about 5:30. Just see the hostess at the front desk."

- Thank the guest for their order.

As to-go orders are completed in the kitchen, it will be your responsibility to package and deliver completed orders to the front desk. Use the following guidelines when packaging a to-go order:

- Check the time on the ticket.
- Be sure the menu items are correct.
- Include any side sauces or salad dressings.
- Add napkins, plastic silverware, salt, pepper and condiment packets, one per guest.
- Put a to-go menu and Li'l Rizzo's magnet in with every order.
- Deliver completed orders to the front desk when called by the hostess.
- For pizzas: check the size and the ingredients, deliver to the front desk when called by the hostess.

Service Techniques



Always clean the ashtray when the meal is served.

1. Table Maintenance: Cleanliness of the table at all times.
2. Ashtrays: Cap with a clean one and remove. Never have more than two butts in an ashtray. *Always make sure the ashtray is clean when the meal is served.*
3. Bevnaps: Place a bevnep in front of each guest as you greet them. Replace when soiled and with every new beverage. Only one bevnep per beverage. Do not use bevnaps to wipe up spills.
4. Silverware:
 - Pick up when dirty and/or not needed.



***If you drop it,
pick it up.
If you spill it,
wipe it up.***

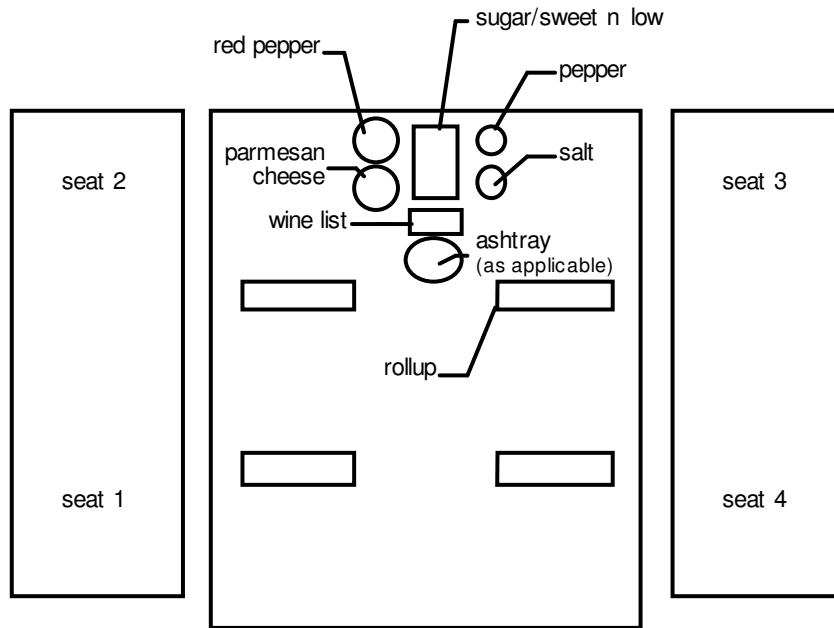


***Pour all refills
away from the
table.***

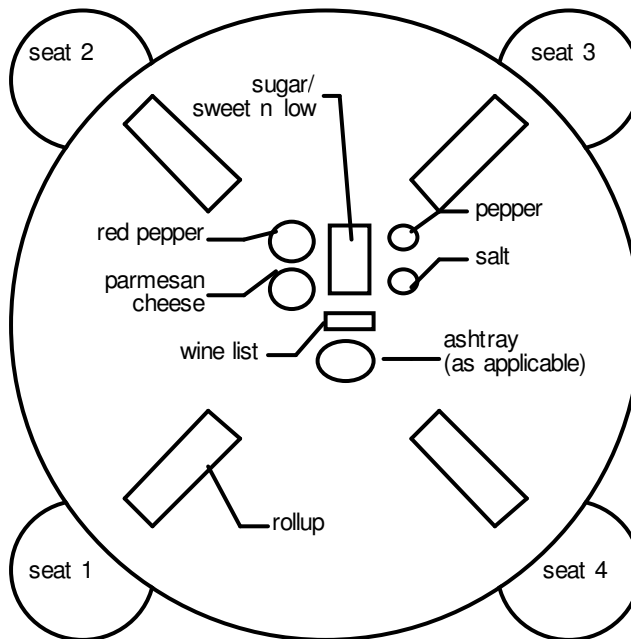
- Be sure to supply more when needed.
 - A rolled silverware set consists of one knife and two forks rolled in a dinner napkin.
 - Wipe silver before rolling.
- Note: When rolling silverware, be sure it is clean, polished, and it is not exposed at the top of the napkin.*
5. Trash: Watch for small items of litter and remove immediately. Do not lose sight of the floor area.
If you drop it, pick it up. If you spill it, wipe it up.
 6. Drink Presentation:
 - Soft drink presentation: bevnep, tumbler filled completely with ice and requested drink, tall straw placed directly inside glass.
 - Iced Tea presentation: bevnep, tumbler filled completely with ice and tea, lemon wedge hangs on edge of glass. Serve with long-handled teaspoon.
 - Coffee presentation: bevnep, coffee cup filled with coffee. Ask guests if they would like cream and if so, serve monkey dish with creamers and serve with spoon.
 - Water presentation (upon request only): bevnep, tumbler filled completely with ice and water.
 - Hot tea presentation: Small round, bevnep, hot water container filled with water, coffee spoon, unopened teabag on left, lemon wedge on right unless guest requests cream (one creamer), coffee cup served on the side with a bevnep.
 7. Re-filling glasses/cups (coffee, tea, water):
 - Always ask every guest before refilling their beverage.
 - Hold the glass or cup at the base, not at the rim.
 - For coffee, anticipate the need for additional cream.
 - Pour all refills away from the table out into the aisle.
 - Never take away the old glass until you've returned with a new one.
 8. Doggie Bags/Boxes:
 - Take the food items back to the kitchen. Never bring a to-go box or doggie bag out to the guest (unless the guest specifically asks for it).
 - Determine if the food items need to be placed in a to-go box or a doggie bag.
 - When using a doggie bag, be sure to wrap the item first.
 9. To-Go Orders: be sure all food items have the necessary to-go condiments and to-go silverware.
 10. Requested extras: Take out all extra dressings, lemon wedges, etc. on a small round plate with a bevnep. Lemon wedges do not require a bevnep.
 11. Appetizer set-up: Leave small rounds at end of table and allow guests to distribute them among themselves.

Li'l Rizzo's Table Set-Up

BOOTH



TABLE



GUIDELINES

- The white or light-colored shaker is always in front.
- Shakers are filled to the top with no visible “windows”.
- Sugar and sweet n low are fully stocked.
- Wine list is clean and spot-free.

Bussing/Dish Area

The server is ultimately responsible for the removal of all dirty dishes, glassware, silverware, trash, and for wiping down and resetting the table. However, if at any time a table is in the need of bussing, it becomes everyone's responsibility. After you have taken care of guests waiting in the



Any time a table is in need of bussing, it becomes everyone's responsibility.



Indicate to other employees which tables need to be wiped down.

lobby, you may take one turn around the restaurant and check for any bussing/prebussing needs. This will help turn tables, especially during high volume. It also shows guests that you are doing everything you can to get them a table as quickly as possible.

Listed below are guidelines to follow when BUSSING a table:

1. We use a server tray to bus tables. We utilize TEAMWORK.
2. After a table has been vacated, remove any remaining dishware. Organize dishes near the end of the table where passing team members may easily pick them up on their way back to the kitchen.
3. Never wipe an ashtray to clean. Always send to the dish area.
4. Remove used ketchup and mustard bottles. Send to the back for consolidation.
5. Pull out the condiments and wipe underneath them.
6. Wipe off the salt and pepper shakers.
7. Wipe the table with a soda, bleach towel or Murphy's Oil towel, never bevnaps or dinner napkins. Wipe the crumbs into your hand and not onto the floor.
8. Wipe out all the chairs and booths and check the floor area under and around the table. Make sure the chairs are returned to their correct positions.
9. If the table has been bussed but not wiped, place the wine list at the end of the table to denote as such (may vary).
10. The floor may require sweeping.
11. Make sure the table is reset to our standards. (See Table Set Up.)
12. After removing dishes from the table, do not set them down anywhere but the dish area in the kitchen.

Once at the dish area, proper clearing and sorting procedures should be followed. Listed below are guidelines to follow when CLEARING/SORTING at the dish area:

1. Put dirty napkins in linen basket.
2. Clear off plateware into trash can. Watch for silverware.
3. Stack like plateware together. Sort out silverware.
4. Dump liquids from glassware into the proper container. Remove all straws and napkins.
5. Sort glassware into proper racks. When rack is full, replace with an empty rack.
6. Send any dirty/specified glassware to bar.
7. Line all bread baskets unless washing is necessary.
8. Save all unused crackers, butters and creamers.
9. Save all returnable beer bottles. Place in beer box.
10. Avoid Waste:



It is everyone's responsibility to maintain a clean dish area.

- Return all wrapped and unused butter.
- Return all unused creams.
- Use bread that's been to a table for croutons.
- Handle plateware and glassware carefully to prevent breakage.

NOTE: It is everyone's responsibility to maintain a clean dish area (i.e., make sure the walls around the dish area remain wiped, trash on the surrounding floor area is picked up, and full trash cans are emptied and relined).

A sanitizing solution should be located near the dish area for rinsing and sanitizing bar towels. Please make sure this solution is changed when necessary.

Make sure you return to the table with a clean ashtray (in designated smoking areas) and replenish or replace any condiments.

Clean On The Go

This theory is part of a well run, efficient restaurant's success. This is defined as keeping all areas of the restaurant clean and clutter-free at all times. It is easy to let the host area get piled up with trash, menus and general clutter. This needs to be a priority for the host as this is the first area seen by our guests. It is every manager's and employee's duty to follow through with the clean-on-the-go theory.

A clean restaurant has many other advantages:

- **Reduced Labor Percentage:** Employees will not have to do a major clean-up at mid-day or at the close of their shift, nor will they have to clean up after each other. This means more time to do your job correctly.
- **Better Service For Our Guests:** With more time made available to you, you can devote yourself to our guests and your job.
- **No Empty Hands:** If you are going to the kitchen, check for items to remove from tables as you go. If you are returning to the floor, see if any food items need to be taken to a table or to the bar.

IF YOU DROP IT, PICK IT UP. IF YOU SPILL IT, WIPE IT UP!

Do not wait! Cleaning should be one of your work habits. Attention must be given to helping the restaurant stay clean & clutter-free. If the restaurant is dirty, employees must work harder. It also creates an unsafe and unsanitary working environment. You can be great at your job as well as clean. Work smarter, not harder!



If you drop it, pick it up.

If you spill it, wipe it up!

Safety

Most restaurant accidents occur in kitchens, so it becomes our concern that all employees know and completely understand good, safe kitchen rules and regulations. Accidents occur because of three basic reasons:



Accidents occur because of improper training, carelessness and poor maintenance.

1. Improper Training: Someone is improperly trained or is using a piece of equipment they are not qualified to use.
2. Carelessness: Someone is hurrying through a job. Most common are slicer wounds, burns and simple cuts from kitchen knives.
3. Poor Maintenance of Equipment: Equipment that is not properly cared for has a higher chance of malfunctioning. It becomes imperative that all needed repairs be brought to management's attention and promptly corrected.

All employees working in our kitchens, or food handlers who have a need to use working kitchen machinery, need to learn the necessary information that is supplied in our training manuals.

In the kitchen, remember to:

- wipe up spills immediately, including ice cubes.
- walk--no running, floors may be slick.
- use only plastic or styrofoam cups for beverages in the kitchen.
- stay off the cook's line.
- never pick up anything that is too heavy for you--ask for assistance.
- throw trash in proper waste containers.
- warn others as you enter and exit the kitchen--"behind you," "hot stuff," etc.
- report all accidents and injuries to your manager at the time of occurrence.
- always aim at the base of the flame if using a fire extinguisher.

Your health and safety are important to us. If you should hurt yourself, notify a manager at once. Proper medical attention is needed as well as a written report.

Closing Procedures

The manager will inform you when your shift has ended. Listed below are procedures the host/hostess should complete prior to clocking out:

1. Windex the doors and windows (inside and out).
2. Sweep the host/hostess area.
3. Make sure the restrooms are clean and stocked.
4. Restock the host/hostess area (see Opening Procedures).
5. Check out with MOD.

Alcohol Awareness

We promote responsible drinking. Li'l Rizzo's takes a firm position that any guest who has had too much to drink before they enter our restaurant or bar will not be permitted to consume more alcohol.



How quickly the alcohol is absorbed by the blood is called the absorption rate.



Alcohol affects the body progressively.



**Green = sociable
Yellow = change in personality begins
Red = unsafe**



It is our policy to

ABSORPTION RATE

Alcohol, after being consumed, is absorbed into the bloodstream where it travels to other organs of the body such as the brain. How quickly alcohol is absorbed by the blood is called the **absorption rate**. The absorption rate varies from person to person. The following factors affect the absorption rate:

- weight
- height
- build
- gulping vs. sipping
- physical health
- prescribed medication
- mood
- frame of mind

Factors that vary people's absorption of alcohol are important for your consideration. Also remember that a guest may have been drinking before arriving at Li'l Rizzo's.

RECOGNIZING DRINKING LEVELS OR ALERT ZONES

Alcohol affects the body progressively. While the rate of this progression can vary, the behaviors are much the same.

A **GREEN** zone of drinking is reached generally after one drink. At a green zone most drinkers feel relaxed, comfortable, and talkative. They are usually sociable and behave as they would if they were not drinking.

As people continue to drink, their behavior changes. Some become happy, talkative and more outgoing; others become quieter and more withdrawn. This behavior signals a move from the green zone of drinking to the yellow zone.

The **YELLOW** zone of drinking is characterized by a change in "personality" or behavior due to a relaxing of inhibitions. Some drinkers may begin to speak loudly and act with less restraint.

If you feel a guest is consuming too much alcohol too quickly, here are several steps you can take:

1. Slow down your cocktail service.
2. Offer the guest water, coffee and/or food.
3. Offer virgin (non-alcoholic mixed drinks).
4. Get a manager involved. The manager may decide to cut off the guest from further cocktail service.
5. The manager may decide to call the guest a cab if necessary. This is the manager's decision.

Our goal is to prevent our guests from reaching the **RED** zone. A person at the end of the yellow zone may begin to experience impaired judgment - the next behavior in the progression. He may speak or laugh loudly enough to annoy others without realizing it. He may soon reach a point where he should not drive, though his impaired judgment may prevent him from realizing it.

At this point it is our policy to make a reasonable determination as to whether our guest is able to drive safely and to prevent further consumption if he/she plans to drive. This decision is to be made by the manager.

make a reasonable determination as to whether our guest is able to drive safely and to prevent further consumption if he/she plans to drive.



Be polite and tactful in these situations.

A person entering the **RED** zone will exhibit:

- impaired judgment
- loss of motor control
- poor coordination
- slow reflexes
- argumentative mood

Examples of the red zone:

- buying rounds of drinks for strangers
- glassy eyes
- stumbling
- belligerence

Here are some steps you can take to cut off a guest (your responsibility remains avoiding over-serving):

1. Away from the table, politely explain to the guest that they have reached their safe limit. Offer this explanation: "I'm sorry, but I have served you all I can. I care about your safety."
2. Try to get support from the intoxicated guest's friends.
3. Inform all your coworkers that the guest has been cut off, so they won't serve the guest. Handle this professionally. Don't let the guest believe our staff is "ganging up on him/her." Get support, but do not gossip-- don't embarrass the guest.
4. Inform your manager. Do not let an intoxicated guest drive a car. Management will call a cab.

Remember to always be polite and tactful in these situations. The guest should be taken aside to prevent embarrassment and to avoid arguments. In this case your judgment is better than his/hers and it should be your concern to prevent him from being dead wrong!

THIRD PARTY LIABILITY

More than ever before, social, economic and political issues in relation to alcohol consumption have made us more responsive in dealing with our guests.

At least some form of Third Party Liability law is currently in affect in 41 states. In essence, the law states that if a guest consumes too much alcohol in a given restaurant and has an accident, or causes other damages as a result, the following persons are held liable:

- the restaurant
- manager-on-duty
- individual serving the guest

Responsible service of alcohol is viewed in the eyes of the law as a reasonable effort on the part of the company and the server to avoid intoxicating the guests.

Possible penalties for irresponsibly serving alcohol:

1. Fines of up to \$1,000 for the server, manager on duty and/or the company.



**Card anyone
who appears to
be 30 years old
or younger.**

2. Liquor license suspension or revocation and difficulty receiving new licenses for future restaurants.
3. Loss of our jobs: no license=no service=no sales=no *jobs*.
4. Termination of an employee knowingly serving a minor.
5. Possible criminal penalties.
6. Bad publicity.

THE LAW AND "CARDING" Know your state and local laws.

- A. Legal drinking age.
 1. Card anyone who appears 30 years of age or under.
 2. Use an I.D. Checking Guide.
- B. What is adequate identification? (Check local laws.)
 1. Picture driver's license (must be valid):
 - a. If no picture, read all physical description and ask for other identification to verify name.
 - b. Look at the picture. Is it the same person?
 2. Picture Passport (must be valid).
 3. Picture Military I.D. (must be valid).
 4. Any other form of I.D. must be approved by a manager.
- C. Legal serving hours.
 1. Last call
 - a. last drink (no doubling)
 - b. allow enough time for guest to finish drink.
 2. When should drinks be off the table?
- D. Laws regarding sale vs. consumption.
 1. Be sure that the person who pays for and consumes the alcohol is of age.
- E. Third party liability/dramshop laws and common law (your state liquor liability laws).
- F. Legal intoxication level.
- G. "To-go" purchasing.
- H. Discuss any other local laws as they apply to your restaurant.

IN CONCLUSION

It is important for you to realize that we are in the business of selling alcohol and will continue to do so in a friendly and hospitable atmosphere within the limits of the law. To safeguard our guests and ourselves we need to practice the following:

- A. Check ID's.
- B. Observe guests or converse with them to identify their drinking levels.
 - **GREEN:** No noticeable behavior change
 - **YELLOW:** Relaxed, comfortable and talkative: OK to serve.
Impaired judgment: begin intervention techniques.
 - **RED:** Loss of motor coordination: notify manager; prevent person from driving.
- C. Serve one drink at a time.
- D. Serve "honest" drinks - not ones overloaded with alcohol.

- E. Suggest food purchase or serve complimentary food to drinking guests at a yellow or red level.
- F. Tactfully slow down service to guests who are reaching a yellow level of drinking.
- G. Notify a manager if a guest looks like he/she is reaching a red level.

In Closing

Thank you for taking the time to read your training handbook. There are many duties and tasks that are part of your job. We hope that you have a better understanding of what these responsibilities include and our expectations. Your trainer or manager will help explain and demonstrate these various tasks. Please feel free to ask any questions to assist in your training. Again, welcome to the team!

Host/Hostess Training Agenda Overview**Day 1****Task Time**

Introductions
Schedule/Expectations
Restaurant Tour
Discuss Store Fact Sheet
Employee Handbook

Practical

Observe Expo area, Host/Hostess area, Service Bar area

Review/Preview

Fill out Training Checklist
Prepare for Table # Quiz
Read Overview through Telephone Procedures

Day 2**Task Time**

Discuss Food Menu
Take Table # Quiz
Review Handbook Reading
POS Introduction

Practical

Shadow Trainer and take seater role through shift
Trainee assists and observes trainer with opening and closing procedures

Review/Preview

Fill out Training Checklist
Read To-Go Procedures through Clean On The Go

Day 3**Task Time**

Menu and Liquor Review
Review Handbook Reading
Take Teamwork Quiz

Practical

Assume greeter position through entire shift

Review/Preview

Fill out Training Checklist
Prepare for Host/Hostess Final Quiz
Read Remainder of Handbook -- Safety through Alcohol Awareness
Take Alcohol Awareness Quiz

Day 4

Take Host/Hostess Final Quiz

Task Time

Review Remainder of Handbook

Practical

Opening Sidework

Trainee Solos Shift

Closing Sidework

Checkout with Manager

Review

Evaluation

Host/Hostess Training Checklist

Name: _____

TASK	TRAINER INITIALS	TRAINEE INITIALS	DATE COMPLETED
Teamwork			
Host/Hostess Position Responsibilities			
Opening Procedures			
Seating Rotation			
Shift Service			
Seating and Rotation Chart Procedures			
Running a Wait			
Guests with Special Needs			
Telephone Procedures			
To-Go Procedures			
Service Techniques			
Li'l Rizzo's Table Set-Up			
Bussing/Dish Area			
Clean On The Go			
Safety			
Closing Procedures			
Alcohol Awareness			

Trainee Signature: _____

Date: _____

Trainer Signature: _____

Date: _____

Host/Hostess Performance Evaluation

Name _____

A performance evaluation should be conducted once an employee has completed training. This written evaluation is a means of determining the individual's strengths and weaknesses in order to set goals to improve performance. Evaluate each area according to the scale of:

**1=Substantially Exceeds; 2=Exceeds; 3=Consistently Meets
4=Inconsistently Meets; 5=Needs Immediate Improvement**

Any area that is rated with a 4 or 5 requires a detailed comment of the problem area. Circle the appropriate rating for each item.

1. Arrives to work on time	1	2	3	4	5
2. Arrives to work in proper uniform	1	2	3	4	5
3. Efficiently sets up Host/Hostess area prior to shift	1	2	3	4	5
4. Sincere and friendly with greeting/departing guests	1	2	3	4	5
5. Demonstrates hospitality when dealing with guests	1	2	3	4	5
6. Displays teamwork	1	2	3	4	5
7. Takes initiative	1	2	3	4	5
8. Has sense of urgency	1	2	3	4	5
9. Follows seating rotation	1	2	3	4	5
10. Smoothly handles Host/Hostess area during peak periods	1	2	3	4	5
11. Uses wait list correctly	1	2	3	4	5
12. Properly uses paging system	1	2	3	4	5

Comments: _____

Trainee Signature: _____

Date: _____

Trainer Signature: _____

Date: _____

General Manager's Signature: _____

Date: _____

Li'l Rizzo's Teamwork Quiz

Name _____ Date _____ Position _____

Each Li'l Rizzo's employee must help all coworkers to provide all our guests with unsurpassed service and excellent food and drinks. Answer the following questions based on how you can assist "team members" based on your specific job and responsibilities.

1. Specify 2 things you can do to help a hostess at work:
 - a.
 - b.
2. Specify 2 things you can do to help a server at work:
 - a.
 - b.
3. Specify 2 things you can do to help a bartender at work:
 - a.
 - b.
4. Specify 2 things you can do to help a busser at work:
 - a.
 - b.
5. What 2 things can you do to ensure guests receive hot food?
 - a.
 - b.
6. Who benefits from teamwork? Be specific.
 - a.
 - b.
 - c.
7. What 3 specific things can you do, as a diningroom/bar team member, to help your kitchen team members work more effectively to prepare quick, quality food and maintain a clean and organized kitchen?
 - a.
 - b.
 - c.

Li'l Rizzo's Alcohol Awareness Quiz

Name _____ Date _____ Position _____

Li'l Rizzo's promotes responsible drinking. Based on your training manual, answer the following questions:

1. What are the 3 Alert Zones?
 - a.
 - b.
 - c.
2. List 4 absorption rate factors.
 - a.
 - b.
 - c.
 - d.
3. List 5 signs you can look for to determine if a guest is intoxicated.
 - a.
 - b.
 - c.
 - d.
 - e.
4. If your guest has had too much alcohol, what must you immediately do?
5. What steps should you follow to effectively "cut off" serving a guest more alcoholic beverages?
 - a.
 - b.
 - c.
 - d.
6. Who do you card for proof of age? What is the legal age to consume alcohol in Missouri? What do you do with a false ID?
7. What do you look for when examining an ID for proof of age and identity?
 - a.
 - b.
 - c.
 - d.
8. What forms of ID can you accept as proof of age from your guests?
 - a.
 - b.
 - c.
9. What may happen to you if you serve a minor alcohol?
10. What do you do if a guest is consuming alcoholic beverages too quickly? Specify 5 steps.
 - a.
 - b.
 - c.
 - d.
 - e.

Host/Hostess Quiz

Name _____ Date _____ Position _____

1. List the names of the following:
Owner:
General Manager:
Kitchen Manager:
Assistant Manager:
Assistant Manager:
2. What is our telephone number?
3. List our hours of operation for the kitchen and the bar:
4. When is Happy Hour for food and drinks?
5. Which credit cards do we accept?
6. How can you tell if a table has been greeted by the server?
7. What is the proper way to change an ashtray?
8. How do you refill a cup of coffee?
9. List five examples of ways you can be involved in teamwork.
 - a.
 - b.
 - c.
 - d.
 - e.
10. How do we answer the telephone?
11. What is the first priority as a door Host/Hostess?
12. What is the proper way to page a guest when his table is ready?

13. How should you handle the following situations?
 - a. guest doesn't like the table where you've seated him:

 - b. guest is making a negative comment as he is leaving:

 - c. guest complains that you quoted him a ten minute wait, and he has been waiting twenty minutes:

14. Do we accept reservations?

15. How do you handle the following calls?
 - a. Call for a guest:

 - b. Call for an employee:

 - c. Call for a manager:

 - d. Call concerning job application:

 - e. Call concerning menu/price range:

16. What type of seating do we use?

17. List three opening duties:
 - a.

 - b.

 - c.

18. What information do you record on the waiting list?

19. If you have 5 parties waiting (no large parties) and a new party of 3 come in, approximately how long would you quote their wait?

20. What should you do when you spot an intoxicated guest?

21. Where was the original location?

Li'L Rizzo's***Position Description***

TITLE: Host, Hostess, or Greeter

DEPARTMENT: Restaurant Operations

REPORTS TO: Restaurant Management Team

PRIMARY RESPONSIBILITIES: Act as a member of the Li'l Rizzo's customer service team and work to provide total guest satisfaction. Act as the initial point of customer contact. Greet, welcome and seat customers in a friendly, courteous manner. Process carry-out orders.

SPECIFIC FUNCTIONS & DUTIES:

1. Welcomes and seats customers in a friendly, hospitable manner. Accommodates special needs of guests, i.e. special occasions, booster chairs, etc. Advises management of special circumstances.
2. Coordinates the smooth flow of guest seating by managing the Wait List and Seating Chart.
3. Answers telephone calls in a friendly, helpful manner. Takes to-go food orders and assists customers with special requests. Communicates fully with the kitchen.
4. Busses tables, runs food and provides other service assistance to Servers to ensure customer satisfaction.
5. Performs restroom cleanliness checks on a periodic basis. Assists with restroom maintenance & stocking during their shift.
6. Completes assigned cleaning duties.

QUALIFICATION STANDARDS:

1. Mobility required during entire shift between all areas of the restaurant.
2. Ability to wipe off table tops, pick up debris off floor, use carpet sweeper or broom
3. Ability to read, write and verbally communicate with customers.
4. Carries objects, e.g. high chairs, stools, etc., up to 15 pounds frequently during a shift.

PHYSICAL STANDARDS:

1. Must be able to stand and exert well paced mobility for periods up to four hours in length. Must be able to speak clearly to be understood by customers & employees. Must listen attentively to guests and other employees.

Please check the box that applies. Sign and date upon acceptance of a position with Li'L Rizzo's:

- I can perform all of the essential functions of this position.
- I can not perform all of the functions of this position without an accommodation.

Signature and Date: _____.

* approximate percentage of total work time performing this function.

Click link to e-sign: <https://mswinteractive.wufoo.com/forms/s1t7s7jv1b0m6yv/>