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**BORDERS MANAGEMENT COMPANY**



**Li'l Rizzo's Restaurant**  
***SERVER TRAINING***  
***HANDBOOK***

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## ***Introduction***

Welcome to the Li'l Rizzo's team! As a server you will have the most contact with our guests. Each guest and their expectations will be different. It is your job as a server to figure out what the guest wants and to make his or her experience enjoyable. Through your menu knowledge and service training you should be able to answer questions and provide the legendary service our guests are looking for.

We think people will become our guests' favorite restaurant because of our family atmosphere, homemade foods and great service team.

## ***Teamwork***



***Teamwork is everyone working together to exceed our guests' expectations.***

Teamwork is extremely important to your role as a server. You will help other servers pre-bus, maintain and bus all the tables in the dining room. You may take the opportunity to help clear cocktail tables and any untidy areas at the bar. 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 in our restaurant team. Teamwork is everyone working together to exceed 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, (taking a carryout order).
5. Prebussing/bussing tables.
6. Assisting bartenders.
7. Assisting host/hostesses.
8. Getting beverages for kitchen employees.
9. Helping with sidework.
10. Maintaining ashtrays.
11. Rolling silver.
12. Folding pizza boxes.
13. Picking up litter/trash.
14. Sweeping floors.

## ***Server Opening Procedures***

At the beginning of your shift, make sure you:

- Take care of all essentials (i.e., trips to the restroom, grooming, uniform adjustments) before work.
- Clock in no sooner than five minutes to your scheduled shift unless requested otherwise by a manager.
- Check your station assignment.
- Check: Daily Special, Soup of the Day, Drink of the Day & any 86'd items.



- **Check on the Daily Special, Soup of the Day, Drink of the Day and any 86'd items.**



**Roll-ups always need to be rolled and pizza boxes always need to be folded.**

- Perform the Li'l Rizzo's station check:
  1. Tables wiped
  2. Chair seats, backs and legs wiped
  3. Table base clean
  4. Window sills wiped
  5. Sugar caddy clean and full
  6. Salt and pepper clean and full
  7. Red pepper and parmesan shakers full
  8. Wine list clean and spot free
  9. Floor swept
- Perform your assigned opening sidework duties.
 

**Sidework:** duties assigned other than serving guests that ensure the smooth operation of the restaurant.

**Opening Sidework:** duties assigned to be completed at the beginning of the shift (i.e., preparing dinner rolls, cutting lemons, making tea).

**Running Sidework:** duties assigned to be ongoing during the shift (i.e., filling ice bin, roll-ups, folding pizza boxes).

**Closing Sidework:** duties assigned to be completed at the end of the shift (i.e., breaking down bread station, sweeping, breaking down coffee station).
- Help your co-workers while waiting to be seated.

NOTE: Check the sidework chart.

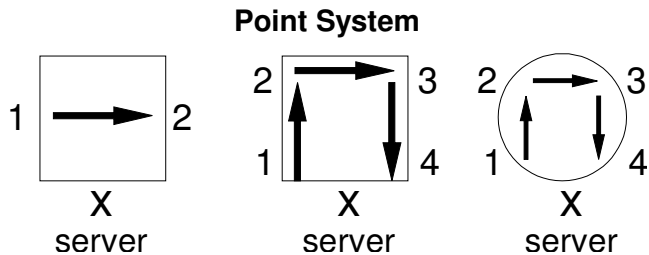
**Food Check Writing Guidelines**



**The Point System helps the server ring and deliver the correct food to the right person.**

The way in which you write your food orders will be determined by the type of POS (point of sale) system you use at your restaurant. Your system will have a remote printer which eliminates unnecessary steps to and from the kitchen or bar. Remote printers automatically send the order to the designated place for preparation. Here are some guidelines for writing food orders.

1. Write your table number on a blank pad. Print clearly and formulate a system that works best for you and keeps you organized.
2. Write, ring and deliver orders in the point (seat) position from left to right. Examples:



3. Make notes to remember special instructions and requests.



**Make notes to**

*remember  
special  
instructions.*



*When deleting  
something from  
an item, use the  
"no" button.*



*To substitute  
one item for  
another, use the  
"sub" button*

4. To delete something that normally comes on a menu item, use the "MODS" button.  
Example: Cav Broc  
no mushrooms
5. To add something that normally does not come on the menu item, use the "add" button  
Example: Fett Alf  
add mush
6. To order extra of something that already comes on the menu item, use the "extra" button.  
Example: Spaghetti & Meatballs  
extra sauce
7. When applicable, be sure to charge for any added or extra items. To order something on the side rather than on the menu item itself, use the term "on side"  
Example: House Salad  
dressing on side
8. To order a side of something that normally does not come on the menu item, use the term "side."  
Example: Chs Burger  
side pasta
9. To substitute one thing for another, use the "sub" button.  
Example: Fettucine Alfredo  
sub spaghetti
10. Remember to write and ring all beverages.

**Separate Checks:** Requests for separate checks by guests should always be honored. They do require a little more time, but it is a very simple process. You will learn this procedure during POS training.

**Buddy System:** To give our guests optimum service, parties of ten or more ordering entrees will be waited on by two servers at the manager's discretion. The servers will split the work and the tip. If both tables are in one server's station, that server will take a table in the buddy's station.

- Divide the party evenly.
- Approach the task together and greet the guests.
- Take all the orders from your respective guests.
- Ring your orders and let the kitchen know the orders are together.
- Communicate with each other. Serve beverages, salads and bread together.
- Divide all housekeeping chores between the two of you.
- Present both checks together with one grand total. You will be trained on how to separate the money for checkout procedures.
- Thank the guests and get the table ready for the next seating.

## *Li'l Rizzo's Glossary*

Many of our family recipes originated in St. Louis from "the hill" – an Italian neighborhood known for its authentic ingredients. Our sauces are made from scratch and many of our menu items are homemade. Please ask the kitchen manager or manager if you have any question about our menu items.

### **CHEESES**

- Shredded Mozzarella Cheese
- Grated Parmesan Cheese
- Shredded Provel Cheese
- Grated Romano Cheese
- Sliced American

### **PASTAS**

- Manicotti - rolled pasta that is stuffed with cheese
- Cannelloni - smaller pasta than the manicotti, rolled and stuffed with seafood or meat
- Spaghetti - thin pasta
- Mostaccioli - tubular pasta
- Linguini - thin, flat pasta
- Fettucine - flat pasta, thicker than linguine
- Cavatelli - sea shell-shaped pasta
- Tortellini - stuffed rings of pasta with meat
- Cappellini - angel hair, very thin pasta

### **SALAD DRESSINGS**

- Rizzo's Dressing
- Italian Vinaigrette
- Ranch
- Bleu Cheese



***Fresh -  
All our sauces  
are homemade.***

## ***POS System***

There are various types of POS systems being utilized throughout Li'l Rizzo's. Your trainer will inform you of the POS system being used in your restaurant. They will provide you with a handout which will give you more information about your system.

When using any system:

- Ring in orders using the point system.
- Ring orders one at a time to keep the point system in order:
  - 1 CHX PARM (Chair 1)
  - 1 MANICOTTI (Chair 2)
  - 1 CHX PARM (Chair 3)

NOT

2 CHX PASTA SALAD  
1 MANICOTTI

- Ring all beverages including water. Coffees and iced teas can be easily forgotten and reduce your check total.
- Handle your system with care.
- No liquids near or on top of the system.
- When cleaning your system, use **ONLY** a damp towel.
- Inform manager when printing is no longer visible and when paper is low.

## Running and Delivering Food and Beverages

At Li'l Rizzo's, everyone is responsible for running food and drinks. Hot food as well as bar drinks are a priority and should be treated as such.

Each server will be rotated through the expediter position on the schedule. The expediter is responsible for garnishing and traying each completed order.

When the expediter calls for a food runner or the bartender calls for a drink runner, it does not matter whose table the food or drinks belong to. The ticket will always give you all the information needed to deliver the order. Once the food or drinks is in the runner's hand, it should not be switched to another's for any reason. The runner is responsible for delivering the food or drinks.



***If the order is not correct, or is inferior, do not take it out to the guest.***

**When looking for completed orders, you may wait 3 seconds. If there is no food or drinks to run within 3 seconds, the server or runner moves on from the expo area or bar area. Check your guests, the dining room, or do sidework. Remember, keep moving.**

The server/food runner is the last one to see the food before it reaches the guest. This person needs to make sure everything about the order is correct and looks appetizing. If the order is not correct or is inferior, do not take it out to the guest. All incorrect or inferior food orders should be directed to the expediter or manager. The expediter or manager will in turn communicate with the cook.

### FOOD RUNNING GUIDELINES

1. A clean tray is used for running food. If the runner cannot carry all the items in one trip, a fellow employee should follow with the rest of the order.
2. A small server tray should be used to run drinks.
3. Never stack baskets on top of baskets.
4. Make sure sauces do not spill on to the food items.
5. Make sure you have all the proper utensils.
6. Use the proper IN/OUT door if applicable.
7. Always walk to the right.
8. Be aware of blind areas in the restaurant and movement around you.
9. Make sure to say "behind you" or "hot food" when necessary.
10. Use a tray jack for the large trays. Do not serve food from a large tray.



***Always ask if the guest needs anything else to go with their meal.***



***Upon leaving the table, be sure to make a comment such as, "Enjoy your meal."***

**FOOD DELIVERING GUIDELINES**

1. Deliver food and drinks using the point system.
2. Make eye contact, smile and state each item with certainty.
3. Never use abbreviations when stating menu items.
4. Use correct plate positions when placing items on table.
5. Hold glassware by the base or the stem--never by the rim.
6. Always use courtesy when reaching.
7. Inform guests of hot plateware.
8. When delivering appetizers, make sure the guests have small rounds.
9. When delivering bread, make sure the guests have bread plates.
10. See to the guests' immediate needs if possible, i.e. ketchup, coffee, refill, etc.
11. If the guest wants an item that needs to be rung up (i.e. bar drinks, desserts, etc.), it is up to the runner to communicate that back to the server.
12. Never walk away from a table without making sure the guests are completely satisfied.
13. Upon leaving the table, be sure to make a comment such as, "Enjoy your meal."

*NOTE: If for any reason the order or table number is incorrect, return immediately with the item to the expediter and communicate. In the instance of bar drinks, return to bar. If the order or parts of the order drop onto the floor or spill, the manager needs to inform the table of the delay.*

***Li'l Rizzo's Sequence of Service***

The following is the sequence of service for every guest or party at Li'l Rizzo's. The sequence may vary depending on lunch or dinner or the guest's order. This example includes every step of our guest service. Incorporate each step into your service to make each guest a return guest.

**TIME STANDARDS**

Greeting	Immediate
Drink Delivery	4 minutes
Appetizer Delivery	8 minutes
Soup Salad Delivery	4 minutes
Entree Delivery	15 minutes
Check Back	2 minutes
Dessert/After Dinner	
Drink Delivery	4 minutes
Check Presentation	1 minute
Table Turn	2 minutes





**A party sitting without a bevnep should be greeted by the next passing server or manager.**



**Water is served on request. Remember to upsell your liquor brands.**



## SEQUENCE OF SERVICE

### 1. **Greeting – Immediate**

Smile and use eye contact when greeting your guests. Use a sincere and personal greeting.

“Hi, welcome to Li'l Rizzo's.”

OR

“Hi, have you ever eaten at Li'l Rizzo's before?”

**Place a bevnep in front of each guest as you greet them.** The bevnep will let your managers and co-workers know that you have greeted the table.

Read your guests and make conversation comfortable and natural. Non-business subjects, like weather or sports, will break the ice and help establish a rapport.

“Isn't this weather great? I'm glad summer is on the way.”

OR

“Did you find any good bargains at the mall today?”

**Beverage Suggestion** – Offer two different types of beverages.

“Would you care for a glass of chardonnay or some iced tea today?”

Always offer a beverage instead of just serving water.

**Appetizer Suggestion** – Offer two choices for an appetizer

“Would you like to start with some toasted ravioli or our award winning wings?”

OR

“How about some stuffed potato skins or breaded cheese sticks to share while you're deciding on dinner?”

**Note:** At lunch offer to take the entire order.

Excuse yourself from the table.

Away from the table:

- Check all tables in your station
- Pre-bus–no empty hands
- Ring and/or prepare the drinks
- Ring appetizers

### 2. **Drink Delivery – 4 minutes**

Deliver drinks and offer to take the entree order.

**Entree Selection** – Ask for the entree order and know what you would suggest if they ask. Your suggestions should be based on your own favorites and reading your guest.

Repeat and confirm the order back to the guest with all the questions answered, i.e., type of salad dressings, pizza ingredients, etc. Suggest dinner salads or soup.

Inform the guest that their appetizers should be right out.

Away from the table:

- Check all the tables in your station
- Pre-bus, no empty hands
- Ring soups, salads and entrees



3. **Deliver Appetizers – 8 minutes**

Deliver appetizers within eight minutes. Be sure there are small plates for everyone if sharing.

Offer another round of drinks if glasses are 1/2 full.

Invite them to enjoy their appetizer.

Away from the table:

- Check all the tables in your station
- Pre-bus, no empty hands



4. **Deliver Soups and/or Salads – 4 minutes**

Deliver soups and salads and offer fresh cracked pepper. Serve fresh bread. Deliver second round of drinks at this time, if ordered. Clear any empty appetizer dishes, glasses or trash.

Keep communication open with your guests.

“Did you enjoy the cheese sticks?”  
OR  
“Enjoy your soup. May I bring you anything else at the moment?”

Let them know about the timing of their entree.

“Your entree should be ready in just a few minutes.”  
OR  
“I just checked on your entree and it should be ready in two minutes.”

Away from the table:

- Check all the tables in your station
- Pre-bus, no empty hands



5. **Entree Delivery – 15 minutes**

Serve the entree and the bread (if salad was not ordered). Serve each entree to the correct person using the point system. State the name of the entree with reassurance. Do not use menu abbreviations when interacting with a guest. Serve the ladies first whenever possible. Warn of hot plates as necessary.

Offer wine with dinner.

Ask if there is anything else they would care for with their entree.

Make sure each guest has utensils. Prebus the table of all empty plates, bowls, glasses, trash.

Invite them to enjoy their meal and let them know you will check back with them shortly.

*Note:* At lunch, present the guest check with the entree. This can be done politely, letting the guests know you will take care of any service needs.

"I'm leaving this for your convenience and will be checking back for refills and any coffee or dessert needs."

Away from the table:

- Fulfill any needs the guests have for their entrees
- Check all the tables in your station
- Pre-bus, no empty hands

6. **Check Back – 2 minutes**

The check back is the most important, but most overlooked step. Make sure the guest has had the opportunity to try the entree. Use eye contact and specific questions to show sincerity when checking on the quality of a meal.

"How is the Fettucine Alfredo today?"  
OR  
"How does the Chicken Parmesan taste this evening?"

Never use close-ended mediocre questions like:

"Is everything OK?"  
"Is everything all right?"

Take care of beverage refills. Prebus the table.

Plant a dessert suggestion.

"Save room for our Chocolate Cheesecake."

Away from the table:

- Check all the tables in your station
- Pre-bus, no empty hands

7. **Clear Entrees**

Clear the entree plates along with all utensils and side plates. Clear the bread service. All that should remain on the table are the beverage glasses.



**The check back is the most important, but most overlooked, step.**



Offer dessert

“Would you care for a sinfully rich chocolate Calzone or some Cheesecake for dessert?”

OR

“Would you care for an after dinner drink, like our Raspberry Rizzo or a Chocolate Martini?”

Always suggest cappuccino, espresso or coffee. (If available.) Ask if cream is needed with coffee.

Away from the table:

- Check all the tables in your station
- Pre-bus, no empty hands
- Ring in desserts and after dinner drinks



8. **Deliver Desserts/After Dinner Drink – 4 minutes**

Serve desserts with extra plates and forks as necessary.

Invite guests to enjoy their desserts.

Away from the table:

- Prepare check for presentation
- Check all the tables in your station
- Pre-bus, no empty hands



9. **Present Check – 2 minutes**

Clear dessert plates and utensils. Offer coffee refills.

Ask if the guest would care for anything else and present the check.

Let the guest know that you are the cashier.

Away from the table:

- Make change or run credit card
- Check all the tables in your station
- Pre-bus, no empty hands



10. **Farewell and Table Turn**

Present change or credit card voucher. Thank the guest, let them know your name again and invite them to return.

After the guests have departed, finish clearing, then wipe and reset the table.

## Suggestive Selling



***Treat every guest  
as the most  
important guest.***

The objective of suggestive selling is to offer guests new and different products and guide them in making choices that improve their experience. This will increase check averages, tips and sales.

Be a sales person, not an order taker.

The result and the benefits gained from suggestive selling are numerous. The success of sales is a matter of presentation. Guests appreciate menu explanations and suggestions. Suggestive selling is helping guests make up their minds on food or drink items, or perhaps in making additional purchases.

Just as a good host of a private party will make guests aware of what "offerings" are available, you should offer the best to our guests.

Treat every guest as the most important guest.

### DIFFERENT TYPES OF SUGGESTIVE SELLING

1. Presales – At the greeting, make the guest aware of some of our items before the guest has had a chance to review the menu.

"Let me tell you about our drink special today."

OR

"We really have great pizzas. I recommend them."

2. Upgrading – Used to trade an item upward in size, quality or price. Do this while taking the order.

"How about a Beefeaters or Tanqueray martini?"

OR

"Would you like a large pizza? You could take some of it home for lunch tomorrow."

3. Related sales - Suggest items that would enhance the guests' original order.

"Would you like to start with a bowl of our homemade minestrone soup?"

4. Paint pictures with descriptive words – Some examples:

ice cold	buttery
fresh	thick
steaming	creamy
frosty	homemade
rich	smooth
spicy	chunky

"Save room for our creamy, rich chocolate cheesecake."



***Proper  
suggestive  
selling creates a  
well-rounded  
experience for  
our guests.***

5. Honest and sincere suggestions – Just as you would offer an appetizer to a guest who is hungry, be as considerate to our guests who ask about portion size or are worried about too much food. Suggesting an appetizer or dessert for the table to share or splitting a salad may be just what the guest had in mind. And, by not overselling, you may have earned a regular guest.

#### FOOD SUGGESTIONS

1. Appetizers
2. Soup or Salad
3. Sides – Garlic Toast
4. Desserts

#### DRINK SUGGESTIONS

1. Highballs upgrade to a call brand.  
Vodka and Tonic – “Smirnoff and tonic”  
Scotch and Water – “Chivas and water”
2. Screwdrivers and Bloody Marys upgrade to a call brand.  
Screwdriver – “Stoli Screwdriver”  
Bloody Mary – “Absolut Bloody Mary”
3. Margaritas upsell.  
Margarita – “Cuervo”
4. House Wines upgrade to premium  
Chardonnay – “Kendell Jackson”  
Merlot – “Red Diamond”



***The power of suggestion is strong when done with proper timing, descriptive presentation and accurate knowledge.***

#### TIPS

1. Sincerity, like honesty, is still the best policy.
2. Never say no! We can prepare most orders, but always check first with the MOD or KM.
3. Be natural and be yourself, but always be courteous.
4. Do not use canned phrases or memorized speeches.
5. Do not give your guest a hard sell. It is overbearing and rude.
6. Be descriptive and accurate. Know your menu. Have your own favorites to suggest.
7. Avoid questions that lead to “NO” (i.e., “Would you like a dessert?”).
8. Avoid “stop” words like dessert, appetizer and use picture words like refreshing, spicy, creamy.
9. Sell items at the proper time.
10. Provide the guests with options and choices.
11. Sell yourself and Li'l Rizzo's by smiling and always invite them back to see you.

You must commit to suggestive selling. Use the above steps and guidelines and incorporate them into your style. The power of suggestion is strong when done with proper timing, descriptive presentation and accurate knowledge.

## Guest Relations



***Do not allow a guest to leave unhappy.***

As a server, you have an important role in achieving guest satisfaction and establishing good guest relations. Listed below are situations that may occur and suggested common solutions:

1. The guest doesn't like the table where he was seated: Offer a choice of table. Inform the host/hostess where guest has moved.
2. The guest is making a negative comment: Apologize and find out what the problem was. Listen attentively, respond thoughtfully, use positive spoken words and notify the manager immediately. Never argue with a guest. Do not allow a guest to leave unhappy.
3. A guest complains his/her food is overcooked or undercooked: Return to the expediter or manager and explain; have a manager return the corrected item or visit the table.
4. A guest complains of a long service time: Apologize to the guest and inform the manager. The manager will visit the table or deliver the order.
5. A guest is dissatisfied with their bar drink: Return the drink to the bar to be remade; comp if necessary (with manager's approval).
6. You accidentally spill something on a guest: Clean immediately and notify the manager.
7. A guest complains about the temperature or music level: Notify the manager.
8. Kiddie Service: Offer high chairs, boosters, crackers. Offer crayons and coloring sheets as applicable.
9. Intoxicated guest: Notify the manager.
10. You spot regulars at the bar or another table: Always stop by and say hi. Introduce your managers to regulars.
11. Guest Birthdays: Bring a complimentary dessert.

When handling any difficult situation with a guest, remember it's not a question of winning or losing. Keep your cool and use the following steps to diffuse the situation:

1. **Listen to the guest.**
2. **Apologize for the problem, (don't give an explanation).**
3. **Correct the error.**
4. **Always notify your manager.**

## Service Techniques



**Treat your station like one big table.**



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



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

The following are explanations of Li'l Rizzo's various service techniques. These techniques will give our guests consistent, high quality service while maintaining a clean and pleasant dining environment.

1. Prebus: Removal of trash, finished appetizers and salad plates, constantly keeping the table clean for the guests.
2. Table Maintenance: Cleanliness of the table at all times.
3. Total Station Awareness: Treat your station like one big table.
4. 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.*
5. Bevnap: Place a bevnap or coaster in front of each guest as you greet them. Replace when soiled and with every new beverage. Only one bevnap per beverage. Do not use bevnap to wipe up spills.
6. Silverware:
  - Pick up when dirty and/or not needed.
  - 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.*
7. 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.
8. Drink Presentation:
  - Soft drink presentation: bevnap, tumbler filled completely with ice and requested drink, tall straw placed directly inside glass.
  - Iced Tea presentation: bevnap, tumbler filled completely with ice and tea, lemon wedge hangs on edge of glass. Serve with long-handled teaspoon.
  - Coffee presentation: bevnap, 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): bevnap, tumbler filled completely with ice and water.
  - Hot tea presentation: Small round, bevnap, 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 bevnap.
9. Bread Service:
  - Bread is served with each entree except pizza or with salad service.
  - Bread is served in a basket with a napkin.
  - Serve one roll of bread per guest.
  - Serve monkey dish with butter.
  - Refills of bread are complimentary.



- Uneaten bread that has been served to a table should be discarded.
  - Unused, wrapped butter should be put back on ice.
10. Pizza Service: Pizza is a signature item at Li'l Rizzo's. Therefore, the pizza service is very important.
- Place a pizza stand on the table when a pizza is ordered.
  - Bring out plates for each guest.
  - Place pizza on the pizza stand.
  - Warn of hot pizza pan.
11. Peppermill Service:
- Peppermills are located in the kitchen and service stations.
  - Bring the peppermill to the table when serving salads or pastas with white cream sauces.
  - Offer "fresh cracked" pepper to each guest.
12. Fresh Parmesan Cheese Service:
- Parmesan cheese graters are located in the kitchen.
  - Bring the cheese to the table when serving any pasta entree.
  - Offer "fresh grated" parmesan cheese to each guest.
13. 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.
14. Doggie Bags/Boxes:
- Take the food items back to the kitchen. Never bring a to-go box 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.
15. To-Go Orders: be sure all food items have the necessary to-go condiments and to-go silverware.
16. 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.
17. Appetizer set-up: Leave small rounds at end of table and allow guests to distribute them among themselves.

## Check Presentation



**Let the guest know that you're the cashier.**

When delivering the check to the guest, make sure everything has been rung properly. Double check soft drinks, coffees, iced teas and items the server is responsible for preparing and serving. Be sure to do the following things when presenting the guest check:

- Circle the register total.
- Rewrite and circle the register total.
- Personalize the guest check on the front with a brief comment and your signature.
- Present the check in a check book cover.
- Let the guest know that you're the cashier.
- Hurry back to the table as soon as the guest has laid down his form of payment.
- Never keep the guest waiting.

Suggested comments to personalize your check:

- Thank you.
- Come back and see us soon!
- Enjoyed serving you.
- Have a great weekend!
- Happy Birthday from Li'l Rizzo's.

### CASH

You are your own cashier. You are responsible for all money, credit card vouchers, comps and traveler's checks until the end of your shift. It is recommended that you start your shift with your own twenty dollar bank from which you make change. A suggested bank consists of ten \$1 bills, one \$5 bill, and miscellaneous in change.

Listed below are some guidelines to follow when handling cash:

1. Never make change at the table - go to the nearest server station or the bar.
2. When making change, always count it twice.
3. Be sure to give the guest some one dollar bills to tip you with.
4. Return the change or credit card voucher to the guest on a tip tray or in a check book cover.
5. Always keep your money inside your apron in some form of a wallet.
6. Keep your bills faced the same way and keep them in large to small denominations.
7. Paper money makes no noise when it hits the floor – be very careful with your bills.
8. Never leave your money unattended.

If you feel you are carrying too much money during your shift, make a drop with your manager and he/she will give you an IOU.



**Go to the nearest server station or to the bar to make change.**

**CREDIT CARDS**

There are various types of automatic credit card authorization systems being utilized throughout our system. Your trainer will inform you and train you on the type of system utilized in your restaurant.

Remember: Handling credit card vouchers is as important as cash handling. We accept American Express, Master Card, Visa and Discover.

- Present your guest with a ball point pen and the credit card voucher.
- Ask the guest to sign and total the voucher.
- Explain which copy is for the guest.

**Check Out Procedures**

At the end of your shift, you are responsible for completing a cashout form accounting for all sales and monies collected. However, many of the newer remote printer POS systems produce a completed server financial.

1. When all sidework has been completed and signed off, arrange your guest checks in order and run a calculator tape on the totals. The total figure of the guest checks should match the sales reading from the POS system.
2. Total comps in the correct category and enter the amounts on the form. Be sure all comps are approved by the Manager.
3. Run a calculator tape on credit card vouchers checking that they are totaled correctly. Enter the total amounts on the form.
4. Subtract all comps, Visa/MasterCard and AMEX from your total sales (sales reading). This figure is your cash total--the amount you pay Li'l Rizzo's.
5. Tip Sharing--Subtract all comps from the total sales figure. Use this figure to compute tip share. Tip Share procedures may vary. Check with your Manager.
6. Federal law requires that all income be declared and taxed. Each server must record all of his/her tips after each shift.
7. Count out the exact amount of cash owed, and give the money with your guest checks in order (used, unused), your cashout form and your calculator tape to the Manager. You are responsible for the money until a manager counts it and verifies the total.
8. Clock out and turn your time card in to the manager (procedure may vary).

NOTE: To assure a smooth and speedy check out, make sure you are completely organized when you give your check out to the manager.

Make sure your checkout form has been initialed by the designated person responsible for checking sidework.



**Federal law  
requires that all  
income be  
declared and  
taxed.**

## *Server Closing Procedures*

Once your station has been closed, make sure you perform your station check:

- Tables wiped.
- Chair seats, backs, and legs wiped.
- Table bases clean.
- Window sills wiped.
- Lamps clean.
- Sugar caddy clean and full.
- Salt and pepper clean and full.
- Floor swept.
- Perform your assigned closing sidework duties.
- Have the designated person check your station and your assigned sidework duties. Get appropriate signatures on cash-out.
- Take your check-out to the manager.
- Clock out.

NOTE: Check the weekly sidework chart.

## *Telephone Procedures*

On occasion, you may need to answer the phone at Li'l Rizzo's. 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,  
[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:** \$8 - \$23. 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 server, you will be scheduled some shifts 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, pizza boxes and to-go containers 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 help you?"

- 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.

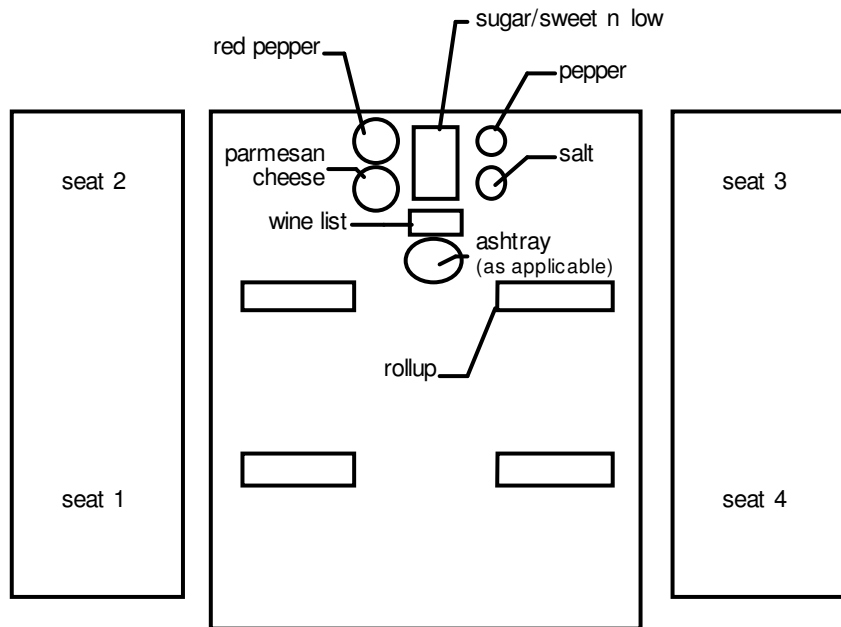
- Thank the guest for their order.

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:

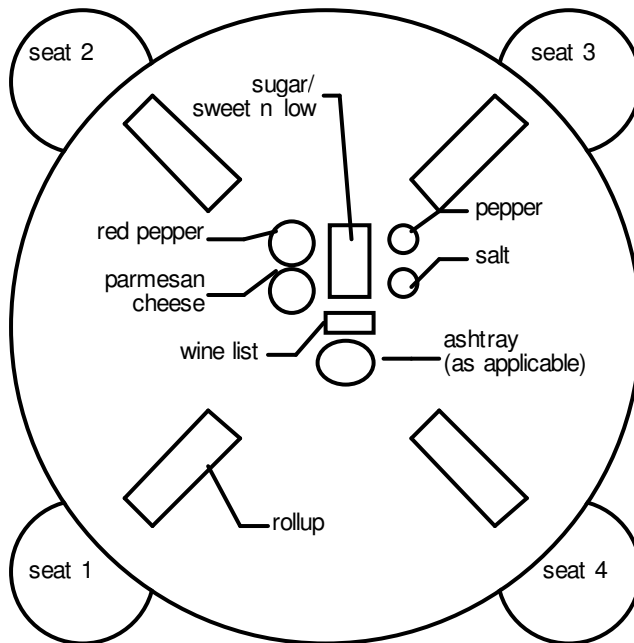
- Check the time on the ticket.
- Be sure the menu items are correct.
- Include any side sauces or salad dressings.
- Add napkins, plastic silverware, salt, pepper and condiment packets, one per guest.
- Put a to-go menu and Li'l Rizzo's magnet in with every order.
- Deliver completed orders to the front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

***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.
- This is a “generic” set-up, please check with your manager.

## *Bussing/Dish Area*



***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.***

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. This will help turn tables, especially during high volume.

**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 parm shaker 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.



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

8. Avoid Waste:

- Return all wrapped and unused butter.
- Return all unused creams.
- 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. (1 cap of bleach to 1 gallon of water.)

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 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.



***No Empty Hands going in or out of the kitchen.***

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!



**Safety**



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

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:

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 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.

**Basic Bar Terms and Information**

TERM	MEANING
Double	2 shots of liquor
Dry, Very Dry, Extra Dry	Dry vermouth to no vermouth
Frozen	Blended until thick and smooth
Neat	No ice or mix
Perfect (martini, manhattan)	Equal parts of sweet and dry vermouth
Rocks or On the Rocks	Over ice
Splash (sodas, water)	Just a touch
Tall	More mixer, served in a large glass
Up or Straight Up	Chilled over ice, then strained
Water Back	Glass of water served on the side



**Ask about brand or offer special brands for each bar order.**

**MIXERS**

- Coke
- 7-up
- Tonic
- Soda
- Ginger Ale
- Diet Coke

**JUICES**

- Orange Juice
- Grapefruit Juice
- Cranberry Juice
- Pineapple Juice
- Bloody Mary Mix
- Tomato Juice

**QUESTIONS TO ASK**

*Up or on the rocks?* For a martini or manhattan

*On the rocks or frozen?* For a margarita

*Salt or no salt?* For a margarita

*What kind of vodka would you like?* –OR–

*Would you care for Stolli or Absolut vodka?* For any vodka drink

You should ask about brand or offer specific brands for any bar order.

**MOST REQUESTED DRINKS**

Name	Main Ingredients	Garnish
<u>Highballs</u>		
Gin & Tonic	gin, tonic	lime wedge
Vodka & Tonic	vodka, tonic	lime wedge
Rum & Coke	rum, coke	none
Bourbon & Water	bourbon, water	none
Scotch & Soda	scotch, soda	none
<u>Mixed Drinks</u>		
Bloody Mary	vodka, bloody mary mix	lime wedge
Screwdriver	vodka, orange juice	none
Greyhound	vodka, grapefruit juice	none
Cape Codder	vodka, cranberry juice	none
<u>Classics</u>		
Martini	vodka or gin, dry vermouth	twist or olive
Manhattan	bourbon, sweet vermouth	cherry
Rob Roy	scotch, dry vermouth	twist
Old Fashioned		cherry, orange flag
Gimlet	vodka or gin, lime juice	lime wedge
Gibson	vodka or gin	3 onions
<u>Blended Drinks</u>		
Tom Collins	gin, sour mix, soda	orange, cherry flag
Whiskey Sour	whiskey, sour mix	orange, cherry flag
Margarita	tequila, sour mix	lime wheel



**Garnishes enhance the appearance and flavor of the drink.**

Servers are responsible for garnishing their own drinks, but it is the bartender's job to make sure that fresh, proper garnishes are stocked. Garnishes should be fresh and eye appealing. Garnishes not only enhance the **appearance** of drinks, they also complement their **flavor** as well.

**LI'L RIZZO'S BAR GARNISHES**

Garnish	Drink Example
lemon wedges	Long Island Iced Tea
lemon twists	Martini
orange wedges	Mimosa
lime wedges	Gin & Tonic, Rum & Coke
lime wheels	Margarita
cherries	Manhattan, Rob Roy
olives	Martini
orange/cherry flags	Collins, Sours
onions	Gibson

**Bar Ordering and Pick Up Procedures**



**All orders must be rung in.**

Once the bar order has been rung into the POS system, it will automatically route to the service bar. The bartender will check the bar chit to see that the order has been rung properly before preparing.

There will be a bartender assigned to make drinks for the dining room at the bar service station. All orders must be rung in – no verbal orders will be processed.

Drinks will be placed at the service bar in front of the server in the same order as they appear on the bar chit.

When the order is complete, the bartender will place the bar chit under the order. The server or drink runner should garnish the drinks. The server should not take the items until the chit has been placed with the order.

Before leaving the bar, the chit must be spindled.

## *Selling and Serving Wine*

Li'l Rizzo's offers a variety of wines to accommodate our guests needs and accompany our great menu items. Why Wine? People are drinking more wine than ever before. As Americans are growing more health conscious, they perceive wine to be a healthier and lighter alcoholic beverage option.

Our guests may now choose between a cork-finished varietal wine like Chardonnay and Merlot or select a blended wine like our Chianti.

The key to selling wine is to know what wines we offer and which menu items they best complement.

Remember, there are no strict rules when matching wine with menu items. However, there are traditional guidelines to follow, which include:

- White wines (Chardonnay, Sauvignon Blanc, Pinot Grigio) go with light menu items (chicken, salads).
- Red wines (Cabernet Sauvignon, Merlot) complement red meat dishes (burgers, pasta with red sauce).
- Blush wines may accompany any type of menu item.

Keep it simple, stay relaxed and know how to pronounce each of the wines' names.

Here are some more wine basics.

- Aroma and Taste: Smell and taste go hand in hand because the aroma of wine indicates a certain taste. Taste is described in terms of dry to sweet. White Zinfandel tends to be semi-sweet, and Chardonnay tends to be dry.
- Color: Color is always mentioned in the description of wine. Wine derives its color from the skin of the grape. There are three basic colors to remember: white, red and blush.
- Varietal vs. Generic:
  1. Varietal wines are basically named for the grape variety from which the wine is made. The specific name of the grape appears on the label, i.e., Chardonnay, Zinfandel, Cabernet Sauvignon, Merlot.
  2. Generic wines are a blend of grapes styled after those produced in the wine growing regions of Europe, i.e. chablis and burgundy.



***If there is more than one guest, suggest a carafe to offer a better value to our guests.***



***The wine should complement the meal.***

Now that there is some basic understanding of wine, let's combine this information with some suggestive selling. Li'l Rizzo's offers a variety of house and premium wines. These can be sold by the glass. If there is more than one guest, enhance their dining experience by offering a a bottle of wine. This will certainly increase your sales, but more importantly, offer a better value to our guest. There are a variety of premium wines which can be mentioned to enhance any guest's overall dining experience.

When suggesting wine, be sure to keep in mind what the guest has ordered for an appetizer or meal. The wine should complement the meal unless the guest prefers otherwise. This will enable you to become more familiar with the variety of wines that are offered all the way from house to premium wines.

Use the following list as a guide to help in making recommendations:

<b>Wine</b>	<b>Pronunciation</b>	<b>Description/Flavor</b>	<b>Complements</b>
White:			
Pinot Grigio	pee-no gree-shio	semi-fruity; light	Cream Sauce Pasta Chicken
Chardonnay	shar-don-nay	very dry; rich	Cream Sauce Pasta
Red:			
Merlot	mer-low	medium dry; medium body	Pizza
Cabernet Sauvignon	cab-er-nay So-vin-yon	very dry; robust	Red Sauce Pasta
White Zinfandel	white zin-fan-dell	semi-fruity; light body	House Salad and most pastas

**SPARKLING WINES**

Sparkling wines are made from table wines that have undergone a secondary fermentation and the natural carbon dioxide bubbles that occur are retained, giving the wine natural effervescence.

Most Common Sparkling Wines:

- Brut – dry to semi dry
- Extra Dry – sweet to semi-sweet
- Spumante – an Italian-style sweet sparkling wine

**WINE SERVING SUGGESTIONS & TIPS**

1. Always offer wine to your guests. Five questions to ask:
  - Have you decided on a wine with dinner tonight?
  - Have you had a chance to look over our wine list? NEVER ask, “do you want a wine?” This allows a “no” response to close the issue immediately.
  - Do you prefer red or white?
  - Do you prefer drier or sweeter wines?
  - Which wine have you decided on?
2. Suggest wine:
  - At the initial table visit.
  - During the meal to enhance and complement the food.
  - After the meal or just as an after dinner drink.
3. Recommend wine by the glass or bottle.
4. Upsell from house to premium.
5. Suggest a bottle if more than one person at the table orders the same type of wine.
6. Serve wine immediately, unless otherwise requested by the guest.
7. Take the bottle, or glass of wine to the table immediately. If bottled wine, be sure it is in a wine chiller (White & Blush chilled wines only). A wine towel or napkin is not necessary with a wine chiller. Make sure that all glassware is sparkling clean.
8. Open wine at the table.

**Opening a Bottle of Wine:**

- Present the wine ordered to the host to ensure it is the correct selection. Offer a taste to the host and proceed to pour wine for all guests, ladies first and the host last.
- Pour carefully. Do not touch the bottle to the rim of the glass. Pour slowly and deliberately. Fill each glass 2/3 full. A slight twist of the wine bottle while finishing the pour will prevent drips.
- Check back with the guest to provide good professional service and ask to refill each glass of wine.
- Relax and have fun.

**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.**

**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              | • physical health       |
| • height              | • prescribed medication |
| • build               | • mood                  |
| • gulping vs. sipping | • frame of mind         |



**Alcohol affects the body progressively.**

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.



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

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.



***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.***

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 co-workers 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.



***Be polite and tactful in these situations.***

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.
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).



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



- 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.



Serve "honest"  
drinks.

### *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!

**Server Training Checklist**

Name: \_\_\_\_\_

TASK	TRAINER INITIALS	TRAINEE INITIALS	DATE COMPLETED
<b>At Hire: Setup employee in wtm, direct him/her to employee manual, training handbook, job description and study guides.</b>			
<b>Day 1</b>			
Complete onboarding paperwork, Review employee's application: Experience, training, education.			
Discuss Li'l Rizzo's history, mission statement and values.			
Review employee's job description: Duties and responsibilities			
Explain performance expectations and standards.			
Review Training Checklist			
Explain how employee's position relates to others and restaurant as a whole.			
Review wtm, schedule, hours and section chart/table numbers.			
Introduce POS, credit card processing, Posiq			
Restaurant Tour – restrooms, break area, parking, mgr office, dry storage, walk-in cooler and freezer, prep area, dish area, exits and first aid station.			
Review and sign Employee Handbook – absences & tardiness, cell phone policy, payroll procedures, employee meals, dress code, personal conduct standards, progressive disciplinary actions (3-stikes), security, tip reporting, chain of command, Alcohol serving policy, overtime, accidents and emer situations, worker's comp			
Review menu			
<b>Day 2</b>			
Table number quiz			
Review training handbook – Food delivery guidelines, Sequence of service, Sidework.			
Ring orders in POS training mode.			
Review Menu Quiz #1 Study Guide			

TASK	TRAINER INITIALS	TRAINEE INITIALS	DATE COMPLETED
<b>Day 3</b>			
Menu Quiz #1			
Teamwork Quiz			
Review Menu Quiz #2 Study Guide			
Perform opening sidework			
Shadow trainer			
Write and ring orders			
Sequence of service			
Discuss liquor, bar glassware, garnishes			
Perform closing sidework.			
<b>Day 4</b>			
Menu Quiz #2			
Alcohol Awareness Quiz			
Review Menu Quiz #3 Study Guide			
Perform opening sidework			
Shadow trainer			
Write and ring orders			
Sequence of service			
Perform closing sidework			
<b>Day 5</b>			
Menu Quiz #3			
Safety Quiz			
Review Menu Quiz #4			
Perform opening sidework			
Shadow trainer			
Write and ring orders			
Sequence of service			
Perform closing sidework			
<b>Day 6</b>			
Menu Quiz #4			
Hazardous Materials Quiz			
Lunch – Solo			
<b>Day 7</b>			
Final Menu Quiz Exam			
Dinner – Solo			
<b>*Day 8</b>			
Expo			
<b>*Day 9</b>			
Expo			
<b>*Day 10</b>			
Expo			
*Completed within 30 days of start date			

<b>TASK</b>	<b>TRAINER INITIALS</b>	<b>TRAINEE INITIALS</b>	<b>DATE COMPLETED</b>
<b>Day 30</b>			
Review training checklist complete.			
Review Server Performance Evaluation with trainee.			

### *Server 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. Consistently participates in sidework	1	2	3	4	5
4. Displays teamwork towards fellow employees	1	2	3	4	5
5. Has sense of urgency/takes initiative	1	2	3	4	5
6. Consolidates moves to and from tables	1	2	3	4	5
7. Greets guests within specified time	1	2	3	4	5
8. Meets time standards	1	2	3	4	5
9. Uses suggestive selling techniques	1	2	3	4	5
10. Performs sequence of service at each table	1	2	3	4	5
11. Effectively handles cash and other monies	1	2	3	4	5
12. Can handle a normally assigned station during peak periods	1	2	3	4	5
13. Familiar with POS operations	1	2	3	4	5
14. Follows correct check-out procedures	1	2	3	4	5
15. Performs station check prior to business	1	2	3	4	5
16. Positive, friendly attitude with guests	1	2	3	4	5
17. Positive, friendly attitude with co-workers	1	2	3	4	5

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Trainee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Trainer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

General Manager's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## ***Safety Quiz***

100 possible points  
Each question = 10 points

Name \_\_\_\_\_ Date \_\_\_\_\_ Position \_\_\_\_\_

1. List the 3 reasons accidents occur.
  - a.
  - b.
  - c.
2. What should you always do before cleaning any electrical equipment?
3. You should clean and sanitize a knife at the end of your shift. True or False
4. Use dry mitts when handling hot equipment. True or False
5. When lifting a heavy object, use your back. True or False
6. What kind of glasses should be used in the kitchen?
7. What should you do if you drop or spill something?
8. You should break down boxes and empty the aisles at the end of your shift. True or False
9. If you hurt yourself, notify a manager at once. True or False
10. Report any faulty or defective equipment to your KM when you check out. True or False

***Hazardous Chemicals Quiz***

100 possible points  
Each question = 10 points

Name \_\_\_\_\_ Date \_\_\_\_\_ Position \_\_\_\_\_

1. Hazardous chemicals are found only at the workplace. True or False
2. Mixing Lime-Away and bleach produces a toxic chlorine gas. True or False
3. Degreasers usually contain hazardous chemicals. True or False
4. Always obtain proper training by the manager prior to using chemicals. True or False
5. MSDS stands for:
  - a. Metal and Solvents Data Sheet
  - b. Medical Survey Data Sheet
  - c. Material Safety Data Sheet
6. The only person permitted to see the MSDS is the manager. True or False
7. The two primary hazards classes are:
  - a. Physical and Corrosives
  - b. Fire and Explosion
  - c. Health and Physical
8. Before using a chemical product, always:
  - a. Check the code date
  - b. Check for symptoms
  - c. Read the label
9. If you feel dizzy or a skin rash appears while using a chemical, how soon should you notify the manager and obtain first aid?
  - a. Immediately
  - b. Within 1-2 hours
  - c. Never - not necessary
10. Name three ways your body can be exposed to chemicals.

***Food and Beverage Final Exam***

100 possible points  
Each question = 4 points

Name \_\_\_\_\_ Date \_\_\_\_\_ Position \_\_\_\_\_

1. Name the three types of chicken wings that we serve.

2. Name three kids meals.

3. List the sauce served with the following:

Meatball  
Mojo Chicken Wings  
Cheese Sticks  
Toasted Ravioli

4. Match the food item with the menu item:

Cappelini	Steak Rizzo
Filet of Beef	Roasted Garlic Chicken
Canadian Bacon	Hot Italian Sub
Pastrami	Pizza

5. List three cheeses your restaurant carries:

a. \_\_\_\_\_ c. \_\_\_\_\_  
b. \_\_\_\_\_

6. List the salad dressings your restaurant carries:

7. Our house salad mix is a combination of

a. iceberg and romaine  
b. iceberg, romaine and spinach  
c. romaine, spinach and red cabbage



8. List the four ingredients that are tossed in our House Salad:

9. What toppings are on the Supreme Pizza?

10. Our pizzas come in what sizes?

- a. 8" & 10" & 12" & 16"    c. 6" & 10" & 14" & 16"  
b. 8" & 10" & 14" & 20"    d. 8" & 14" & 16" & 24"

11. Name the three sliced meats used on the Hot Italian sub.

12. Name 2 call brands for each type of liquor:

Vodka  
Gin  
Scotch

13. Match the garnish with the drink:

Margarita	orange/cherry flag
Collins	lime wedge
Tonic Drinks	lime wheel
Dry Martini	lemon twist

14. What does "on the rocks" mean? "Up"?

15. Name and describe two dessert drinks.

16. How many drafts beers at your restaurant?

17. List three domestic bottled beers.
18. List two import or micro brewery bottled beers.
19. List four types of premium wines your restaurant offers:
20. Potato Boats are potato skins stuffed with \_\_\_\_\_ and \_\_\_\_\_ and topped with melted \_\_\_\_\_ cheese.
21. How much do we charge for individual pizza toppings?  
SM –  
MED –  
LG –
22. Describe the Sicilian Sizzle.
23. How many pieces of bread are in an order of Bruschetta Bread.
24. Do pizzas get bread service?  
  
How many dinner rolls do you bring per guest?
25. Describe the Chicken Modiga.

### *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.

### *Server Position Quiz*

100 possible points  
Each question = 10 points

Name \_\_\_\_\_ Date \_\_\_\_\_ Position \_\_\_\_\_

1. List the full names of the following:

Owner: \_\_\_\_\_

General Manager: \_\_\_\_\_

Assistant Manager: \_\_\_\_\_

Assistant Manager: \_\_\_\_\_

Kitchen Manager: \_\_\_\_\_

2. Check which forms of payment we accept:

_____ Visa	_____ Cash
_____ American Express	_____ Personal Checks
_____ Mastercard	_____ Traveler's Checks
_____ Discover	_____ Diner's Club

3. Which beverages get free refills and how many?

4. What is the first thing we place down when greeting a guest?

5. List the maximum standard service time for the following steps:

Greet

Drink Delivery

Appetizer Delivery

Entree Delivery

Check Back

Check Presentation

Table Turn

6. Who is the cashier at Li'l Rizzo's?

7. Who should all questions be directed to in the kitchen?

8. Describe our bread service.
  
9. Describe our pizza service.
  
10. Describe our peppermill and parmesan services.