

## RESTAURANT KNOWLEDGE

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

Vice President: \_\_\_\_\_

Manager(s): \_\_\_\_\_

Chef(s): \_\_\_\_\_

Hours of Operation: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Web Address: [www.dzrestaurants.com](http://www.dzrestaurants.com)

Sister Restaurants: Chianti Il Ristorante, 18 Division Street, Saratoga Springs 518.580.0025

*Monday through Thursday- 5:00pm – 9:30pm*

*Friday and Saturday – 5:00pm-10:30pm*

*Sunday – 5:00pm-9:00pm*

*Bar opens at 4:30 everyday (Happy Hour 4:30-6)*

Forno Bistro, 541 Broadway, Saratoga Springs 518.581.2401

*Monday through Thursday- 5:00pm – 9:30pm*

*Friday and Saturday – 5:00pm-10:30pm*

*Sunday – 5:00pm-9:00pm*

*Bar opens at 4:30 everyday (Happy Hour 4:30-6)*

Boca Bistro, 384 Broadway, Saratoga Springs 518.682.2800

*Serving lunch daily at 11:30*

*Dinner Monday through Thursday- 5:00pm-9:30pm*

*Friday and Saturday- 5:00pm-10:30pm*

*Sunday – 5:00pm-9:00pm*

*Bar opens at 4:30 everyday (Happy Hour 4:30-6 M-Sat, Sunday 4:30-Close)*

\*\*\*\*\* All night happy hour is discontinued during the Summer season

DZ Restaurants Corporate Office, 63 Putnam Street, 2<sup>nd</sup> Floor, Saratoga Springs 518.583.1142

The Corporate office is opened Monday through Friday 8am-6pm, Saturday 9am-3pm

# INTRODUCTION

**Philosophy:** Our Philosophy is Guest First. Guest First is a guest centered approach where each crew member is empowered to provide for the guest's needs. This is a united team effort to achieve our primary goal – to provide exemplary service.

## **What is a guest?**

Our guests are the most important people we know. They are our livelihood and the reason we can pay our bills and live the lifestyles we do. The guests are choosing to spend their money at DZ Restaurants when they don't have to. Guests come to our restaurants for a specific reason whether it be a birthday, an anniversary, a Friday night, a reception, or for some other special reason. This is a great moment in their lives so let's celebrate with them by showing them a dining experience that they will remember and enjoy so much that they will return again and again. This is our **ONE** opportunity to get the guest to return. We should not expect loyalty; we should earn another chance to entertain them.

With this in mind always remember:

A Guest is someone you want in your home – a customer is someone who buys gas at a gas station.

A Guest is not dependent upon us – we are dependent upon them.

A Guest is NEVER an interruption of our work - they are the purpose of it.

A Guest does us a favor when they come to our restaurant – we are not doing them a favor by serving them.

A Guest is part of our business – not an outsider.

A Guest is deserving of the most courteous and attentive treatment we can give them.

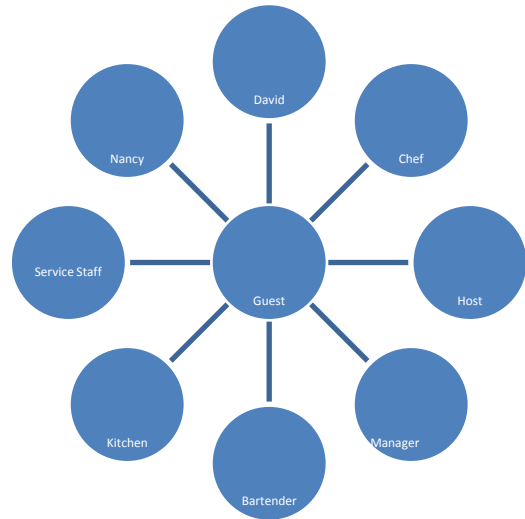
A Guest is the lifeblood of DZ restaurants.

The restaurant's philosophy of 'Guest First' guides us towards our goal of a guest centered approach where each restaurant component engages the guest. In our restaurants, to engage a guest is a team effort by everyone that works toward and believes in our mission.

By upholding our standards and doing our jobs to the best of our ability, all positions in the restaurant become directly involved in every guest's experience.

To accomplish our goal of Guest First, exceeding guests expectations, and to be the premier restaurant company in the region is a task that will take a team effort. As we have discussed, every member of the team, in every position in the restaurant becomes involved by working together toward our common goals of guest expectations. What we require to succeed with our mission is a commitment by every member of the restaurant team to work **TOGETHER** toward our common goal. It is with these commitments that you will help attain our mission of **GUEST FIRST**.

What is a guest centered approach?



## MISSION STATEMENT

Our mission at DZ restaurants is to *always* provide our guests with a superior level of service, cuisine, and hospitality to create the most memorable dining experience.

## CORE EXPECTATIONS

In our best efforts to exceed our guest's expectations we will also follow three main guidelines which will allow us to achieve our mission:

### 1. Treat each other with respect and dignity.

Support and understanding. Treat each other like family because we are all here together.

1. Every department of the restaurant gets busy however, not every crew member is busy, help out without comment.
2. The whole crew is working together to achieve the primary goal of fulfilling the guest's needs.

### 2. Continually strive to improve.

Always try to better yourself

1. In everything you do, not just the restaurant but in life. Reach for success.
2. While you're here in the restaurant, apply it to here. Look to streamline yourself and become more and more efficient each shift.

### **3. We expect to be profitable**

We are all here to make money, nobody works here for free.

1. The company is also here to make money. Therefore, it is paramount that all employees respect the restaurant's property and act with profits in mind.
2. The manager also knows that you are here to make money and they will do their job with that in mind for you.

## **ETIQUETTE**

**Personal comments regarding food, wine, coworkers, tips, the kitchen and/or the quantity or quality of people in the restaurant are not acceptable while on the floor or in the presence of the guest at any time.**

Uncompromising levels of cleanliness are the responsibility of every crewmember.

This includes the bathroom. If you use the facility during the shift:

- a. Make sure the toilet is operating properly
- b. Pick up any trash or papers on the floor.
- c. Wipe down the sink with a paper towel.
- d. Wash your hands.

## **OPERATIONS**

**Dress code and uniform policy:**

### **FRONT OF HOUSE**

#### **Boca Bistro**

Black pants  
Black belt  
Black non-slip shoes  
Chef coat (to be provided by restaurant)  
Denim apron (to be provided by restaurant)

#### **Chianti**

Black long sleeve collared button down shirt  
Black pants  
Black belt  
Black non-slip shoes  
Bistro apron (to be provided by restaurant)

#### **Forno Bistro**

Black long sleeve collared button down shirt  
Dark boot cut or straight jeans  
Black belt  
Black non-slip shoes  
Apron to be provided by restaurant

**All bussers must have:**

- At least 2 pens
- A lighter
- 2 tealights
- Wobble wedges
- No cell phone- at any time

Please do not show up for a floor shift without these items. Bussers are responsible for lighting every single candle in the restaurant – a lighter is an essential part of your uniform. You should own multiple lighters and have a back-up in the event that you lose your first one.

**Thinking about your personal appearance:**

- You are responsible for keeping your uniform neat and clean.
- Do not wear scented lotion on your hands, as it clings to glassware.
- A SMILE is part of your uniform
- No gum chewing
- Be aware of your nail polish, if you wear it, it must be neat

**Parking**

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**DISCIPLINARY POLICY**

Failure to comply to any rule, regulation, policy or directions from a manager could result in the following action:

- 1<sup>st</sup> Offense: Verbal warning.
- 2<sup>nd</sup> Offense: Written warning.
- 3<sup>rd</sup> Offense: Written warning and 3 Days suspended without pay.
- 4<sup>th</sup> Offense: Termination.

Management reserves the right to assign a higher punishment level due to the severity of the offense.

Notes:

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## TABLE NUMBERS AND SECTIONS

*Look at the floor plan – both inside and patio*

- Patio –
- Inside –

There are certain sections that have oddly placed tables – please be aware of the tables that are yours.

Memorize sections and table numbers – this is crucial in communicating with your server and the management

## THE 5 TOOLS OF EXEMPLARY SERVICE FOR BUSSERS

1. **“The Loop”** – is a process where the busser views the restaurant as a big circle or *loop*. On each trip through the loop the busser will make a smaller loop through their section and address the needs of each guest and each table. The busser will then return to the kitchen with empty plates thus making a single trip through the *loop*.

This helps the busser to work effectively by multitasking, consolidating and helping to eliminate false steps.

### Full Hands In - Full Hands Out

2. **“Anticipation of Needs”** – is a process where logic is used to predict the guest’s next need. The busser should be looking ahead to the next step of service and anticipate their own needs by prior preparation. Finally, the busser will be looking out for the needs of other crew members.

First - be thinking ahead to the guest’s next step of service. Next - set yourself up for success. Last - help to strengthen the team which will ultimately strengthen your own position.

Special Note: **By anticipating your guest’s needs and using the loop together, the busser can group or lump similar steps together to be more PROACTIVE and NOT REACTIVE.**

3. **“Communication”** – Proper communication effectively eliminates a majority of problems BEFORE they happen. In the dining room, the guest should be informed of what to expect next. Between crew members, always say “please and thank you.”

Always speak with a positive tone. Words like “Certainly,” “My pleasure,” “No problem” and “I’ll be glad to”.

4. **“Vision”** - is the busser’s ability to see through traffic (across the dining room) and assess tables. While walking through the dining room the ability to make a visual assessment of the section.

5. **“Survey”** - is running a mental list of the busser’s tables and priorities. The section is continually evaluated by the busser using the checklist in a leader board format.

Situations and table status is a continually changing process which takes organizing and re-prioritizing. Within three minutes the whole section's needs could change.

**All of the tools used together will give the busser the ability to give *Exemplary Service*.**

## PROPER GREETING

"Good evening, how are you tonight?"

*I'm great thank you, how are you?*

"I'm doing well, thank you."

Chianti/Forno: May I offer you some water? I can bring Saratoga Sparkling, Saratoga Flat, or tap water."

- a. *We'll take sparkling.*
- b. *Tap water will be fine.*

Oil/ Olive Service (see management for details)

Boca:

- 1) Your first cue to tell is a table has been greeted by the server, is if the Salt & Pepper shakers are on the table
- 2) If there are Salt & Pepper shakers as well as water glasses, please bring tap water
- 3) If there are salt & pepper and NO glassware, that means the server is bringing over citation glasses and bottled water. At this point, bring bread.

a. "Would you like lemons or limes with your bottle?"

b. "I'll be right back with that."

(Offer a kid's cup with a lid and straw for little ones.)

(Be aware that bottled water is \$5 should a guest ask)

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### **IMPROPER GREETING:**

- Hey, can I get you some water?
- Water to start?
- Hello! My name is Busser and I'll be clearing your dirty dishes tonight!

Option 1: Too informal

Option 2: Too curt

Option 3: Too chain restaurant

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### **HOLDING YOUR BODY PROFESSIONALLY**

- Walk delicately through the dining room, being careful of guests, tables, chairs and coworkers
- Stand up straight while watching the dining room, hands behind your back
- Eyes are always up and scanning your section
- Look guests in the eye when you're addressing them
- Speak in a clear, loud and confident voice
- Always excuse yourself as you pass a guest in the dining room and as you reach in front of a guest to clear
- ALWAYS let the guest go first. Never cut in front of a guest.

### **PROPER PLACE SETTING**

- Napkin pulled to the edge of the table
- Silver tucked tightly toward the napkin – forks on the left, knife on the right
- Wipe all Oil and Vinegar bottles after each table departs
- Outside fork staggered above the inside fork
- Blade of the knife facing the napkin
- Water glass at the tip of the knife
- Light candles
- If table is uneven, fix it with a wobble wedge

**NO MATTER HOW BUSY WE ARE, WE PAY ATTENTION TO OUR PLACE SETTINGS. WHEN PEOPLE WAIT OVER AN HOUR FOR THEIR TABLE, WE WOULD LIKE IT TO BE BEAUTIFULLY SET WHEN THEY SIT DOWN.**

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### **EXPLANATION OF STATIONS/NAPKIN FOLD**



## LANGUAGE AND VERBAL PRESENTATION

**Speaking with guests in our restaurant is an extremely easy way to communicate our reputation and influence our guest's perception of our establishment.**

### CONSCIOUS CONVERSATION

- Even if you are not speaking directly with a guest, please be vigilant about your conversations while on the clock. Off-color or unwelcome topics of conversation within guest's earshot will not be tolerated.

### CONVERSATION GUIDELINES

- Always address guests in a polished and professional manner. Your choice of words is imperative every single time you interact with a guest. "You still working on that?" is unacceptable while "May I take these plates out of your way?" is encouraged.
- Every person in the building is our guest regardless if they are in your immediate section. Every guest that we encounter should be acknowledged, greeted and offered a warm smile and good eye contact.
- When answering questions for a guest speak in a clear, loud and confident voice. Excuse yourself to find an answer if you are not sure.

### HOW WE CHOOSE TO SPEAK

- **Volume** – make sure you are speaking loudly enough to be heard but not so loud that you find yourself shouting
- **Rate of Speech** – aim to speak at a comfortable pace so that guests can follow along and absorb your words. Do not speak too fast or too slow.
- **Variety** – use expressive variety in your voice and word delivery. Do not speak in a monotone.
- **Pronunciation** – make sure you are correctly pronouncing all the words on our menu. You need to be the authority on the Italian pronunciations of our menu items.
- **Articulation** – make sure you're speaking clearly and enunciating properly.
- **Facial Expressions** – practice smiling and using animated expressions while speaking.
- **Eye Contact** – guests will feel that they are being listened to, recognized and respected when you look them in the eye.

## **TABLE MAINTENANCE BUSSING PRIORITIES**

1. Water then bread
  - Boca- Only bring tap water after you have seen Salt & Pepper shakers and water glasses on table. If you see citations, and no glasses, server is bringing bottled water
2. Clear finished plates (boxing food and to-go)

When? \_\_\_\_\_

How? \_\_\_\_\_

3. Reset empty tables

## **DETERMINED EFFORT**

Stay busy. If your section is full, you have something to do. Some guest is in need of something.

Sense of urgency. Most everything you do should be at an upbeat pace. Other crewmembers and guests are waiting for you.

When a guest get ups from the table ALWAYS re-fold the napkin

Never leave the floor without notifying a manager.

## **TIPS FOR BUSSERS TO GET THEIR SERVER TO ♥ THEM:**

- ALWAYS BE IN YOUR SERVERS LINE OF VISION, THEY SHOULD NEVER HAVE TO COME LOOKING FOR YOU
- Be attentive when your server is delivering food
  - Is he/she heading to a four-top with only three plates? Ask the expo if you can follow with the fourth.
  - Is he/she delivering pasta or soup? Follow with grated cheese.
- When you feel you have nothing to do, ask you server what they need from you.
- Replacing silver between courses
- Being attentive to white wine!
- If you see your server clearing a table, jump in and help

## **TAKING CHARGE**

Most of the people dining out won't notice a small mistake. Don't get hung up on one event.

Be relaxed yet alert.

Have confidence in your ability to perform your job at the highest level.

If you look right and sound right, you are right.

Always be in control of the situation.

Take charge and be direct.

## **CLEARING**

Do not leave dirty glasses or plates anywhere in the dining room. Take them back into the dish area.

'Fill it or Take it'

Pay attention to details.

When reaching in front of a guest make sure to excuse yourself.

- Give example "pardon my reach"

Never handle a glass by the rim with your hand over the drinking surface.

Never handle silverware with your hand over the eating surface.

Remove soiled china and silver between courses.

Never put dirty items (such as silverware) in your apron at any time

Clear everything except active beverages.

- If you are unable to clear all of the items off of a table in your first trip, immediately return to the table and clear all the remaining plates, silver, B&B's, and the bread basket

**IF A GUEST IS STILL HOLDING A FORK, LEANING OVER THEIR DISH OR CHEWING, WE DO NOT APPROACH THEM TO CLEAR THEIR PLATE!**

*When everyone is finished...*

#### PROPER WAYS TO ASK TO CLEAR

“May I take this out of your way?”

“Are you finished with your meal?”

**When food is left on the plate ALWAYS ask the guest if they would like it wrapped to go. If you do not understand the guest ask your server**

#### IMPROPER WAYS TO ASK TO CLEAR

- Are you done working on your dinner?
- You done with this?
- You still working on that?

We never clear a plate before asking, unless the plate is completely clean or pushed to the side.

- If a guest has food on the table between courses or at the end of dinner- discreetly take a napkin and a bread & butter plate and clean it up
- If you clear a guest's knife with their appetizer, replace it for the main course
- If a guest has any piece of silver on their plate, it always gets cleared and replaced if need be

When in the dish area scrape and properly stack dishes, place silverware in proper rinse container and place glassware in proper racks

#### WRAPING TO GO ITEMS

Review usage and ways to wrap to go properly.

#### BREAD 101

Review bread process

#### BEST WAYS TO WATER

*The pour:*

- Grasp the glass from the underside with your palm up
- Pull the glass away from the table and pour the water over the floor and not the table (in case you spill)
- GENTLY place the filled glass back in front of the guest and place the bottle (if applicable) in the center of the table
- Be attentive to white wine – do not pour water into a wine glass! Always ask if unsure.

#### BEST WAYS TO OFFER BREAD

*Every table receives bread as soon as they are watered.*

- One slice of bread per guest, plus one or two
- Place the bread on the table like a plane, not a helicopter – we gently place things on the table, we don't drop them from above!

When a bread basket is empty – offer the table more bread. If they decline – clear all of the bread & butter plates and the basket.

## HOW AND WHEN TO CHEESE:

- Step by step guide on how to use cheese grater
  - Offer cheese for all pasta, risotto, pizza and soup
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## STACKING

Start with the biggest and *stack* to the smallest, finish with silver and bread.

-Practice two guests, three guests and four guests

-After practice, a busser should be able to clear a four top in one trip.

- Stacking should be on one arm, from biggest to smallest
- We do not stack plates against our chest, put silver in our aprons or our fingers in water glasses.
- If you are unsure if what you're clearing is their final course- ask your server before you pull all of their silver
- If you are unable to clear all of the items off of a table in your first trip, immediately return to the table and clear all the remaining plates, silver, B&B's, and the bread basket
- Bussers should keep returning to a table until it is completely cleared
- DO NOT stack on the table
- Do NOT ask a guest to pass you dirty dishes, EVER