

BUSSER QUIZ DAY 2
TRAINING DAY 3

DINING ROOM PRESENCE

Dining room presence is very important for the guest's perception. Our actions, as crewmembers, can dictate how our guest's feel about their dining experience. It is our job to make the experience as perfect as possible.

The cuisine is second to none, delicious and top notch. The restaurant is beautiful and the ambience is extremely sophisticated. The job is basically done for us.

ON STAGE

Always keep in mind that at every moment a guest is watching your actions. We are all on stage and we are expected to act as such.

Always escort guests to the restroom unless you are carrying hot food. In this case (a) see if a nearby crewmember can show the guest or (b) discretely look back towards the restroom and verbally direct the guest.

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

Smiles are key. They inform the guest in a nonverbal manner that we enjoy their patronage and our decision to be part of DZ restaurants.

EMPATHY

Put yourself in place of the guest and ask yourself if you would you have been happy with the experience.

Was it memorable? Would I tell a friend?

Do not sit down with the guest.

Excuses: "No thank you. Who's going to take care of you?" or "If I did, no one would serve you."

Avoid long conversations at any particular table. There is work to be done, especially during busy times.

COMMUNICATION WITH YOUR SERVER

- Use table numbers to communicate with your server – it is the most accurate way to convey information
- There are best ways to point out a specific guest to your server
 - Ex. – the man at Table 21 with the blue collared shirt
 - Table number, gender, specific descriptor
 - DO NOT APPROACH A SERVER WITH A GUEST'S SPECIFIC REQUEST WITHOUT THAT INFORMATION
- If your server is busy, you should be busy – always, every time.

PROBLEM SOLVING CLASS

AVOIDANCE

The best way to solve a problem is to not let the problem happen in the first place. If you don't do it right the first time you will be forced to do it right the second time.

If you practice being busy when you're slow you will be successful when it's busy.

Set yourself up for success.

If you get behind, ask for assistance. You'll never get in trouble for asking. Do not let the guest suffer.

ROLE-PLAYING PROBLEM SCENARIOS:

- Guest drops oil bottle
- Glass breaks at table
- Guest spills water
- You drip sauce on a guest
- Guest is unhappy with entree

TEAMWORK EFFECT You're only as strong as the components around you.

HOW TO FILL YOUR DOWNTIME IN BETWEEN PRIORITIES

- First thing you should do when you have downtime is grab a water pitcher and take a loop through your section
 - If every guest in your section has enough water – take a loop through the section beside yours
- If everyone has water, check to see if anyone needs more bread (clear accordingly)
- Check that your water pitchers and cheese are stocked
- Check the kitchen to see if any silver or glassware is ready to come to the stations
- Check that the B&B's and share plates are polished, separated and neatly stacked
- Polish the silver that is at the stations – don't forget about steak knives!

HAVE YOU GONE THROUGH ALL OF THE ABOVE CHECKPOINTS AND EVERYTHING IS DONE?

ASK YOUR SERVER WHAT THEY NEED FROM YOU!!

YOUR PRIMARY FOCUS SHOULD ALWAYS BE ON YOUR CURRENT GUESTS AND YOUR SERVER. THE BETTER THE EXPERIENCE FOR THE GUESTS IN YOUR SECTION, THE MORE MONEY THAT GOES IN YOUR POCKET.

While FULL HANDS IN AND FULL HANDS OUT is important – the busback is ultimately responsible to make sure that all of the silver and glassware is rotated through the kitchen in a clean, efficient manner. FULL HANDS IN AND FULL HANDS OUT is not required while in between clearing a table to completion but is absolutely necessary in between your priorities.

EXPLANATION OF THE BUSBACK POSITION

Nothing characterizes the busback station more than pace and hustle. The busback is in charge of assisting the bartender *and* attending to the back station.

- Must pay close attention to details – no food particles left on glasses or silver
- Glasses should be clean enough to be used in a wine presentation directly out of the kitchen
- Plates should be dried before they are stacked
- The end of the night is a crucial time for the busback – they determine when the bartender, the dishwasher and the manager get to leave – keeping up the hard work through the end of the night is essential
- Check closing side work sheets
- At the end of every night, recyclables, linen bags and broken glass bucket need to go out back and be disposed of properly. Be aware of beer returnables. Different vendors go in different boxes
- Pay attention to keep the floor stocked, not only the bar during the night. Silverware is crucial.
 - (Chianti only) make sure dessert and espresso spoons are available at expo and service bar at all times

Special Points for all bussing staff:

- Pay attention to the bread station – you are responsible for turning the oven as well as warming drawers on at the beginning of your shift, keeping the bread warm and stocked during the night, keeping the bread station clean and turning the oven off at the end of the night
- The busback is also responsible for getting butter prepared – please use a chef's knife (not the bread knife) and be sure to cut enough in the beginning of the night to last through your shift. Always use a protective glove whenever handling food that guests will be eating.
- The busback and the dishwasher are a team and are not successful without the other – please help each other out when needed!
- Just because you are not on the floor does not mean you can use your cell phone or eat while on shift – please abide by the same rules that you would while working in the dining room
- DO NOT disappear from your section

RUN THAT SECTION!

- We always perform the three priorities in order
- Pay special attention to communication with your guests, your server and each other
- Always try to perfect your clearing skills – remember, you are trying to work up to clearing a four-top in one trip.

We do not expect you to be perfect, especially in the beginning. However, we do expect you to try hard, ask how you can improve and be open to constructive feedback.

Attentive and thoughtful behavior, words and actions are always appreciated.

Let's make some money!

BEYOND THE MENU

Much of our company's revenue is generated through activities outside our regular dinner service and main dinner menu. Both restaurants offer food to-go, are involved with outside catering, do private events and participate in culinary community activities as well as creating many in-house promotions to drive revenue which ultimately impacts your pocket. Again, your knowledge of these events is crucial. The office takes a great amount of time, money and effort to create as many opportunities for our guests to dine as possible. Every crewmember's support, enthusiasm and communication with our guests for any and all promotions and guest offerings is required. You speak with our guests everyday – let's make sure they know what is going on with the restaurant group.

“BEYOND THE MENU” OFFERINGS:

Raising Dough: Social Responsibility

Our new program designed to support local charities and non-profit organizations is called “Raising Dough: Social Responsibility”. Since 1998 DZ Restaurants has raised nearly \$100,000 through our fundraising initiatives for the Saratoga Springs and Clifton Park communities. Our new program, similar to Raising Dough and TWELVE, will contribute a donation equal to 30% of sales on the day of an organization's event, but will also now feature a social media component that will allow organizations to earn up to an additional \$1000.

In the past, DZ Restaurants has been the one to select organizations for participation in our fundraising programs. However, we think it's time to give our guests and the supporters of local charities the chance to tell us who they want to see featured.

All non-profit organizations who apply to participate in *Raising Dough: Social Responsibility* will be part of an open vote that takes place annually in March. A link to an online voting survey will be sent to all participating charities as well as to DZ Restaurants Preferred Guest Members. Participating organizations will be encouraged to send the survey link to their supporters in an effort to get as many votes as possible!

All respondents to the survey will be asked to vote for their top three charitable organizations. The top 12 organizations receiving the most total votes will be featured during a month of the upcoming Raising Dough Calendar.

Our success relies on the strength and support of the communities in which we do business and would welcome any organization's participation in the *Raising Dough: Social Responsibility* program.

If selected:

- Organizations will be emailed a promotional tracking piece in advance of their event. It is the responsibility of the organization to email and/or print the tracking piece to distribute to their supporters. Supporters can dine at ANY of our restaurants on the featured day. An organization will receive a donation equal to 30% of all food and beverage sales from guest checks on the reserved day that have attached tracking pieces
- Raising Dough: Social Responsibility will occur on the 3rd or 4th Sunday of the month (based on possible Holiday conflicts)
- An organization will be paired up with one of our Restaurant Facebook pages during your featured month.
- Up to an additional \$250 can be raised during an organization's reserved month by encouraging supporters to “Like” the organization's featured restaurant Facebook Page. We'll contribute \$1 (\$300 max) to the organization for each new “Like” the Facebook Page receives during the month of your organization's event.

- On every Monday morning during the month of the organization's event we will post a task or challenge on the organization's featured restaurant Facebook Page. Each unique task or challenge will ask fans of the page to either like, share or comment on the post. We'll contribute \$1 (\$175 max) to the organization for each like, share or comment each unique task or challenge receives during the month of the organization's event.
- An organization can choose to have a Celebrity Bartender at one of our restaurants during Happy Hour from 4:30 – 6:00 on the night of their event. The President of the organization, a Board Member, or even a high profile member can serve as the Celebrity Bartender. All tips collected during the Celebrity Bartender's "shift" go directly to your organization.

DZ Restaurants Community Partnership Program

DZ Restaurants has designed a partnership program through which it is able to thank the organizations for the difference they make in our communities while rewarding the employees and associates of these partner organizations.

The aptly named *DZ Restaurants Community Partnership Program* is one wherein DZ Restaurants selects and partners with local companies, businesses and organizations. The partner organization is then featured at all DZ Restaurant locations for an entire month during which time employees and members receive 25% off their dinner check.

We are finding the Community Partnership Program is a great way for us to strengthen our community ties and our relationships with many local organizations. This program is also a wonderful way to say thank you to those guests who already know and support our restaurants as well as the opportunity to welcome new guests to experience DZ Restaurants for the first time”

The DZ Restaurants Community Partnership Program has partnered with such organizations as Saratoga Hospital, The Capital District YMCA, Gold's Gym, State Farm, St. Peter's Health Partners, AYCO, and CAP COM Federal Credit Union

Preferred Guest Program

Preferred Guest Rewards Dollars can be earned and redeemed at all DZ Restaurants locations including Chianti Ristorante, Forno Bistro, and Boca Bistro and unlike other preferred guest programs the Rewards Dollars you earn on your DZ Restaurant Preferred Guest Card **NEVER** expire.

Preferred Partners – Any member of our Preferred Partner Program (Hotels, Concierges, etc) will earn 10% DZ Reward Dollars back on their Preferred Guest Card regardless of their spending levels.

Other Perks and benefits of the Program

- \$20 Gift to any DZ Restaurant on member's birthday, spouse's birthday and wedding anniversary.
- 10% off wine by the bottle every day at all DZ Restaurants.
- Exclusive Preferred Guest Only Events, event pricing and special offers.
- Sneak Preview of special events, dinners and cooking schools.

Rules and Restrictions:

*DZ Reward Dollars cannot be earned on Gift Card purchases. Reward Dollars are not redeemable for cash and are non-transferable. Members must provide a valid email address and other information to register their account. 10% off wine benefit eligible on wines by the bottle \$100 or less. Preferred Guest Reward Dollars can be earned and redeemed at all DZ Restaurant locations including Chianti Il Ristorante, Forno Bistro, and Boca Bistro. The Reward Dollars you earn on your DZ Restaurant Preferred Guest Card NEVER expire.

Checking a Member's Balance

Guests can check their available DZ Preferred Guest Balance at any DZ Restaurant or by filling out the Check your Balance form on any DZ Restaurant website. Requests sent through the online form will be responded to within 24-48 hours.

All forms are sent to Doreen directly and she responds back to the guest within 24-48 hours

<http://www.dzrestaurants.com/preferred-guest-program/check-your-balance>

<http://www.fornobistro.com/events/preferred>

<http://www.chiantiristorante.com/events/preferred-guest-program>

<http://www.bocabistro.com/events/preferred-guest-program>