

Hospitality & Service Standards

The Team's goal is to make guests feel instantly welcome and cared for from the time they walk through our doors until they leave, wanted to return again. To ensure our guests have a memorable visit, we must deliver exceptional service and memorable hospitality.

Hospitality (Emotional Aspect of Guest Experience)	Service (Technical Aspect of Guest Experience)
It's how you make guests feel	It's what you do for the guest

Successful sales and service result from confidence, which can only be developed through knowledge. We will provide you with ample training to develop the necessary knowledge and confidence in relation to service techniques, the menu and the wine list. You, as a server for **[Restaurant Name]**, must learn it.

General Job Guidelines And Responsibilities

- When taking an order, always look the customer directly in the eyes, and stand erect. Never lean or write on the table. Never crouch down on your knees.
- Never handle a glass by the rim with your hand over the drinking surface.
- Never handle silverware with your hand over the eating surface.
- When handling plates or food, never let your hand touch the eating surface or the food.
- Help your guests as much as possible. Be aware of the city's favored bars and dance places, know what movies are showing nearby.
- Know your schedule.
- Know what time to be here for each shift.
- Know what the daily specials are and what they cost.
- Know the history of the restaurant.
- Know the managers.



Restaurant Assistant Manager Training Manual

JA Banks



Restaurant Assistant Manager Training Manual:

Franchise Opportunities Handbook, 1994 This is a directory of companies that grant franchises with detailed information for each listed franchise **Motivation Training Manual** George Leonard Wenzel, 1970 **Restaurant Training Manual** Jeffrey Schim, Donna L. Schim, 2016-04-02 Whether you are a new restaurant or an existing restaurant the restaurant training manual will be the perfect guide to train your management and staff members This guide covers all aspects of restaurant management and operations This training manual goes into detail on how to provide top notch customer service kitchen and food preparation tracking inventory and sales managing food and labor cost how to be prepared for emergencies and daily restaurant operations Use different sections in this manual to train cooks prep cooks dishwashers servers greeters bartenders and barbacks We recommend using the entire manual to train managers since they need to know all the areas in the restaurant The information in this manual has been used in many successful restaurants The material in this manual was created by individuals who worked in the restaurant industry and know how to create a thriving business with exceptional customer service The manual includes the following management topics Orientation Sexual Harassment Open Door Policy Minor Laws What Makes a Great Manager Manager Job Description Hiring and Termination Procedures Interviewing and Hiring Process Application and Hiring Do's and Don'ts of Hiring Interviewing Process Suspending Terminating Employees The Manager's Walk through and Figure Eights Opening Closing Manager Responsibilities Opening Manager Responsibilities Closing Manager Responsibilities Restaurant Pre Shift Alley Rally Call Outs Communication Skills How to Read Body Language The Customer's Eyes How to Prevent Guest Complaints Guest Recovery Restaurant Safety Flow of Food Food Safety Allergens Time Temperature Food Borne Illness Cash Procedures Bank Deposits Manager Computer Functions Bookkeeping Management Cash Register Audits Management Safe Fund Audits Management Perpetual Inventory Audit Labor and Food Cost Awareness Food Cost Awareness Inventory Food Cost Awareness Theft Food Cost Awareness Preventive Measures Restaurant Prime Cost Restaurant Emergency Procedures Refrigerator Units Freezer Units Procedures Robberies Fires Responsibility of Owner Employer *Franchise Opportunities Handbook* United States. Domestic and International Business Administration, 1985 This is a directory of companies that grant franchises with detailed information for each listed franchise *REA's Authoritative Guide to the Top 100 Careers to Year 2005* Research and Education Association, 1997-01-01 This book provides current information on the top 100 careers Each career is described in detail including job duties training and education requirements salary projected job availability and related occupations It includes a special section on how to find a job write a resume and cover letter and provides tips for effective job interviews *Career Guide to Industries*, 2006 *Catalog of Copyright Entries. Third Series* Library of Congress. Copyright Office, 1976 *Franchise Opportunities Handbook* United States. International Trade Administration, 1988 **Career Guide to Industries, 2000-01** Bureau of Labor Statistics (DOL), Washington, DC., United

States Government Printing Office,2000 This document provides information on the nature working conditions and employment opportunities of 42 industries that accounted for nearly 3 of 4 wage and salary jobs in 1998 The following are among the types of information provided for each industry discussed 1 nature of the industry goods produced and services provided individual segments production processes changes occurring in technology and business practices 2 working conditions physical environment hours of work physical activities essential to successful job performance proportion of part time workers rate of job related injury and illness extent and frequency of travel 3 employment number of wage and salary jobs number of self employed persons data on workers age concentration by state unusual characteristics of workers 4 occupations in the industry job titles in the industry current and projected wages and salaries by occupation 5 training requirements and advancement opportunities formal education training and experience required paths of career advancement opportunities for self employment 6 earnings and 7 outlook projected rates of job growth decline and factors likely to influence them The industries profiled are as follows agriculture mining and construction manufacturing transportation communications and public utilities wholesale and retail trade finance and insurance services and government A total of 197 tables figures are included MN *Job Seekers Guide* ,1972 *The Everything Guide To Starting And Running A Restaurant* Ronald Lee Restaurateur,Ronald Lee,2005-12-12 A Simon Schuster eBook Simon Schuster has a great book for every reader **Guide to Your Career** Alan B. Bernstein,Princeton Review (Firm),2004-04-06 Career counselor Alan B Bernstein helps you identify your interests and style by guiding you through the Birkman Career Style Summary TM You will answer a series of questions about your personal preferences and then score yourself to identify your Birkman TM colors on a grid Your Birkman TM colors represent your career interests and style not only what you like to do but also how you like to do it The Princeton Review s *Guide to Your Career* features Profiles of more than 200 professions from accountant to zoologist First hand insight from professionals Easy organization so you can find all the careers compatible with your needs and desires In depth information on the hottest careers in a twenty first century economy from the expected attorney carpenter and dentist to the unexpected baseball player sommelier and wedding consultant Crucial career data including average salaries and major associations Alan B Bernstein C S W P C is a psychotherapist with expertise in career development and has consulted on strategic training and development programs at major institutions **Lily-Butterfly** D. O. Grant,2020-06-26 LILY BUTTERFLY And The Path Of Life s Experiences The story began on the island of Kawomaya in a remote valley village named Yaj In part one of the story Lily Butterfly was created from a onetime sexual encounter between her birth mother Gina and her step father Ivan Gina denied the pregnancy from beginning to the birth of Lily Butterfly and beyond At birth Gina gave Lily Butterfly to her mother Leila who was Ivan s wife Six years later Gina returned to demand that Lily Butterfly come to live with her for her own secret and unresolved negative intentions Lily Butterfly s birth mother Gina saw her as her secret shame and tried to demolish her spirit soul mind body and life Throughout Gina numerous attempts

Lily Butterfly refuse to be destroyed Lily Butterfly survived regardless of the negative things her birth mother Gina did to her Lily Butterfly was successful in overcoming abuse her passion for learning and in all areas of her life Part two of this story continues on with Lily Butterfly moving from the island of Kawomaya to Somerville Massachusetts in the United States of America to first live with her grandmother and mother whom she decided to call Manana Leila The journey continues with Lily Butterfly improving her life education and professional career Parenting her two daughters and discovering her chosen destiny and life s purpose career To this day Lily Butterfly uses her talents to serve as tools to assist mother and father nature and humanity Read **LILY BUTTERFLY AND THE PATH OF LIFE S EXPERIENCES PART ONE AND TWO** They are like an entertaining movie series and ancient visual oral tradition storytelling These books can inspire motivate improve awareness on unconditional love and compassion assist with positive transformation transcending suffering and teach patience **LILY BUTTERFLY JOURNAL PERSONAL LIFE STORY REVIEW** is another book in the Lily Butterfly series This book can assist with your personal life story review Enjoy **The Good Work Guide** Nick Isles,2013 First Published in 2010 Routledge is an imprint of Taylor Francis an informa company **Labour Relations in the Global Fast-Food Industry** Tony Royle,Brian Towers,2004-08-02 The fast food industry is one of the few industries that can be described as truly global not least in terms of employment which is estimated at around ten million people worldwide This edited volume is the first of its kind providing an analysis of labour relations in this significant industry focusing on multinational corporations and large national companies in ten countries the USA Canada the UK the Netherlands Germany Australia New Zealand Singapore and Russia The extent to which multinational enterprises impose or adapt their employment practices in differing national industrial relations systems is analysed Results reveal that the global fast food industry is typified by trade union exclusion high labour turnover unskilled work paternalistic management regimes and work organization that allows little scope for developing workers participation in decision making let alone advocating widely accepted concepts of social justice and workers rights **Home Economics Education; Instructional Materials** Ohio State University. Center for Vocational and Technical Education,1972 Compilation of abstracts of teaching and training materials specific to the field of home economics education in the USA includes such specific areas as child care occupations consumer education day care programmes home management etc **Home Economics Education** Ohio State University. Center for Vocational and Technical Education,1972 **Career Guide to Industries, 2002-03** United States Government Printing Office,2002-03 Provides information on positions and advancement for careers in forty two top industries **Fast Food, Fast Track** Jennifer Talwar,2018-03-05 Praise for Fast Food Fast Track A fine ethnography with both theoretical and advocative significance representing the best qualitative sociology Choice Explores the intimate realities and behind the scenes exchanges of a multiethnic work force serving the typical American meal Through a lively narrative and insightful stories Jennifer Parker Talwar gives a full sense of what it s like to live in both a global economy and a local culture Sharon Zukin author of The

Cultures of Cities No longer just pocket money for American teens wages paid by multinational fast food chains are going to a new generation of order takers burger flippers and basket fryers newly arrived immigrants hailing from China the Caribbean Latin America and India a colorful sea of faces has taken its place behind one of the most ubiquitous American business institutions the fast food counter They have become a vital link between the growing service sector in our cities ethnic enclaves and the multi billion dollar global fast food industry For four years sociologist Jennifer Parker Talwar went behind the counter herself and listened to immigrant fast food workers in New York City s ethnic communities They talked about balancing their low paying jobs and monotonous daily reality with keeping the faith that these very jobs could be the first step on the path to the American Dream In this original and compelling work of ethnography Talwar shows that contrary to those arguing that the fast food industry only represents an increasing homogenization of the American workforce fast food chains in immigrant communities must and do adapt to their surroundings **Army Host** ,1982

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