**CRIPPLE CREEK STEAKHOUSE**

**SHORT GUIDE FOR BEGINNERS:**

**SERVICE GOLDEN RULES FOR STAFF:**

1. **WELCOME and acknowledge all customers ASAP. Duty of Hostess and all wait staff**
2. **Mandatory use of SERVING TRAY and CLEAR DISHES, glassware after each course. Even one plate or one drink it must be carried and served with a tray.**
3. **CELEBRATE Birthdays/anniversaries/graduations, “just because” as a TEAM.**
4. **THANK YOU all our customers that RING BELL, STOP what you doing and acknowledge our appreciation with a “THANK YOU”.**
5. **OPEN DOOR to customers as they leaving and THANKS them again for the opportunity to serve them.**

**BONUS: MY CUSTOMER IS EVERYONE CUSTOMER……. Touch all Tables as you pass by if you observe customers need anything, clear a table, refill a tea, even if it is not you tab le or inform the wait staff that his(her) table need attention.**

**A FEW TIPS FOR BEGINNERS:**

**+ ORDERS SHALL BE TAKEN FROM LEFT TO THE RIGHT**

**+ SERVE AND CLEAR PLATES DRINKS FROM RIGHT.**

**+ TABLES MUST BE CLEANING AFTER EACH COURSE WHILE GUESTS ARE PRESENT. “A TABLE WITH DIRTY DISHES WHEN CUSTOMER LEAVE IT IS A TABLE THAT WAS NOT ATTENDED PROPERLY”**

**+ YOU TAKE THE ORDER YOU MUST ENSURE THAT ORDERS CAME OUT AS DESIRED ( IT IS YOU TABLE , IT IS YOU GRATUITY, IT IS YOU CUSTOMER)**

**+ ANTICIPATE NEEDS…….IF YOU SERVING APPETIZERS, YOU MUST PRE-SET THE APPETIZER PLATE PRIOR TO BRINGING APPETIZERS. BRING THE KETCHUP, MUSTARD, MAYONAISE, STEAK SAUCE, POTATO SERVING, ETC BEFORE YOU BRING THE PLATE.**

**+ “WINE”……..When serving Wine NEVER hold a wine glass by the bowl, always the STEM.**

**+ LADIES are always served first.**

**+ Never EAT, DRINK or Chew gum in front of customers.**

**+ Press Uniforms to eliminate wrinkles, and made sure they are free of stains or excess food.**

**+ WHEN SLOW, there is a trend to forget the few customers in Restaurant, errors and mistakes while is slow are not tolerated or accepted and can be charge back to you. Give full and better attention to customers when they are you last or only one of few tables.**

**+ BE A SALESMAN by offer suggestion, be a suggestive selling on appetizers, drinks, upsell, dessert, etc., at the end customers usually tip a generous percentage of sales when service is right.**

**+ DURING BUSY period of time, keep attention to you customers, check on drinks, clear, and inform customers of the timing as to avoid unhappy customers when dinner take longer.**

**+ PERFECT TICKET: Always try to do the perfect ticket:**

1. **DRINK ……BAR OR NON-ALCOHOLIC**
2. **APPETIZER**
3. **DINNER**
4. **DESSERT**

**EMPLOYEE SIGNATURE OF READING \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DATE\_\_\_\_\_\_**