

STAFF TRAINING MANUAL 2006





Salty Senorita Training Manual Outline

GENERAL INFORMATION

- A. Welcome
- B. Salty Story
- C. Address, Phone #'s, Anthem Address & #
- D. Key personnel (Owners, Managers, Investors, etc...)
- E. Guac Monster
- F. Special Events (Senoritaville, Cinco de Drinko, SSP, WLM, etc...)
- G. Our Mexican Culture
- H. Engage & Dazzle
- I. Five Responsibilities of an Employee
- J. Clothing Line
- K. Floor Chart
- L. Alcohol Awarenes
- M. A Beginner's Guide to Practicing Safe Salty
- N. Safety Orientation
- O. Evaluations/System Checks
- P. E.O.T.M./E.O.T.Y. Programs
- Q. Anthem Bucks
- R. V.I.P.
- S. Tequila Club

II. FOOD SPECIFICATIONS

- A. Salty's Food Philosophy
- B. Menu Glossary
- C. Menus
- D. Sizzle Sheets/Garnishes
- E. Taking and Packaging Togo Orders'

III. DRINK SPECIFICATIONS

- A. Alcohol Awareness
- B. S.H.A.R.T.
- C. 51 Blue
 - i. menu
 - ii. recipes/garnishes/glassware
 - iii. definition of a margarita

D. Tequila

- i. tequila information
- ii. our tequila list (descriptions and prices)

E. Other Liquor

IV. DEPARTMENTAL PROCEDURES

A. Server

- i. Daily Breakdown
 - 1. Daily Schedules and Homework Assignments
 - 2. Quizzes
- ii. Step by Step
- iii. The Big 5
- iv. Service Times
- v. Salty's Eleven Essential Elements of Service
- vi. Opening/Running/Closing Duties
- vii. A Perfect Section
- viii. Patio Setup Checklist
- ix. Lunch Service/Drop Check Policy
- x. Salsa Chart
- xi. Some Child-Rearing Tips from Capt. Diego
- xii. Uniform Standards & Hygiene
- xiii. Some Final Thoughts
 - 1. engage and dazzle
 - 2. educate
 - 3. smile
 - 4. be flexible
 - 5. communicate
 - 6. tailback eyes
 - 7. owning your section
 - 8. be organized
 - 9. handling guest complaints
 - 10.taking initiative
 - 11. jale es jale
 - 12.banks
 - 13.remove or refill

B. Bartender

- i. Bartender Training Schedule
- ii. Bartender Cash Drawer Info and Procedures
- iii. Bartender Opening List
- iv. Bartender PM and Closing Duties

C. Host

- i. Hostess Training Outline
- ii. Hostess Duties
- iii. Hostess Stand Info

D. Runner/Expo

- i. Food Runner Job Description and Overview
- ii. Food Runner Side work and Duties

E. Busser

i. Busser Duties









A proud founding partner in the following venues...









Welcome to Anthem Restaurants and the Salty Señorita!

This is an exciting day for both of us! We are adding another valuable member to our team and you are embarking on a fun, educational journey into the demanding world of service excellence, award-winning cuisine, and cutting edge entertainment.

In a short period of time, you will find out that we are very serious about being the best. From the expectations we put upon ourselves to the expectations we put upon our staff, it is important to always recognize our ultimate goal: CUSTOMER SATISFACTION.

To build a successful business, everybody must be trying to create something excellent and unique. The excellence we're searching for is not only represented in the food, drink, atmosphere, and attentive service, it is also represented in you. From the way you say hello to the way you present the check, you have a profound and direct impact on the overall experience of our customers.

During your training, you will be working with all of our key employees and top-level managers. Have an open mind, listen carefully and work hard. We promise to give you a valuable working experience and better prepare you for any road that lies ahead.

Again, welcome to the Anthem team!

John R. Casale Founder



How It All Began ...

Ask a historian and they'll tell you the conquistadors first made tequila nearly 400 years ago and Americans didn't discover it until our battle with Pancho Villa in 1916. But ask a true native about the magic of tequila and you'll hear a whole different story. Believe it or not, it goes something like this...

The rain had been battering the old wooden ship for hours. Gigantic waves and furious winds tossed the crew from side to side as they desperately tried to save the precious cargo. The sky was gunpowder black and the only light Captain Diego had to navigate was the ominous glare of the ferocious lightning bolts crackling all around the ship. The brave men that were left on the boat clenched desperately onto anything bolted down in hopes of being spared from the fury of the hungry sea. On and on the rain pelted the rickety wooden planks of this trusty Royal Battleship, but no vessel could survive this wicked wrath much longer. And no man, not even Diego, Spain's most highly decorated naval war commander, could save this ship from imminent peril.

Eerily, the sea settled for just a moment. Diego let go of the steering wheel, his hands frozen like claws from gripping the steering wheel so tight, and ran towards the fragile cargo stored just below the bow. He ripped the heavy chains off the lock and hoisted the wooden hatch open. He peered down below and couldn't believe his eyes. The exotic beauties he and his crew risked his life for were not only safe, but also nearly perfect. If he could just survive this storm, he could return home to a heroes welcome with the mysterious "aqua miel" or honey water plant that the Queen had summoned him to retrieve. If the Queen wasn't gravely ill and in desperate need of a miraculous cure, she would not have sent Diego and Spain's most valiant crew around the world in search of this mystical plant. This was to be Captain Diego's final voyage and what a journey it had become.

Still storming, Captain Diego shut the hatch and inched back towards the helm balancing himself with each step as the ship swayed side to side. A guiet rumble caught his attention as he fearfully looked around at the emptiness of the pitch-black night. The rumble grew louder and louder and with each increasing decibel, Diego grew more and more anxious. He had heard this strange sound of stampeding bulls only once before and it was the only time he'd ever lost a ship. The lookout screamed, "Captain!" and as Diego turned around, he heard a thunderous roar and felt the massive ship being straight up into the air. In an instant, a monstrous tsunami, well over one hundred feet high, crashed down upon the tiny vessel pushing it deep into the jowls of the raging ocean. Planks of wood flew everywhere as the twisting and turning currents of the ferocious sea swallowed the shattered vessel. As the drowning men desperately grasped for the buoyant planks floating towards the surface of the water. Captain Diego sank deeper and deeper into the ocean, valiantly performing his final act of a fearless naval leader and going down with the ship. With his eyes beginning to shut and becoming disoriented from a lack of oxygen, Diego felt something ram into him and begin pushing him towards the surface.

As the murky water quickly rushed by his face, he desperately tried to hang on, but he was just too deep. He blacked out before he made it to the top.

The burning sun woke the men strewn awkwardly around the white sandy beach. Captain Diego was the first to wake as the tiny waves repeatedly splashed his unshaven face. He rose slowly in amazement to find his entire crew and the cargo neatly arranged and perfectly intact at the edge of the water. Bewildered, Diego turned towards the ocean to look for remnants of his ship. But what he saw, however, was most bizarre. Standing waist deep in the crystal clear water no more than three planks in front of him was a breathtaking creature of bronze skin and piercing blue eyes. Wearing nothing more than long golden hair wrapped tightly around her tall, serpent like body, Diego was instantly mesmerized. He feverishly rubbed his eyes and when he opened them again, she was still there. Surely, he thought this must be a dream. As he climbed to his feet and slowly staggered into the ankle deep surf, she held out her hand and motioned him towards her. laid his sandy hand in her soft, white palm, they stared at one another for what seemed to be hours. In an instant, she leaned in and softly laid a kiss on his scorched, sunburned lips. When he opened his eyes she was gone. Diego quickly looked around but all he saw was the morning light dancing across the perfectly still blue water. Now he knew, this was definitely a dream. As he turned around to walk back towards shore, he felt something funny in his hand. He looked down at his tightly clenched fist and curiously opened it, one finger at a time. Resting in his palm was a shiny white pearl. He stopped, turned around, closed his hand and went to check on his men. Miraculously, everyone was alive. Bruised, cut and a few broken bones, but in great shape considering the wreck they survived the night before. The men spent the next several days building shelter, filling leather bags with water and searching for food. Diego spent the next several days staring at the ocean hoping to catch another glimpse of this magnificent creature that captured his very soul.

As the days turned to night and the beards of the men grew longer and longer, hope of ever being rescued faded like the sun into the abyss. Food was scarce, the watering holes were drying up and the scorching hot days stole any energy the weak and hungry men had left. The night was the only time the shipwrecked crew could enjoy as they swam in the cool, tropical water, sang songs by firelight, and drank brandy from the large barrels that washed ashore with them. Sunset was also the perfect time to go fishing as Diego did every night often bringing dinner to his drunk, starving men. But this night felt different. As Diego masterfully tied his rusty knife to the end of the long mesquite branch with thick strands of seaweed, he was acutely aware of the ominous silence surrounding his favorite fishing hole. As he waded out into the perfectly still blue water, he couldn't help but notice the beautiful orange glow of the setting sun lighting up the palm trees jetting out of the soft, white sand. He paused, smiled for a moment and dove head first into the salty water. With spear in hand, Diego slithered through the water towards his lucky spot. He liked to stay near the rocks of the jetty where an occasional lobster would wander and also to have good cover from unsuspecting fish. He had gotten quite good with the spear rarely missing his target. Tonight, however, there was nary a fish in sight. Not even a minnow. He swam to the surface to catch a breath of air and as he pushed his hair back and opened his burning eyes, she was there. The spear instantly fell from his hand and sunk to the ocean floor. He floated motionless as she smiled and swam towards him. Only inches apart, she grabbed his hand and with tremendous force, pulled him below the water.

He began frantically grasping for air as she put her lips to his and slowly pulled away. In an instant, he was somehow breathing under water. They smiled at each other as she took his hand and led him on an underwater journey so spectacular he thought he surely must have drowned and gone to heaven. They glided through the warm water with the grace of a dolphin and the power of a great white. They swam with schools of brilliant neon fish, through underwater caves and past sunken ships and trunks of gold. They glided with manta rays and sea turtles and meandered through massive coral reefs filled with sea horses and electric eels. Diego always dreamed about the beauty of the world beneath the water, but what he saw went far beyond his wildest fantasy. He only hoped it would never come to an end.

For the next several weeks, Diego and his beautiful fish goddess met at the same time, in the same place and discovered an attraction neither had ever felt before. Diego had to constantly explain to his men why he was never successful in catching dinner, as the men grew weaker and weaker and the tension in the camp grew more and more intense. Diego would often tell his Salty Senorita about the conflict he felt between his love for her and the commitment to his men. He feared sickness, hysteria and even death to his men if he didn't find a way to get them home. So one night, when Diego and his mistress of the deep were supposed to meet, she never showed up. Fifteen, twenty, thirty minutes passed and still nothing. She had never been late before and Diego began to get worried. He decided to swim out into the water and look for her. As he got to the spot in where they first met, he paused. looked around, took a deep breath and dove into the dark water. The visibility was only about three feet and Diego could see nothing but black. Desperate to find her, he paddled towards the surface to get another large breath of air. As he reached the top and opened his eyes, there they were; seven of the most beautiful women with long, silky hair of gold, black, yellow and amber. He asked his Goddess what was happening and she said she thought her sisters might be able to cheer up his disgruntled men. They began gracefully swimming towards shore and as they reached the sand Diego witnessed the impossible. The scaly, powerful fins once used to propel them through the water transformed into long, silky, bronze legs as they walked effortlessly on the white, sandy beach. The sisters had arrived and things would never be the same.

Needless to say, Diego returned with the biggest catch of his life. His crew that was once very bitter and weak, suddenly found themselves very nourished, very satisfied and in a constant state of bliss. The Salty Senoritas taught the men how to fish, harvest the land and turn the indigenous prickly plant they were hauling as cargo into the sweetest tasting honey water they ever tasted. They built shelter on the beach with open windows, wooden floors, thatched roofs, and swinging hammocks and drank the nectar of the Gods all night long in the arms of the beautiful mistresses of the deep. Ships would come and ships would go, but the men never left this newfound paradise. Captain Diego and his crew went to their graves with the legend of the Salty Senoritas. Except for a badly damaged journal found hundreds of years later, no one ever knew the whereabouts of Captain Diego and his crew and the passion that existed on that enchanted land.

So whenever you smell the sweet nectar of the agave, raise a glass to Captain Diego and the Salty Senoritas. Maybe they didn't save the Queen, but they did discover Tequila! Viva Senoritas!



MPORTANT ADDRESSES AND PHONE NUMBERS

SALTY SEÑORITA #1 OLD TOWN SCOTTSDALE

3636 N. Scottsdale Rd. Scottsdale, AZ 85251 Ph (480) 946-SALTY (7258) Fax (480) 946-0899

SALTY SEÑORITA #2 MESA/GILBERT

1860 S. Stapley Drive Mesa, AZ 85204 Ph (480) 632-TACO (8226) Fax (480) 545-LIME (5463)

HOURS OF OPERATION

Sun: 10am -- 1am

Mon - Wed: 11am - 1am

Serving full menu from 11am - 10pm

Thurs – Sat: 11am – 2am
Serving full menu from 11am - 11pm
Serving late night menu from 11pm - 2am

ANTHEM RESTAURANTS OF AMERICA

7540 E. 1st Street Scottsdale, AZ 85251 Ph (480) 421-0500 Fax (480) 421-0501

HOURS OF OPERATION

Mon - Fri 9am - 4pm

KEY PERSONEL

John and Alicia Casale - Founders/Owners

OPERATIONS General Manager - ______ General Manager - _____ Manager - _____ Manager - _____

ANTHEM CORPORATE OFFICE

Stephanie Eglin – Director of Marketing & Sales Paul Seroka – Corporate Controller Sharon Krieger – Marketing & Sales Abbey Smith – Office Manager

Salty Señorita Old Town Family Tree



Alicia & John Casale



Kerri & Andy Bauer



Meggan & Jonathan Bauer





Michelle Stevenson & Rue Bax



Mascot "Wrigley"

Debra & Mike De Fisser





Julie & Lars Rojahn

Teenie & Matt Coovert



Duke



Salty Señorita Mesa Family Tree



Meggan & Jonathan Bauer



Alicia & John Casale



Kerri & Andy Bauer



Michelle Stevenson & Rue Bax



Mascot "Wrigley"



Debra & Mike De Fisser



Carol & Jerry Myerscough







IIITHE GUAC MONSTER FAQ!!!











Q: "How much does it cost?"

A: The Guac Monster runs on weekends as a free shuttle around Old Town. However, it can be rented out for \$50.00 per hour, provided it is not already booked.

Q: "Why is it called The Guac Monster?"

A: The Guac Monster's birth name is The Salty Party Bus. Since we make our guacamole fresh daily (or even tableside) and we would never use day old guac, we needed to find some way to use all the leftover guacamole. We put our heads together and now every single moving part on the bus is lubricated with guacamole (we couldn't get it to work as gas).

Q: "Why do you even have a bus and why should I be seen riding around Old Town in that thing?"

A: Where to begin?

- 1. It looks cool in the parking lot
- 2. It's FREE!!!
- 3. No looking for parking
- 4. Chicks/Guys dig it
- 5. Three words: good, loud, music
- 6. Three letters: D-U-I
- 7. Since December 2003, the Guac Monster has been recognized the world over as a symbol of luxury travel, wealth, power and importance...ok it's free.

Q: "When does the Guac Monster take to the Road?"

A: Friday and Saturday from 8pm - 2:30am

Q: "What about all the special events around town?"

A: The Guac Monster gets invites to the crème de la crème of the social events around town. It will be making appearances at the FBR Open, Spring Training games, Fiesta Bowl and any other event he deems worthy.

O: "What if I have a large party?"

A: You can rent the bus for \$50.00 an hour; he carries up to 14 people.

Q: "How do I make a reservation for the Guac Monster?"

A: Call him at home - (480) 946-7258 - to make a reservation.



IT'S A GREAT DAY TO COME TO SALTY!

Just some of the fun & exciting things going on at your neighborhood Salty!

Diego's Gospel Sunday Brunch

Gospel music, traditional jazz and blues fills the air while you feast on Salty's famous brunch menu. You can build your own omelet and create your own Hallelujah Bloody Mary every Sunday from 10am till 3pm.

Sunset Sundays

A celebration of sun, sand and surf with select dollar drinks during sunset.

Margarita Mondays

Half price house margaritas from 8pm until close!

<u> Cijuana Cuesdays</u>

\$1.00 chicken, beef or fish tacos and \$5.00 mermaid pails: buckets of beer all night long

<u>Cinco De Drinko</u>

Food and drink specials all day long! The 5th day of every month.

<u>"Senoritaville" Cinco De Mayo</u>

On the 5th of May, Salty throws the biggest bash in town. Food, drinks, games, bands and all kinds of crazy fun stuff.



The Salty Senorita Way: "Our Mexican Culture"



The Salty Senorita is a reflection of the rich heritage and culture of Mexico. When visiting coastal cities of Mexico, such as Puerto Vallarta or Mazatlan, you are enveloped into the welcoming ways of the native people. They are gracious, friendly, hospitable and proud.

Our culture at The Salty Senorita is very much the same. Making our guests feel welcome is everyone's obligation and we are proud to do so. From the host who greets guests with a warm "hello" while opening the door, to the bartender's inviting smile, and the food runner who gives guests the right of way, these are the small examples of The Salty Senorita's unique hospitality.

Our service style can be best described as "gracious". Just like the people of Mazatlan or Cancun, our service staff should be cordial, polite, knowledgeable, attentive, and considerate. They should have a genuine desire to serve and be a proud vessel of The Salty Senorita culture. A thorough knowledge of our menu will allow servers to steer guests through the menu and recommend specific items. The goal is to create a dining experience that cannot be duplicated at your average Mexican restaurant. After all, The Salty Senorita is an authentic Mexican restaurant and our service style should reflect that fact.

The following are ways a server can enhance a guest's experience:

- Having a clean, pressed uniform
- Offering to serve childrens' meals first
- · Comprehensive menu knowledge
- Inquiring about first time guests

Here are examples of behavior that detract from a guest's experience:

- Touching face and hair
- Referring to guests as "Hey Guys"
- Poor menu knowledge
- · Waiting for refills, check, change, etc.

We strive to provide timely service that allows our guests to have a quick meal between appointments, to conduct important business over lunch, or to have a leisurely dinner with family and friends. The Salty Senorita experience is further highlighted by personalized service where servers address our guests by name and truly make them feel welcome in our "home".

We complete The Salty Senorita experience with a sincere goodbye and an invitation to return soon. This is the responsibility of all our hospitality staff members as our guests leave the restaurant.

In the following modules, we will discuss the specific skills that you will learn to perform your job as a member of The Salty Senorita hospitality staff.

ENGAGE AND DAZZLE

Two people are sitting at home; they just finished watching *Entourage*. They decide they want to go out to have a bite to eat and have a drink. They are not quite sure where they want to go. The Salty Señorita, of course, but why?

In today's restaurant climate there are thousands of options when deciding how to spend our dining dollars. What sets one restaurant apart from another? Every place says it offers great food, and a comfortable, cool setting. So why do people choose Salty over another restaurant? We believe it is that last component – a comfortable, cool setting. That's where you come in. It is the staff that ultimately dictates what kind of experience the guest will have. Here at Salty, we challenge ourselves to "Engage and Dazzle" every guest that walks through our doors.

To **ENGAGE** means to connect with our guests, to create a relationship, to make them remember us as a people and not just as food servers. We are all in the business of making money. A guest who feels a connection with you is more likely to share some of that money in the form of a tip. It is easy to "stiff" a total stranger, but that is not the case when it comes to a new friend – "I'd better give my new buddy, Todd, extra, he did such a good job."

How is that connection made? There are infinite ways we can connect with our guests. We can teach them something about our menu. We can introduce them to a new tequila. We can tell them a joke or a story. Or we can listen. Being patient while a guest shows you a picture of their dog or grandson gives you a regular guest for life.

So our goal is simple! Challenge ourselves to engage, to connect with every single guest that walks through the restaurant. If we engage every single guest, every single guest will return and we will be happier and wealthier for it.

Write down three ways in which we could engage a guest.

- 1.
- 2.
- 3.

DAZZLE every guest is the second part of the equation. To dazzle is to do whatever it takes to make a guest happy, welcome and comfortable. Again, there are an endless number of ways we can do this. As service professionals it is our job to recognize those pivotal moments in every dining experience when we can make a difference. It is not just going the "extra mile." It is going as far as it takes to make a guest feel amazing. It is walking a guest to the bathroom instead of just pointing. It is writing two or three options, when an out-of-towner asks, "What is there to do around here?"

It is calling a cab instead of just tossing someone a phone book. It is sending the chef out to talk about a dish if a guest has a very detailed question. It is doing whatever it takes to make that guest feel like they are the only person in our restaurant.

Aside from the examples above, write down five ways to dazzle a guest.

- 1.
- 2.
- 3.
- 4.
- 5.

When all is said and done ENGAGE and DAZZLE is the very foundation of the Salty Señorita culture. It is our way of treating our guests and each other. It is something to be proud of. It is our way of separating ourselves from everyone else. It is our way of life.



THE 5 RESPONSIBILITIES OF A SALTY SENORITA EMPLOYEE

1. DEPENDABILITY

SHOW UP FOR WORK ON TIME AND PERFORM THE WORK YOU WERE HIRED TO DO. IF YOU DEVELOP A REPUTATION FOR GETTING THINGS DONE AND BEING SOMEONE PEOPLE CAN COUNT ON, YOU AND THE RESTAURANT WILL BE ASSURED A GREAT FUTURE.

2. PLEASANT PERSONALITY AND POSITIVE ATTITUDE TOWARD WORK

YOU SHOULD HAVE A SINCERE SMILE FOR EVERYONE ASSOCIATED WITH THE RESTAURANT: CUSTOMERS, GUESTS, SUPPLIERS, AND OTHER EMPLOYEES. YOUR ATTITUDE CONVEYS TO THE GUEST YOUR THOUGHTS ABOUT WORKING HERE. IF THE CUSTOMER FEELS YOU DO NOT ENJOY YOUR WORK, HE OR SHE WILL NOT ENJOY THE MEAL. AVOID LETTING PERSONAL PROBLEMS INTERFRERE WITH YOUR WORK.

3. TEAMWORK

WE EXPECT YOU TO COOPERATE WITH YOUR FELLOW EMPLOYEES AND MANAGEMENT. HELPING OTHERS WHEN THEY NEED IT WILL CREATE A FRIENDLY ATMOSPHERE THAT WILL MAKE YOUR WORK EASIER AND MORE ENJOYABLE AND WILL ALLOW THE RESTAURANT TO FUNCTION AT ITS HIGHEST LEVEL.

4. PERFORMANCE

THROUGH A COMBINATION OF TRAINING FROM THE RESTAURANT AND YOUR OWN EFFORTS, YOU NEED TO ACQUIRE THE KNOWLEDGE AND DEVELOP THE ABILITY TO PERFORM EACH REQUIRED TASK UP TO THE HIGHEST STANDARDS OF THE RESTAURANT. YOU SHOULD HAVE A SENSE OF URGENCY IN EVERYTHING YOU DO, ESPECIALLY IN ALL CUSTOMER-RELATED WORK. THE GOAL OF YOUR PERFORMANCE IS TO BE ABLE TO SAY, "I'M PROUD OF MY WORK!"

5. PERSONAL APPEARANCE

YOU ARE NOW OUR PERSONAL REPRESENTATIVE FOR OUR RESTAURANT. YOUR APPEARANCE SHOULD INSTILL CONFIDENCE IN THE RESTAURANT AND OUR STANDARDS.



Salty Gear

MENS' T-SHIRTS & SHORTS

Salty "Original" T-Shirt \$12

Salty "Shrimp Shack" T-Shirt \$12

Salty "Margaritas by Moonlight" T-Shirt \$12

Salty "Fantastic Fishing Guide" T-Shirt \$12

Salty Ring Sleeve "Anchor" T-Shirt \$12

Salty "51 Blue" T-Shirt \$12

Salty "Tequila 101" T-Shirt \$12

Salty "Cinco De Drinko" T-Shirt \$12

Salty "Guac Monster" T-Shirt \$12

Salty "Cinco De Drinko" T-Shirt \$15

Salty "51 Blue" Long Sleeve T-Shirt \$16

Salty "Tequila 101" Long Sleeve T-Shirt \$16

Salty "Original" Long Sleeve T-Shirt \$16

Salty "Anchorman" Board Shorts \$25



Salty Cotton Golf Shirt \$25
Salty Mercerized Cotton Golf Shirt \$35

SWEATSHIRTS

Salty Distressed Hooded Sweatshirt \$25

LADIES' SHIRTS, SHORTS & PANTS

Salty Ribbed "Anchor Logo" Tank \$12

Salty "Main Logo" Cotton Crew Neck T-Shirt \$10

Salty "Tequila 101" Stretch V-Neck T-Shirt \$15

Salty "Cinco De Drinko" Stretch V-Neck T-Shirt \$15

Salty "51 Blue" and "Tequila 101" Stretch T-Shirt \$15

Salty Cap Sleeve Softball T-Shirt \$14

Salty 3/4 Sleeve Softball T-Shirt \$16

Salty "51 Blue" Long Sleeve T-Shirt \$16

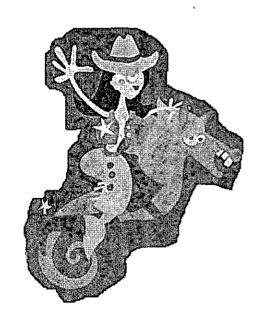
Salty "Main Logo" Long Sleeve Hoody \$25

Salty Yoga Pants \$25

Salty Cheer Shorts \$15

Salty Bikini by Pucci \$45





Salty Gear Continued

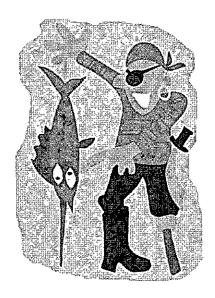
HATS

Soft Cap with adjustable back \$14
Baseball Cap with flex-fit \$12
Visors \$10
Cotton Knit Beanie \$10

KIDS WEAR

Girls Youth Cap Sleeve T-Shirt \$10 Girls Toddler T-Shirt \$8 Girls Infant Onesie \$8

Boys Youth Salty T-Shirt \$10
Boys Toddler T-Shirt \$8
Boys Infant Onesie \$8



COMING SOON - OTHER REALLY COOL SALTY STUFF!

"The Legend of the Salty Senorita" Coffee Table Book \$10

Jar of Salty's "Super Duper" Salsa \$5

Bottle of Salty's Sizzlin' Hot Sauce \$4

Metal Bottle Opener Key Chains \$3

Captain's Coffee Mug \$5

Salty Girl Compact Mirror \$6

Margarita Scented Body & Foot Scrub \$7

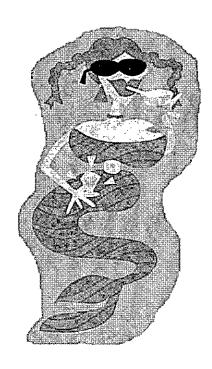
Salty Koozies \$3

Silly Magnets \$1

Dog Bandanas \$5

Salty Pens 2 for \$1

Salty Pens 2 tor 1 Salty Ridiculously Long Sleeve of Golf Balls \$8 Salty Super Cool Golf Bag \$95 51 Blue Margarita Shakers \$10 Hand-Painted Candle Lamps \$12 The Same Margarita Glasses We Use In The Restaurant \$6 Salty's Super Tough 22-Ounce Plastic Tumblers \$2 Salty's Slim Shady Beach Umbrellas \$50





ALCOHOL SERVICE

Alcohol is an integral part of our menu, which is focused towards a memorable dining experience. As an employee at the Salty Señorita you know that alcohol adds to the guest's experience.

Managing the liquor operation properly will lead to healthy sales and a safe environment for our guests.

OUR MANAGEMENT STAFF IS COMMITTED TO:

- 1. Handle any liquor situations before they become a problem.
- 2. Not allow minors to consume alcoholic beverages in the restaurant.
- 3. Not allow guests who appear to be impaired drive.
- 4. Provide transportation for any guest who may appear to be impaired

IN TURN WE ASK YOU, AS A MEMBER OF OUR STAFF, TO:

- Know the "Signs of Intoxication."
- 2. Inform us of any potential liquor problems (i.e. intoxicated guests).
- 3. Enforce the legal drinking age of the state.

We think there are some things you need to know about the product you are serving, just as we ask you to know our menu descriptions.

Alcohol is a commonly used drug which, as it is absorbed into the bloodstream, can change a person's behavior. Although it may appear to be a stimulant, it is actually a depressant. As the body gets rid of alcohol (it is burned up or oxidized, in the liver), the person's behavior returns to normal. In other words, he or she "sobers up." Some people falsely believe that they can speed up alcohol's exit from the body. Unfortunately, cold showers, exercise and black coffee won't do it. Only time will allow your body to get rid of alcohol.

As a server, you should NEVER ask a bartender to make a "light one" or "short pour" unless the guest specifically requests it. Our guests enjoy our restaurant because we pour a good drink every time. If you question a guest's ability to handle another drink, INFORM THE MANAGER.

You should know the progressive effects of alcohol and be alert to the visible signs that assist you in recognizing an intoxicated guest. Although one particular behavior may not necessarily mean intoxication, a combination of several behaviors is a definite warning signal.

1. ALCOHOL REDUCES INHIBITIONS

Visible warning signs may include:

- Being overly friendly
- Speaking too loudly
- Annoying other people

2. ALCOHOL IMPAIRS JUDGEMENT

Visible warning signs may include:

- Complaining about drink process or a check
- Using foul language
- Buying rounds for strangers
- Changing consumption rates (i.e. changing to doubles)
- Making irrational statements
- Being belligerent

3. ALCOHOL SLOWS REACTION

Visible warning signs may include:

- Lack of eye focus
- Glassy eyes
- Loss of train of thought

4. ALCOHOL HINDERS COORDINATION

Visible warning signs may include:

- Spilling drinks
- Not getting glass to mouth
- Bumping into things
- Stumbling
- Falling
- Inability to light a cigarette

We care about our guests and want to assure their safe return to our restaurant. Therefore, if a guest may have had too much to drink and might be potentially dangerous behind the wheel, we will gladly call a cab at our expense.

As an employee, it is **NOT** your responsibility to tell a guest that he or she has had too much too drink. It **IS** your responsibility to inform the manager when someone is starting to display signs of intoxication.

Here at the Salty Señorita, we use the Green Zone, Yellow Zone, Red Zone system.

GRIEN ZONE

In the **GREEN ZONE**, customers are completely aware of their surroundings and are in total control of their behavior. Any consumed alcohol is not yet affecting speech, movement or mood in this zone. Remember, it takes the body one full hour to break down the alcohol in one drink. Therefore, it takes quite a bit more time to go from green to yellow, than to go from yellow to red. The Green Zone is where we must keep our customers to ensure we're practicing alcohol safety and not putting our guests at risk.

YELLOW ZONE

In the YELLOW ZONE, the customer is beginning to show signs of alcohol impairment and must be watched very closely. If possible, count the number of drinks a customer has had and make sure that food and water is readily available. Remember, in the Yellow Zone a customer is not yet considered intoxicated, but may only be half a drink away depending on a number of things. Alcohol affects everyone differently with height, weight, mood, tolerance and amount of food in the body being the major variables. When a guest gets in the yellow, watch them closely and under no circumstances should you let them get into the red. Communicate with all servers and management and take whatever steps necessary to ensure the safety of the guest.

RED ZONE

When a customer has, unfortunately, made it to the RED ZONE, he or she has already passed the point of reason and control. Every guest is our responsibility and once someone hits the red, we must do everything legally possible to ensure his or her safety. When a customer is in the red, it is your job as an alcohol safety expert to stay calm and control the situation. Prepare for the worst and anticipate volatile situations before they occur. The first thing you must do when a customer is in the red is terminate alcohol service immediately. Provide alternative non-alcoholic drinks like coffee or water and hearty food, preferably of the greasy fatty kind if possible. Make him or her feel content and under no circumstances let them leave unless accompanied by his sober friends or if he's been placed in a cab and the keys have been given to the driver. If a customer refuses to stay, sneaks out or gets violent, immediately call the police and inform them of this potential vehicular safety hazard. The guest's life and the lives of those around him or her must be protected at all costs. In Arizona, we must remove all intoxicated patrons from our premises within thirty minutes of stopped service. We must use every second of that time to sober him or her up, fin him or her safe transportation, and make sure he or she does not drive or get involved in any physical or verbal altercations. It is everyone's responsibility to provide a safe environment for all of our guests, all of the time!



A BEGINNER'S GUIDE TO PRACTICING "SAFE SALTY"

"HOW CAN I AVOID SLIPS AND FALLS?"

- Wear non-slip safety shoes
- Use floor mats in wet heavy traffic areas
- Walk. Do not run
- Keep floors and aisles free of debris and objects
- Keep floors clean and dry
- Clean up any spills IMMEDIATELY

"HOW CAN I AVOID HURTING MY BACK?"

- Lift with your legs, not with your back
- Ask a friend to help you dump heavy trash bags or to carry heavy objects
- Never lift and twist

"HOW CAN I AVOID CUTTING MYSELF?"

- Use a safety glove while using knives
- NEVER try to catch a falling knife
- Never pick up broken glass with your hands: use a broom and a dust pan
- Always carry knives with the tip down; hand others knives with the handle pointing towards them
- Unplug electrical equipment before cleaning

"HOW CAN I AVOID BURNING MYSELF?"

- Use baking soda NOT water to put out fires
- Use oven mitts whenever handling hot plates
- Be careful when lighting and blowing out candles

"WHAT DO I DO WITH ALL THESE CRAZY CHEMICALS?"

- Store them away from food items
- Always store them with their lids tightly shut
- Chemical containers should be properly labeled
- Never mix cleaning products (especially bleach and ammonia)
- Never use chemicals around guests

"WHAT SHOULD I DO IN CASE OF A FIRE?"

- Know where all the fire exits are located
- Know how to use a fire extinguisher before you use one
- Know the contingency plan and stick to it

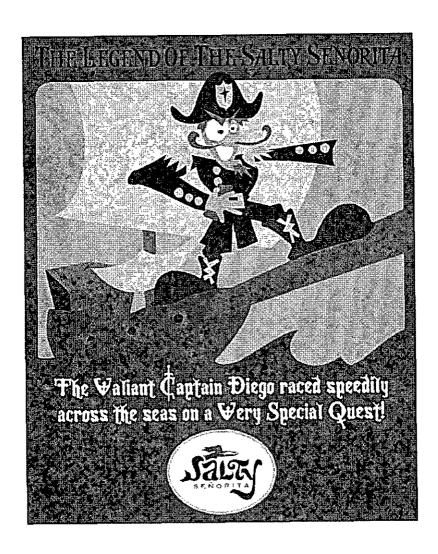


SAFETY ORIENTATION

The following conditions must be maintained on a constant basis to ensure maximum safety for all employees:

- 1. Floors must be kept free from water, ice, grease food and other items that may be the cause of slips and falls. The employee who causes the condition is responsible for cleaning it up immediately. An employee should stand by the spill to warn other employees or guests until the spill is cleaned.
- 2. A sense of urgency is encouraged; however running is not safe and is prohibited. Guest and employee right-of-way is required. Always let fellow employees know when you are behind them or approaching a blind corner.
- 3. Knives may not be taken from their designated places of use. Always carry a knife with the tip down. Keep knives clean, sharp and properly stored.
- 4. Never handle broken glass. Sweep all broken glass into a dustpan and place in the proper trashcan.
- 5. Electrical plugs, receptacles and cords which are broken, frayed or do not appear to be safe should not be used and must be reported to a manager immediately. Never stand in water when working with electrical equipment.
- 6. Only use equipment that you are not trained or authorized to use. Unplug machines before cleaning. Ensure safety guards are in place before using any equipment.
- 7. Proper grill maintenance and cleaning will prevent most small grill fires from occurring. Use baking soda or a small fire extinguisher if necessary. Do not take risks if your safety is threatened.
- 8. Proper shortening levels should be maintained in all fryers. Do not overfill baskets when using fryers. Oven mitts should always be used when filtering or transferring fryer shortening.
- 9. Assume all cooking surfaces, pots, pans and dishes are hot. Use dry towels or oven mitts to handle all hot objects. Alert dishwasher when pots and pans are hot. Be careful around escaping steam direct it away from you.

- 10. Lifting items beyond your capability is prohibited. Lifting anything over 50 pounds is prohibited. Use hand trucks, rollers and/or dollies if an item is too heavy. And, use the following procedure when lifting:
 - a. Size up the load to determine if you can lift the item.
 - b. Lower yourself by bending at the knees and keeping your back as straight as possible.
 - c. Use your legs to push upward when lifting.
 - d. Keep your back as straight as possible when lifting.
 - e. Keep loads close to your body
 - f. Turn by moving your feet do not twist at the waist.





Blue Cards

Here at "Salty" we like to ensure that we are providing the guest with the best possible experience. So from time to time Managers will conduct random "Blue Cards". A Blue Card is nothing more than a small spot check conducted on a random table. It includes things like service times, communication with the kitchen, refilling drinks, etc... If you have been Blue Carded during a shift, a manager will sit down with you after your shift to discuss the results.

Evaluations

Employees will be evaluated every six months. Evaluations are critical in discussing performance. Management will be objective and encourage an open dialogue.



FOH EMPLOYEE OF THE MONTH

EACH MONTH MANAGEMENT WILL SELECT AN OUTSTANDING FOH EMPLOYEE AND SHOWER THEM WITH AMAZING PRIZES AND GIFTS!

- > \$50 Cash!
- Choice of any bottle of Plata tequila!
- Name engraved on the Salty Employee of the Month plaque!
- Employee of the month preferred parking spot!
- > No side work for one week!

And most importantly...

ONLY PEOPLE WHO HAVE BEEN RECOGNIZED AS FOH E.O.T.M. WILL BE ELLIGIBLE FOR EMPLOYEE OF THE YEAR!

Salty "Employee of the month" Nadine Quinn - June 2005



Congratulations STUDETTE! You are now eligible to win the Employee of the Year Award. Keep up the hard work.

WILL YOU BE NEXT?



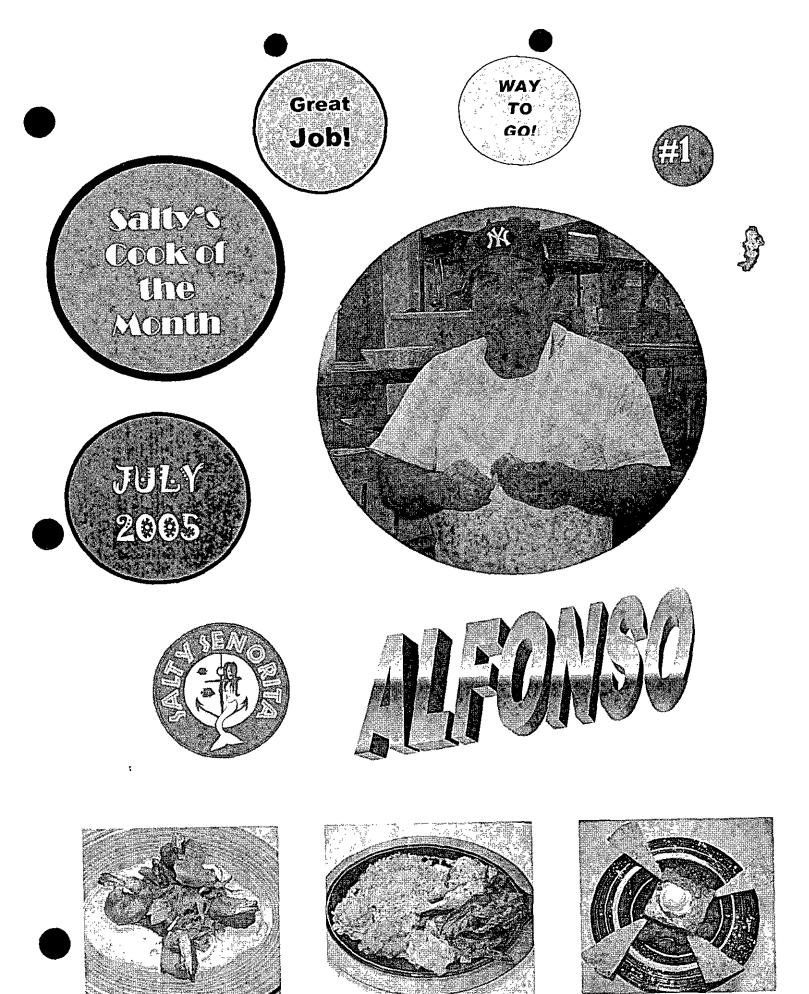
BOH EMPLOYEE OF THE MONTH

EACH MONTH MANAGEMENT WILL SELECT AN OUTSTANDING BOH EMPLOYEE AND SHOWER THEM WITH AMAZING PRIZES AND GIFTS!

- > \$50 Cash
- > Choice of any bottle of Plata tequila
- > Fancy picture with your name on it!

And most importantly...

ONLY PEOPLE WHO HAVE BEEN RECOGNIZED AS FOH E.O.T.M. WILL BE ELLIGIBLE FOR EMPLOYEE OF THE YEAR!



EMPLOYEE OF THE YEAR



EACH YEAR THE MOST OUTSTANDING SALTY SENORITA EMPLOYEE WILL BE CHOSEN AND RECEIVE AMAZING PRIZES AND GIFTS!

STRIVE TO BE EMPLOYEE OF THE MONTH...BECAUSE YOU CAN'T WIN E.O.T.Y. WITHOUT FIRST BEING E.O.T.M.!!



EMPLOYEE OF THE YEAR!

So you're not sure if this **Employee of the Year** thing is all it's cracked up to be? Well take a peek at some of the prizes below before you make up your mind.

- > NO SIDE DUTIES FOR ONE MONTH!
- > CURBSIDE EMPLOYEE PARKING AT YOUR SALTY FOR ONE YEAR!
- FREE VALET PARKING FROM EPIC VALET FOR ONE YEAR AT ANY OF THEIR ACCOUNTS!
- A WEEKEND STAY AT THE WHISPERING PINES CABIN IN BEAUTIFUL PRESCOTT ARIZONA!
- > GIFT CERTIFICATES TO AMAZING RESTAURANTS!
- 2 TICKETS TO ANY GAME OR CONCERT IN TOWN!
- > \$100 STARBUCK'S COFFEE CARD!
- A YEAR'S SUPPLY OF PENS!
- A NEW MP3 OR IPOD DIGITAL MUSIC PLAYER!
- > THE BIG DADDY...A TRIP FOR TWO TO BEAUTIFUL, SUNNY MEXICO FOR 5 DAYS AND 4 NIGHTS. HOTEL, AIRFARE AND \$100 PER DAY SPENDING MONEY INCLUDED!

Remember, only those employees winning Employee of the Month are eligible to win the Employee of the Year contest. There is a 1 in 12 chance to win so work hard and keep trying to earn Employee of the Month status. Hey, increase your odds and win it more than once! So you know what we're looking for, Management evaluates employee performance on the following criteria:

- ✓ SALES are you motivated, aggressive and efficient? Did you sell a lot of tequila?
- ✓ TIMELINESS being on time for work and other scheduled events
- ✓ ATTITUDE always being a positive role model
- ✓ TEAMWORK helping others succeed and always putting the customers needs first
- ✓ APPEARANCE are you always dressed properly and neatly for work
- ✓ SKILL how do you rank amongst your peers in your department
- ✓ PASSION dò you have the Salty vision and do you treat this place like it's your own
- ✓ KNOWLEDGE how well do you know our establishment and our products
- ✓ CUSTOMER SERVICE does every one of your guests leave dazzled and engaged
- ✓ X FACTOR do you have a positive impact on every customer you serve and did you single handedly take your customers entertainment experience to the next level

Now that you know what we're looking for, take a step forward and be a leader. This might just be a part time job for you, but make the most of your time while you're here, be the best you can be and walk away with some amazing prizes!



WHAT IS THE 'ANTHEM BUCKS' PROGRAM?

Anthem bucks is a performance-based staff incentive program that will involve the staff at all Anthem venues. It is a program of rewards and incentives boasting desirable yet attainable rewards. The program is based on staff being able to purchase goods with their earned 'Anthem Bucks.'

HOW DO YOU EARN ANTHEM BUCKS?

- 1. There will always be a feature item that is worth 'bonus bucks' ex; Specific liquor, specific margarita, specific food item, swag sales, bottle wine sale etc...
- 2. Every legible VIP card (name, email, address) collected from a guest is worth 1 Anthem Buck
- 3. In a pre-shift huddle a manager may put you on the spot to answer a question. If answered correctly, you have earned 5 Anthem bucks!
- 4. You work an off-premise event going above and beyond your normal call of duty you have earned a minimum 30 Anthem Bucks!
- 5. You are secret-shopped by a liquor company and remember to mention the feature liquor you have earned 50 Anthem bucks!
- 6. You have arrived on time (remember on time means five minutes early) to work for the last three weeks and you have had no verbal or written warnings in that period you have earned 25 Anthem bucks!

PRIZES AND INCENTIVES

Each Anthem dollar earned brings you closer to being able to purchase a variety of prizes – prizes that are tiered based on a 5 to 1 ratio. For example if a pair of tickets is valued at \$50.00 cash – you can purchase these tickets for 250 Anthem Bucks.

The following incentives are examples and may or may not be available:

Key chains and sunscreen

Boat Rental

Candy bars

Month of tanning

Movie Tickets

Case of Red Bull

Tickets to a concert

Tickets to a baseball games

CD's

Discman

CD Players

MP3 Players

lpod

Dell Computer

Flat screen TV

Airline Certificates
Disposable camera

Digital camera

Jet ski rental

Motel stay at Motel 6

Hotel stay at Best western

Hotel stay at Scottsdale Conference resort

Hotel stay at the Phoenician

Hotel stay at Sanctuary Resort

Gift certificates to Anthem venues

Gift certificates to other venues

Gift Certificates to Fashion Square A round of golf at Cracker Jax

A round of golf at Orange Tree

A round of golf at Troon

A spa treatment

A spa day

A bottle of liquor

A case of liquor

A hair cut

A hair cut and color



One can clearly see that each individual's success is up to himself or herself. If one chooses to go for the gold and save through the year – they may be able to purchase a new computer with their Anthem bucks, other staff members may choose to spend their earned bucks on a key chain.

PURPOSE. GOALS & MISC

- The purpose of Anthem Bucks is to enhance overall sales at all Anthem venues while giving back to our hard-working and dedicated staff.
- To have all of our employees be overly knowledgeable on our entire beverage portfolio, in addition to our menu.
- To keep the staff of all Anthem venues consistently motivated.
- To continuously reward product knowledge and superior service standards.
- To avoid a loss of credibility, 'promoted products' will alternate every four to six weeks.
- Other internal promotions or programs may co-exist with the Anthem Bucks program. Anthem bucks can easily serve as a supplemental bonus to these existing programs.

RULES AND REGULATIONS

- Anthem Bucks are not transferable or combinable
- Anthem Bucks are only valid if your initials are on them (managers will write initials on every buck handed out)
- Anthem Bucks are only to be redeemed through Anthem Buck Request Forms ask the manager on duty for one fill it out and turn it in.
- Lost or misplaced Anthem Bucks will not be replaced

By signing here I	l am acknowledging that i	I have accepted and	d understand the r	ules and regulations
of the Anthem B	ucks program.			

Signed: Date:	
---------------	--



SALTY VIP CLUB

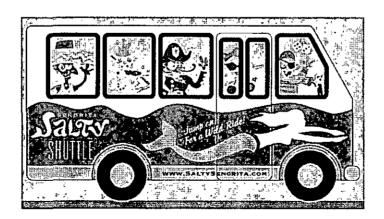
At the SALTY VIP club, guests receive the latest Salty news and get special privileges reserved only for VIP members! All they have to do is fill out a handy VIP registration card (see sample below) and within days, they'll be one of the chosen few! Make sure an email address is included and legible because that's how they receive the news!



Join Salty Senorita's "TEQUILA CLUB" And Take A Libatious Road Trip Through Mexico

PROMOTION DETAILS

- 1. Employee signs up a customer to become a member of the Salty Señorita "Tequila Club"...good job! You probably get some Anthem Bucks.
- 2. Customer immediately receives a "Tequila Club" VIP card and a custom Salty Señorita shot glass.
- The Manager creates a folder for the new "Tequila Club" member where
 receipts and proof of purchase can be stored and updated as new tequilas
 are purchased. All folders will be kept in the office and will be updated by the
 Manager nightly.
- 4. Once the customer samples half of the tequila in the program, he/she receives a sweet Salty gift. Then when the tour is finished, he/she gets a \$100 gift certificate to Salty, cool Salty swag, a complimentary 2-hour private party for 14 people on the "Guac Monster" and is automatically entered to win a trip for two to Mexico.



Viva Señorita!



THE SALTY FOOD PHILOSOPHY

At the Salty Señorita, our food philosophy is simple. We strive to use the freshest, highest quality ingredients to create authentic Mexican food.

Our food is indigenous to the region of Mexico known as the Yuketan Peninsula, which includes the states of Oaxaca and Vera Cruz. We've tried to stay true to the original menu of the Salty Senorita, which is tucked away in the busy seaport village Vera Cruz, Mexico, however, chef Jagger Griffin has made a few modifications and improvements so he can truly call it his own. The end result is something we are very proud of – our award winning menu.

In the pages to follow, you'll become increasingly familiar with our menu. Study it, learn it and make sure you sample all of the items. Your knowledge of our menu is critical to ensure the highest standards of service and the best possible experience for our guests.





SALTY SEÑORITA MENU GLOSSARY

Achiote Marinade This marinade is made from the achiote seed, which are

handpicked from small trees that grow throughout the

Yucatan Peninsula in Southern Mexico.

Adobo Sauce A mild sauce consisting of ancho chili peppers, garlic,

oregano, cumin and cloves.

Ancho Marinade A medium spiced marinade made with ancho chili peppers

and garlic.

Cascabel Chili

These popular Mexican chili peppers range from mild to

forcefully hot.

Cascabel Tomatilla A fiery sauce consisting of cascabel chili peppers and

tomatillos.

Ceviche Fresh seafood that has been *cooked* naturally with only the

acid of fresh juice (usually lime juice due to its high acidic

content).

Charros A very flavorful style of beans generally made from the

pinto bean and a generous amount of fresh bacon.

Chochoyolitos Little masa dumplings, boiled and seasoned to taste.

Crema Agria The Mexican version of fresh sour cream.

Green Pepian Sauce A mild green sauce made from toasted pumpkin seeds.

Guajillo Sauce A mild, earthy and smoky sauce made with guajillo chili

peppers.

Habenjero Salsa A very basic and spicy salsa made with habenjero chili

peppers, roasted garlic and limejuice.

Hojas de Plantano Banana leaves.

Manchamanteles A classic mole sauce made with the addition of fresh

pineapple and plantains.

Masa This term translates to *dough* but in Mexico, dough is

generally made from fresh corn or masa.

Mole Pablano Translates to pueblan mole, which comes from the region

of Pueblo, widely known as the culinary mecca of Mexico.

This rich mole gets dark chocolate, cloves, anise and

cinnamon.

Morita Tomato Sauce The morita chili pepper is a dried jalapeno that is very

aggressive in flavor. This sauce packs a tasty punch.

Oaxacan Red Mole This classic mole gets mulatto, ancho and pasilla chili

peppers with sliced almonds and raisins.

Pasilla Sauce A spicy sauce consisting mostly of pasilla chili peppers.

Puebla Mole Verde This mild green mole consists of pumpkin seeds,

tomatillos, and serrano or jalapeno chili peppers.

Queso Fresca This literally translates to *fresh cheese*. We make this daily

with whole milk, limejuice and a pinch of salt.

Rajas Sautéed onions and jalapeno peppers, a very popular

topping on many authentic Mexican dishes.

Rellenos Large pablano chili peppers that have been stuffed and

baked.

Sinaloa Style A lemon juice and herb marinade.

Sopes Little masa boats used to hold different fillings.

Tinga Pablano Sauce A flavorful sauce consisting of fresh tomatoes, homemade

chorizo, oregano and chipotle chili peppers soaked in

adobo sauce.

Tomatillo Sauce A moderately spicy sauce consisting of boiled tomatillos,

jalapeno peppers and fresh garlic.

Tolucan Marinade A moderately spicy marinade containing ancho and pasilla

chili peppers, oregano, nutmeg and paprika.

Yukatekan Rice Tender rice that has been seasoned with achieve seeds,

oregano and cumin.



MENU

sopas y ensaladas

<u>Sopa De Tortilla</u> – Traditional tortilla soup with shredded chicken, fresh corn, green beans, sweet peas and garnished with fresh sliced avocado and shredded cheese. \$6.25

<u>Caesar Salad</u> – Of Course it's Mexican it was invented in Tijuana! \$6.50 add grilled chicken \$8.50 add shrimp \$10.00 add fresh catch \$11.00

Ensalada De La Casa – Fresh mixed greens, onions, and grilled vegetables served with our house vinaigrette \$6.50 add grilled chicken \$8.50 add fresh catch \$11.00

<u>Shredded Beef And Jicama Salad</u> – With fresh greens tossed in a citrus herb dressing \$8.25

<u>Ensalada Borracha "Drunk Salad"</u> - Tender breast of chicken breaded with Negro Modelo lager served atop mixed greens, tomatoes, onions and cheese, tossed with a pablano chile ranch dressing \$8.50

<u>Mexican Chicken Chopped Salad</u> – Grilled breast of chicken, romaine lettuce, tomatoes, onions, apples, roasted peppers, crumbled cheese and smashed tortilla chips with house vinaigrette \$9.00

APERTIVOS

<u>Fundido</u> – A party in every bite! This delicious blend of three cheeses and rajas is served bubbling hot in an iron skillet. Comes with homemade chips or jicama and celery \$5.50 add sautéed shrimp \$7.50

<u>Chicken Enchilada Dip</u> – Made with homemade crema agria, shredded chicken and roasted guajillo chilis. Served with homemade chips or jicama and celery \$6.00

<u>Franky's 3 Cheese Quesadilla</u> – A homemade flour tortilla grilled and stuffed with jack, swiss and chihuahua cheeses \$6.50 add grilled shrimp and rajas \$9.00 add grilled steak \$10.50

<u>Mexico City Empanadas</u> – A Mexico City favorite, these mini quesadillas are stuffed with fresh cheese and smoked chicken and served with a mild pasilla sauce. Perfect for Dipping \$7.00

<u>Fried Taquitos</u> – Your choice of three, plump, hand-rolled, rock shrimp or shredded beef taquitos served on mole verde with chorizo and crema agria \$8.25

<u>Oaxacan Chicken Wings</u> – Tender, juicy wings tossed in our ancho marinade, served with jalapeño ranch dressing and fresh celery \$8.25

<u>Tableside Guacamole</u> – Prepared fresh at your table. Just tell us how hot you like it. Comes with homemade chips or jicama and celery \$8.25

Margarita & Peanut Crusted Shrimp – Served in a pablano chili sauce for dipping. If you liked us before, you'll love us after this dish! \$8.25

<u>Shredded Beef Nachos</u> – Homemade tortilla chips topped with lean shredded beef, rajas, chipotle cheese sauce, charros, pablanos and sour cream \$8.50

<u>Ceviche</u> – Our house ceviche prepared in a citrus herb marinade with avocado, cilantro and fresh onion \$9.25

<u>Coctel De Camarones</u> – Chilled Baja shrimp tossed with pico de gallo salsa, fresh avocado and spicy tomatillo sauce. Served in a house margarita glass \$10.00

<u>Cancun Calamari</u> – Tender fried calamari dusted in red chili and cumin and tossed in a light avocado cream sauce. \$9.00

<u>Fiesta Appetizer Platter</u> – Made for two or more people, this amazing platter consists of hand-rolled Beef and Shrimp Taquitos, Grilled Steak Kebobs, Mexico City Quesadillas and Oaxacan Chicken Wings \$15.50

<u>Plato Del Mar</u> – A perfect way to sample Salty's famous mariscos, this delicious seafood platter consists of Coctel De Camarones, Ceviche, Clams Vera Cruz and Margarita and Peanut Crusted Shrimp \$21.00

PLATOS GRANDES

<u>Salt's Famous "Shrimp Shack" Tacos</u> – Fresh baja shrimp sautéed in onions, tomatoes, garlic and jalapenos, served on two homemade tortillas and topped with mole verde sauce and fanned avocado \$9.00

<u>Sizzling Rustic Street Tacos</u> – All taco plates come hot off the grill with homemade tortillas, fresh guacamole, crema agria, shredded cheese and your choice of house red, habanero or pico de gallo salsa. You can also have lettuce wraps for the carb conscious. Choose from...grilled chicken, sinaloa style \$9.25 or grilled steak with a tolucan marinade \$10.50 or sautéed shrimp with pablano chile sauce \$10.50

<u>Estella's Favorite Fish Tacos</u> – Fresh saltwater Grouper grilled in a citrus lime marinade and served on two homemade tortillas with mango salsa and sliced avocado \$9.75

<u>Rustic Street Taco Platter</u> – All of the amazing items served on the Rustic Street Taco plates, on one huge platter! This Salty Signature dish easily feeds a family of four, a bus full of models or a sumo wrestler \$32.00

<u>Enchiladas Con Pollo</u> – Two homemade enchiladas stuffed with shredded chicken and smothered in guajillo sauce, fresh crema agria and melted cheese \$9.25

<u>Suiza Encilada Combo</u> – One chicken and one beef enchilada smothered in mole verde and queso fresco \$9.25

<u>Enchiladas Con Carne</u> – Two homemade enchiladas stuffed with lean shredded beef and smothered in Oaxacan pasilla sauce, fresh crema agria and melted cheese \$10.50

<u>Enchiladas Con Pescado</u> – Two homemade enchiladas stuffed with grilled fish and smothered in cascabel tomatillo sauce, fresh crema agria and melted cheese \$11.50

<u>Bean Bean Burrito</u> – A homemade flour tortilla grilled and stuffed with slow cooked charro beans, yuketan rice and pico de gallo salsa, smothered in guajillo sauce and melted cheese \$7.50

<u>Grilled Chicken Caesar Burrito</u> – Grilled chicken breast tossed with fresh romaine, shredded cheese and our house Caesar dressing wrapped in a warm flour tortilla \$8.25

<u>El Pollo Asado Burrito</u> – A Homemade flour tortilla grilled and stuffed with marinated grilled chicken breast, charros and pico de gallo salsa, smothered in guajillo sauce and melted cheese \$9.00

<u>Carne Asada Burrito</u> – A homemade flour tortilla stuffed with grilled steak, charros and pico de gallo salsa, smothered in pasilla sauce and melted cheese \$10.00

<u>Salty Señorita Bowls</u> – Salty says, scrap the tortilla and make a burrito bowl with your choice of seasonal vegetables \$7.50 or grilled chicken \$8.75 or grilled steak \$9.75

<u>Chicken Tostada</u> – Our twist on the traditional taco salad. Enjoy a crispy tostada layered with smashed beans, mixed greens, grilled chicken and fresh cheese \$8.75

<u>Sope</u> – A large masa boat layered with fresh cheese, charro beans, shredded beef and avocados, topped with guajillo sauce \$8.75

<u>Lanzas</u> – These large spears of food come with yuketeken rice, fried onions, fresh vegetables and butter grilled wagon wheel corn. Choose from the following...grilled shrimp wrapped in bacon and stuffed with rajas \$9.25 or grilled steak with tolucan marinade \$9.75 or grilled fish in a spicy tomatillo marinade \$10.75

<u>Tamales Authentico</u> – Your choice of pablano cheese, ancho marinated pork, or chicken and rajas topped with guajillo sauce and served in their own husks \$9.25 These gems are made fresh to order and may take a few extra minutes to get to your table

<u>Salty Combo Plate</u> – This tasty platter includes a Chicken Enchilada, a Green Chile and Cheese Tamale, and a Shrimp Taco. Served with rice and beans \$11.50. We love you and all, but no substitutions please

<u>Chicken De La Señorita</u> – Fresh spinach and mushrooms sautéed in a cascabel tomatillo sauce set atop a tender chicken breast and served with grilled seasonal vegetables \$14.00

<u>Fresh Fish Of The Day</u> – Market fresh fish, grilled and prepared Vera Cruz style \$Market Price

<u>Carne Ranchera</u> – Tender 10oz NY strip steak marinated in garlic, cilantro, jalepeño peppers, fresh oranges and cerveza. Served with yuketekan rice, black beans and fried onions \$18.00

<u>Just A Buck</u> – For a measly dollar, you can get extra rice, black beans, guacamole, sour cream or cheese. Just ask your friendly server

SENORITA SWEETS

<u>Fried Ice Cream</u> – Homemade vanilla ice cream dipped in honey and breaded in our own secret crust \$3.50

Mr. Foster's Mexican Bananas – Bananas Foster served Mexican style! This Salty signature dessert is the perfect way to end a delicious meal \$4.50

Mama Lupe's Flan Authentico – Homemade flan served with warm cinnamon chips, vanilla bean ice cream and almond tequila. That's all Mama would allow us to tell you \$5.00

Hot Apple Sopapillas – Homemade sopapillas stuffed with warm cinnamon apples and topped with vanilla bean ice cream \$5.00

Diego's sunday gospel brunch

* All items include grilled papas or fresh seasonal fruit! Served every Sunday from 10am till 3pm

<u>Chilaquiles</u> – Tender tortillas simmered in a morita tomato sauce served with scrambled or easy eggs \$5.99

Eggs and Chorizo – Our homemade chorizo, scrambled with farm fresh eggs and served with fresh guacamole \$6.99

<u>El Gordo Breakfast Burrito</u> – This monster is made with a 14-inch flour tortilla and filled with scrambled eggs, fresh vegetables and pico de gallo salsa. Then we roll it up, grill it golden brown, float it in guajillo sauce and top it off with fresh crema agria. Add homemade chorizo for just a buck! \$7.99

<u>Huevos Rancheros</u> – A classic ranchero dish with fried tortillas, salsa rojo, and your choice of easy or scrambled egg, topped with fresh cilantro and onion \$8.99

<u>Mi Tia Crepes</u> – Homemade crepes filled with sweet plantains and topped with homemade crema agria, fresh berries and powdered sugar. Deliciously sweet! \$8.99

<u>Pamplona Pancakes</u> – Savory pancakes with a touch of sweet roasted corn and masa, served with orange and tangerine syrup. A favorite of the matadors on the morning of a bullfight \$6.99

<u>Spanish Omelet</u> – This three-egg omelet is mixed with our homemade rajas and jack cheese then topped with queso fresca and cilantro \$7.99

<u>Salty's Famous Build Your Own Omelet</u> – Just check the boxes on our handy dandy omelet order form and get ready to live! Choose from an amazing selection of fresh eggs, meats, cheeses, peppers and vegetables. All omelets are custom made so kick back with a Bloody Maria or Mimosa and enjoy the Salty vibe! \$7.99

HAPPY HOUR

* Served 7 days a week from 3pm to 7pm

Two Grilled Chicken Street Tacos - \$2

Two Rustic Beef Street Tacos - \$3

Two Chicken or Beef Taquitos - \$3

Bacon & Green Chile Cheese Crisp - \$3

Everybody's Havin' Fundido - \$3.5

Salty's Spicy Ancho Marinade Wings - \$4

Franky's Two Cheese & Pico Quesadilla - \$5

Diego's Ultimate Mexican Pizza - \$5.5 add grilled chicken for just \$2

LATE NIGHT

* Served Thur, Fri & Sat nights from 11pm until UR Sober

<u>Grilled Monster Burritos</u> – All our burritos are served with your choice of red, habanero or pico de gallo salsa.

- ~ Black Bean and three fresh cheeses \$4
- ~ Vegetable burro with grilled zucchini, onions, and shredded jicama, topped with pickled vegetable and mole verde \$4
- ~ Carne Asada steak tossed in guajillo sauce \$5
- ~ Egg and Chorizo garnished with queso fresco, salsa verde and fresh cut lettuce \$5
- ~ Grilled chicken tossed in a yukateken achiote paste \$5

<u>Tres Tacos</u> – No small tacos here. Three fresh flour tortillas come with all your favorite ingredients. Choose from the following:

- ~ Carne Asada steak with pico de gallo salsa and queso fresco \$5
- ~ Eggs and Chorizo with salty potatoes and grilled onions \$5
- ~ Grilled chicken with pico de gallo salsa and queso fresco \$5



MENU "SIZZLE" SHEET 2005

The "sizzle" means the presentation; how you describe the menu items to your guests. It is your job to thoroughly understand each dish you sell and to use desirable adjectives such as "delectable" and "delicious" to help sell those products. The information contained on this sheet should be studied and become second nature to you so that it can be conveyed to the customer. You must also understand prep times, ideal temperatures and the cost for each item before approaching a table. Remember,

Quality Presentation = Better Sales!

SOUPS, SALADS AND APPETIZERS

SOPA DE TORTILLA - this soup starts with chicken stock made from the liquid retrieved from boiling the chicken leg meat. In addition, pulled chicken, fresh corn, green beans and pico de gallo are added. Crushed chips line the bottom of the bowl and it gets sliced avocado and cheese on top.

CAESAR SALAD - this is a traditional Caesar dressing consisting of egg yolks, Dijon mustard, anchovies, red wine vinegar, parmesan cheese, salt, pepper and olive oil. This gets tossed with a large handful of chopped romaine. You can add grilled chicken breast for \$2 more, shrimp for \$3 more (five 16/20), or fresh catch for \$4 more. Garnish with tortilla strips

ENSALADA DE LA CASA - field greens tossed in house vinaigrette (cilantro, sherry wine vinegar, oregano and olive oil) with the addition of grilled onion, grilled zucchini and grilled yellow squash, and tomato. Topped with tortilla strips. Add grilled chicken for \$2 more or fresh catch for \$4 more. Garnish with tortilla strips

SHREDDED BEEF AND JICAMA SALAD - field greens tossed in citrus vin (orange juice, lime juice, lemon juice, s+p and olive oil) with the addition of jicama and shredded beef around the sides

ENSALADA BORRACHA - 6 oz boneless skinless chicken breast pounded out, slightly battered with Negro modelo beer and deep-fried. Salad format (look at the menu) and comes with pablano ranch.

CHICKEN CHOPPED SALAD - same 6 oz breast chopped up and mixed with tomato, onion, julienne granny smith apples, roasted poblano chili, crumbled feta cheese, house vinaigrette and topped with julienne tortilla strips.

FUNDIDO - melted 3 (jalapeno jack, jack and cheddar) cheese served in an iron crock with the addition of rajas (sautéed onion and jalapeno). Choice of chips or celery and jicama sticks. Add sautéed shrimp for \$3 more. Garnish with pico de gallo.

CHICKEN ENCHILADA DIP - crema agria and guajillo chilies blended with a good amount of jack cheese served in an iron crock with shredded chicken. Choice of chips or jicama and celery sticks.

FRANKYS 3 CHEESE QUESADILLA - 14-inch flour tortilla topped with jack cheese, jalapeno jack, queso fresca and pico de gallo, griddled and flipped in ½. Add shrimp and rajas \$2.50 or grilled steak for \$3.50. Garnish with pico de gallo and crema agria.

MEXICO CITY EMPANADAS - 3 small masa rounds filled with jack cheese, pulled chicken that has been tossed in adobo sauce (sauce from chipotle). They are folded in ½ and deep-fried. Sauce is pasilla. Garnished with pico de gallo and crema agria.

FRIED TAQUITOS - 3 corn tortillas filled with shredded beef, chicken or shrimp served with mole verde, chorizo and crema agria.

OAXACAN CHICKEN WINGS - 12 wings deep-fried and tossed in ½ ancho sauce ½ red hot, served with jalapeño ranch dressing and celery sticks.

TABLESIDE GUAC - a whole avocado, tomato, onion and cilantro, lime juice and jalapeno served on a small oval plate and prepared tableside.

MARGARITA AND PEANUT-CRUSTED SHRIMP – Our rocks margarita mix and pancake batter makes this coating. Battered shrimp are deep fried and served in pablano chili sauce. (Blended pablanos and ranch dressing). Garnished with mixed greens.

SHREDDED BEEF NACHOS - fried tortilla chips topped with shredded beef, rajas, fundido cheese, charros, pablanos and sour cream.

Garnished with pico de gallo.

CEVICHE - basa (cooked) in lime juice with the addition of pico de gallo a touch of Cholula, chopped cilantro and fresh-diced onion. Comes in a margarita glass with chips and fresh sliced avocado.

COCTEL DE CAMARONES - par cooked shrimp tossed with pico de gallo and a touch of spicy tomatillo sauce. Served in a margarita glass with fresh sliced avocado and tortilla chips.

MUSSELS AND CLAMS VERA CRUZ - fresh mussels and aqua clams sautéed with pico de gallo and finished with white wine and a touch of butter. Served with three sopapillas.

FIESTA APPETIZER PLATTER - platter consists of one beef and one shrimp taquito, a steak kebob cut in ½, two Mexico City empanadas and four wings. Served with chorizo and mole verde with the taquitos, pasilla with the empanadas and ranch dressing for the wings.

PLATO DEL MAR - basically a sampling of four appetizers. $\frac{3}{4}$ portions of coctel and ceviche, 3 margarita and peanut-crusted shrimp and $\frac{1}{2}$ order of mussels and clams with sopapillas.



SALTY'S FAMOUS SHRIMP SHACK TACOS - baby shrimp sautéed with pico de gallo and garlic, served on two homemade tortillas and topped with mole verde and fresh sliced avocado. Served with house rice and charro beans.

SIZZLING RUSTIC STREET TACO PLATE - all taco plates come with Guac, tomato, onion and cilantro, cheese and sour cream (crema agria). Sinaloa chicken (onion, garlic, oj, thyme, marjoram, oregano, bay leaves and s+p), tolucan steak (anchos, pasillas, oregano, nutmeg, paprika, olive oil, sherry vin and salt), sautéed shrimp (shrimp shack style) or grilled basa marinated in salsa verde. Garnished with sliced radish.

ESTELLA'S FAVORITE FISH TACOS - basa marinated in salsa verde (tomatillo, Serranos, onion, cilantro and salt), grilled and served on two homemade tortillas topped with mango salsa (chopped mango, tomato, onion, cilantro, jalapenos, lime juice and s+p), sliced avocado and house rice and charro beans.

RUSTIC STREET TACO PLATTER - same as the taco plate but a full portion of all proteins.

ENCHILADA CON POLLO - two corn tortillas dipped in guajillo sauce and filled with pulled chicken, topped with melted jack cheese, onion and cilantro, tomato, sliced radish and crema agria, served with house rice SUIZA ENCHILADAS - one beef and one chicken dipped in mole verde topped with all enchilada toppings and served with house rice.

ENCHILADA CON CARNE - two shredded beef enchiladas dipped in pasilla sauce topped with enchilada toppings and served with house rice.

ENCHILADAS CON PESCADO - two basa enchiladas dipped in cascabel sauce topped with enchilada toppings and served with house rice.

BEAN BEAN BURRO - 14-inch flour tortilla filled with charros, house rice, pico de gallo and topped with guajillo sauce and cheese. Served with house rice. (Make it vegetarian with black beans).

GRILLED CHICKEN CAESAR BURRITO - 14-inch tortilla filled with chopped romaine lettuce, tomato, onion and cilantro, Parmesan cheese, chopped chicken and Caesar dressing. Served with house rice.

EL POLLO ASADA BURRITO - 14-inch flour tortilla filled with chopped grilled chicken, pico de gallo, and charros, then topped with guajillo sauce and melted cheese. Served with house rice.

CARNE ASADA BURRITO - 14-inch flour tortilla filled with marinated beef shoulder (ranchera marinade, onion, cilantro, garlic, orange juice, lime juice, Negro modelo and olive oil), pico de gallo, charros and topped with pasilla sauce and melted cheese. Served with house rice.

SALTY SENORITA BOWL - basically a burrito minus the tortilla with all the toppings on chopped romaine. Choice of veggies at \$7, chicken for \$8 or grilled steak for \$9

CHICKEN TOSTADA - bottom layer starts with mixed greens then topped with a fried tortilla shell, next comes the charros and rajas. Next layer starts with another tostada shell, grilled chicken, guajillo sauce, and sliced avocado. This dish also comes with rice.

SOPE - one of the more traditional Mexican dishes. This is a large masa boat deep fried for only a moment then put on the flat top where it get charros, shredded beef, a bit of pasilla sauce, shredded romaine, grated parmesan cheese and sliced avocado. This dish also gets rice and sits in a pool of pasilla sauce.

LANZAS - these are kebobs. They are prepared with rajas and bacon-wrapped shrimp, tolucan-marinated beef or basa marinated in salsa verde. They are skewered with zucchini and yellow squash and grilled. Three pieces of grilled wagon wheel corn (seasoned with butter and s+p) rice and topped with fried onions.

TAMALES AUTHENTICO - another of our more traditional dishes.

Handmade by our tortierras. Cornhusk that has been soaked in water till pliable, then layered with masa and stuffed with pablano chili and cheese, ancho marinated pork or chicken and rajas. Rolled up and steamed to order. Chicken and the cheese ones come with guajillo and the pork get topped with pasilla. All come with rice

SALTY COMBO PLATE - one chicken enchilada, pablano and cheese tamale and a shrimp shack taco. This dish comes with rice and beans

CHICKEN DE LA SENORITA - starts with sautéed spinach and mushrooms in white whine, butter and garlic, topped with sliced grilled chicken and finally finished with cascabel sauce. This dish gets grilled zucchini, yellow squash, grilled onions and house rice.

FRESH FISH OF THE DAY - check the specials board to find out what fish we have today. Generally a six-ounce portion topped with sautéed pico de gallo and capers (Vera Cruz). This dish comes with grilled veggies and rice.

CARNE RANCHERA - ten-ounce NY strip marinated in ranchera marinade (garlic, cilantro, jalapeno peppers, fresh squeezed orange juice and Negro modelo beer) this dish comes with black beans, sautéed onions, sautéed tomato and house rice. Topped with fried onions.

DESSERTS

FRIED ICE CREAM - a softball size ball of ice cream dipped in honey and crusted in cornflakes. Deep fried and topped with mixed berry sauce and powder sugar.

MR. FOSTER'S MEXICAN BANANAS - vanilla ice cream set in a margarita glass and surrounded with bananas that have been sautéed and finished with sugar, mixed berry sauce and a splash of tequila.

MAMA LUPE'S FLAN AUTHENTICO - this flan is made with sweetened condensed milk, milk, vanilla and eggs. It get poured in a pan of caramelized sugar and slow baked for four hours. It is then turned over and sliced into portions. This is finished with cinnamon tortilla chips, vanilla ice cream, almond tequila, mixed berry sauce and powder sugar.

FRESH BERRY SOPAPILLAS - three sopapillas fried and topped with mixed berry sauce and powder sugar.



* All brunch items come with griddled potatoes (sautéed with onion, cilantro and jalapenos) or fruit

CHILAQUILES - starts with sautéed pico de gallo and onion, we then add tortilla chips and a mix of guajillo and pasilla sauces. Cook till tender then it gets put in a bowl, topped with cheese and put in the salamander until the cheese is melted. This dish comes with your choice of two eggs.

EGGS AND CHORIZO - three eggs scrambled with the addition of chorizo and topped with a scoop of guacamole.

HUEVOS RANCHEROS - bottom layer starts with mixed greens then topped with a fried tortilla shell, next comes the charros and rajas. Next layer starts with another tostada shell, easy or scrambled eggs, guajillo sauce and sliced avocado.

MI TIA CREPES - three homemade crepes (flour, butter, eggs, cilantro and a touch of chili powder) filled with sliced plantains that have been sautéed and finished with sugar and mixed berry sauce. Folded in half and topped with powder sugar and a drizzle of crema agria.

PAMPLONA PANCAKES - basic pancake batter with the addition of grilled corn and a touch of masa. Two large pancakes topped with butter and a side of tangerine syrup.

SPANISH OMELET - three-egg omelet mixed with rajas and jack cheese.



TO-GO QUICK REFERENCE GUIDE

* THE FOLLOWING PROCEDURES MUST BE FOLLOWED EXACTLY AS WRITTEN WHEN TAKING, PREPARING, AND DELIVERING TO-GO ORDERS FOR OUR CUSTOMERS AT SALTY SENORITA.

SOUP

10 OZ TOGO CUP/10 OZ TOGO LID W/OUT STRAW HOLE

SALADS – LARGE ROUND TIN
*ANY MEAT THAT IS NORMALLY SERVED ON SALADS WILL BE PACKAGED
SEPERATELY IN A SMALL ROUND TIN, CHOP SALAD BEING THE ONLY EXCEPTION

APPETIZERS

FUNDIDO, CHICKEN ENCHILADA DIP, CEVICHE AND COCTEL DE CAMARONES WILL BE SERVED IN 100Z STYRAFOAM TOGO CUPS WITH PLASTIC TOGO LIDS.

PLATO DEL MAR WILL COME IN THREE STYRAFOAM CUPS AND ONE SMALL TIN.

ALL OTHER APPETIZERS WILL COME IN EITHER MEDIUM OR LARGE TOGO TINS.

ENTREES

ALL ENTREES WILL BE SERVED IN LARGE TINS.

*RUSTIC TACO PLATES WILL HAVE GUAC, CREMA AND CHEESE PACKAGED IN SEPARATE 3 OZ PLASTIC SOUFLE CUPS. TORTILLAS IN WAX/FOIL

DESSERTS

ALL DESSERTS WILL BE PACKAGED IN EITHER MEDIUM OR SMALL TINS

ALL TOGO ORDERS WILL COME WITH:

CHIPS AND ONE SALSA.
ONE SALSA PER ITEM ORDERED.
ONE TOGO SILVERWARE PER ENTRÉE ORDERED
ONE SALTY MAGNET
ONE TOGO MENU
* A SALTY STICKER WITH THE DAY AND DATE ON EVERY TIN



DETAILED TO-GO PROCEDURES

* THE FOLLOWING PROCEDURES MUST BE FOLLOWED EXACTLY AS WRITTEN WHEN TAKING, PREPARING, AND DELIVERING TO-GO ORDERS FOR OUR CUSTOMERS AT SALTY SENORITA.

SALADS

SOPA DE TORTILLA - 10 oz Styrofoam cup w/ strawiess lid

CAESAR SALAD – 9 in circular tin with lid. Any meat will be packaged in separate 7 in circular tin w/ lid. Dressing will come on the side in a 3oz soufflé cup.

ENSALADA DE LA CASA – 9 in circular tin with lid. Any meat will be packaged in separate 7 in circular tin w/ lid. Dressing will come on the side in a 3oz soufflé cup.

SHREDDED BEEF AND JICAMA SALAD – 9 in circular tin w/lid. Shredded beef will come in a 10oz Styrofoam cup. Dressing will come on the side in a 3oz soufflé cup.

ENSALADA BORACHA - 9 in circular tin w/lid. Chicken will come in separate 7 in circular tin w/lid. Dressing will come on the side in a 3oz soufflé cup.

MEXICAN CHICKEN CHOPPED SALAD – 9 in circular tin w/ lid. Chicken will come in separate 7in circular tin w/lid. Dressing will come on the side in a 3oz soufflé cup.

APERTIVOS

FUNDIDO - 10 oz Styrofoam cup w/ strawless lid

CHICKEN ENCHILADA DIP - 10 oz Styrofoam cup w/ strawless lid

FRANKY'S QUESADILLA - stacked in a 9 in circular tin

MEXICO CITY EMPANADAS - 7 in circular tin

FRIED TAQUITOS - 7 in circular tin

OAXACAN CHICKEN WINGS - 9 in circular tin. Dressing put in a 3 oz soufflé cup

CEVICHE/COCTEL DE CAMARONES - 10 oz Styrofoam cup w/lid

MUSSELS AND CLAMS VERA CRUZ - 7in circular tin

FIESTA APPETIZER PLATTER – two 9 in circular tins. Taquitos and kebobs in one tin and empanadas and wings in the second. Jalapeño ranch in a 3 oz plastic souflee cup.

PLATO DEL MAR – Coctel, Ceviche and Clams will go in separate 10 oz Styrofoam containers. Shrimp will come in 7 in circular tin. Sauce will come in 3 oz souflee cup.

ENTREES

SHRIMP SHACK TACOS - 7 in tin

RUSTIC STREET TACOS – 9in circular tin. Tortillas will come in separate foil/wax paper package. Crema will come in a 3 oz souflee cup.

ESTELLA'S FISH TACOS - 7 in tin

RUSTIC TACO PLATTER – each meat will come in a separate 7 in tin. Crema, guac, and cheese will all come in 10 oz Styrofoam containers filled half full. Tortillas will come in separate foil/wax paper package

ENCHILADAS CON POLLO - 9 in circular tin

SUIZA ENCHILADA COMBO - 9 in circular tin

ENCHILADAS CON CARNE - 9 in circular tin

ENCHILADAS CON PESCADO - 9 in circular tin

BEAN BEAN BURRITO - 9 in circular tin

GRILLED CHICKEN CAESAR BURRITO - 9 in circular tin

EL POLLO ASADO BURRITO - 9 in circular tin

CARNE ASADA BURRITO - 9 in circular tin

SEÑORITA BOWLS - 9 in circular tin

CHICKEN TOSTADA - 9 in circular tin

SOPE - 9 in circular tin

LANZAS - 9 in circular tin

TAMALES AUTHENTICO - 9 in circular tin

SALTY COMBO PLATE - 9 in circular tin

FRESH FISH OF THE DAY - 9 in circular tin

CARNE RANCHERA - 9 in circular tin.

DESSERTS

FRIED ICE CREAM - 7 in circular tin

MR. FOSTER'S MEXICAN BANANAS - 7 in circular tin

FLAN - 7 in circular tin

SOPAPILLAS - 7 in circular tin



BOX-UP PROCEDURES

* THE FOLLOWING PROCEDURES MUST BE FOLLOWED EXACTLY AS WRITTEN WHEN BOXING-UP FOOD FOR CUSTOMERS DINING AT SALTY SENORITA.

- 1. Remove the plate with the remaining food from the table.
- 2. Bring the plate to the back.
- 3. Place the remaining food into a tin TOGO container with a lid NEVER TOUCH THE FOOD WITH YOUR HANDS OR FINGERS.
- 4. Carefully place a sticker on the lid with the day and date written neatly in the designated area.
- 5. Carefully place the tin into a TOGO bag. Make sure any sauce or juice does not spill.
- 6. Repeat as necessary.
- 7. Place a TOGO menu and magnet in the bag.
- 8. Softly tie the TOGO bag in a "shoelace knot".
- Deliver the completed package back to the table and place it in an open area on the table. Never attempt to hand the TOGO package to the customer.
- 10.Watch as the guests look gleefully at their TOGO package.



ALCOHOL AWARENESS AGREEMENT

The ability to serve alcohol in our restaurant is a privilege that is granted by local authorities. This privilege carries with it an obligation for us to operate in a responsible manner. Abuse or neglect of this privilege involves public safety and considerable liability to our organization as well as to employees personally. It is our policy to prepare you to deal with situations that arise from the service of alcohol.

It is against the law to:

Serve alcohol to a minor

Serve alcohol to an intoxicated person

Not only Salty Señorita, but you, too, can be held legally responsible for violations of these laws.

There are state-specific guidelines regarding alcohol and its distribution. It is the responsibility of each server to be aware of theses state-specific laws. In particular, you must have knowledge of the following:

Laws pertaining to "Responsible Vendors" Dram Shop Liability BAC levels – what is illegal when driving.

Servers <u>must</u> be aware of how much alcohol a guest or party is being served. A responsible server should know how many drinks each guest has consumed. The server must be aware of the fact that a guest may have been drinking elsewhere – either at the bar or at another establishment. It is against the law to serve alcohol to an intoxicated person. By complying with this and other alcohol related laws you may just save a life.

Influencing and Controlling Customer Intoxication

Salty Señorita opened its doors in December of 2003. Our goal was to serve authentic Mexican food in a festive and friendly environment. We created the 51 Blue menu to enhance the guest's dining experience – not as a standalone menu.

At Salty, we can control and prevent customer intoxication by:

 Promoting the restaurant as a place to receive great food and exceptional service. Conducting yourself with poise and grace has a significant impact on the intoxication levels of the guests. The atmosphere of the restaurant then becomes more sophisticated and less "bar-like" thus decreasing the guest's desire to "let loose".

- 2. Never encouraging binge drinking or binge parties such as those at nightclubs and bars.
- 3. Offering alternatives to alcohol non-alcoholic beer as well as juices and a variety of sodas. We serve chips and salsa in our locations as well as reasonably priced appetizers. Offer a guest these alternatives, particularly those who are drinking and have yet to order entrees. These options provide servers with valuable tools to use with guests whose consumption of alcohol must be slowed or terminated.
- 4. Providing friendly, attentive and alert service. Such service the key to preventing over-indulgence by our guests. As servers connect with their guests, they have the opportunity to gauge the guest's initial mood and condition. This allows the server to note any changes in mood, behavior or physical condition that may occur during the course of the evening.

Specific Salty Señorita Policies

Our policies are designed to promote our food and to discourage high levels of alcohol consumption. They are:

- All menu items are offered at the bar
- Never allow drinks to "stack up" in front of a guest
- Suggest appetizers to accompany drinks
- 151 rum is only available as a 1/4 oz float
- The perception of the bar in regards to quality not quantity
- The sale of alcohol to minors is prohibited even those accompanied by an adult.

Monitoring Guest Behavior

There are indicators of intoxication that may occur singularly or in combination. Be aware of the condition of our guests at all times. An intoxicated person will usually display recognizable behavioral characteristics. The server must be aware of these characteristics. In addition, the server or bartender must be absolutely certain the guest is sober before making the decision to serve the guest.

Servers should always be aware of guests displaying any of the following indicators and warning signs:

- Slurred speech for example, lisping; speaking with a "thick tongue"
- Glassy-eyed, unable to focus
- Strong smell of alcohol on breath
- Blank facial expression, staring
- Obviously impaired judgment for example, announcing loudly that he is buying the next round of drinks...for everyone
- Mental confusion for example, lighting one cigarette while already holding a lit one
- Annoying other guests for example, falling into them or trying, repeatedly, to draw them into conversation

- Abusive language, profanity and/or bragging for example, boisterous talk about activities or lifestyles
- Change in skin color; going pale or becoming flush
- Loss of motor skills for example, staggering and/or stumbling while walking;
 spilling drinks
- Obvious changes in behavior for example, more or less talkative, speaking in a loud voice. Flashes of anger or heated confrontations
- Exaggerated emotional outburst for example, uncontrollable sobbing or uproarious laughing
- Inability to respond coherently when addressed or questioned
- Unreasonable or exaggerated responses

Special Situations and Special Problems

Outward appearances may be deceptive. Servers and bartenders must be aware of the unique situations discussed below.

- 1. Take care not to mistake personality for intoxication. A guest may naturally have a boisterous voice or abrasive personality. Do not use these two factors as the sole indicators when assessing intoxication.
- 2. Be aware that people do develop a tolerance for alcohol. This tolerance may mask behavioral clues or outward signs of intoxication. This does not mean that a person with a tolerance for alcohol would have a lower Blood Alcohol Content (BAC) than a person with no tolerance. Nor does this mean that a person is any less impaired. It simply means that a person who has developed tolerance may show less obvious signs of intoxication. Therefore it is important for a server or bartender to keep track of the amount of alcohol a guest has consumed.
- 3. Avoid mistaking medical illness with intoxication. Many illnesses have similar symptoms as those of intoxication. Slurred speech, impaired balance, impaired motor skills and confusion may also be symptoms of one of many medical disorders; for example, a stroke victim or person with diabetes.

Blood Alcohol Content or BAC

The concentration of alcohol in a person's blood is often the primary factor in a person's level of intoxication. In most states, including Arizona, a person with a BAC of .08 or higher is presumed to be illegally intoxicated if in a public place or behind the wheel of a car.

BAC can be accurately measured from samples of blood, urine, or breath. It can be approximated if variables such as body weight, amount consumed, and time since the beginning of consumption are known or can be guessed with a reasonable degree of accuracy.

The following BAC chart depicts the probable BAC of individuals of different weights after consuming a variable number of drinks in the course of one hour. A drink, for the purposes of this chart, consists of 12 ounces of beers, 5 ounces of wine and $\frac{1}{2}$ ounce of pure alcohol.

# of Drinks		1	2	3	4	5	6	7	8
.25Body Weight in Pounds	100	.04	.09	.13	.18	.22	.26	.31	.35
	120	.04	.07	.11	.15	.18	.22	.26	.29
	140	.03	.06	.09	.13	.16	.19	.22	.25
	160	.02	.06	.08	.11	.14	.17	.19	.22
	180	.02	.05	.07	.10	.12	.15	.17	.20
	200	.02	.04	.07	.09	.11	.13	.15	.18
	220	.02	.04	.06	.08	.10	.12	.14	.16
	240	.02	.04	.06	.07	.09	.11	.13	.15

The numbers within the chart in bold are those BACs considered to be over the legal limit. For example, a 100-pound person would be over the legal limit of .08 after consuming 2 drinks

Absorption of Alcohol

Alcohol is absorbed by the body through the lining of the organs of the digestive tract. Unlike food, it is not digested. Absorption occurs primarily in the small intestine and the stomach and limited amounts are also absorbed through the linings of the mouth and throat. The speed at which alcohol enters the bloodstream (resulting in BAC) is faster once alcohol reaches the small intestine. The presence of food in the stomach will delay this absorption; thus, food should be encouraged when guests are ordering alcohol. It will delay absorption resulting in a lower level of BAC.

Alcohol is water-soluble; it disperses evenly throughout a body of water. The larger the body of water the wider the dispersment and the lower the concentration of alcohol. Therefore water is another factor to consider when delaying the impact of alcohol consumed. Offer water and/or drinks with water to maintain a low BAC.

Variables That Affect Intoxication

- 1. Rate of consumption. The liver can eliminate ½ ounce of alcohol from the body per hour. A greater quantity of alcohol and a faster rate of consumption result in a higher concentration of alcohol in the body and the more intoxicated the person will be.
- 2. Weight. A larger body contains a greater volume of water than one of a smaller size. Therefore, a larger person would have a lower concentration of alcohol in the blood. A heavier person would be less intoxicated than a lighter person when both people consume the same amount of alcohol.

- 3. Gender. Men tend to be more muscular than women. Even muscular women have an extra layer of body fat in various parts of the body that men of the same muscle tone do not have. Because muscle contains more water than fatty tissue, a man of similar weight to a woman would tend to have a lower concentration of alcohol in the blood after consuming the same amount of alcohol.
- 4. Food. As mentioned earlier, food delays the passage of alcohol from the stomach to the small intestine thereby reducing the rate of absorption into the bloodstream. Of critical importance, however, is the type and timing of food consumption. To have a significant impact on intoxication levels, food must be eaten either immediately before or during the consumption of alcohol.
- 5. Fatigue. Since alcohol is a depressant, its effects can be compounded by fatigue. As a general rule, a tired person will feel the impact of alcohol consumption faster and more intensely than a well-rested person.
- 6. State of Health. The depressant effect of alcohol can be intensified by a poor state of health. Someone in a poor state of health would feel the effects of alcohol more so than a person in good health. Any medications taken by a sick person will only compound the effects of alcohol.

Take Action

There are situations that arise where a server or bartender may be required to deny further sale of alcohol to a guest due to intoxication. In other words the guest is "cut off". When a guest is obviously intoxicated the server has no choice in the matter. Keep in mind that the law states that it is <u>illegal</u> to serve an intoxicated person.

- If you feel that the guest is intoxicated, you should cease serving that guest and immediately inform a manager.
- You should also inform members of the staff so the guest cannot request drinks from another server.
- If the guest attempts to order more drinks, acknowledge the order, but immediately have a manager visit the table.
- When your decision is made to stop serving alcohol to a guest, our managers will back you up, regardless of whom the guest might be.
- Approach the guest in a private, friendly, caring manner and advise him or her that, "I am concerned for your safety and the safety of others. The restaurant would be happy to serve you any food item or non-alcoholic beverage on the menu, however, we will not be able to serve you anymore alcohol."
- Express concern for the guest's well being and for the safety of others and, if asked for a reason, simply restate your concern. If the guest continues to ask for a reason, get a manager.
- Avoid arguments or a prolonged discussion be polite but firm.

Be Prepared

You will be dealing with a person who is to some degree "out of control". The psychological message we give the guest is that we are in control of the situation.

- The guest may become offended and argumentative.
- Never attempt to physically detain a guest.
- Do not attempt to reason with a guest.
- If the guest is belligerent or physically threatening, approach the guest with another employee.
- Arrange a taxi if the guest is driving.
- Strongly discourage the guest from driving. If he or she insists upon driving, call the police.
- Let the guest know that he or she is welcome to stay

Denying the Sale of Alcohol to Underage Guests

Servers and bartenders should deny the sale of alcohol to any guest appearing youthful who cannot produce one of the seven forms of acceptable i.d. as proof that he or she is 21 years or older.

Even if underage, the minor deserves to be treated with courtesy and respect. The server or bartender's manner in denying the sale of alcohol will greatly influence the reaction of the guest. Be polite, friendly, nonjudgmental, and non-threatening while firmly communicating the decision to the guest.

Remember – Policies and laws are designed for the sake of our guest's safety. They must be applied impartially and thoroughly. Alcohol Awareness is a serious subject. You are the most important element of this program.



Salty's Handy Alcohol Reference Table

(S.H.A.R.T.)

7 ACCEPTABLE FORMS OF ID

- o Valid U.S. Driver's License
- Valid Arizona State Identification Card (ID cards from other states are not acceptable)
- o Valid Military ID
- Valid Canadian Driver's License
- o Valid Mexican Voter ID Card
- o Valid Resident Alien Card
- Valid Passport
- * There are no other acceptable forms of ID so don't ask

MAXIMUM SERVICE LIMITS PER CUSTOMER PER OUNCE

- o 32 oz of beer
- o 4 oz of liquor
- o 1 liter of wine
- * You cannot legally serve any one person any more alcohol than what is stated above...so don't do it!



"51 BLUE" MARGARITA MENU RECIPE & TRAINING GUIDE

EL SENOR \$5.50 (\$4.00 Happy Hour)

1½ oz Buen Amigo Tequila ½ oz Triple Sec Salty Signature Sour (SSS) Lime 14oz margarita glass * rocks

MAIDEN MEXICO \$5.50 (\$4.00 Happy Hour)

1½ oz Buen Amigo Tequila ½ oz Triple Sec Salty Signature Sour (SSS) Lime 14oz margarita glass * frozen

THE SALTY SENORITA \$7.50

1½ oz Sauza Hornitos ½ oz Grand Marnier Salty Signature Sour (SSS) Lime 14oz margarita glass * rocks

MESO HORNITOS \$7.50

1½ oz Sauza Hornitos ½ oz Grand Marnier Salty Signature Sour (SSS) Lime 14oz margarita glass * frozen

SALTY SIGNATURES

ELPRESIDENTE \$60.00

2oz Herradura Suprema 1oz Grand Marnier Centenaire Fresh lime juice Lime wheel 14oz margarita glass * rocks

LONG ISLAND MARGARITA \$9.00

1½ oz Buen Amigo Tequila ½ oz weli Vodka ½ oz weli Gin ½ oz weli Rum ½ oz Triple Sec Splash OJ SSS Lemon wedge 14oz pint glass * frozen/rocks

FLAMING NEPTUNE \$11.00

1½ oz Chinaco Tequila ½ oz Cointreau Fresh lime juice/dash sugar Hallowed flaming lime Martini glass * up

SLEEPING BEAUTY \$9.00

1oz El Tesoro Plata
½ oz Liquor 43
½ oz Triple Sec
1oz light cream
Salty Signature Sour
Lime/graham cracker rim
14oz margarita
* up

NEELY'S BLUE MEENIE\$8.00

2 oz TarantulaTequila ½ oz Blue Curacao ½ oz Razzmatazz SSS Matini glass sugared rim *up

SUNNY SIESTA \$11.00

1oz Tarantula Tequila ½ oz Grand Marnier ½ oz Cointreau ½ oz Liqueur 43 SSS Splash OJ Orange wheel 14oz margarita * rocks/frozen/up

LA PISTOLA \$7.00

1½ oz Dos Gusanos Mescal ½ oz Triple Sec SSS Lime 14oz pint glass
* rocks

DEJA BLUE \$7.00

1½ oz Buen Amigo Tequila ½ oz Blue Curacao ½ oz Triple Sec SSS Lemon wedge 14oz Pint Glass * frozen

TIJUANA TICKLER \$8.50

1½ oz Don Eduardo Tequila ½ oz Cointreau SSS Top w/ Champagne Fresh berries Martini glass * up

CHUPACABRA \$10.00

1½ oz Del Maguey Single Village Mezcal ½ oz Grand Marnier Fresh lime juice SSS Lime 14oz pint glass * rocks

UNDERTOW \$7.00

34 oz Jose Cuervo 34 oz Jack Daniels 1/2 oz Triple Sec SSS Lime 14oz pint glass * rocks

SALTY SIRENS

WET KISS \$8.50

¾ oz Godiva Chocolate ¾ oz Tequila Rose ½ oz Liqueur 43 Cream Piece of chocolate Martini glass * up

SHIMMER \$10.00

¾ oz Gran Centenario Plata Tequila
 ¾ oz Hipnotyk Passion Liqueur
 ½ oz Grand Marnier
 Lime
 14oz margarita
 * rocks

SEAWEED \$8.00

1½ oz 1800 Silver Tequila ½ oz Triple Sec ½ oz Green Creme de Menthe SSS Lime 14oz margarita * rocks

THE CONFESSION \$7.50

1½ oz 1800 Tequila ½ oz Amaretto ½ oz Cointreau Splash OJ SSS Lime/cherry 14oz margarita * rocks

TIKI GIRL \$9.00

1½ oz Patron Silver
½ oz Citronge Orange Liquor
Splash OJ
SSS
Orange/lime
14oz margarita
* rocks

THE PLATINUM TIKI \$30.00

1 ½ oz Patron Platinum ½ oz Citronge Orange Liquor Splash OJ SSS Orange/Lime 14oz margarita *rocks

TEQUILA SOLSTICE \$9.00

1½ oz Don Julio Silver ½ oz Triple Sec Splash Grenadine Grapefruit juice Lime 14oz margarita * rocks)

LA ESTRELLA \$12.00

3oz El Tesoro Plata 3oz lime juice Lime Martini glass * up

MANGO TANGO

\$7.00

1 ½ oz Buen Amigo Tequila ½ oz Triple Sec 1oz Mango Puree SSS Lime 14oz margarita *frozen

SENORITA SLUSHES

Each of these drinks is made with the <u>Maiden Mexico</u> base. Flavor is then added to complete drink.

FUZZY FISH \$6.50

12oz Maiden Mexico 1oz Peach Schnapps ½ oz Grenadine Lime 14oz margarita * frozen

GREEN FLASH \$6.50

12oz Maiden Mexico 1oz Kiwi Flavoring Lime/kiwi 14oz margarita * frozen

LUSCIOUS MELONS \$6.50

12oz *Maiden Mexico* 1oz Melon Liqueur Lime 14oz margarita * *frozen*

GHOST OF GUAYMAS \$6.50

12oz Maiden Mexico 1oz Guava Flavoring Lime 14oz margarita * frozen

THE OASIS \$6.50

12oz *Maiden Mexico* 1oz Prickly Pear Flavoring Lime 14oz margarita * frozen

SKINNY DIP \$6.50

12oz *Maiden Mexico* 1oz Strawberry Flavoring Strawberry 14oz margarita * frozen

SEDUCTIVE MISTRESS \$6.50

12oz Maiden Mexico 1oz Passion Fruit Flavoring Lime/berries 14oz margarita * frozen

SEA CANDY \$6.50

10oz Maiden Mexico 1oz Grenadine Top with 7up Lime/cherry 14oz margarita * frozen

EVE'S REVENGE \$6.50

12oz Maiden Mexico 1oz Apple Pucker Lime/apple 14oz margarita * frozen

HECTOR'S NECTOR \$6.50

12oz *Maiden Mexico* 1oz Fruja Tangerine Lime 14oz margarita * *frozen*

BABA REEBA \$6.50

12oz *Maiden Mexico* 1oz Raspberry Liqueur Lime/berries 14oz margarita * *frozen*

BLUSH \$6.50

12oz *Maiden Mexico* 1oz Watermelon Liqueur Lime 14oz margarita * frozen

PAPA GRANDES

LA VIDA LOCA \$11.00

Same as *El Senor* Served in 30oz glass.

THE BLACKOUT \$11.00

Same as *Maiden Mexico* Served in 30oz glass.

COSTA DEL SOL \$20.00

3oz Buen Amigo Tequila 1oz Triple Sec 2oz passion fruit flavoring SSS Lime/strawberry 30oz martini glass * rocks

MONSOON \$13.00

8oz El Senor 8oz Sangria Lime/lemon/orange/assorted fruit 30oz papa grande glass * frozen/rocks

TSUNAM! \$13.00

8oz *El Senor* 8oz Sake Lime 30oz papa grande glass * *frozen/rocks*

BAJA TANGO \$12.00

3oz Buen Amigo Tequila 1oz Triple Sec 1oz Strawberry Flavoring 1oz Banana Liqueur Splash OJ SSS

THE AVALANCHE \$12.00

1½ oz Buen Amigo Tequila 1oz Cinnamon Schnapps 1oz Citronge Orange Vodka 1oz Triple Sec 2oz OJ SSS Orange wheels 30oz martini glass * frozen/rocks/up

OFF TO SEA WIZARD \$13.00

1½ oz Don Julio Blanco 1½ oz well Rum 1oz Triple Sec 2oz Pina Colada Mix SSS 30oz papa grande glass * frozen

THE ABYSS \$14.00

2oz Don Eduardo Silver 2oz Fruja Mango 1oz Blue Curacao 1oz Triple Sec Splash OJ SSS Candy Fishes 30oz martini glass * rocks

THE WHALE \$20.00

See *El Senor* Lime 48oz specialty glass

ITS BETTER ON TOP

The following "floats" are made with the <u>Maiden Mexico</u> base and topped with the appropriate liqueur.

A DAMSEL IN UNDRESS \$6.50

Maiden Mexico Recipe topped w/ ½ oz Chambord Lime 14oz pint glass * frozen

VIVA SENORITA \$6.50

Maiden Mexico

½ oz Midori
Lime

14oz pint glass

* frozen

SUNKEN PLEASURE \$6.50

Maiden Mexico ½ oz Sloe Gin Berries 14oz pint glass * frozen

CHA CHA CHA \$6.50

Maiden Mexico
½ oz Fruja Tangerine
Orange
14oz pint glass
* frozen

FROSTY FINS \$7.00

Maiden Mexico
½ oz Grand Marnier
Orange
14oz pint glass
* frozen

GRAPE APE \$6.50

Maiden Mexico
½ oz Grape Pucker
Lime
14oz Pint Glass
* frozen

TEQUILA FLOAT \$MARKET PRICE

Float 1oz of any Tequila for the price of that tequila.

TEQUILA COCKTAILS

Tequila Sunrise \$6.50

1 ½ oz Buen Amigo Tequila Orange Juice Splash of Grenadine 14oz Pint Glass

Mexican Marmalade - \$10.00

1 ½ oz Tres Generaciones Tequila ½ oz Kaluha ½ oz Triple Sec Heavy Cream

The Outlaw \$6.50

1 can of Tecate 1 ½ Buen Amigo lime juice 14oz pint glass *up

Bloody Maria \$6.50

1 ½ oz Sauza Gold Tequila Dailey's Bloody Mary Mix 14 oz Pint Glass *rocks

El Tesoro Cosmopolitan \$9.00

2oz El Tesoro Platinum ½ oz triple sec splash cranberry juice martini glass *up

Rosita \$12.00

1 ½ oz Chinaco Tequila ¼ oz Sweet Vermouth ¼ oz Dry Vermouth dash of bitters rocks glass *rocks

Border Crossing \$8.00

1 ½ oz Corzo Silver Tequila SSS Lemon juice Lime juice Top with Mexican Coke 14 oz pint glass *rocks

Salty Chihuahua \$7.50

1 ½ oz Patron Silver Tequila Grapefruit juice 14oz pint glass salted rim *rocks

Rocky Point Pain Killer \$3.00

t oz Jose Cuervo Gold Tequila
½ oz Sprite
shot glass
*up



WHY 51 BLUE?

As you will come to find out the phrase 51 Blue carries a lot of weight at Salty. It is the name of our drink menu and our clothing line, but how did we come up with it?

Tequila is made from Agave plants; however, there are many different types of Agave plants. The most coveted of these is the Blue Agave. It is said to have the best flavor and yield the highest quality tequila. Mexican law is very strict with regards to what is and isn't tequila. In order for any liquor to be exported out of Mexico and legally be called "tequila" at least 51% of the fermentable sugars in the liquor must be from Blue Agave plants. Anything less than that and the liquor may not be legally called "tequila".

So all tequila, technically speaking, is at least 51 Blue.

TEQUILA 101 - A FRESHMAN ORIENTATION

When Diego and his crew decided to shack up with the mermaids, they chose the island of Tequila to live on. With Diego's whole crew, the mermaids and Quervo the rat, the island's total population was 101 people...after all...rats are people too. So, in honor of the first 101 inhabitants of Tequila Island we decided to start out with 101 tequilas. Of course, our collection and Tequila Island have grown since then.

Here at Salty we like to educate our guests on the finer points of tequila consumption. So every time a guest comes in we like to give them a little bit of information on tequila...kind of a small tequila class...Tequila 101 if you will.

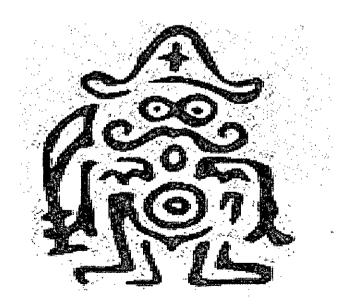


HOW SALTY DEFINES A MARGARITA!

When we created 51 Blue, we figured we should adhere to some basic rules. After all, if you don't have rules, you can't break them. So, after mucho pondering and drinking, we decided that three ingredients define a margarita.

- 1. It must have tequila
- 2. It must have some sort of orange liqueur
- 3. It must have some sort of lime mix

Every drink in 51 Blue has these three things and can be considered a margarita. So, you can safely tell all your guests that we do, indeed, have 51 different Margaritas.





THE MAKING OF TEQUILA: FROM BLUE AGAVE TO GOLDEN LIQUID



Tequila is not made from the typical grains or fruits like most alcoholic beverages. It is distilled from the roasted centre (*piña*) of the blue agave (maguey) plant - the agave *tequilana weber azul* - one of 136 species of agave that grow in Mexico (with 26 sub-species, 29 varieties and 7 types). It has a lifespan of 8-14 years, depending on soil condition, climate and cultivation methods. The blue agave was classified by German botanist F. Weber in 1905. While it's commonly - and mistakenly - called a cactus, it is really a succulent that belongs to the lily (amaryllis) family. It is sometimes also known as *cabuya*, *maguey mezcal*, *mexic*, *pita* and *teometl*. The agave used in mezcal, although similar, is harvested younger than the tequila agave.

Most of Jalisco state where tequila is made is a high plateau, approximately 7,500 feet above sea level, with sandy, mineral-rich red soil in the highlands, and black earth in the valleys. It is a mountainous, hilly region – perfect for agave which grows best above 1,500 meters. According to some, the best agave plants grow on the slopes of the extinct volcano beside the town. Others say the best tequila is made from agave taken from the highlands to the east because highland agave tends to grow larger. One variety, the Arandas agave, is very large and considered a premium plant that commands more money. Another term for large agave is *mano larga* or long hand. Another reason may be that highlands distillers tend to use more traditional production methods to manufacturer smaller quantities of tequila, while those around the town are more modern and produce more export product - usually *mixto* (made with sugars added to the fermenting agave to increase the alcohol content).

At one time, by law, all tequila had to be made in Jalisco state. Although that law was changed more than 20 years ago, only two distilleries are currently in business outside Jalisco. The owners of La Gonzaleña - makers of Chinaco - fought a long battle to get the laws changed to permit tequila to be made outside Jalisco. They won their fight only in 1977, and now operate the sole distillery in the northeast state of Tamaulipas. The other distillery outside Jalisco is Tequilera Corralejo, which opened in 1996 in the city of Penjamo, in Jalisco's neighbouring state of Guanajuato. This distillery is named after one opened in the state in 1755. Blue agave for tequila use may also be grown in the states of Nayarit, Guanajuato and Michoacan.

The agave plants are grown in cultivated orchards called *potreros* (pastures, also called agave fields, or *campos de agave* - also called *huertas*, or groves, in the Los Altos region). Traditional plantings may still have corn and beans growing between the rows. Agaves are grown from shoots (*mecuates* or *hijuleos*) taken from the adult plants at the start of the rainy season in their fourth to sixth year (when the shoots themselves are at least a year old, and about the size of a leek or small onion). The

shoots, typically, are left in the fields to dry out for about a month before they are planted in a nursery for another year, after which they are transferred to the fields.

Sometimes the shoots are planted right away, just before the rainy season, so they can get established in the soil more quickly. The agave may also be grown from seed, although this is generally not done any more. There can be anywhere from 1,000 to 2,000 plants in an acre.

The agave plant takes at least eight years to reach the stage where it is suitable for fermentation and sometimes may even be left for up to 12 years before harvesting; the more mature the plant, the better its natural sugars (agave sazon means ripened). During this time, it is pruned (barbeo), cutting the points of the leaves with machetes to encourage the piña to grow. Some farmers also use a technique called 'shotgun plowing' (barbeo de escopeta) to induce premature ripening of plants, but most fields are hand grown and cultivated, using traditional methods passed down from generation to generation. Some modern producers often spray agave fields with fertilizers and pesticides. Most, however, use farm hands to meticulously control the weeds by hand. Fields are not irrigated; the plants depend entirely on the rainy season for moisture. Experiments with irrigation determined the larger plants that resulted did not produce any more agave sugars.

The part of the plant that is used for tequila is the heart (root), or *piña* (also called the head, or *cabeza*), which looks like a large pineapple or pinecone. It starts underground, but soon pushes its way into the light. A mature piña can weigh anywhere from 80 to more than 300 pounds (although most are under 200 pounds). Piñas weighing 500-lbs. have been cultivated in the highlands, although they are rare.

Left to grow in the wild, these piñas would extend a tall shoot, 15 feet high or more, with pale yellow flowers at the top. The wild flowers are pollinated by local long-nosed bats (Leptonycteris nivalis) and then, after producing 3,000-5,000 seeds, the plant would naturally die. The dwindling population of these bats is an environmental concern and may mean serious trouble in the future for wild agaves used for fibre, pulque and mezcal.

The young, tender flower stalk is called a *quiote* or *quixotl*, and is picked and eaten as a vegetable. The stalk is not permitted to grow on cultivated agaves, because it uses up the nutrients in the plant to produce its seeds. It is cut so the piña grows fatter. The piña is ripe when it starts to shrink, develops a maroon tinge and red spots appear on the leaves.

When ready for harvesting, the carbohydrate-rich piña is cut from its stalk. Then the 200 or more 6-7 foot spiky and thorn-covered leaves (*pencas*) that stand out from the agave are cut away from the heart by a *jimador* or harvester (from the Nahuatl word jima, or harvest), using a sharp, long-handled tool called a coa. The skill of harvesting is passed down from father to son and some fields have three generations of jimadors working in them. Methodical, but efficient, a good jimador can harvest

more than a ton of piñas in a day. He loads the heavy piña on a truck and full truckloads are carried to the factory (*fabrica*) where the piñas are usually quartered or halved before baking. The remainder of the agave has no other use. Harvesting is done year-round because the plants mature at different stages in the fields.

Some large distillers pick young agaves but others, like Herradura, use only plants 10 years or older.

Some distillers will 'pre-cook' the piñas to rid them of external waxes and solids that may be retained in the penca. These can make a bitter or unpleasant juice. The steam-injected autoclaves used in modern distilleries also wash away any external materials from the piñas. Farmers who sell piñas by weight may leave on more of the penca, while those paid daily wages by the producer are more likely to cut them off closer to the piña. It takes about 7 kilograms of piña to produce 1 litre of 100% agave tequila - which means the average piña can make 60-100 litres. Small distillers may simply purchase agave syrup to ferment, without any of the intervening processes.

Traditional distillers (tequilleros) let the piñas soften in steam rooms or slow-bake ovens for 50-72 hours. The traditional stone or brick oven is called a *horno* - hence the name of Sauza's *Hornitos*. The horno bakes the agave to process its natural juices (baking, or roasting is *tatemar*) at around 140-185 degrees F. This slow-bake process softens the fibres and helps keep the agave from caramelizing, which adds darker and bitter flavours to the juice and reduces the agave sugars. Baking in ovens also helps retain more of the natural agave flavours. Here's where mezcal and tequila part ways: mezcal piñas are baked slowly in underground pits, rather than steamed.

Many large distillers prefer to cook their piñas faster in efficient steam autoclaves and pressure cookers in as little as a single day (8-14 hours). The baking process turns the complex carbohydrates into fermentable sugars and softens the piña so they can easily release their juice. Fresh from the oven, the piñas taste a bit like a sweet potato or yam, with a mild tequila aftertaste. In traditional distilleries, the piñas are allowed to cool for another 24-36 hours after steaming, then they are mashed to separate the pulp (bagazo or bagasse) from the juice (although some traditional distillers keep them together during the fermenting).

Originally, the manufacturers beat the piñas with mallets to break them up once they were soft and cool. Then they are moved to the *tahona*, a giant grinding wheel that can weigh up to two tons, operated by mules, oxen or horses (nowadays, more likely by a tractor). Modern distilleries use a mechanical crusher, or shredder, like a giant wood-chipping machine to process out the waste *bagazo* (usually given away as animal food or fertilizer). Using one of these methods, the piñas are minced and strained to remove the juices (called aquamiel, or honey water), then mixed with water in large vats.

The resulting wort (*tepache*) is sprinkled with yeast. Traditionally, the yeast is one that grows naturally on the leaves of the plant but, today, it may be a cultivated from

of that wild yeast or even a commercial brewer's yeast (natural fermentation from airborne yeasts is sometimes allowed in some traditional mezcals and pulque).

Tequila Herradura boasts that it is the only company that uses 'natural fermentation.'

However, according to a story in the Wall Street Journal (May, 1999) when yeasts are used to speed fermentation, some distillers must add antibiotics to kill unwanted microbes that result.

The must (*mosto*) is left to ferment in wooden or stainless steel tanks. This can naturally take seven to 12 days, but modern plants add chemicals to accelerate yeast growth so fermentation only takes two to three days. Longer fermentation results in a more robust body. Fermented must may also be used as a starter mixture for the next batch.

Sometimes, the must is fermented with the residual pulp from the piñas left in it to impart the most flavour to the liquid - another traditional practice - but more often the pulp is disposed of. It may be sold to construction firms for adding to bricks or as packing material.

Some manufacturers use cane or brown sugar cones (*piloncillo*) to speed fermentation so that they are able to use immature and fewer plants. This type of tequila can be sold in bulk for shipping out of the country, and can be bottled anywhere, including other countries where the regulations regarding agave content are not necessarily maintained. These tequilas are called *mixto*, and will not be labelled 100% agave, which purists demand. After fermentation is finished, the must may be left another 12 hours to richen and settle before distillation.

The result of fermentation is a liquid with about 5-7% alcohol. It is then distilled twice in traditional copper pot stills called *alambiques*, or in more modern stainless-steel column stills. The best copper stills are said to come from Tomelloso, Spain. Distillation takes four-eight hours in total. The first distillation takes 11/2-2 hours. It is called the *ordinario* and is about 20% alcohol. The second distillation takes 3-4 hours. It has about 55% alcohol. It has three components: the *cabeza*, or head, has more alcohol and unwanted aldehydes, so it is discarded. The middle section is the *El* corazon, the heart, which is the best part and saved for production. The end is the *colos*, or tails, which is sometimes recycled into the next distillation to make it more robust, or may also be discarded. The residue, or dregs (*vinazas*) is discarded. In contrast, most mezcal is only distilled once, although some premium brands now offer double distillation.

All tequila is clear right after distillation. The colour comes later, from aging in wooden barrels (*barricas*) or from additives like caramel (in mixto only) or wood essence. Before bottling, most tequila is filtered through activated carbon or cellulose filters.

One premium (Porfidio) blend offers triple-distillation, a good marketing ploy to promote the exclusivity of the brand, although some connoisseurs say it comes with a

subsequent loss of flavour. Most distillers add de-mineralized water to bring the proof down to 80 (40% alcohol), although some traditional distillers will actually stop the process at the required proof. Reposado and añejo tequilas will be stored in wooden (oak) casks.

These barrels are generally purchased used from American distillers (bourbon barrels are the most prized but some distillers use sherry barrels, whiskey barrels, cognac barrels and even new oak barrels to impart sharper flavors). Older barrels may be up to 50 years in age or older and still in use. They are stored in warehouses or bodegas. Blanco, typically, will remain in stainless steel tanks until bottling. It may also be bottled immediately after distillation.

The passion for premium-aged tequilas that look like brandies has led some distillers to age them longer in oak barrels to absorb the maximum colouring. Others simply add colouring to create the impression of age - which may also affect the flavour. Some distillers, like Centinela, disdain the use of any such additives. Changing barrels (replacing old ones with new) can also darken tequila and change its flavour until the barrels are 'broken in.' The colour of a tequila does not necessarily reflect either age or quality.

The final product is usually blended with other barrels of a similar age to create a consistency of taste and aroma. Representatives of the Tequila Regulatory Council oversee the production of tequila to ensure the distillers meet the standards and quality controls in place under Mexican legislation. The resulting mix is then bottled or tanked for bulk shipments. A few 'single barrel' tequilas are available in the premium market. All 100% agave tequilas must be bottled in Mexico and marked "Hecho en Mexico" - made in Mexico. Only mixto tequila is allowed to be sold in bulk and bottled outside the country.



 PLATA			 -
	\$5.00	El Tesoro	\$7.00
Asom Broso	\$7.50	Espolon	\$10.00
Cabo Wabo	\$7.50	Gran Patron Platinum	\$15.00
Casa Nobel	\$9.00	Grand Centenario	\$7.50
Cazadores	\$7.00	Hacienda del Cristero	\$12.00
Chinaco	\$9.00	Herencia	\$7.00
Corazon	\$7.50	Herradura	\$5.50
Corrale)o	\$9.00	Jose Cuervo Clasico	\$5.50
Don Alejo	\$9.00	Milagro	\$6.50
Don Alvaro	\$8.00	Patron	\$7.00
Don Eduardo	\$10.50	Pueblo Viejo	\$6.00
Don Julio	\$9.00	Reserva del Senor	\$8.00
El Charro	\$7.00	Sauza Tres Generations	\$8.00
El Jimador	\$9.00	Viuda de Romero	\$5.50
		Zafarrancho	\$7.00

REPOSADO		El Jimador	\$7.00
	SHOT	El Tesoro	\$8.50
1800	\$7.00	Espolon	\$11.00
1921	\$7.50	Grand Centenario	\$8.50
Cabo Wabo	\$9.50	Herencia	\$7.00
Casa Nobel	\$13.00	Herradura	\$8.00
Casta Pasion Worm	\$13.00	Hussongs	\$9.00
Cazadores	\$8.00	Milagro	\$7.00
Chimayo	\$10.00	Milagro Single Barrel Repo	\$7.00
Chinaco	\$9.00	Patron	\$8.50
Cobrito	\$6.50	Penca Azul	\$18.00
Corazon	\$8.50	Pueblo Viejo	\$6.00
Corralejo	\$9.50	Reserva del Senor	\$9.00
Corralejo Triple Distilado	\$8.00	San Matias	\$6.50
Del Pardre	\$7.00	Sarafina	\$7.50
Don Alejo	\$9.00	Sauza Hornitos	\$7.00
Don Alvaro	\$8.00	Viuda de Romero	\$6.00
Don Eduardo	\$11.00	Zafarrancho	\$9.00
Don Julio	\$10.50	Zapopan	\$5.50

	ANEJO			
		SHOT		
1800		\$10.00	El Ultimo Agave	\$6.50
1921		\$8.00	Espolon	\$12.00
	1800 Single Barrel	\$12.00	Grand Centenario	\$10.00
	Asom Broso	\$35.00	Grand Reserva XQ	\$13.00
	Cabo Wabo	\$10.50	Herradura	\$10.00
	Casa Nobel	\$12.00	Herradura Seleccion Suprema	\$35.00
	Casta Pasion	\$8.50	Jose Cuervo Reserva De La	\$14.00
	ŕ		Familia	
	Chinaco	\$10.00	Jose Cuervo Tradicional	\$6.50
	Corazon	\$11.00	Milagro	\$8.00
	Corralejo	\$12.00	Millagro Single Barrel	\$9.00
	Del Dueno Jerezito	\$10.00	Patron	\$9.50
	Don Alvaro	\$11.00	Penca Azul	\$20.00
	Don Eduardo	\$12.00	Pueblo Viejo	\$8.00
	Don Julio	\$11.50	Reserva del Senor	\$10.00
	Don Julio 1942	\$17.00	Sauza Comemortvo	\$6.00
	Don Julio REAL	\$40.00	Sauza Tres Generations	\$9.00
	El Charro	\$8.00	Sol Dias	\$8.50
	El Mayor	\$8.00	Tequlia Romance by Miago	\$12.00
	El Tesoro	\$9.50	Viuda de Romero	\$10.00
	El Tesoro Paradisio	\$17.00		
	El Tirador	\$9.00		

MEZCAL	
Monte Alban	\$6.50
Del Maguey Chichicapa	\$8.00
Del Maguey Minero	\$8.00
Del Maguey San Luis del Rio	\$8.00
Del Maguey Santo Domingo	\$8.00
Dos Gusanos	\$5.00
Scorpion Anejo	\$8.00
Scorpion Silver	\$7.00

SPECIALTY	
Agavero	\$7.50
Coquila Chocolate Cream	\$6.00
Patron Café XO	\$6.00
Reserva del Senor	\$6.00
Almendrado	
Tarantula Azul	\$6.50
Tequipal Coconut	\$4.50
Tequipal Coffee	\$4.50
Tequipal Mango	\$4.50
Tequipal Strawberry	\$4.50
Tegulia Rose	\$5.00

GOLD			
Jose Cuervo	\$5.50	Mico	\$6.50
Buen Amigo	\$5.50	XXX	\$7.00
Conquistador	\$6.00	Zafarrancho	\$8.00



ALCOHOL SERVICE

WELL \$5.50/\$3.00 HH

Vodka Rum

Kamchatka Ron Rico

Gin

Whiskey

Calvert

Jim Beam

CALL \$6.00

Vodka

Absolut

Absolut Vanilla

Absolut Raspberry

Absolut Citron

Absolut Peach

Absolut Peppar

Stolichnaya

Stoli Vanilla

Stoli Orange

Stoli Peach

Stoli Raspberry

Stoli Strawberry

3 Olives Cherry

Skyy (\$5.50)

Rum

Bacardi

Bacardi Limon

Bacardi O

Bacardi 151 (floats only)

Captain Morgan

Malibu

Myers Dark

<u>Gin</u>

Tanquery

Bombay

Beefeater

Whiskey

Jack Daniels

Seagram's 7

Canadian Club

Makers Mark

Johnny Walker Red

PREMIUM \$7.00

Vodka

Ketel One

Ketel One Citroen

Level

Whiskey

Crown Royal

ULTRA PREMIUM \$8.00

Bombay Sapphire

Glenlivet 12

Johnny Walker Black

CORDIALS

Amaretto Di Saranno \$8

Bailey's Irish Cream \$6

Cointreau \$8

Courvoisier \$8

Goldschlager \$6.5

Grand Marnier \$8

Hypnotyk \$6

Jagerneister \$6

Kahlua \$6

Liqueur 43 \$8

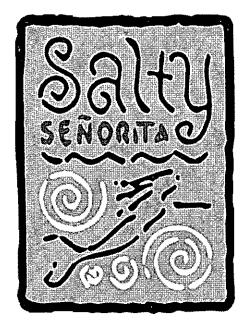
Patron Citronge \$6

Rumpleminz \$6

Southern Comfort \$6

Tuaca \$6

Puckers \$5



Goals and Objectives:

- Greet a table
- Take food and beverage orders
- Serve food and beverages
- Suggestive sell menu selections
- Present a check to guests
- Handle payments
- Assist with teamwork
- Open, close, and maintain stations

Your Responsibilities:

You are responsible for learning the information in each exercise and scoring at least 90% on all tests in this section. It is your responsibility to seek out answers to questions and participate in the training process.

What you will learn:

You will learn skills necessary to competently serve guests through on the job skill building practices and by attending class sessions.

The section components include:

- Standards and Procedures
 - To Go orders
 - Housekeeping during the shift
 - Guest comments
 - Silverware
 - Teamwork
- Skills you need to know
 - Selling beverages- Margaritas
 - ❖ Selling beverages- Tequila
 - Selling beverages- Mexican Beer
 - Selling beverages- Non-Alcoholic
 - Selling Appetizers
 - Selling Entrees
 - Selling Desserts
- Service points of contact
 - Greetings and show biz
 - Chip service
 - Suggestive selling- Beverages
 - Suggestive selling- Appetizers
 - Suggestive selling- Entrees
 - Suggestive selling- Desserts
 - Order taking
 - Continued service
 - Check presentation
 - Payment and follow up service
- Skills
 - Serving food and beverages
 - Order taking
 - Payment
 - Teamwork
 - Suggestive selling
- Opening, closing, and running side work

Inspect your section to make sure you are prepared for your guests. A dirty, unprepared table will make your job more difficult and give your guests a bad first impression.

Greet you guests. Be relaxed and polite.

Smile!

Table Set-Up Prior to Guest Arrival

Before you start, and throughout your shift, you should:

- Check condiments to make sure they are full, clean, and positioned correctly. If not, then rearrange to standard.
- Make sure the table tents and drink menus are in good condition and complete with the proper pages.
- Visually check the table, chairs, booths, and floors to make sure they are free of food and debris. Some common problems:
 - dirty table tops
 - salsa on the table tops
 - chips on chair seats and floor

Greeting & Show Biz - First Contact

- Always be aware of newly seated guests by focusing 90% of your attention on your station.
- When a new party is seated, greet them within 30 seconds.
- If you cannot approach the table immediately, acknowledge the guest by making eye contact or briefly stop by and tell them you'll be right with them.
- Be prepared as you approach the table.
 Some keys are: Scan your group and read your table.
- Welcome your guests with a smile.

Chips and salsa should be delivered to the table within one minute of the guests' arrival. If you approach the table and chip service has not happened, assure the guests that they are on the way. This is a perfect opportunity to suggestively sell queso or handmade guacamole.

If your guests have never dined with us before, then they don't know about the great and unique items we have to offer. This is your opportunity to make a lasting first impression!

- Stand erect and look each guest in the eye. Never crouch or lean on the table or chair.
- Greet your guests with a simple, clear, and varied introduction. Avoid slang and inappropriate words.
- Menu familiarity is a key to successful suggestive selling and making sure the guest is able to order something they will be pleased with. You should be very involved with your customers as they look over the menus and make selections.
- Find out if the guest has dined with us before. Knowing if they are a first time guest or a returning guest will give you the opportunity to customize your suggestive selling technique. If they are first time guests, you can give an overview of our menus, our unique tequila and margarita selections, and the history of The Salty Senorita. If they are returning guests, welcome them back and refresh their memory about the unique tequila and margarita selections.
- The Salty Senorita has chosen special condiments and salsas for your guest's enjoyment. This gives you the opportunity to introduce your guest to them and how they will enhance their dining experience.

With over 51 different house margaritas and over 100 selections of tequila, there is always something to talk about!

Everyday pick five tequilas and two margaritas to learn the ingredients, know the style, and to confidently suggestively sell.

Always suggest premium liquor for mixed drinks.

Suggestive Selling - First Contact Margaritas, Tequila, Mexican Beer

- Always present the drink menu and tequila list. Pick it up from the table, open it, and hand it to the guest.
- Always offer a choice. Use phrases such as: "Can I bring you xxxxxx?" "Would you like a glass of sangria?" "May I bring you a mug of Dos Equis Amber?"
- Be specific when you recommend an item. Never give a generic recommendation. If the guest declines and orders another alcoholic beverage, you should then offer to upgrade to a call or premium selection.
- Offer a flight of tequila. This gives the guest an opportunity to try different styles of tequila at one sitting.
- Road Trip through Mexico: This is a
 unique program being offered at The
 Salty Senorita which involves our "Wall
 of Tequila". After enrolling in the
 program, the guest will experience all of
 the tequilas that are displayed on our
 tequila wall. After completion, the guest
 will receive a recognition that is tailored
 specifically for them. This program will
 encourage our guests to return, as well as
 expose them to different styles of
 tequila.
- Always remember to offer a larger size whenever possible.
- Repeat the order back to the guest and write it down.

Confidence is the key factor in suggestively selling. Knowing your menu and the key components to the item is crucial for success.

The Salty Senorita starts from scratch everyday. We are proud of our food and you should be too!

Remember: Free chips and salsa do not increase your check average, suggestively selling an appetizer does.

Suggestive selling - First Contact Appetizers and Entrees

- Before your guests are ready to order, you should provide assistance with their selection. Be sure to ask your guests if they have any questions about the menu.
- A key point to remember in suggestively selling appetizers is: always offer a choice between two or three of your favorites.
- Provide details about the items you are suggesting. Know how they are cooked, key ingredients, and degrees of spiciness.
- Ask the guest what they were thinking of on the way to the restaurant. If we don't offer what they were anticipating, our vast menu offers an alternative.
- Showcase our house specialties to your guest. These are items that can only be found at The Salty Senorita and we are proud of them.
- As your guest is looking over the menu, reach over and physically point out items that are unique. This will focus the guest's attention to you and what you are offering.
- Tableside prepared guacamole is our house specialty. Providing your guest this experience will offer a personalized service unknown in any other Mexican restaurant.

Forgetting to ring in an item is a lost sale and results in a disappointed guest.

Guests may decide on an appetizer at this point. If not, excuse yourself and begin drink preparation. Let the guest know that you are going to be getting their drinks. Most appetizer sales will occur at this stage. You will have to ring the appetizer on the computer before you begin drink service.

When suggesting entrées, always use adjectives such as fresh, wonderful, and delicious to describe our food. Remember, you are convincing the guest that the items you suggest are the best we have to offer. You must be passionate with your presentation.

- If your guest declines an appetizer, suggest they split one. Having a split appetizer sale is better than no appetizer sale.
- After the guest has made their selection be sure to repeat the order for accuracy and write it down.
- Suggestively sell entrees at this point.
 Feature our nightly special to your guest.
 The Chef has chosen this entrée especially for this evening.
- If the guest cannot decide between the featured special and another item on the menu, steer the guest towards the special. This will entice the guest to return and have the other item under consideration.

Serving Beverages - Second Contact

- Drinks must be delivered on a tray
- Place a beverage napkin on the table to the right of the guest. All beverages must be served on a beverage napkin.
- Begin drink service with ladies or guest of honor first. The pivot system should determine your service order after this point.
- Serve from the right with the right hand, concentrating on keeping your arm out of the guest's face.
- Remove the drink from the tray by grabbing the bottom 1/3 of the glass.

This should be your final point for suggestive sales on our food menu. Use this time wisely. It may be your last chance to guide this guest to a memorable dining experience.

At this point you will be ringing up the entrée selection or both appetizer and entrée. If the guest orders an appetizer, it is recommended to stage the order entry. You should typically wait five minutes before you ring your entrée orders when you have an appetizer this late in the service stage.

- Be careful to balance the tray as drinks are removed.
- Bottle beer service requires you to pour the first beer when a mug is requested. This is done by tilting the mug to a 45- degree angle as you slowly pour the beer. Always remove the empty bottle.
- Never place your order pad or your tray on the table.

Taking the Order - Second Contact

- Approach the table and stand next to the guest who will have their order taken first.
- Remember: our pivot point system involves counting chairs not people.
- Make eye contact with the guest as you take their order.
- Using the pivot point, begin taking the order in a clockwise manner.
- Start with women and guest of honor first.
- When taking orders, stand erect and never crouch or sit at the table.
- Speak to each guest in a clear voice.
- Remember to suggestively sell.
- Repeat the order back to the guest as you write it down, including side items.

Although we utilize a food runner system, it is imperative that you personally serve your food whenever possible.

Always practice table maintenance every time that you visit your table. For example: pick up empty glasses, soiled beverage napkins, and straws.

Waiting too long to check back with your table will give the guest a feeling of being stranded if something is wrong with their selection.

Serving Appetizers - Third Contact

Procedures:

Appetizer service marks the first step to food service. The following steps are critical to quality.

- Appetizers will be loaded on the tray according to pivot positions.
- Remove the tray from the kitchen carrying a tray jack with the opposite hand.
- When you arrive at the table, set the tray jack down, being sure not to block the flow of traffic.
- Read the ticket and begin to serve in pivot point order remembering these key points: serve plates with the aid of a serving towel, additional silverware must be distributed first and from the left, serve from the left with the left hand, warn the guests about our hot plates when appropriate.
- Make a visual observation of the table and try to anticipate immediate needs like fresh cocktails, condiments, and silverware.
- Pre-bus the table if required by placing items on the tray.
- Lift the tray, close the tray jack and return to the kitchen.
- Always check back after two bites and ask guests if they are satisfied. Several key points are: Be specific when you inquire about food quality. Use the proper name and be specific about what you are inquiring about.

Build a relationship with your guests. Tell them the story behind the Salty Senorita; fill them in about our upcoming events. Where are they from? How did they find out about us? If they are first time guests, spoil them. If they are returning guests, spoil them twice as much.

There are three places you should be: at your table providing service, in the kitchen running food, or at the bar picking up beverages. Inquire about the flavor and temperature. Never ask "How is everything tonight?"

Continued Service - Ongoing Contact

- Remove appetizer plates as guests finish.
- Replenish items such as chips and salsa, non-alcoholic beverages, water.
- Offer "fresh" cocktails when drink level reaches 1/3 full. Avoid using the phrase "another", because this may cause the guest to unconsciously think about the amount they are consuming or may cause embarrassment.
- After the appetizer plates have been removed, replenish silverware necessary for the entrée course.
- Replace silverware with the use of the "marking" plate. Never carry fresh utensils to the table in your hand or on your uncovered tray.
- When time and conditions allow, talk to your guests. Build a relationship with them. If they haven't heard the story behind the Salty Senorita, tell them. Remember, some guests are here to enjoy the company of their fellow dinners and some come to be entertained. Read your table.
- Keep your guests informed regarding their food. If the kitchen happens to be running behind, do not avoid your guests. This will only compound the problem. Be open with them, all our food is made to order and some items can take longer than others.

Any qualified team member can run the food to the table but you need to be in charge of service.

When serving the entrees, when presenting them to the guest, use the proper menu name.

Always serve the ladies and/or the guest of honor first.

Offer to refresh cocktails and beverages for your guest.

Serving Entrees - Ongoing Contact

- Entrées will be loaded on the tray according to pivot positions.
- Remove the tray from the kitchen carrying a tray jack with the opposite hand.
- When you arrive at the table, set the tray jack down, being sure not to block the flow of traffic.
- Greet the table and begin service
- Read the ticket and begin to serve in pivot point order remembering these key points: serve plates with the aid of a serving towel, additional silverware must be distributed first and from the left, serve from the left with the left hand, warn the guests about our hot plates when appropriate.
- Make a visual observation of the table and try to anticipate immediate needs like fresh cocktails, condiments, and silverware.
- Pre-bus the table if required by placing items on the tray.
- Lift the tray, close the tray jack and return to the kitchen.
- Always check back after two bites and ask guests if they are satisfied. Several key points are: Be specific when you inquire about food quality. Use the proper name and be specific about what you are inquiring about. Inquire about the flavor and temperature. Never ask "How is everything tonight?"

At The Salty Senorita, we offer large portions of freshly prepared food at a reasonable price. The sale of desserts is a true test of your suggestive selling skills.

The key to suggestive selling is to keep suggesting. The worst the guest can say is "No". Be gracious, not overbearing. We want to offer our guests all the components necessary to enjoy a dining experience equal to one they could only encounter in Mexico.

Preparing the table for dessert includes: fresh silverware, debris free table, and a feeling of relaxation. This is the final chapter of your book, don't rush through it.

Suggestive Selling-Dessert and After Dinner Drinks

- Before you start removing any entrée plates, wait until all your guests have finished. The only exception to this is if the guest asks you to remove the plates, or if the guest moves the plate away.
- Start suggesting desserts as you begin to remove the guest's plates.
- Physically hand the guest our dessert menu and point out at least two of your favorites.
- Use inviting and descriptive words as you explain your personal favorites.
- Remove all the plates and utensils from the table. The only remaining items should be: cocktails that are still being consumed, water glasses, and spoons.
- Return to the table and assume a sale.
 Use a phrase such as: "Which dessert
 would you like?" or "Shall I bring you
 the flan?" If the guest initially declines,
 immediately suggest a dessert that they
 can share or two items the table can
 share.
- After the guest orders dessert, suggest an after dinner drink to complement their selection. Some suggestions may include: Mexican coffee, Kahlua and cream, or one of our finer, aged tequilas.
- Immediately enter the dessert and drink selections into the computer and prepare the table for dessert.

Always have a favorite item. Be enthusiastic about it!

 The table should be free of debris, unused utensils, and drink glasses, etc.
 The table should be as inviting as when the guest first arrived. A cluttered table will not provide an inviting atmosphere.

Serving Desserts / After Dinner Drinks

Procedures:

- Servers are responsible for loading all their desserts on trays.
- Remove the tray from the kitchen carrying a tray jack with the opposite hand.
 - When you arrive at the table, set the tray jack down, being sure not to block the flow of traffic.
 - Greet the table and begin service
 - Read the ticket and begin to serve in pivot point order remembering these key points: serve plates with the aid of a serving towel, additional silverware should be replenished before the arrival of desserts.
 - Make a visual observation of the table and try to anticipate immediate needs like fresh cocktails, condiments, and silverware.
 - Pre-bus the table if required by placing items on the tray.
 - Lift the tray, close the tray jack and return to the kitchen.

Practice teamwork when it comes to dessert presentation. Help your teammate in the kitchen by loading desserts, brewing fresh coffee, replenishing clean silverware.

If the table is sharing desserts, place the items in the center of the table. When food service is completed and the guest has indicated they are finished, do not make them wait for a check. • Always check back after two bites and ask guests if they are satisfied. Several key points are: Be specific when you inquire about food quality. Use the proper name and be specific about what you are inquiring about. Never ask "How is everything tonight?"

Procedures:

 After the guests have enjoyed dessert, remove all plates and utensils.

Check Presentation

- Inquire with the guest if they would like fresh drinks or refills on their coffee.
- If the guest is finished at this point, begin to prepare the guest check.
- Go immediately to the computer and print the check for the guest.
- Review the check closely to ensure that it is accurate and for the correct table.
- Place check in check presenter and proceed to the table.
- Present the check to the host. If the host has not been determined, place the check presenter in the middle of the table. If the table consists of a man and a woman, do not assume the man is paying. This could offend the woman and result in failure at the last step.
- Present an after dinner mint to each guest. Presenting the mint to each guest will offer that perfect last-minute personal touch that you have been demonstrating throughout their experience.

Presenting a check that is inaccurate reflects poorly on the restaurant and on you.

If there is any confusion or uncertainty as to the identity of the host, place the check in the center of the table

The payment process is a crucial point of service.

• Thank the guest for joining us and inform them that you will be their cashier.

Check Payment and Processing

Procedures:

You are the cashier and accountable for all payments. Be sure they are accurate.

- Monitor your table discreetly for payment from your guest.
- After the guest places payment with the check presenter, begin processing the payment.

Cash Payment

Procedures:

- After the guest places money in the check presenter, remove the check presenter from the table.
- Do not ask if the guest requires change.
- Proceed to the wait station or another area out of the guest's view to process the payment.
- Count the money and verify the correct amount is present. If the amount presented is less than the check, return to the table and discreetly inform the guest of the shortage. They may have miscounted or confused their denominations.

When accepting cash payments, check for accuracy before returning change to the guest.

A sincere, warm wish to return soon will leave your guests with a favorable last impression.

 Return the correct change to the guest and thank them again for joining us.
 Warmly invite them back.

Credit Card Payment

Procedures:

- After the guest places the credit card with the check presenter, remove the check presenter from the table.
- Verify that the credit card is one that we accept for payment. If not, discreetly inform the guest, inform them of the cards we do accept and politely ask for a replacement card.
- Proceed to the wait station to process the payment.
- Process the card using the credit card terminal and place the card and the vouchers in the check presenter.
- Return the check presenter back to the guest. Place a pen with the presenter and politely request that the guest sign and total the restaurant's copy.
- Discreetly monitor the guest to assure that they have completed the credit card process.
- Return to the table before the guest leaves to retrieve the signed store copy. Politely ask the guest if they have their copy and their card. Returning to the table before the guest leaves assures that the following has occurred: the guest has signed the store copy and they have their copy and their card. Thank the guest for joining us and warmly invite them to return.

When accepting credit cards for payment, please handle the guest's card with care. Keep it secure at all times to ensure that it is not dropped or misplaced.

When returning the charge slips to the guest, use their name when you thank them. If their name is challenging or hard to pronounce, it is best to just thank them instead of mispronouncing their name and potentially offending them.



NEW HIRE TRAINING SCHEDULE

All employees hired at the Salty Senorita will go through a rigorous training program designed to instill the values of excellence and the unique nuances of our Salty culture in each and every one of our employees. The spirit of our success lies within each one of our staff members and we will schedule no employee until we feel that their skill level matches our high standards. As you begin this process, you must look at training as an opportunity to grow and learn new skills. We will make it fun, but you must take it very serious. After all, YOU are what separates us from the competition!

AUDITION SHIFT

Audition/Observation

Objectives:

- To discover if SS and perspective employee are the right fit.
- Give trainee familiarity with SS, its policies, procedures, and philosophies.
- To observe trainee for raw skills, experience and table presence.

Schedule:

15 minutes - review of days schedule

30 minutes - restaurant tour

3-4 hours – food running follow, with emphasis on observing food and spending time on the floor.

Total = 4-5 hours

Homework: Study for VOCABULARY test.

EMPLOYEE TRAINING - DAY 1

Orientation/Handbook/Kitchen Shift

Take and grade vocabulary test.

Objectives:

- Develop awareness of all SS policies, procedures, and philosophies.
- Spend substantial amount of time in kitchen to develop awareness and appreciation for kitchen procedures.
- Have thorough knowledge of SS facility and where to locate tools for successful job performance.
- Complete all paperwork and new hire information.
- Review and sign off on employee handbook with Manager.
- Be prepared for second quiz TABLE #'s, TEQUILA & 51 BLUE on training day 2.

Schedule:

15 minutes - take and grade test

15 minutes - paperwork

60 minutes - philosophy, procedures, handbook

45 minutes - tequila and 51 blue

4 hours - work in kitchen with Executive or Sous Chef

15 minutes - debriefing/evaluation

Total = 6hours 45 minutes

Homework: study for quiz on table numbers, tequila and 51 blue.

Quiz, First follow shift.

Objectives:

- Follow server for entire shift: focus on steps of service, salesmanship, prioritizing, teamwork, and organization.
- "Engage and Dazzle"
- Begin familiarity with POS system.
- Trainee should only observe this shift taking time to ask questions and consult trainer after every interaction.
- Have complete understanding of SS menu and what items need special attention or explanation.
- Be prepared for third quiz STEPS OF SERVICE, CASHOUT PROCEDURES, SPECIAL MENU ITEMS.

Schedule:

15 minutes - Take and grade quiz

15 minutes - Pre-shift with trainer preparing for first follow shift.

15 minutes - tour of POS

4 hours – Follow trainer, observe all aspects of shift (opening, steps of service, closing side work, cashout procedures)

30 minutes - detailed menu tour and addressing of special items.

15 minutes - debriefing/evaluation

Total = 5.5 hours

Homework: study for steps of service, special items, cashout quiz.

Quiz, second follow shift-first table interaction, menu presentation.

Objectives:

- Take tables with strong support/presence of trainer.
- Gain greater comfort with POS system by ringing in all orders.
- Develop menu presentation routine, with emphasis on engaging guest and using enticing verbiage to sell menu.
- Practice FHI/FHO, and teamwork techniques.
- Continue honing organization and prioritizing techniques.
- Be prepared for fourth quiz LUNCH, APPS, TEAMWORK

Schedule:

15 minutes – Take and grade quiz/short pre-shift for upcoming day. 4 hours – Follow trainer, beginning to take tables, and work on menu presentation.

15 minutes - recap/debriefing/evaluation.

Total = 4.5 hours

Homework: study for lunch, appetizer, teamwork quiz.

Quiz, third follow shift-taking tables with only auxiliary support.

Objectives:

- Be able to handle steps of service from A to Z with little or no trainer support.
- Handle 2 tables and still maintain running side work, good teamwork, menu knowledge and organization.
- Increased confidence with menu and systems.
- Able to display strong menu knowledge.
- Detailed knowledge and implementation of cash out procedure.
- Near 100% confidence in POS system.
- Be prepared for fifth quiz DINNER, LATE NITE, BRUNCH.

Schedule:

15 minutes - Take and Grade quiz.

15 minutes - Pre-shift with trainer preparing for third follow shift.

4 hours – Follow trainer, be responsible for half of Trainer's section, able to handle all situations with little or no support.

(Trainer focus on salesmanship)

30 minutes - Tequila and 51 Blue review.

30 minutes - Debriefing and Evaluation.

Total = 5.5 hours

Homework: study for Dinner, Late night, Brunch quiz.

Quiz, 4th and final follow shift*, able to take and control entire section including all aspects of service, teamwork, and SS policy and procedures.

Objectives:

- Trainee is to take entire section for trainer, this shift is to answer any last questions, or refine any skills as needed.Complete confidence with POS system.
- Complete confidence in menu and drink programs, and ability to articulately present them.
- Trainee should be able to pass (80%) a very comprehensive final exam. including ALL MENU SECTIONS, 51 BLUE/TEQUILAS, TEAMWORK, PROMOTIONS, GENERAL SS KNOWLEDGE, HANDBOOK, STEPS OF SERVICE, AND VOCABULARY TEST.

Schedule:

15 minutes - Take and grade quiz.

15 minutes – Pre shift with trainer preparing for fourth follow shift. 4 hours – Take section as own. Trainer only used as support or to answer any last questions. The section is your responsibility during this shift. Take shift from A to Z including set up, service, breakdown, and cash out.

30 minutes - Debriefing/Evaluation/Review.

Total = 5 hours

Homework: Study for Hoochie Mama Final including: ALL MENU SECTIONS, 51 BLUE/TEQUILAS, PROMOTIONS, RULES AND REGULATIONS, GENERAL KNOWLEDGE, STEPS OF SERVICE, VOCABULARY, & ANYTHING THAT CAME UP DURING TRAINING.

FINAL EXAM

60 minutes - take final exam, must pass with an 80% or better.

Server will not be placed on schedule until exam is passed, no exceptions.

15 minutes - Final debriefing/evaluation.

*In some cases, server will be asked to complete one or more extra training/follow shifts. This will be based on the evaluation of the management and training staff. It will be an EXTREMELY RARE situation when a trainee will complete less than the full amount of follow shifts.

Total Training Time @ Salty = 28 hours



TRAINER ITINERARY

AUDITION SHIFT Trainee Name: _____ Date: ____/____ Welcome with Manager (15 minutes) _____ Review schedule for the day Food Runner Observation (4 hours) Observe at least 75% of the menu Become familiar with ticket times _____ Become familiar with table numbers and sections Review and discuss _____ Details of the shift _____ Knowledge gained _____ Future with Salty Did the potential employee exhibit eagerness to learn? Yes / No Did the potential employee appear to be able to positively contribute to the Salty Culture? Yes / No Trainer ______ Trainee _____ Manager____ Can trainee move on to Day 1? Yes No

DAY I - ORIENTATION & KITCHEN

On Time	Pass	Fail		
Uniform/Grooming 100%	Pass	Fail		
Paperwork 100%	Pass	Fail	Fail	
Day 1Test (80% or better)	Pass	Fail		
*Failure of any of the above will result in the	trainee be	eing sent home		
ORIENTATION WITH MANAGER (90 Minutes) Tour of Salty with manager Safety orientation Review handbook Review service manual Alcohol Awareness BRIEFLY review 51 Blue KITCHEN OBSERVATION WITH EXECUTIVE OR	SOUS CH	EF (4HOURS)		
Review Salty food philosophy Tour kitchen with chef				
Learn kitchen equipment				
See items from ring in to sell				
Discuss safety in the kitchen				
Learn the importance of using fresh in	ngredients	s in all recipes		
Understand and maintain sanitation s Shelf life	stanuarus			
Food cost and waste				
Portion control				
See how all items are plated and garr	nished by 1	the kitchen		
Receive hands on training to gain a bLearn proper knife handling	etter unde	erstanding of kitchen op	erations	
Taste a plate with the chef				
radio a plate mar the one.				
DEBRIEF WITH MANAGER (10 Minutes)				
Discuss days events	0.4			
Assign homework and prepare for Da	y 2 test			
Strengths:				
Needs Improvement:				
ChefTra	ainer			
Manager				
	_			
Can trainee move on to Day 2? Yes	ļ	No		

DAY 2 - FIRST FOLLOW

On Time	Pass	Fail	
Uniform/Grooming 100%	Pass	Fail Fail	
Paperwork 100%	Pass		
Day 2 Test (80% or better)	Pass	Fail	
*Failure of any of the above will result in the traine	e being sent hon	ne e	
SERVER FOLLOW (4 hours)			
Attend pre-shift Review service time standards			
Review perfect section and perfect tab	le standards		
Review Big 5	no otarida, do		
Review 11 Elements of Service			
OBSERVE ONLY			
Big 5			
Drink and App order			
Ringing in of all orders			
Running food Teamwork			
Seat #'s			
DL/PR			
Drop check policy			
Review acceptable forms of payment			
Communication with kitchen			
2 minutes or 2 bites			
Table maintenance			
Check presentation	yl calac)		
Alcohol awareness (responsible alcoholCuts and Stations	n Sales)		
Closing sidework			
Silverware rolling			
Cashout Procedures			
Tableside Guac procedures			
DEBRIEF WITH MANAGER (10 Minutes)			
Discuss days events			
Assign homework and prepare for Day	3 test		
Strengths:		,	
	· · · · · · · · · · · · · · · · · · ·		
Needs Improvement:			
Trainer	Trainee		
Manager	-		
Can trainee move on to Day 3? Yes	No		

DAY 3 - SECOND FOLLOW

On Time Uniform/Grooming 100% Paperwork 100% Day 3 Test (80% or better) *Failure of any of the above will result	Pass Pass Pass Pass in the trainee being sent hor	Fail Fail Fail Fail ne		
SERVER FOLLOW (4 hours) Attend pre-shift Recite service time standards Recite perfect section and per Recite Big 5 Recite 11 Elements of Service	•	S (4 HOUD)		
TRAINEE WILL FOLLOW ONLY AND RIN TRAINEE WILL HANDLE A ONE TABLE S OF THE SHIFT (3HOURS)				
MUST BE ABLE TO DEMONSTRATE OR Big 5 Ability to interact with the guest Engage and Dazzle Timing Knowledge of table #'s Use of seat #'s DL/PR Teamwork Communication with the kitch Table maintenance Silverware rolling Tableside Guac procedures 51 Blue (increasing knowledge) Tequila 101 Increasing knowledge of the Plant Developing tequila knowledge Alcohol awareness (responsib) Closing side work with help from Cash out with help from trained Ability to recite table numbers Tables in their section and positions.	en e of the menu and explanationenu OS le alcohol sales) om trainer er	on .		
OBSERVE AND DISCUSS Comp and void procedures Difference between comps an	d voids	,		
DEBRIEF WITH MANAGER (10 Minutes) Discuss days events Assign homework and prepare for Day 3 test				
Strengths:				
Needs Improvement:				
Trainer	Trainee			
Manager				
Can trainee move on to day 4?	Yes No			

DAY 4 - THIRD FOLLOW

On Time Uniform/Grooming 100% Paperwork 100% Day 4 Test (80% or better)	Pass Pass Pass Pass	Fail Fail Fail Fail
*Failure of any of the above will result in the train SERVER FOLLOW (4 hours) Attend pre-shift Recite service time standards Recite perfect section and perfect table section and	nee being sent ho standards ON TODAY WITH	
MUST BE ABLE TO DEMONSTRATE OR EXPLA Big 5 Ability to interact with the guest Engage and Dazzle Timing Knowledge of table #'s Use of seat #'s DL/PR Teamwork Communication with the kitchen Table maintenance Silverware rolling Tableside Guac procedures 51 Blue Tequila 101 Proper comp and void procedures Strong menu knowledge Strong POS knowledge Salesmanship (upselling) Strong tequila knowledge Alcohol awareness (responsible alcohol s Closing side work with little or no help Cash out with little or no help		
DEBRIEF WITH MANAGER (10 Minutes) Discuss days events Assign homework and prepare for Da Strengths:	y 3 test	
Needs Improvement:		
Trainer		
Manager		
Can trainee move on to day 5? Yes	No	

DAY 5 - WALK THE PLANK

On Time Uniform/Grooming 100% Paperwork 100% Server Final (80% or better) *Failure of any of the above will result in the train	Pass Pass Pass Pass nee being sent ho	Fail Fail Fail Fail me	
SERVER FOLLOW (4 hours) Attend pre-shift Recite service time standards Perfect section and perfect tables Recite Big 5 Recite 11 Elements of Service	·		
TRAINEE WILL HANDLE A FOUR TABLE SECTI FOR THE ENTIRE SHIFT	ON TODAY WITH	NO HELP FROM	1 THE TRAINER
MUST BE ABLE TO DEMONSTRATE Big 5 Ability to interact with the guest Engage and Dazzle Timing Knowledge of table #'s Use of seat #'s DL/PR Teamwork Communication with the kitchen Table maintenance Silverware rolling Tableside Guac procedures 51 Blue Tequila 101 Proper comp and void procedures 100% menu knowledge 100% 51 Blue knowledge 100% 51 Blue knowledge Salesmanship (upselling) Strong tequila knowledge Alcohol awareness (responsible alcohol Closing sidework with little or no help	sales)		
SERVE A MANAGER			
Did trainee successfully demonstrate all of the Strengths:	ne above?	Yes	No
Needs Improvement:			
Has trainee successfully walked the plank?	Yes	No	
TrainerT	rainee		
Manager			



DAY 1 QUIZ VOCABULARY AND GENERAL KNOWLEDGE

1.	What is homemade sour cream called at Salty Señorita?
2.	What is the name for fresh seafood that has been cooked naturally, using only the acidity of fresh juice? Is this type of cooking process safe?
3.	What is the address and phone number of the Salty Senorita, Old Town Scottsdale?
4.	What are Rajas?
5.	List the kitchen hours of operation for every day of the week.
	Sun:
	Mon-Wed:
	Thurs-Sat:
6.	What is the name of our parent company?
7.	This "style" describes chicken that has been marinated in lemon juice and herbs prior to cooking.
8.	What is the name for Mexican dough that is made from fresh corn?
9.	What days and times do we offer Happy Hour?

10. These are Pinto beans made with a generous amount of fresh bacon.
11. What do you call a little masa boat used to hold different fillings?
12. This is the pepper we use to make our spicy salsa. It is also widely known as one of the hottest chile peppers around.
13. What is the nickname for the Salty Bus?
14. What is the name of the owner and the four managers at the Salty Señorita, Old Town?
15. Briefly, but accurately, explain the Legend of the Salty Señorita.
16. What is the name (model) of the station wagon Clark W. Griswold purchases to take his family to Wally World in, what could be one of the greatest films ever made, National Lampoon's Vacation? (worth 5 Anthem Bucks)



NAME		
\!/\K/IL		

DAY 2 QUIZ TABLE NUMBERS, TEQUILA AND 51 BLUE

1.	COMPLETELY fill out all the table numbers on the attached seating chart.
2.	List 10 Plata tequilas we carry at Salty.
3.	List 10 Reposado tequilas we carry at Salty.
4.	List 10 Anejo tequilas we carry at Salty.
5.	What is the difference between the El Senor and the Salty Senorita Margarita?
6.	What are the differences between Plata, Reposado and Anejo tequilas?
7.	What brand of tequila is in the Shimmer?
8.	List 3 Senorita Slushes
9.	List 3 Salty Signatures

10. What is the name for our frozen house margarita?
11. How would you up sell a guest who orders a house margarita, on the rocks?
12. "I'm looking for a margarita that's a bit differentI like sweet drinks, but I don't want some margarita you just put flavored syrup inI want something differentwhat would you suggest?"
13. "What is the best margarita you have and what is it made with?"
14. "I'm going to be in on Tuesdaydo you have any specials going on?"
15. What Does 51 Blue mean (you should give three answers for this question)?
16. What does Tequila 101 mean? Are there dual meanings?
17. What instrument did Glen Miller play? (worth 5 Anthem Bucks)



NAME		

DAY 3 QUIZ STEPS OF SERVICE, CASHOUT AND SPECIAL MENU ITEMS

STEPS OF SERVICE, CASHOUT AND SPECIAL MENU ITEMS				
1.	Describe the Mexico City Empanadas.			
2.	Can you cash out before your sidework is done and your section is perfect? Does the MOD need to check you out?			
3.	What are the Salty Big 5?			
4.	Explain "Engage and Dazzle" as it relates to Salty customer service.			
5.	What are your tip out percentages?			
6.	When someone orders Tamales, what should you let him or her know?			

7. List the 11 Sexy Steps of Service.

- 8. List the times for each stage of the guest's experience.
 - Greet within -
 - Drink order within -
 - Drinks delivered within -
 - Order taken within -
 - Apps delivered within -
 - Entrees delivered within -
 - Check back -
 - Desert delivered within -
 - Check presented -

10. How many bones are in your ear? (worth 5 Anthem Bucks)



DAY 4 QUIZ LUNCH, APPS AND TEAMWORK

1.	What are the questions you must ask when a guest orders Tableside Guacamole?
2.	Describe the Clams Vera Cruz. Why does the kitchen keep all shellfish tags?
3.	What type of chile is on our Chile Cheese Crisp?
4.	List five things to do during down time. What must you never do during down time?
5.	What dressing comes on our house salad?
6.	What makes our House Salad special?
7.	What are the guest's options when ordering Fundido?
8.	Where are the two server information boards located?

- 9. Are you responsible to know everything on those boards and if so why?
- 10. What is the price difference between a Caesar salad and a House salad?
- 11. What are five things you can do to help your station buddy out during the rush?
- 12. Explain why the following statement will end your employment here at the Salty Señorita: "It's/They're not my food/drinks, so I'm not going to run them."

13. What are the names of all 3 fairy godmothers in Sleeping Beauty? (worth 5 Anthem Bucks)



NAME	-	
NIANAE	_	
INCHIVIL	_	

DAY 5 QUIZ DINNER, LATE NITE, BRUNCH

	a. Grilled_			marinade.	
	 b. Sautéec 	t	and		
	c. Fresh g	ʻilled			
	d. Grilled_		in an	marinade.	
2.	What are the th	nree choices f	or the Tamales Authentic	co.	
3.	What are the th	nree choices f	or Late Night Burritos?		
4.	I. How does the Bloody Mary and Omelet ordering work?				
5.	When can I ord	er off the Late	e Nite Menu?		
6.	. What are the Pamplona Pancakes served with?				
7.	7. What are Chilaquiles?				
8.	What is the sau	uce that come	s on the Echiladas con (Carne?	

9. What is the sauce that comes on the Enchiladas con Pescado?
10. Dazzle and Engage me describing the Shrimp Lanzas, making sure to point out all key ingredients and sides.
11. What are my late night choices for the Tres Tacos?
12. "I really want the Rustic Taco Plate, but the tortillas are just too high in carbs whatever shall I do?"
13. Describe Diego's Gospel Brunch.
. 14. "Daniel Larusso is going to fight ladies and gentlemen!"name the movie. (worth 5 Anthem Bucks)



Goals and Objectives:

- Greet a table
- Take food and beverage orders
- Serve food and beverages
- Suggestive sell menu selections
- Present a check to guests
- Handle payments
- Assist with teamwork
- Open, close, and maintain stations

Your Responsibilities:

You are responsible for learning the information in each exercise and scoring at least 90% on all tests in this section. It is your responsibility to seek out answers to questions and participate in the training process.

What you will learn:

You will learn skills necessary to competently serve guests through on the job skill building practices and by attending class sessions.

The section components include:

- Standards and Procedures
 - ❖ To Go orders
 - Housekeeping during the shift.
 - Guest comments
 - Silverware
 - Teamwork
- Skills you need to know
 - Selling beverages- Margaritas
 - Selling beverages- Tequila
 - Selling beverages- Mexican Beer
 - Selling beverages- Non-Alcoholic
 - Selling Appetizers
 - Selling Entrees
 - Selling desserts
- Service points of contact
 - Greetings and show biz
 - Chip service
 - Suggestive selling- beverages
 - Suggestive selling- appetizers
 - Suggestive selling- entrees
 - Suggestive selling- desserts
 - Order taking
 - . **Continued service**
 - Check presentation
 - Payment and follow up service
- Skills
 - Serving food and beverages
 - Order taking
 - Payment
 - **❖** Teamwork
 - Suggestive selling
- Opening, closing, and running side work

Inspect your section to make sure you are prepared for your guests. A dirty, unprepared table will make your job more difficult and give your guests a bad first impression.

you should:

Before you start, and throughout your shift,

Table Set-Up Prior to Guest Arrival

- Check condiments to make sure they are full, clean, and positioned correctly. If not, then rearrange to standard.
- Make sure the table tents and drink menus are in good condition and complete with the proper pages.
- Visually check the table, chairs, booths, and floors to make sure they are free of food and debris. Some common problems:
 - dirty table tops
 - salsa on the table tops
 - chips on chair seats and floor
- Side plates should be centered to the seat
- Silverware roll-ups should be just left to the side plate.

Greet you guests. Be relaxed and polite.

Smile!

Greeting & Show Biz - First Contact

- Always be aware of newly seated guests by focusing 90% of your attention on your station.
- When a new party is seated, greet them within 30 seconds.
- If you cannot approach the table immediately, acknowledge the guest by making eye contact or briefly stop by and tell them you'll be right with them.
- Be prepared as you approach the table.
 Some keys are: Scan your group and read your table.
- Welcome your guests with a smile.

Chips and salsa should be delivered to the table within one minute of the guests' arrival. If you approach the table and chip service has not happened, assure the guests that they are on the way. This is a perfect opportunity to suggestively sell queso or handmade guacamole.

If your guests have never dined with us before, then they don't know about the great and unique items we have to offer. This is your opportunity to make a lasting first impression!

- Stand erect and look each guest in the eye. Never crouch or lean on the table or chair.
- Greet your guests with a simple, clear, and varied introduction. Avoid slang and inappropriate words.
- Menu familiarity is a key to successful suggestive selling and making sure the guest is able to order something they will be pleased with. You should be very involved with your customers as they look over the menus and make selections.
- Find out if the guest has dined with us before. Knowing if they are a first time guest or a returning guest will give you the opportunity to customize your suggestive selling technique. If they are first time guests, you can give an overview of our menus, our unique tequila and margarita selections, and the history of The Salty Senorita. If they are returning guests, welcome them back and refresh their memory about the unique tequila and margarita selections.
- The Salty Senorita has chosen special condiments and salsas for your guest's enjoyment. This gives you the opportunity to introduce your guest to them and how they will enhance their dining experience.

With over 51 different house margaritas and over 100 selections of tequila, there is always something to talk about!

Everyday pick five tequilas and two margaritas to learn the ingredients, know the style, and to confidently suggestively sell.

Always suggest premium liquor for mixed drinks.

Suggestive Selling - First Contact Margaritas, Tequila, Mexican Beer

- Always present the drink menu and tequila list. Pick it up from the table, open it, and hand it to the guest.
- Always offer a choice. Use phrases such as: "Can I bring you xxxxxx" "Would you like a glass of sangria" "May I bring a mug of Dos Equis Amber"
- Be specific when you recommend an item. Never give a generic recommendation. If the guest declines and orders another alcoholic beverage, you should then offer to upgrade to a call or premium selection.
- Offer a flight of tequila. This gives the guest an opportunity to try different styles of tequila at one sitting.
- Road Trip through Mexico: This is a
 unique program being offered at The
 Salty Senorita which involves our "Wall
 of Tequila". After enrolling in the
 program, the guest will experience all of
 the tequilas that are displayed on our
 tequila wall. After completion, the guest
 will receive a recognition that is tailored
 specifically for them. This program will
 encourage our guests to return, as well as
 expose them to different styles of
 tequila.
- Always remember to offer a larger size whenever possible.
- Repeat the order back to the guest and write it down.

Confidence is the key factor in suggestively selling. Knowing your menu and the key components to the item is crucial for success.

The Salty Senorita starts from scratch everyday. We are proud of our food and you should be too!

Remember: Free chips and salsa do not increase your check average, suggestively selling an appetizer does.

Suggestive selling - First Contact Appetizers and Entrees

- Before your guests are ready to order, you should provide assistance in their selection. Be sure to ask your guests if they have any questions about the menu.
- A key point to remember in suggestively selling appetizers is: always offer a choice between two or three of your favorites.
- Provide details about the items you are suggesting. Know how they are cooked, key ingredients, and degrees of spiciness.
- Ask the guest what they were thinking of on the way to the restaurant. If we don't offer what they were anticipating, our vast menu offers an alternative.
- Showcase our house specialties to your guest. These are items that can only be found at The Salty Senorita and we are proud of them.
- As your guest is looking over the menu, reach over and physically point out items that are unique. This will focus the guest's attention to you and what you are offering.
- Tableside prepared guacamole is our house specialty. Providing your guest this experience will offer a personalized service unknown in any other Mexican restaurant.

Forgetting to ring in an item is a lost sale and results in a disappointed guest.

Guests may decide on an appetizer at this point. If not, excuse yourself and begin drink preparation. Let the guest know that you are going to be getting their drinks. Most appetizer sales will occur at this stage. You will have to ring the appetizer on the computer before you begin drink service.

When suggesting entrées, always use adjectives such as fresh, wonderful, and delicious to describe our food. Remember, you are convincing the guest that the items you suggest are the best we have to offer. You must be passionate with your presentation.

- If your guest declines an appetizer, suggest they split one. Having a split appetizer sale is better than no appetizer sale.
- After the guest has made their selection be sure to repeat the order for accuracy and write it down.
- Suggestively sell entrees at this point.
 Feature our nightly special to your guest.
 The Chef has chosen this entrée especially for this evening.
- If the guest cannot decide between the featured special and another item on the menu, steer the guest towards the special. This will entice the guest to return and have the other item under consideration.

Serving Beverages - Second Contact

- Drinks must be delivered on a tray
- Place a beverage napkin on the table to the right of the guest. All beverages must be served on a beverage napkin.
- Begin drink service with ladies or guest of honor first. The pivot system should determine your service order after this point.
- Serve from the right with the right hand, concentrating on keeping your arm out of the guest's face.
- Remove the drink from the tray by grabbing the bottom 1/3 of the glass.

This should be your final point for suggestive sales on our food menu. Use this time wisely. It may be your last chance to guide this guest to a memorable dining experience.

At this point you will be ringing up the entrée selection or both appetizer and entrée. If the guest orders an appetizer, it is recommended to stage the order entry. You should typically wait five minutes before you ring your entrée orders when you have an appetizer this late in the service stage.

- Be careful to balance the tray as drinks are removed.
- Bottle beer service requires you to pour the first beer when a mug is requested. This is done by tilting the mug to a 45- degree angle as you slowly pour the beer. Always remove the empty bottle.
- Never place your order pad or your tray on the table.

Taking the Order - Second Contact

- Approach the table and stand next to the guest who will have their order taken first.
- Remember: our pivot point system involves counting chairs not people.
- Make eye contact with the guest as you take their order.
- Using the pivot point, begin taking the order in a clockwise manner.
- Start with women and guest of honor first.
- When taking orders, stand erect and never crouch or sit at the table.
- Speak to each guest in a clear voice.
- Remember to suggestively sell.
- Repeat the order back to the guest as you write it down, including side items.

Although we utilize a food runner system, it is imperative that you personally serve your food whenever possible.

Always practice table maintenance every time that you visit your table. For example: pick up empty glasses, soiled beverage napkins, and straws.

Waiting too long to check back with your table will give the guest a feeling of being stranded if something is wrong with their selection.

Serving Appetizers - Third Contact

Procedures:

Appetizer service marks the first step to food service. The following steps are critical to quality.

- Appetizers will be loaded on the tray according to pivot positions.
- Remove the tray from the kitchen carrying a tray jack with the opposite hand.
- When you arrive at the table, set the tray jack down, being sure not to block the flow of traffic.
- Read the ticket and begin to serve in pivot point order remembering these key points: serve plates with the aid of a serving towel, additional silverware must be distributed first and from the left, serve from the left with the left hand, warn the guests about our hot plates when appropriate.
- Make a visual observation of the table and try to anticipate immediate needs like fresh cocktails, condiments, and silverware.
- Pre-bus the table if required by placing items on the tray.
- Lift the tray, close the tray jack and return to the kitchen.
- Always check back after two bites and ask guests if they are satisfied. Several key points are: Be specific when you inquire about food quality. Use the proper name and be specific about what you are inquiring about.

Build a relationship with your guests. Tell them the story behind the Salty Senorita; fill them in about our upcoming events. Where are they from? How did they find out about us? If they are first time guests, spoil them. If they are returning guests, spoil them twice as much.

There are three places you should be: at your table providing service, in the kitchen running food, or at the bar picking up beverages. Inquire about the flavor and temperature. Never ask "How is everything tonight?"

Continued Service - Ongoing Contact

- Remove appetizer plates as guests finish.
- Replenish items such as chips and salsa, non-alcoholic beverages, water.
- Offer "fresh" cocktails when drink level reaches 1/3 full. Avoid using the phrase "another", because this may cause the guest to unconsciously think about the amount they are consuming or may cause embarrassment.
- After the appetizer plates have been removed, replenish silverware necessary for the entrée course.
- Replace silverware with the use of the "marking" plate. Never carry fresh utensils to the table in your hand or on your uncovered tray.
- When time and conditions allow, talk to your guests. Build a relationship with them. If they haven't heard the story behind the Salty Senorita, tell them. Remember, some guests are here to enjoy the company of their fellow dinners and some come to be entertained. Read your table.
- Keep your guests informed regarding their food. If the kitchen happens to be running behind, do not avoid your guests. This will only compound the problem. Be open with them, all our food is made to order and some items can take longer than others.

Any qualified team member can run the food to the table but you need to be in charge of service.

When serving the entrees, when presenting them to the guest, use the proper menu name.

Always serve the ladies and/or the guest of honor first.

Offer to refresh cocktails and beverages for your guest.

Serving Entrees - Ongoing Contact

- Entrées will be loaded on the tray according to pivot positions.
- Remove the tray from the kitchen carrying a tray jack with the opposite hand.
- When you arrive at the table, set the tray jack down, being sure not to block the flow of traffic.
- Greet the table and begin service
- Read the ticket and begin to serve in pivot point order remembering these key points: serve plates with the aid of a serving towel, additional silverware must be distributed first and from the left, serve from the left with the left hand, warn the guests about our hot plates when appropriate.
- Make a visual observation of the table and try to anticipate immediate needs like fresh cocktails, condiments, and silverware.
- Pre-bus the table if required by placing items on the tray.
- Lift the tray, close the tray jack and return to the kitchen.
- Always check back after two bites and ask guests if they are satisfied. Several key points are: Be specific when you inquire about food quality. Use the proper name and be specific about what you are inquiring about. Inquire about the flavor and temperature. Never ask "How is everything tonight?"

At The Salty Senorita, we offer large portions of freshly prepared food at a reasonable price. The sale of desserts is a true test of your suggestive selling skills.

The key to suggestive selling is to keep suggesting. The worst the guest can say is "No". Be gracious, not overbearing. We want to offer our guests all the components necessary to enjoy a dining experience equal to one they could only encounter in Mexico.

Preparing the table for dessert includes: fresh silverware, debris free table, and a feeling of relaxation. This is the final chapter of your book, don't rush through it.

Suggestive Selling-Dessert and After Dinner Drinks

- Before you start removing any entrée plates, wait until all your guests have finished. The only exception to this is if the guest asks you to remove the plates, or if the guest moves the plate away.
- Start suggesting desserts as you begin to remove the guest's plates.
- Physically hand the guest our dessert menu and point out at least two of your favorites.
- Use inviting and descriptive words as you explain your personal favorites.
- Remove all the plates and utensils from the table. The only remaining items should be: cocktails that are still being consumed, water glasses, and spoons.
- Return to the table and assume a sale.
 Use a phrase such as: "Which dessert
 would you like?" or "Shall I bring you
 the flan?" If the guest initially declines,
 immediately suggest a dessert that they
 can share or two items the table can
 share.
- After the guest orders dessert, suggest an after dinner drink to complement their selection. Some suggestions may include: Mexican coffee, Kahlua and cream, or one of finer, aged tequilas.
- Immediately enter the dessert and drink selections into the computer and prepare the table for dessert.

Always have a favorite item. Be enthusiastic about it!

• The table should be free of debris and unused utensils, and drink glasses, etc. The table should be as inviting as when the guest first arrived. A cluttered table will not provide an inviting atmosphere.

Serving Desserts / After Dinner Drinks

Procedures:

- Servers are responsible for loading all their desserts on trays.
- Remove the tray from the kitchen carrying a tray jack with the opposite hand.
- When you arrive at the table, set the tray jack down, being sure not to block the flow of traffic.
- Greet the table and begin service
- Read the ticket and begin to serve in pivot point order remembering these key points: serve plates with the aid of a serving towel, additional silverware should be replenished before the arrival of desserts.
- Make a visual observation of the table and try to anticipate immediate needs like fresh cocktails, condiments, and silverware.
- Pre-bus the table if required by placing items on the tray.
- Lift the tray, close the tray jack and return to the kitchen.

Practice teamwork when it comes to dessert presentation. Help your teammate in the kitchen by loading desserts, brewing fresh coffee, replenishing clean silverware.

If the table is sharing desserts, place the items in the center of the table. When food service is completed and the guest has indicated they are finished, do not make them wait for a check. Always check back after two bites and ask guests if they are satisfied. Several key points are: Be specific when you inquire about food quality. Use the proper name and be specific about what you are inquiring about. Never ask "How is everything tonight?"

Check Presentation

Procedures:

- After the guests have enjoyed dessert, remove all plates and utensils.
- Inquire with the guest if they would like fresh drinks or refills on their coffee.
- If the guest is finished at this point, begin to prepare the guest check.
- Go immediately to the computer and print the check for the guest.
- Review the check closely to ensure that it is accurate and for the correct table.
- Place check in check presenter and proceed to the table.
- Present the check to the host. If the host has not been determined, place the check presenter in the middle of the table. If the table consists of a man and a woman, do not assume the man is paying. This could offend the woman and result in failure at the last step.
- Present an after dinner mint to each guest. Presenting the mint to each guest will offer that perfect last-minute personal touch that you have been demonstrating throughout their experience.

Presenting a check that is inaccurate reflects poorly on the restaurant and on you.

If there is any confusion or uncertainty as to the identity of the host, place the check in the center of the table.

The payment process is a crucial point of service.

 Thank the guest for joining us and inform them that you will be their cashier.

Check Payment and Processing

Procedures:

You are the cashier and accountable for all payments. Be sure they are accurate.

- Monitor tour table discreetly for payment from your guest.
- After the guest places payment with the check presenter, begin processing the payment.

Cash Payment

Procedures:

- After the guest places money in the check presenter, remove the check presenter from the table.
- Do not ask if the guest requires change.
- Proceed to the wait station or another area out of the guest's view to process the payment.
- Count the money and verify the correct amount is present. If the amount presented is less than the check, return to the table and discreetly inform the guest of the shortage. They may have miscounted or confused their denominations.

When accepting cash payments, check for accuracy before returning change to the guest.

A sincere, warm wish to return soon will leave your guests with a favorable last impression.

 Return the correct change to the guest and thank them again for joining us.
 Warmly invite them back.

Credit Card Payment

Procedures:

- After the guest places the credit card with the check presenter, remove the check presenter form the table.
- Verify that the credit card is one that we accept for payment. If not, discreetly inform the guest, inform them of the cards we do accept and politely ask for a replacement card.
- Proceed to the wait station to process the payment.
- Process the card using the credit card terminal and place the card and the vouchers in the check presenter.
- Return the check presenter back to the guest. Place a pen with the presenter and politely request that the guest sign and total the restaurant's copy.
- Discreetly monitor the guest to assure that they have completed the credit card process.
- Return to the table before the guest leaves to retrieve the signed store copy. Politely ask the guest if they have their copy and their card. Returning to the table before the guest leaves assures that the following has occurred: the guest has signed the store copy and they have their copy and their card. Thank the guest for joining us and warmly invite them to return.

When accepting credit cards for payment, please handle the guest's card with care. Keep it secure at all times to ensure that it is not dropped or misplaced.

When returning the charge slips to the guest, use their name when you thank them. If their name is challenging or hard to pronounce, it is best to just thank them instead of mispronouncing their name and potentially offending them.



SALTY SENORITA "BIG 5" SERVICE POINTS

As a server at Salty, you are required to go over the "Big 5" with each table that you have. We believe that these 5 points will help to ensure that the guest has the best experience possible. The "Big 5" are:

- 1. Ask, "Have you been to Salty before?"
- 2. Point out the featured tequila and give a brief description
- 3. Point out the featured margarita and give a brief description
- 4. Inform the guest of the Fish of the Day
- 5. Inform the guest of the daily food special

Again, the "Big 5" is a requirement and is there to help you to provide superior service.



MANDATORY SERVICE TIMES

GREETING – WITHIN <u>1 MINUTE</u> OF BEING SEATED

CHIPS & SALSA - WITHIN 2 MINUTES OF BEING SEATED

DRINKS – WITHIN 2 MINUTES OF TAKING DRINK ORDER

APPETIZERS – WITHIN 8 MINUTES OF TAKING ORDER

ENTRÉES – WITHIN <u>15 MINUTES</u> OF TAKING ORDER

DESSERTS – WITHIN 5 MINUTES OF TAKING ORDER

CHECK PRESENTATION – WITHIN <u>2 MINUTES</u> OF FINAL PLATE REMOVAL

CHECK PROCESSING - 2 MINUTES TO PROCESS PAYMENTS

*AT LUNCH THE CHECK SHOULD BE DROPPED AS SOON AS YOU CHECK BACK TO MAKE SURE EVERYTHING IS SATISFACTORY WITH THEIR ORDERS. THIS SHOULD BE NO MORE THAN 2 MINUTES.



SALTY'S ELEVEN ESSENTIAL ELEMENTS OF SERVICE

- 1. GREET WITHIN 30 SECONDS
- 2. CHIPS ON THE TABLE WITHIN ONE MINUTE
- 3. BIG 5 AND DRINK ORDER
- 4. DELIVER DRINKS AND TAKE AN APP ORDER
- 5. DELIVER THE APP ORDER
- 6. TAKE THE ENTRÉE ORDER AND DELIVER
- 7. TWO BITES OR TWO MINUTES, REMEMBER TO CHECK BACK
- 8. MAINTAIN THE TABLE THROUGHOUT THE DINING EXPERIENCE
- 9. PRE-BUS
- 10.TAKE THE DESSERT ORDER AND DELIVER
- 11.PRESENT THE CHECK AND PROCESS THE CHECK QUICKLY



SERVER AM OPENER DUTIES

	wipe down all tables and chairs
	place condos on tables
	set up six packs on every table - 2 sauces, 8 roll ups, salt, pepper and VIP
(cards
	wipe down all sauces on tables
	setup coffee and tea machines and brew coffee/tea
☐ f	fill and clean sugar caddies
☐ f	fill 2 pitchers of ice water
	put diffusers back on coke machines
U t	taste sodas
☐ r	refill ice in soda machine
	fill sanitation bucket and place in service area with two clean yellow towels
	restock pint glasses
☐ r	roll any and all silverware
	refill all salsas and set up salsa station
	line all chip baskets
	set up one sixth pan of straws
	set up one sixth pan of lemons - cut lemons if necessary
	place hotel pans in chip warmers and turn on (setting is 4)
☐ f	fill chip warmers with chips
	set up patio (refer to patio set up checklist)
	check with manager for any special instructions
☐ r	make sure all service stations are set up
	stock all POS stations with check presenters and two back up rolls of credit
	card and printer paper
	organize all POS stations

SERVER AM RUNNING SIDEWORK

GROUP 1	
restock coffee and tea	
restock coffee and tea filters	
☐ brew coffee and tea when needed	
restock coffee mugs	
restock coffee spoons	
keep all stainless around coffee and tea machines clean and dry	
restock iced tea pitchers	
restock lemons	
GROUP 2	
keep all stainless in bev area neat and clean and dry	
keep all walls in bev area clean	
restock pint glasses	
restock print glasses	
restock lemons	
restock ice in coke machine	
sweep bev area	
restock togo containers, bags and silverware	
un bar glassware to the bar	
GROUP 3	
☐ restock chips in chip warmer	
☐ notify the kitchen when chips are running low	
☐ restock salsas in salsa cooler	
☐ notify the kitchen when salsas are running low in the back	
☐ restock chip baskets	
☐ line chip baskets☐ restock liners	
 □ keep all stainless in chip and salsa area neat and clean and dry □ keep salsa cooler neat and clean 	
keep all walls in chip and salsa area clean	
sweep chip and salsa area	
restock molcajetejitos	
GROUP 4	
restock credit card and POS paper at all POS stations	
wipe down POS machines periodically	
empty trash cans at POS stations	

SERVER AM CLOSER DUTIES

	brew new coffee		
	brew tea if necessary		
	restock coffee mugs		
	restock pint glasses		
	line all chip baskets		
	change out salsa sixth pans and fill		
	wipe inside and outside of salsa cooler		
	all stainless must be wiped and organized – TOP TO BOTTOM		
	all walls must be wiped		
	roll all silverware		
	restock togo silverware, containers and bags		
	restock lemons (cut more if necessary)		
	🗖 run all glassware to bar		
	sweep, wipe and organize entire service area		
	check out with manager		
	clear employee drink area of any old drinks		
	ensure there are 3 backup rolls of POS and credit card paper at POS stations		
	empty garbage cans at POS stations		
	wipe down POS terminals		
	wipe down check presenters		
	SERVER PM OPENER DUTIES		
_			
$\overline{}$	check out day closers (use AM closer duties checklist)		
	check in with hostess		
_	make sure stations are set up: o booths, tables and chairs wiped		
	o six packs stocked		
	check 86 board		
	check with manager for any special instructions		
	attend pre-shift		
	light unlit candles		

SERVER PM DUTIES (RUNNING AND CLOSING)

GROU	P1
	restock coffee and tea
	restock coffee and tea filters
	brew coffee and tea when needed
	restock coffee mugs
	restock coffee spoons
	stainless around coffee and tea machines clean and dry
	wipe under dry deck
	restock iced tea pitchers
	restock lemons
	clean and fill sugar caddies
GROU	P 2
	stainless in bev area neat, clean and dry
	move pint glasses and wipe under dry deck
_	walls in bev area clean
	restock pint glasses
	restock straws
	restock lemons
	restock ice in coke machine
	sweep bev area
	restock togo containers, bags and silverware
	run bar glassware to the bar
	stainless underneath bev area is neat, clean and dry
GROU	P 3
	restock chips in chip warmer
	notify the kitchen when chips are running low
	restock salsas in salsa cooler
	notify the kitchen when salsas are running low in the back
	line chip baskets
	restock liners
	stainless in chip and salsa area neat, clean and dry
	stainless underneath chip area is neat, clean and dry
	salsa cooler neat and clean
	walls in chip and salsa area clean
	sweep chip and salsa area
	restock molcajetejitos

	_					
GROU	IP 4					
	restock credit card and POS paper at all POS stations					
keep check presenters organized and clean						
	wipe down POS machines periodically					
	empty trash cans at POS stations					
	clear employee batch area of any employee drinks					
	stainless underneath silverware rolling station is neat, clean and dry					
	dition, you are responsible for rolling silverware and making sure that your n is completely set up for success.					
>	8 roll ups in each six pack					
×						
	sweep section					
	restock VIP cards in six packs					
	wipe down and/or replace hot sauces					
	-					
	SERVER PM CLOSING DUTIES					
	wipe down expo area					
	wipe down high chairs and booster seats					
	turn off coffee and tea machines					
	wash and dry coffee and tea pots and urns					
	unscrew and wipe coffee and tea machine and diffusers thoroughly					
	reassemble coffee and tea machines					
	disassemble coke machine and place diffusers and caps in soda water					
	turn off chip warmer and dump hotel pans					
	sweep, wipe and organize entire service area, making sure to lift and replace all items when wiping down table tops					

 \Box check out with manager

lacksquare take all service station trash cans to the back door



SERVER SECTION CHECKLIST

- ALL BOOTHS IN SECTION THOROUGHLY WIPED DOWN INCLUDING INSIDE THE CRACKS
- ❖ ALL CHAIRS WIPED DOWN AND CLEAN
- ❖ FLOOR IN MY AREA AND AROUND FREE OF ALL DEBRIS (PAPER, CHIPS, BOTTLED CAPS, FROGS, ETC.)
- ❖ SIX PACK IS IN PERFECT CONDITION NO RIPS OR TEARS, NOT WEAK OR WOBBLY, NO SALSA OR OTHER FOODSTUFF ON IT OR OTHER DEBRIS INSIDE.
- ❖ SALT AND PEPPER SHAKERS ARE FILLED TO THE DOT ARE CLEAN AND WIPED DOWN
- ❖ S & P CAPS ARE CLEAN AND UNCLOGGED
- ❖ 2 DIFFERENT TYPES OF HOT SAUCE IN EACH PACK
- ❖ HOT SAUCE IS CLEAN. WIPED DOWN AND MARRIED TO THE TOP
- ❖ HOT SAUCE CAPS ARE CLEAN AREA AROUND CAP IS PERFECT AND THERE IS NO VISIBLE COAGULATION
- AT LEAST 8 ROLL-UPS IN EACH 6 PACK TIGHTLY ROLLED AND CLEAN
- ❖ TABLES TOPS ARE WIPED DOWN ON TOP AND ON SIDES (THIS INCLUDES THE FOLDED AREA ON 6 TOP ROUNDS
- ❖ CANDLE BASE AND GLASS ARE CLEAN AND FREE OF SALSA
- ❖ CANDLE FUEL IS FULL AND READY TO GO
- ❖ 51 BLUE BOOKS SHOULD BE CLEAN (EVERY PAGE) AND PROPERLY PLACED ON TABLE
- ❖ 8 SIDE PLATES ON EVERY TABLE
- ❖ TABLE TOP SHOULD HAVE:
 - ➤ 51 BLUE BOOK
 - > CANDLE
 - ➤ 6 PACK WITH 8 ROLL-UPS, S&P, 2 DIFFERENT HOT SAUCES, 10 VIP CARDS
 - 8 SIDE PLATES
- ❖ WALL NEXT TO BOOTHS SHOULD BE WIPED AND CLEAN
- ❖ TABLES SHOULD BE PERFECTLY SITUATED UNDER LIGHTS AND CORNERS OF TABLES SHOULD BE LINED UP
 - * YOUR SECTION IS YOUR OWN PERSONAL LITTLE RESTAURANT.
 OWN IT, WORK IT, MAKE IT SUCCESSFUL!



PATIO SERVER AM/PM SET-UP CHECK LIST

TABL	E SET UP
	Six pack container on every table (six pack to include 8 roll-ups, vip cards, 1 bottle of hot sauce)
	Salt and pepper shakers on every table.
	Every table needs to be organized and straightened (see floor plan for placement)
	Every table is to be wiped down and balanced (no wobbly tables)
	Make sure each table has enough stools.
SERV	ICE STATION SET UP
	Make sure you have enough roll-ups for 3 turns (60+) in the service station.
	Set up Ice T and H20 on Patio Grill
	Set up 2 pitchers of water.
	Set up 2 pitchers of Ice T.
	Set up 2 bus tubs (one for plates, one for glasses)
	Place a clean empty garbage can on the corner of the patio.
	Stack 3 dozen pint glasses on patio grill for ice tea and water.
	Place stack of menus in several convenient locations.
	Place sanitizer bucket with towel in an inconspicuous yet accessible place.
	Place 12 sugar caddies in service station.
	Place a bucket full of ice on the Sunset bar
	Wipe down and arrange heaters
PATIC	CLOSING DUTIES
	Pull six packs off of tables and place on Sunset Bar
	Wipe down hot sauces
	Refill salt and pepper shakers
	Pull all pitchers and bring to dish
	Wipe down all tables
	Bring any menus to the hostess stand
	Wipe down and arrange heaters
	Bring any glassware inside
	Refill sugar caddies
	Dump sanitation solution and run bucket through dishwasher
	Bring garbage to the back
	Bring bus tubs to dish
	Turn off all heaters and propage tanks



LUNCH SERVICE/DROP CHECK POLICY

Anyone who has ever had a job that gave lunch breaks, knows that one hour is not a long time. People have to drive to Salty, be seated, order food, wait for the food, eat the food, pay the check and then drive back to work. That's a lot to do in only one hour. So there are a few things we like to do to help people deal with the time constraints of a lunch break, yet still enjoy the Salty experience.

- 1. Always be in your section and greet guests immediately making sure to politely ask them if they are in a hurry.
- 2. Present the Big 5. Finding out if a guest has been here before or not will be helpful and the lunch specials are usually items that can be prepared quickly.
- 3. When recommending items, recommend items that are prepared quickly. Do not recommend items that take extra time and if these items are ordered be sure to explain that they may take a little longer.
- 4. Run your food as soon as the ticket is ready.
- 5. Don't wait for a guest to ask for refills on his or her drink. Refill at 1/3 full.
- 6. Once you have checked back to make sure everything is ok with a guest's meal, it is mandatory that you drop the check soon thereafter. DO NOT wait until the guest is finished with their meal or until they request a check. By dropping the check during the meal you help the guest make the most efficient use of their lunch break. If they would like to order anything else, you can simply remove the check and present them with a new one when appropriate.

number of peeps	baskets of chiznips	molcajetejitos of salsa
1	1	1
2	1	1
3	1	2
4	1	2
5	2	3
6	2	3
7	2	4
8	2	4
9	3	5
10	3	5
11	3	6
12	3	6
13	4	7
14	4	7
15	4	8
16	4	8
17	5	9
18	5	9
19	5	10
20	5	10



SOME CHILD-REARING TIPS FROM CAPTAIN DIEGO

Here are some of Captain Diego's tips for serving tables with children:

- If the little scallywag looks like they need a snack, offer chips, or a small bowl of rice. Offer these items even if the child seems content – this means a lot to the parents who will be leaving you the tip.
- Offer to bring the rapscallions meals out first or immediately. Small Fry's tend to have short attention spans and/or may be hungry. This will help the parents relax.
- If the wee pirate needs something to color, make sure he has crayons and a kid's menu.
- Always place hot items or plates out of their grasp
- Some of the plates we send out are hot; beware of any hot plates going to the little whippersnapper. Inform the kitchen and have them switch out the plate with a cool one.
- When placing hot items on the table, warn the parents that the item is hot.
- ❖ Treat the little guys like actual pirates. Listen to them and what they order. Listen for a parent's approval if a child orders for themselves.
- Our kid's meals come with dessert check to make sure it's ok with the parent's before serving it.
- ❖ Be aware of refilling drinks for children. You can't see when a kid's cup is getting empty, so ask the parent if the child needs a refill. This will also be helpful because some parent's may not want the children to have too many refills.
- If a scallywag is acting up offer your services to the parents: "What can I bring you/help you with?" "Can I do anything for you or for your child?" "How can I help?"

Keep the surrounding area free of debris and food. Remember, the guests at the surrounding tables! Do your best to keep the floor clean. After the guests leave, sweep under the table.

Be aware of items left by parents, like bottles or toys. The little Blackbeard may have left behind his favorite sword or hook.



SALTY SENORITA STAFF UNIFORM GUIDELINES

- ❖ ALL BARTENDERS, SERVERS, BUSSERS, AND RUNNERS ARE TO WEAR 51 BLUE, CINCO DE DRINKO OR TEQUILA 101.
- ❖ WOMEN ARE TO WEAR 51 BLUE, CINCO DE DRINKO AND TEOUILA 101.
- **❖ WOMEN MAY ALSO WEAR THE RIBBED TANK TOPS IN ASSORTED COLORS.**
- **❖ SALTY HATS ARE THE ONLY HATS YOU CAN WEAR.**
- ❖ WHITE SHOES WITH KHAKI SHORTS OR PANTS BLACK SHOES WITH BLUE JEANS, NO EXCEPTIONS, NO VARIATIONS. THIS APPLIES TO MEN AND WOMEN ALIKE. SKIRTS MAY BE WORN WITH WHITE SHOES.
- HOSTESSES MUST WEAR SALTY GEAR.
- ❖ YOU MUST WALK IN THE DOOR READY TO WORK IN COMPLETE UNIFORM, SHIRTS TUCKED IN, PROPER SHOES ETC. (EXCEPTIONS WILL BE HANDLED ON A CASE BY CASE BASIS)
- ❖ SOILED OR FADED UNIFORMS WILL RESULT IN THE STAFF MEMBER BEING SENT HOME OR BEING ASKED TO PURCHASE A NEW UNIFORM SHIRT. REPEAT OFFENSES MAY RESULT IN WRITE UPS OR SUSPENSION.
- ❖ YOU WILL NO LONGER BE ABLE TO WEAR YOUR UNIFORM SHIRT INSIDE OUT, IF YOU CHOOSE TO STAY YOU MUST BRING A SHIRT TO CHANGE INTO.
- **❖ IF YOU HAVE BELT LOOPS YOU MUST HAVE BELT. PERIOD.**



Staff Tip-Out Percentages

SERVERS

BARTENDERS 4% total beverage sales

BUSSERS 2% total sales

HOSTS 1% total sales

FOOD RUNNER 1% total food sales

BARTENDERS

BAR BACKS 20% total gratuity
FOOD RUNNER 1% total food sales

COCKTAIL SERVERS

BARTENDERS 4% total beverage sales

FOOD RUNNER 1% total food sales

BEER TUB

BAR BACKS 20% total gratuity



SOME IMPORTANT FINAL THOUGHTS

ENGAGE AND DAZZLE

This simple concept is what makes Salty the restaurant that it is. Never underestimate the power of talking and interacting with your guest. Always treat the guest as if they were a guest in your own home. Give them a reason to come back to Salty.

EDUCATE

Remember that you now know more than the average person about tequila, margaritas and Mexican food. Share that knowledge with your guests. It will make their experience far more pleasurable. It will also make you look like the resident expert on those subjects and may just get you a bigger tip. The more a guest knows about tequila the more likely he or she is to buy upper end tequila

SMILE

We've developed an amazing culture at Salty. It's one of the things that keeps guest coming back for more. Guest's can sense when you don't want to be here and it negatively affects their experience. Smiling is contagious and there's nothing better than a section full of happy smiling guests...so smile!

BE FLEXIBLE

We will do our best to provide you with an amazing, healthy work environment. We ask that, in return, you are flexible and willing to help out whenever and however needed. If you have any concerns, please bring them to the attention of a manager as soon as practical.

COMMUNICATE

Good communication leaves no room for misunderstanding. Precision in language is precision in thought. So please make sure that you are communicating precisely with everyone all the time.

TAILBACK EYES

You can ask any NFL coach what makes a tailback great and they will all tell you that all great tailbacks have great vision. They see the whole field and all of the situations that are developing on it.

Regarding the restaurant, tailback eyes refers to seeing the restaurant as a whole. Don't just focus in on your section. See that your co-workers need help. See that the floors are dirty and need to be swept. See the table that isn't in your section that s "craning". Develop the vision to see everything that is going on in the restaurant.

OWNING YOUR SECTION

During your shift here you are a salesperson and your section is your own private store. Treat it as such. Take ownership of it, make sure that everything is perfect and keep it that way. Your section is a reflection of you as a salesperson. If it's dirty and unkempt, no one is going to want to sit there – and if they do they will probably feel a little uneasy. Own your section and make it the best section to sit in. Your guests will be happier and you will make better money.

REMOVE OR REFILL

This is a Salty law and goes for everything on the table. From chips to drinks, if a guest is finished with their chips or drink, clean the clutter off the table and remove it. If they need more refill it. There should never be a time when there are empty chip baskets or glasses on a guest's table.

BE ORGANIZED

Staying organized helps you by reducing your stress load. It also helps the guest by cutting down on the time it takes to do things such as making change and ringing in orders. If you stay organized throughout the night, chances are there will be fewer mistakes, which can cause problems at the end of your shift.

HANDLING GUEST COMPLAINTS

All guest complaints, no matter how small you think they are, should be referred to a manager. Try to accommodate the guest as best as possible and then get a manager immediately. If the problem is an order that was made incorrectly REMOVE THE ITEM IMMEDIATELY. Do not leave the incorrect order in front of the guest so that they can look at it and become even more irritated. Always get a manager involved when there is any issue with a guest.

TAKING INITIATIVE/KEEPING UP THE PACE

At any given time there are numerous things that can be done around the restaurant. We ask that you don't stand around. Take the initiative and start a project, sweep or help out a fellow co-worker. Like the old saying goes, if there's time to lean there's time to clean.

We also ask that while you are working you keep up a good pace. Don't mope from table to table. Don't saunter from the patio to the kitchen. Walk with a purpose and accomplish tasks quickly.

"JALE ES JALE"

This is a common saying in the back of the house. Directly translated it means "work is work". It means that while you are here at work you should expect to work. You are expected to keep busy. If you don't have tables find something to do. You are at work so you should be working.

BANKS

You are expected to show up to work with a bank. While your original bank may run out and you may have to go to the bar for change at some point, it shouldn't be at the beginning of your shift. A starting bank is a requirement; therefore, it is a punishable offense if you do not have one.