



HOST/HOSTESS TRAINING OUTLINE

I. DESCRIPTION OF DUTIES

- A. Greeting and befriending
 - B. Answering phone and messages
 - C. Checking restrooms
 - D. Assisting with swag cabinet
 - 1. Restocking
 - 2. Aiding customers
 - E. Keeping hostess area clean
- (See full list of duties in host clipboard)

II. OPENING, RUNNING, AND CLOSING DUTIES

- A. Set up
 - 1. Cleaning
 - 2. Seating charts
 - 3. Stocking front desk
- B. Keeping up restaurant pace
- C. Helping servers with table upkeep
- D. Communicating with the rest of the employees
- E. Closing duties
 - 1. Next shift floor chart
 - 2. Check and restock restrooms
 - 3. Menu collection and cleaning
 - 4. Restock front desk

III. THE JOY OF SWAG

- A. Keeping cabinet stocked at all times
- B. Helping customers with size and style selection
- C. The "story" of our T-shirts
- D. Maintenance (and cleaning) of cabinet

IV. MENU KNOWLEDGE

- A. Glossary and vocabulary of Salty food
- B. Describing and "sizzling" dishes
- C. Salty's food philosophy

V. HO DE DO... HO DE DO...

- A. Staying busy during down times
- B. Dress code
- C. Etiquette
 - 1. Phone calls / Reservations
 - 2. Always be polite and **SMILE**
 - 3. Dealing with unruly customers



HOSTESS DUTIES AM & PM

OPENING DUTIES

- ☐ CHECK PHONE MESSAGES, WRITE DOWN ANY APPROPRIATE NOTES IN MESSAGE BOOK
- ☐ STRAIGHTEN HOST STAND, GET READY FOR UPCOMING SHIFT
- ☐ CHART ALL RESERVATIONS
- ☐ CHECK SUB BOOK FOR ANY STAFF SUBSTITUTIONS
- ☐ GO OVER SEATING CHART WITH MANAGER AND MAKE NOTE OF ANY SPECIAL EVENTS OR HAPPENINGS
- ☐ WIPE DOWN ALL 51 BLUE, TEQUILA, AND FOOD MENUS (DO NOT FORGET ABOUT BAR MENUS OR OUTSIDE)
- ☐ MAKE SURE KIDS MENUS AND CRAYONS ARE ORGANIZED AND READY TO GO
- ☐ REFILL CANDY DISH WITH MINTS AS NEEDED
- ☐ REFILL PAPAGRANDE GLASS WITH MATCHES AS NEEDED
- ☐ REFILL TOOTHPICK GLASS AS NEEDED
- ☐ CHECK BOTH RESTROOMS
- ☐ MAKE SURE HOST CLIPBOARD HAS APPROPRIATE (AND ONLY APPROPRIATE) ITEMS, AS STATED ON BACK OF CLIPBOARD
- ☐ WIPE BOTH SWAG CABINETS WITH A LIGHTLY DAMP CLOTH, BOTH INSIDE AND OUT
- ☐ MAKE SURE MERCHANDISE IN CABINETS IS FOLDED NEAT AND ORDERLY
- ☐ WIPE ALL BENCHES ON FRONT PORCH
- ☐ WIPE TACO CART AND MAKE SURE IT IS CLEAR OF ANY DEBRIS
- ☐ MAKE SURE MEXICAN BLANKETS ARE FOLDED AND NEAT

- ☐ WINDEX GLASS CASE IMMEDIATELY IN FRONT OF RESTAURANT
- ☐ MAKE SURE INFORMATION TRAY IN FRONT OF HOST STAND IS NEAT AND ORDERLY
- ☐ STRAIGHTEN FRONT AREA, PICK UP ALL DEBRIS, STRAIGHTEN NEWSPAPERS, AND MAGAZINES
- ☐ PAY CLOSE ATTENTION TO NEWSPAPER RACKS IN FRONT OF RESTAURANT.
- ☐ CHECK FRONT PORCH OUTSIDE FOR GARBAGE OR CLUTTER
- ☐ PLACE EASEL OUT FRONT AND CLEAN WITH DAMP CLOTH

RUNNING DUTIES

- ☐ BE UP FRONT, ANSWER THE PHONE, GREET PEOPLE AND BE ALERT!
- ☐ YOU MUST GREET AND SAY GOODBYE TO EVERY PERSON THAT COMES IN OR OUT OF THE FRONT DOOR
- ☐ PERIODICALLY PUSH BAR STOOLS IN (AT BOTH BARS)
- ☐ CHECK BAR AREA FOR NAPKINS, ETC., THAT THE BARTENDERS CAN NOT SEE
- ☐ CHECK RESTROOMS EVERY ½ HOUR, CHANGE PAPER AS NEEDED, USE A DAMP PAPER TOWEL AND WIPE SPOTS OFF MIRROR, CLEAR FLOOR OF PAPER AND DEBRIS – NOTIFY MANAGER OF ANY ISSUES
- ☐ KEEP MANAGER AWARE OF ANY SPECIAL SITUATIONS
- ☐ KEEP SWAG CABINET NEAT AND ORGANIZED
- ☐ EVERY 20 MINUTES, COLLECT ALL MENUS THROUGH-OUT RESTAURANT AND PATIO, WIPE DOWN AND ORGANIZE THEM
- ☐ CHECK FRONT PORCH AREA AND AREA AROUND HOSTESS STAND FOR CLUTTER OR DEBRIS PICKI IT UP – THIS IS YOUR AREA, KEEP IT CLEAN
- ☐ ONE NIGHTS WHEN THERE IS MORE THAN ONE HOST, THERE SHOULD ALWAYS BE AT LEAST ONE PERSON AT THE HOST STAND
- ☐ YOU CONTROL THE PACE OF THE RESTAURANT – SEAT WISELY. DO NOT OVERSEAT YOUR SERVERS, COMMUNICATE WITH MANAGEMENT, KITCHEN AND YOUR STAFF
- ☐ HAVE A GREAT SHIFT

CLOSING DUTIES

- ☐ RECHECK PHONE MESSAGES, MAKE SURE NO CALLS HAVE BEEN MISSED
- ☐ DO FLOOR CHART FOR NEXT APPLICABLE SHIFT, CONSULT WITH MANAGER
- ☐ CHECK RESTROOMS AND LEAVE THEM PERFECT
- ☐ STRAIGHTEN HOST STAND, REMOVE ANY CUPS, PAPER, TOWELS OR DEBRIS THAT MAY HAVE ACCUMULATED
- ☐ DO FINAL MENU SWEEP AND BRING ALL MENUS TO HOSTESS STAND
- ☐ SWITCH OUT PATIO AND BAR MENUS AND GIVE THOSE AREAS CLEAN MENUS
- ☐ WIPE DOWN ALL 51 BLUE, TEQUILA AND FOOD MENUS
- ☐ MAKE SURE KIDS' MENUS AND CRAYONS ARE ORGANIZED AND NEAT
- ☐ MAKE SURE HOSTESS CLIPBOARD HAS ONLY APPROPRIATE ITEMS ON IT
- ☐ MAKE SURE HOST BINDER IS PROPERLY STOCKED WITH FLOOR CHARTS, APPLICATIONS, WAIT LISTS, ETC.
- ☐ WIPE PLEXI GLASS ON BOTH SWAG CABINETS WITH LIGHTLY DAMP CLOTH, MAKE SURE THERE ARE NO SMUDGES - INSIDE AND OUT
- ☐ ORGANIZE AND REFOLD AS NEEDED ANY CLOTHING IN SIDE SWAG CABINET
- ☐ RESTOCK FROM BELOW SWAG AS NEEDED
- ☐ WIPE ALL BENCHES ON FRONT PORCH
- ☐ WIPE DOWN TACO CART IN FRONT
- ☐ WIPE DOWN DISPLAY FRAME ON FRONT PORCH
- ☐ CHECK NEWSPAPER RACKS AND ORGANIZE ACCORDINGLY
- ☐ MAKE SURE MEXICAN BLANKETS ARE FOLDED AND NEAT
- ☐ ORGANIZE INFORMATION TRAY IN FRONT OF HOST STAND
- ☐ PUSH IN ALL BAR STOOLS
- ☐ GO HOME



ATTENTION HOSTS!

THIS CLIP BOARD SHOULD HAVE (AND ONLY HAVE) THE FOLLOWING ITEMS:

- ✓ CURRENT WEEKS SERVER SCHEDULE
- ✓ CURRENT WEEKS BAR SCHEDULE
- ✓ UPDATED PHONE LIST
- ✓ AM PM SEATING CHART
- ✓ COPY OF OPENING DUTIES
- ✓ COPY OF CLOSING DUTIES
- ✓ COPY OF RUNNING DUTIES

NOTHING MORE / NOTHING LESS

Thank You!



FOOD RUNNER JOB DESCRIPTION

As a food runner at Salty, you will be expected not only to run food, but to garnish and expedite food, maintain the service line and expo area, provide secondary service to guests and help out wherever possible.

A food runner is our last line of defense when it comes to the quality our food. It is your responsibility to make sure all food coming out of the kitchen is of the highest quality, plated perfectly and served hot. If, for any reason, you feel the quality of food is sub par you **MUST** send it back and notify a manager immediately. Sub par food greatly affects the guest's experience, costs the restaurant money and decreases the chance of repeat guests. It is your job to ensure the guest receives only the best quality food we have to offer.

Since you will be delivering food to the guests at their tables, it is imperative that you offer secondary service. Always ask if there is anything else the guest needs after delivering food. If the guest requests anything, get them what they want in a timely and efficient manner, always communicating with the servers.

If, for any reason, a guest should have a problem with their order, **REMOVE THE PLATE THAT IS CAUSING THE PROBLEM.** Do not leave an incorrect order at the guest's table, as this will only disturb them even more. If you can start the process of fixing the problem – do it. Make sure to inform the server of the problem and **ALWAYS** let a manager know when there is a problem, no matter how small you may think it is.



EXPEDITER & FOOD RUNNER SIDEWORK

OPENING

- ☐ make and cover one tray of cheese ramekins...be sure to rotate
- ☐ make and cover one tray of crema agria bullets...be sure to rotate
- ☐ stock soup spoons
- ☐ stock ramekins
- ☐ make sure food trays are clean and dry
- ☐ fill sanitation bucket with sanitation solution
- ☐ place sanitation bucket $\frac{3}{4}$ full with two towels below expo area
- ☐ stock silverware rollups
- ☐ fill one sixth pan with limes and place on expo line

RUNNING

- ☐ ensure that all food coming out of the kitchen is made to spec and plated correctly
- ☐ send back any food that is not
- ☐ restock crema agria
- ☐ restock cheese
- ☐ restock limes
- ☐ restock silverware rollups
- ☐ keep stainless on expo area clean and dry
- ☐ keep hot windows clean
- ☐ restock soup spoons
- ☐ restock ramekins
- ☐ keep the line swept and clean
- ☐ keep food and drink trays clean and dry
- ☐ keep area around ice machines swept and dry

CLOSING

- ☐ clean the inside of the condo refrigerator
- ☐ clean the outside of the condo refrigerator
- ☐ run condo trays through dishwasher
- ☐ dry and replace condo trays
- ☐ make and cover one tray of cheese ramekins...be sure to rotate
- ☐ make and cover one tray of crema agria bullets...be sure to rotate
- ☐ change out the limes sixth pan
- ☐ run old sixth pan through dish
- ☐ cover limes with plastic wrap and place in condo refrigerator
- ☐ change out silverware organizer
- ☐ run old silverware organizer through dish
- ☐ run food trays through dish
- ☐ dry and replace food trays
- ☐ with a green scrubbie:
 - wipe inside of expo well
 - wipe down entire expo area
 - wipe under molcajetes
 - wipe under wooden skillet holders
 - wipe under silverware organizer
 - wipe under all boxes and dry goods
 - wipe the white walls around the expo area
 - wipe down hot windows
- ☐ take towels to laundry basket
- ☐ restock silverware rollups
- ☐ organize dry goods area underneath expo
- ☐ with a green scrubbie, wipe down and organize tray jacks
- ☐ with a green scrubbie, wipe down both ice machines
- ☐ with a wet rag, wipe down all high chairs, making sure to remove any food particles or spills.
- ☐ dry high chairs
- ☐ sweep line
- ☐ check out with a manager



BUSSER DUTIES

OPENING

- ☐ make sure all tables are properly set up
 - 2 sauces, 8 roll ups and VIP cards in six packs
 - salt and pepper
 - candle with sufficient fuel
- ☐ make sure all tables and chairs and booths are wiped clean and dry
- ☐ make sure all food trays are clean
- ☐ make sure restaurant is swept and neat
- ☐ make sure trash cans are empty

RUNNING

- ☐ if more than one busser is on, divide the restaurant as follows:
 - 2 bussers - 1 inside/1 outside
 - 3 bussers - 1 inside/1 outside/ 1cocktail
- ☐ deliver chips and salsa to all new tables
- ☐ prebus tables when able
- ☐ bus all tables and reset them within 2 minutes of guest leaving
 - wipe table thoroughly
 - wipe under all six packs and condos
 - wipe down booths and chairs
 - reset condos and six packs
 - bring plates and glassware back to dish area
- ☐ restock chips
- ☐ restock salsa
- ☐ let kitchen know when chips are running low
- ☐ wipe and roll silverware when able

CLOSING

- ☐ make sure that all tables are properly set up
 - 2 sauces, 8 roll ups and VIP cards in six packs
 - salt and pepper
 - candle with sufficient fuel
- ☐ make sure all tables and chairs and booths are wiped clean and dry
- ☐ make sure all food trays are clean
- ☐ make sure restaurant is swept and neat
- ☐ make sure trash cans are empty
- ☐ break down boxes by dumpster
- ☐ empty all trash outside



BARTENDER TRAINING SCHEDULE

DAY 1

OBSERVATION SHIFT

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.
- Familiarize yourself with the layout of the bar
- Start to understand the importance of spatial awareness behind a small bar
- Observe bartender working with and around other bartenders
- Observe bartenders ringing in orders
- Observe opening and closing of tabs
- Understand why there needs to be a check in front of every guest
- Practice pouring into the Pour-O-Matic with a bottle filled with water
- Restock and go home
- Be prepared for second quiz TABLE #'s, TEQUILA & 51 BLUE on training day 2.
- Prepare for 51 Blue and Tequila 101 Tests

SCHEDULE:

15 minutes – take and grade test
15 minutes – paperwork
60 minutes – philosophy, procedures, handbook
45 minutes – tequila and 51 blue
3 hours – work in kitchen with Executive or Sous Chef
15 minutes – explain layout and setup of bar, “look around”
1 hour – observe bartenders working, learn and ask questions
30 minutes – practice pours
15 minutes – restock and go home



BARTENDER TRAINING SCHEDULE

DAY 2

OPENING SHIFT

Objectives:

- Learn how to completely set up the bar for the day, referring to the bar AM opening duties
- Learn how to set up the cash drawer
- Learn window policy
- Begin to ring in orders
- Follow trainer for the entire shift
- Observe trainer making drinks noting liquors and amounts
- Practice pouring into the Pour-O-Matic
- Engage and Dazzle
- Understand the importance of offering food at the bar
- Be familiar with bar food procedures
- Have complete understanding of SS menu and what items need special attention or explanation.
- Observe shift change procedures
- Observe cash out procedures
- Prepare for 51 Blue and Tequila 101 tests
- Be prepared for third quiz STEPS OF SERVICE, CASHOUT PROCEDURES, SPECIAL MENU ITEMS.

SCHEDULE:

1 hour – Completely set up the bar

30 minutes – Get familiar with the bar speed screen on the POS

30 minutes – practice pouring into the Pour-O-Matic

5 hours – Observe all aspects of the shift focusing on guest interaction, food presentation, recipe adherence and service well procedures

30 minutes – Observe shift change and checkout procedures

30 minutes – debrief, ask questions...your 51 Blue test is tomorrow



BARTENDER TRAINING SCHEDULE

DAY 3

SERVICE WELL

** THIS SHIFT DOES NOT START UNTIL YOU HAVE SUCCESSFULLY PASSED THE 51 BLUE TEST WITH 80% OR BETTER*

Objectives:

- Gain experience making drinks in the service well
- Learn how to prioritize multiple tickets with multiple drinks
- Interact with servers on orders
- Focus on recipe adherence
- Build up speed and efficiency without sacrificing quality
- Learn to communicate with other bartenders in order to expedite service
- Be prepared for fourth quiz LUNCH, APPS, TEAMWORK

SCHEDULE:

1 hour – Take and grade 51 Blue test

4 hours – Set up and work service well

30 minutes – Restock and pour test

30 minutes – decompress, debrief and ask questions...your Tequila 101 test is tomorrow



BARTENDER TRAINING SCHEDULE

DAY 4

WORK THE BAR AND CLOSE

**THIS SHIFT DOES NOT START UNTIL YOU HAVE SUCCESSFULLY PASSED YOUR TEQUILA 101 TEST WITH AN 80% OR HIGHER*

Objectives:

- Interact with guests
- Learn how to keep orders straight in your head
- Be able to handle steps of service from A to Z with little or no trainer support.
- Learn the importance of dividing the bar up into sections
- Learn to make drinks in areas other than the service well
- Ability to display strong menu knowledge
- Near 100% confidence in POS system
- Learn how to call last call, close out guests and pull drinks at the end of the night
- Learn how to thoroughly clean the bar at the end of the night referring to the bartender PM closing duties sheet
- Learn how to cash out and divide tips at the end of the night
- Be prepared for fifth quiz DINNER, LATE NITE, BRUNCH

SCHEDULE:

1 hour – take and grade Tequila 101 test

4 hours – work bar

1 hour – clean and restock

30 minutes decompress, debrief and ask questions...you're doing it all tomorrow



BARTENDER TRAINING SCHEDULE

DAY 5

SHOWTIME!

Objectives:

- Trainer should be able to observe the entire shift
- Trainee should be able to complete all necessary tasks unaided
- Demonstrate competency and accuracy

SCHEDULE:

5 hours – You do it all!



BARTENDER BOOKKEEPING PROCEDURES

ATTENTION BARTENDERS!

- AM BAR = SERVER #8
- PM PATIO (WEST SIDE) = SERVER # 6
- PM PATIO (EAST SIDE) = SERVER #7
- PM TEQUILA BAR = SERVER #5
- EACH POS SYSTEM NOW HAS ITS OWN CREDIT CARD TERMINAL
- THE AM BARTENDER MUST USE #1 WHEN ADJUSTING CREDIT CARDS.
- **ALL PM BARTENDERS MUST USE #2 WHEN ADJUSTING CREDIT CARDS.**
(THIS IS TO ENSURE CONSISTENCY)
- IT WILL WORK BEST IF YOU CLOSE OUT AND ADJUST CREDIT CARD CHECKS AS YOU GO. ALSO HAVE AN ORGANIZED SYSTEM OF WHERE ADJUSTED AND UN ADJUSTED CARDS ARE KEPT.
- ALL UNACCOUNTED FOR TABS WILL BE CLOSED AS CASH, THESE ARE YOUR RESPONSIBILITY.
- REMEMBER, YOU MUST FACE ALL OF YOUR BILLS (EXCEPT FOR 1'S & 5'S) BEFORE TURNING IN ANY MONEY TO MANAGEMENT.



BARTENDER OPENING CHECK LIST

- ❖ Get bar towels
- ❖ Flip bar stools, wipe down bar
- ❖ Turn on all neons & TVs
- ❖ Turn on all margarita machines
- ❖ Fill ice wells
- ❖ Set up service well
 - Straws, Fruit tray, Tray with dry-dek
- ❖ Set up well
 - Margarita mix; ROX & SSS
 - Mixes; Strawberry, pina colada, bloody mary, mango, prickly pear, grenadine & lime juice
 - Set up salt station; plate of kosher salt, sugar & sponge w lime juice
- ❖ Set up the rest of bar
 - Place bar mats around bar
 - Straws
 - Matches
 - Beverage Napkins
 - Pitcher of ice tea
- ❖ Cut enough fruit for the day; lemons, limes & oranges
- ❖ Fill fruit trays, limes, lemons, oranges, cherries & olives
- ❖ Place several short glasses filled with limes around bar
- ❖ Get AM bank
- ❖ Log in server 8
- ❖ Open patio windows
- ❖ Get 3 bus tubs for bar
- ❖ Check sodas & juices, make sure none are out
- ❖ Make sure there are enough clean menus, 51 Blues , Tequila 101s & H.H. menus
- ❖ Stock extra paper goods



NIGHTLY BAR CLOSING/CLEANING DUTIES

- ☐ WIPE DOWN ALL LIQUOR BOTTLES AND REPLACE IN AN ORGANIZED MANNER ON APPROPRIATE SHELF
- ☐ WIPE DOWN ALL SPEED RAILS INSIDE AND OUT (DO NOT FORGET TO GET UNDERNEATH)
- ☐ ALL BOTTLES SHALL BE "FLAGGED" - MEANING ALL POUR SPOUTS SHALL BE FACING TO THE LEFT AS YOU FACE THE BOTTLE IN AN ORGANIZED CONSISTENT MANNER
- ☐ ALL POUR SPOUTS WIPED DOWN AND CLEANED
- ☐ REMOVE GLASSWARE FROM EVERY SHELF AND SOAK BARMATS.
- ☐ WIPE DOWN ALL SHELVES AND COOLER TOPS
- ☐ WIPE DOWN ALL COOLERS THOROUGHLY-TOP, SIDES AND BOTTOM
- ☐ WIPE DOWN INSIDE OF LARGE BEER COOLER, INCLUDING DOORS AND SHELVES
- ☐ REMOVE DOORS FROM REACH IN BEER COOLER, WIPE TOP AND BOTTOM OF DOORS
- ☐ WIPE TOP, SIDES AND BOTTOM OF REACH IN BEER COOLER
- ☐ THOROUGHLY CLEAN HAND-WASHING SINK TOP AND BOTTOM
- ☐ EMPTY CLEAN BOTTLE CAP CATCHER
- ☐ EMPTY 3-COMPARTMENT SINK THOROUGHLY- REMOVE ALL DEBRIS
- ☐ CLEAN TOP SIDE OF PEANUT RAIL **MAKE SURE THERE IS NO STICKINESS**
- ☐ CLEAN UNDERSIDE OF PEANUT RAIL - SEE ABOVE
- ☐ WIPE DOWN BAR TOP WITH BLEACH -MAKE SURE TO GET AROUND PILLARS AND UNDER THE CURVE OF THE BAR
- ☐ WIPE DOWN PREMIUM BATCH MARGARITA MACHINE

- ☐ WIPE DOWN AND BEHIND NORTH MARGARITA MACHINE
- ☐ WIPE DOWN AND BEHIND SOUTH MARGARITA MACHINE
- ☐ MAKE SURE DRIP TRAYS ARE RINSED AND WIPED
- ☐ SOAK ALL SODA GUNS
- ☐ WIPE DOWN HOSE OF SODA GUN
- ☐ CLEAN AND SOAK HOLSTER OF SODA GUNS
- ☐ SOAK ALL BAR MATS
- ☐ EMPTY ALL ICE WELLS AND WIPE OUT THOROUGHLY
- ☐ CLEAN AREA AROUND POS SYSTEM S) ORGANIZE MENUS, DRINK BOOKS, PENS, NOTEPADS, AND ANY OTHER ITEMS
- ☐ WIPE DOWN COMPUTER SCREEN WITH VERY LIGHTLY DAMP TOWEL
- ☐ WIPE DOWN MIDDLE AREA OF BAR "ISLAND"
- ☐ CHANGE OUT ALL GLASSES HOLDING STRAWS OR MATCHES
- ☐ PULL ALL THINGS FROM THE FLOOR AND PLACE THEM IN ORGANIZED MANNER ON BAR TOP
- ☐ MAKE SURE ALL BUS TUBS ARE BROUGHT TO THE KITCHEN
- ☐ PLACE BAR FLOOR MATS ON PATIO
- ☐ SWEEP FLOOR THOROUGHLY
- ☐ WIPE DOWN ALL PRINTERS - DON'T FORGET UNDERNEATH
- ☐ RUN MAT IN SERVICE AREA THROUGH DISH ROOM
- ☐ POUR 1 GALLON OF BLEACH DOWN NW DRAIN (EVERY NIGHT)
- ☐ CLOSE PATIO WINDOWS
- ☐ WIPE DOWN ALL PRINTERS, INCLUDING UNDERNEATH
- ☐ WIPE DOWN WHITE WALLS
- ☐ CLEAN AND ORGANIZE ALL STORAGE CABINETS AND SPACES