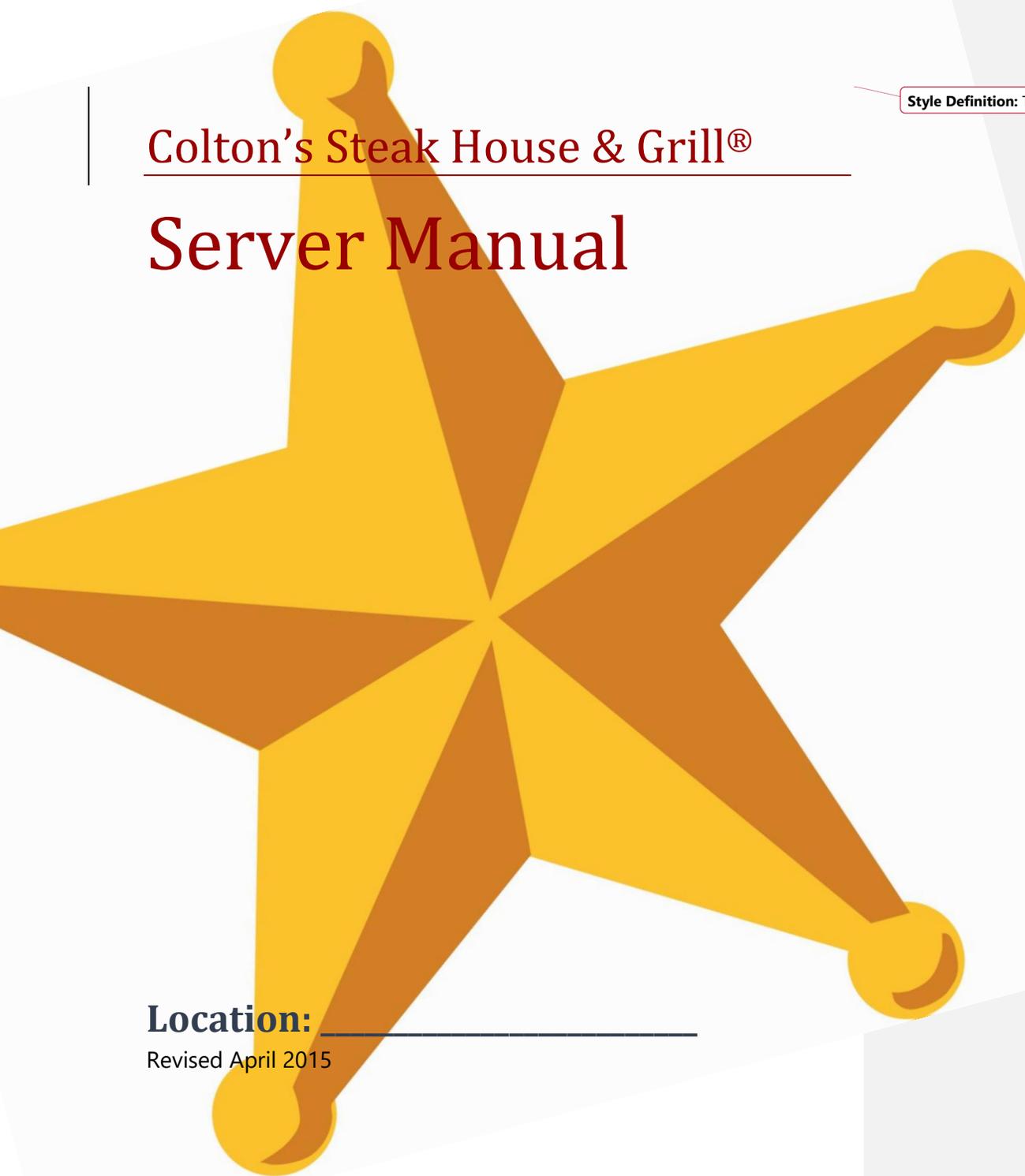


Colton's Steak House & Grill®

# Server Manual

**Location:** \_\_\_\_\_

Revised April 2015



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## The Your Role of theas Server

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Of all the job positions at ~~Colton's,~~Colton's the server has the most influence on ~~the~~ Guest experience. You must provide outstanding, enthusiastic, warm, and friendly service to all Guests. You should treat each Guest ~~like as you would~~ a guest in your own home, providing an experience that makes them want to return.

## Your Responsibilities

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Your number one responsibility is to care for ~~the~~ Guests by doing the following:

- Warmly ~~greeting-greet~~ each party and giving them your name
- ~~Serving-Serve~~ meals within ~~a-the~~ goal ~~of~~ 12 minutes ~~at-for~~ lunch and 18 minutes ~~at-for~~ dinner
- ~~Anticipating-Anticipate~~ Guests' needs and ~~meeting-meet~~ special needs if necessary
- ~~Bussing-Buss~~ tables with the help of ~~the~~ Server Assistants
- ~~Thanking-Thank~~ and ~~saying-say~~ a ~~sincere~~ good-bye sincerely to your Guests
- ~~Completing-Complete~~ side duties as will be explained to you

## Before You Begin

There are a few things you need to do before you being-begin training:

- Tour the dining room, paying special attention to the path of the GuestGuest paths.
- Complete the training for Server Assistant and Expediter.
- Identify and locate the following:

vestibule	coffee maker
computer	ice machine
host(ess) area	cooler
set tables	stock room
station divisions	production area
table numbers	beverage towers



**Commented [YHO1]:** Didn't Dr. Nahrwold talk about referring to the figure not only in the caption but also in the text? For example "See figure 1" or something like that?

- Study the menu. Be able to answer any questions a-Guests may have about an entreeentrees, such as what it comes with, what is on it, or how it is prepared.

*Fig 1. Tea and coffee makers*

## Your Service

Providing warm, friendly service to all Guests is your primary responsibility.

Regardless of the situation, **your Guests' needs always come first!**

## Characteristics of an Excellent Server

~~There are several characteristics a good server will have~~ These are the characteristics of a good server:

**Professionalism**~~Professional:~~ Consistently presents ~~Presents~~ a neat, clean appearance, practices excellent personal hygiene, speaks in a soft tone of voice, and avoids slang ~~terms~~ terms.

**Friendliness**~~Friendly:~~ Sincerely wears ~~Wears~~ a ~~genuine~~ smile and practices courtesy and ~~thoughtfulness~~ thoughtfulness, and is ~~consistently~~ cheerful and ~~outgoing~~ outgoing.

**Positive Attitude:** ~~Takes~~ Genuinely takes pride in Colton's and in giving great ~~services~~ service.

**Visibility**~~Visible:~~ Stays in the dining room, always ~~Always remains in the~~ dining room, taking care of Guests and anticipating their needs

Commented [YHO2]: Consistency?

Commented [YHO3]: Instead of bolding which is what you are doing for the headers, could you italicize? If you really want to bold, could you just bold in black? The point is not to make it look so much like the header.

**Awareness:** ~~Always~~ Continually observes Guests and other team members ~~members, to anticipate~~ anticipating needs before they become a need before it becomes a problem ~~problem.~~

## 9 Steps to Excellent Service

### 1. Greet Your Guests

- 1) Greet Guests and tell them your name within 30 seconds of their arrival.
- 2) Ensure kids have coloring sheets and crayons.
- 3) Distribute beverage napkins or coasters and take drink orders (suggest specific alcoholic drinks if applicable to your store).
- 4) Tell Guests about specials and the Soup of the Day.
- 5) Ask ~~if there are~~ Guests if they have questions about the menu or if there are special needs to be met. If you don't know the answer to a question, find out right away.
- 6) Suggest specific appetizers.
- 7) Ring up drinks and appetizers using the Pivot Point System (discussed on page     ).

**Commented [YHO4]:** Reminder note.

## 2. Pour and Deliver Beverages

- 1) Using an ice scoop, fill glasses for soft drinks 2/3 full of ice and glasses for iced tea *completely* full of ice (tea is warm and will melt the ice).



- 2) Fill hot beverages to within one inch of the top of the cup to avoid spilling.

- 3) Determine a way to tell diet drinks from others.

- 4) Do not handle the rims of the glasses and cups, but hold by the base or the handle.

*Fig 2. Tea and soda glasses filled with ice.*

- 5) Deliver drinks along with straws and beverage coasters (if not already on the table) in the proper order using the Pivot Point system, ~~along with straws and beverage napkins or coasters (if not already on the table).~~

Place drinks to Guest's *right*.

## 3. Take Entrée Order

- 1) Use ~~the~~ Pivot Point ~~system~~ System to keep orders organized.
- 2) Take women and children's orders first, writing orders on the pad using the Pivot Point ~~system~~ System.

**Commented [YH05]:** Before each of these Steps headers, do you think adding a space would lay out better?

**Commented [YH06]:** Should you refer in the text to the figure?

- 3) Determine degree of doneness, side choice, and toppings ~~for potatoes~~ where applicable.
- 4) Suggest specific accompaniments to entrees ("upselling") such as a side salad or sautéed mushrooms; ~~for example~~ if a man is ordering a steak, suggest the larger cut.

NOTE: If your Guest ~~is acting~~ uncomfortable with your suggestions, back off. We don't want them to feel like we're pushing food on them.)

- 5) ~~Talk directly to children when you take their order. When taking children's orders, talk directly to them.~~
- 6) *Repeat* order to Guest and reinforce Guest's decision.
- 7) Ring up order according to Pivot Point System.

**Commented [YH07]:** You will see throughout this document that I have changed some of the phrasing to parallel the voice of the rest of the document.

#### 4. Serve ~~the~~ Appetizers or Salads

- 1) ~~Always server appetizers first. Appetizers should always come out first,~~ and allow enough time ~~should be allowed~~ for Guests to enjoy their appetizers before entrees are served.
- 2) Serve appetizers ~~Appetizers come~~ before salads.
- 3) Place appetizer/side plate in front of each Guest.

- 4) ~~Deliver salads and rolls (1 ½ roll per Guest, rounding up), using the Pivot Point System, if~~ no appetizer is ordered, ~~deliver salads and rolls (1½ roll per Guest, rounding up) using the Pivot Point System.~~

**Preparing Salads:** It is your responsibility to make salads during slow periods, ~~and you will be thoroughly trained on this procedure.~~

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## 5. Serve the Meals

- 1) ~~All Guests should be served~~ Serve Guests their entrées at the same time.
- 2) Serve meals within 12 minutes of taking order at lunch and 18 minutes at dinner.

**Express Lunch Menu:** During weekday lunch hours, when all members of a party order from the Express Lunch Menu, ~~we will serve them the~~ Guests in 15 minutes or less. ~~Your manager will train you on Express Lunch procedures.~~

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- 3) Place entrees on tray in Pivot Point System order without stacking them.

**Carrying Trays:** If using a large tray is ~~used~~, place one hand flat underneath it and hold the rim with your other hand, ~~bending.~~ Bend your knees and ~~keeping~~ keep your back straight as you lift. Keep the tray 1–2 inches above your



Commented [YH010]: Italicize?

shoulder and 1–2 inches away from your head and hair. If carrying three or more plates, use a **tray stand**.

**Commented [YHO11]:** Refer to figure in text?

- 4) Check order thoroughly before delivery.
- 5) Deliver from left side of Guest whenever possible. If serving at a booth, start with those nearest the wall.

*Fig. 3. Tray stand*

~~*You should never have to ask a Guest what they ordered if you have used the Pivot Point System correctly. If you use the Pivot Point System correctly, you will never have to ask a Guest what they ordered.*~~

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- 6) If a Guest ~~ordered a orders~~ steak, ask them to cut into it to ensure it is cooked to their liking.

- 7) ~~Serve rolls if there are none on the table.~~

**Commented [YHO12]:** Aren't they supposed to already have served rolls? It might open it up to the audience to think this is a second option for when to deliver the rolls.

8) **Refill drinks and perform any necessary table maintenance.** When refilling drinks, use a clean glass and fresh straws for sodas and fresh lemon for iced tea. Remove glass from table before pouring when refilling from a tea or water pitcher.

**Commented [YHO13]:** Is this redundant considering what you have said in the next section. Perhaps whatever from here missing in the next section could be rephrased and added there.

**Pre-Bussing and Table Maintenance:** Guests notice when their table is cluttered with dirty dishes and empty glasses. Remove empty plates from the *right* of the Guest as soon as you notice them—don't wait until the end of the meal. If you're not sure if a Guest is done, ask.

**Commented [YHO14]:** If you use this, how about italicizing?

**Commented [YHO15]:** Same as previous comment about redundancy considering the next section.

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