



Colton's Steak House & Grill®

Server Manual

Location: _____

Revised April 2015

Contents

Your Role as Server.....	3
Your Responsibilities	3
Before You Begin.....	3
Your Service	5
Characteristics of an Excellent Server	5
9 Steps to Excellent Service.....	5

Your Role as Server

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

Your Responsibilities

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

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

Before You Begin

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

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

These are the characteristics of a good server:

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

Friendly: Sincerely wears a smile and practices courtesy and thoughtfulness, and is cheerful and outgoing.

Positive: Genuinely takes pride in Colton's and in giving great service.

Visible: Always remains in the dining room, taking care of Guests and anticipating their needs

Awareness: Continually observes Guests and other team members, anticipating needs before they become a 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 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 ____).

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. Place drinks to Guest's *right*.

3. Take Entrée Order

- 1) Use Pivot Point System to keep orders organized.
- 2) Take women and children's orders first, writing orders on the pad using the Pivot Point System.
- 3) Determine degree of doneness, side choice, and toppings 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 acts 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.
- 6) *Repeat* order to Guest and reinforce Guest's decision.
- 7) Ring up order according to Pivot Point System.

4. Serve Appetizers or Salads

- 1) Always server appetizers first, and allow enough time for Guests to enjoy their appetizers before entrees are served.
- 2) Serve appetizers 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.

Preparing Salads: It is your responsibility to make salads during slow periods.

5. Serve the Meals

- 1) 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, serve the Guests in 15 minutes or less..

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

Carrying Trays: If using a large tray is, place one hand flat underneath it and hold the rim with your other hand. Bend your knees and keep your back straight as you lift. Keep the tray 1–2 inches above your shoulder and 1–2 inches away from your head and hair. If carrying three or more plates, use a tray stand.



- 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

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

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

- 7) 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.

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.
