

Working @

THE BURG - PUB & GRUB

Front of House Employee Handbook

GENERAL RESPONSIBILITIES - All Shifts

General Expectations of All Employees:

- ★ Arrive on time, ready to work hard and provide a great experience to our patrons.
- ★ Maintain a neat and clean appearance, as well as a neat and clean environment within the building and surrounding premises.
- ★ Maintain all licenses and certifications as required by the state, and hold up the requirements of those licenses and certificates at all times within the building and premises.
- ★ Ensure legality of clientele using gambling machines and consuming alcoholic beverages. It is YOUR responsibility to maintain a safe and legal environment - YOU CAN BE HELD LIABLE.
- ★ Clear, efficient communication skills are a must in this industry, both with the kitchen and with your customers. Please be prepared to use any means of communication available - including running to the kitchen to ask for revisions of tickets - even on a busy shift.
- ★ Report low inventory immediately so that it can be fixed before it becomes a crisis. (Example: If a large reservation is made, it may be advisable to have them pre-order their meals at least two weeks in advance whenever possible to ensure that we are ready for the reservation's needs.)
- ★ Respect your time at work, remember that we are a customer service position, and smoke breaks are not always possible on shift. In addition, please do not consume any alcohol or other substances while on shift.
- ★ We understand that our staff have personal lives and that life can be complex sometimes, but we also expect you to try to keep certain things separate from your work life. Repeated violations of these expectations

will result in termination of your employment - possibly with short notice. Consider yourself warned.

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Opening The Burg

Count, clean, check

- ★ Bar and kitchen open at 11 A.M. Monday - Saturday.
- ★ Bar and kitchen open at Noon on Sunday.
- ★ Breakfast begins at 7 A.M. Weekends.
- ★ Sometimes the bartender will open the serving station, therefore all serving opening procedures are included here as well. Please share the work as needed, and trade off on the things that no one likes. We are a team, and we all shoulder the responsibilities of maintaining a smooth-running, clean, and efficient business.

Count bar drawer/waitress bank at beginning and end of shift. *Sweep/Mop*
Front of House (including bathrooms and walk-in cooler). **Vacuum Front**
of House. *Check tables for cleanliness / fill / set tableware and*
condiments. **Fill take-out supplies.** *Fill ice bins (bar and soda*
machines). *Replace soda nozzles.* **Prepare teas, coffee, and**
lemonade for the day. *Check sauces and cut fruit pieces for the*
day / fill as needed (usually minimum of 5 - 15 per shift - use good
judgement). **Check silverware and napkins, roll as soon as dry - be**
sure the wrap covers the silverware FULLY. *Remove full trash*
from all receptacles, and replace paper products (t.p / paper towels)
as necessary. **Prepare the signs for the day - let everyone know what**

our specials are and what we are providing with them - place large sign outside to attract potential customers.

Daily Maintenance

Ready to Run?

Welcome our guests warmly, and ensure that they enjoy their visit.

Prepare dinner salads as requested - on request - while sealing every item used to lengthen shelf life. **Be prepared to adapt to your**

customer's requests on the fly. **Wash cups at the bar through the day.**

Clean and fill the popcorn machine. *Check soda syrup and carbonation*

levels on both machines daily - change as needed (ask for help if you

don't know how). **Wipe down tables fully, and move the table toppers around**

every time so that you don't miss anything. **Check levels of all**

necessary items for bar and server station (seasonings, straws,

napkins,etc), fill when possible and be sure to tell someone

when we are getting low on something - see inventory lists below

for minimum levels to watch for. *Clearly label and date all food*

products to ensure safety. *Communicate with the kitchen often and*

communicate clearly. **Spot clean any area that needs attention,**

including the exterior of the building. *Above all, keep on smiling!*

Closing The Burg

Last Call

- ★ Depending on the night, bar close is between midnight and 2 A.M. Give patrons at least 15 minutes notice so they may finish their drinks/games.
- ★ Kitchen close is typically 9 P.M. This may change at the discretion of management.
- ★ Sometimes the bartender will also close the serving station - all serving closing procedures are included here as well for that reason. Again, we are a team, and are all responsible for maintenance.

Ensure safe transportation as necessary - night shift on the bar can be more demanding in this way - be on your toes and watch out for our customers. *Remove table settings and empty any full trash receptacles.*

Empty all tea/coffee/lemonade containers and give to kitchen for nightly sanitation. *Return ketchup and mustard containers to cooler overnight.* **Place chairs upside down on tables for easier cleaning in the morning. If you have time though - please help out your day team by sweeping/vacuuming and mopping the floors and then returning the chairs to their floor position to indicate that it's been completed.**

*Remove soda nozzles from soda machines **and** bar pours for overnight soaking in soda water.* **Wipe down serving station counter and sink.** *Wipe down bar sinks.* **Rinse bar mats.** *Bring sign inside.* **Complete the final count and safe deposit, turn all**

lights out, and lock the doors (upstairs too!).

Full Inventory is checked every Monday - have any needs listed and ready for Management

Serving Inventory List - Basic Must-Have Items

Item	Minimum	Item	Minimum
Ketchup	2 jars	Napkins / Wraps	1 pkg/ 120 wraps
Mustard	1 jar	Wrapped Straws	1 box
Ranch Dressing	1/2 jar	Pink / Yellow	¼ pkg / ¼ pkg
Salt	1 canister	Blue / Sugar	¼ pkg / ¼ pkg
Pepper	1 canister	Lemonade / Tea/ Coffee	3 pkg / 15 pkg / 15 pkg

Bar Inventory List - Non-Alcohol Products

Item	Minimum	Item	Minimum
Sm. Cups / Lg Cups	5 pkgs / 5 pkgs	Bomb Cups	5 pkgs
Sm Straws / Lg Straws	1 pkg / 1 pkg	To-Go Cups	1 pkg
Take out bags	2 sets	Sanitation Tabs	½ bottle
Shot Cups	5 pkgs	Sanitation Testers	12 strips

Maintenance Inventory List - Cleaning Products

Item	Minimum	Item	Minimum
Toilet Paper	3 rolls	Lysol	1 bottle
Paper Towels	3 rolls	PineSol	2 bottles
Trash Bags	1 roll each size	Bleach	2 bottles

Inventory Placement Guide

Front Office Areas

Includes

Shelving next to Ice Machine - Candies, snacks, chips, bomb shot cups, shot cups, snack bowls, soda syrups, carbon canisters.

Wall shelving - trash bags, dry erase markers, urinal tabs, hand soaps.

Interior Office - Drink mixers, various liquors/wines, paper for bar/serving receipts and kitchen printers, envelopes for safe deposits.

Server Station

Includes

Paper/Plastic Products - Takeout cups of both sizes and matching lids, straws, 1 pkg napkins, napkin wraps, 2 ounce clear containers and matching lids, coffee filters

Food/Drink Products - Unopened ketchup, Unopened mustard, unopened small bottle salad dressings, coffee, tea, lemonade, powdered creamer, liquid creamer, soda syrups, carbon canisters.

Basement Access Storage - Dry Storage

Includes

Mass storage of: Toilet paper, paper towels, small bar cups, large bar cups, take out packages, take out cups, lids, straws, napkins, broom, mop, Pinesol, bleach, and Lysol.

Walk-in Cooler

Includes

Cold beer and liquor storage, salad and dressing/condiment station.

Thank YOU for being a part of THE BURG'S PUB & GRUB team!

