

### **SERVER CLEANING RESPONSIBILITIES**

Maintaining a clean facility is the hallmark of a well-run food service operation. Nothing can turn our members off faster than a dirty and unsanitary dining room or kitchen. As a result cleanliness and sanitation are high priorities for our operation and every employee is expected to do his or her part to help maintain our premises.

The following items are areas of your cleaning responsibilities:

- Server areas, including storage areas, counters, POS terminals, and printers.
- Dining rooms, including floors, carpeting, chairs, tables, windows, doors, ledges, and other furniture.
- Verandahs, including floors, rails, and all furniture.
- Service tools and equipment, including food and cocktail trays, tray stands, check presentation folders, menus, highchairs, and booster seats.

(Continued on Reverse)

### Service Tip

Courtesy and respect are especially important when serving elderly guests. Normally, these guests require more time to eat and enjoy their visit. They may also require extra assistance in cutting meat or other food items. In all dealings with elderly guests, be friendly, courteous, and avoid rushing them in any way.

### Sales Tip of the Day

#### More Ideas to Increase the Average Check

Know your menus. You can't sell what you don't know. "Would you like some of our famous spicy curly fries with your burger? They're excellent with our special sauce!"

Use descriptive adjectives to create a mouth-watering mental picture of what you're suggesting. "Filet medium? Great! Would you like to try some grilled onions and sautéed mushrooms with that?"

A member orders a vodka and tonic. The server or bartender might say, "Would you like to try Grey Goose or Belvedere in that?" Most likely, the member will agree!

Recommend your personal favorites. Members always want to know "what's good," and your suggestion carries a lot of clout. For example, "All our margaritas are great, but my favorite is the Midori Margarita."

Tune into your members' special occasions. Maybe they are celebrating a job promotion or an anniversary. Suggest fun cocktails and specialty drinks that suit the occasion. For example, "Did I hear you say you were just promoted? Congratulations! This calls for a special treat. How about a bottle of our Perrier Jouet or one of our great specialty drinks?"

Selling drinks like cognacs, liqueurs, and specialty coffee drinks can really boost check averages. For example, "Would you like a Grand Marnier or a Kahlua and coffee to top off your meal? We have some great selections on our after-dinner menu."

### Food Terms

Worcestershire - Britain, an anchovy-base sauce to use on meats; usually bottled.

Sesame - USA, the small, somewhat flat seed of the sesame plant; a mild nutty flavor that is strongest when toasted.

Croissant (krwa-SAWNT) - France, crescent; applies to rolls and confectionery of a crescent shape.

### Wine Terms

Gris (grez)- pale, pinkish-red.

Harmony - balanced attributes; a highly desirable quality.

Hybrid - a cross between French and American vines; used for hardiness.

## SERVER CLEANING RESPONSIBILITIES, Continued

- Buffet equipment, including chafing dishes, display mirrors, and other props.

Detailed cleaning checklists will be provided to servers to ensure cleaning responsibilities are met.

The Dining Room Manager will assign special cleaning responsibilities as needed or when the dining room is slow.

The best way for servers to keep their work areas clean is by cleaning as you go. When everyone does this, cleaning is less of an effort. Please do your part to ensure that our facility is kept sparkling clean.

## What is it?

1. Orange juice and vodka?
2. Gin and dry vermouth, garnished with an olive or twist?
3. Gin and dry vermouth, garnished with a cocktail onion?
4. Ginger ale, grenadine, garnished with a cherry?
5. Liquor and mixer in a tall glass with ice?
6. Liqueur poured over crushed ice?
7. Tequila, orange juice, grenadine?
8. Rum, coke, fresh lime garnish?
9. Drambuie and Scotch?
10. Gin and grapefruit juice?
11. Whisky, sweet vermouth, bitters?
12. Tequila, Triple Sec, lemon or lime juice?

1. Screwdriver 2. Martini 3. Gibson 4. Roy Rogers or Shirley Temple 5. Highball 6. Frappe 7. Tequila Sunrise  
8. Cuba Libre 9. Rusty Nail 10. Salty Dog 11. Manhattan 12. Margarita

## D a i l y R e v i e w

- Specials
- Appetizers du Jour
- Wines by the Glass
- Specialty Drinks
- Menu tasting
- Espresso/Cappuccino
- Desserts du Jour
- Reservations
- Special Parties
- Upcoming Club Events