



**CHURRASCARIA  
SAUDADES**

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**BRAZILIAN STEAKHOUSE**

**INTEGRATED EMPLOYEE  
TRAINING MANUAL**

**STILL IN BETA TESTING**

**August 2019**

## **PURPOSE**

The Purpose of this training module is to familiarize you with the standards and practices we have established at Churrascaria Saudades. This module is intended to be viewed on an iPad with any supporting documentation available for print. This module was written in such a way that it can be made available for study before a trainee arrives on day one and then can be used with an instructor during training. In addition, this manual integrates training for the SERVER, BARTENDER GAUCHO HOSTESS and CASHIER, for the purpose of standardizing our operational practices amongst employee groups. It is expected that a bartender help on the floor during times of slow bar activity. All new employees shall go through the same standardized training.

We want to present to our guest the utmost in courtesy and professionalism and give them an experience worth repeating. Fully studying this module, shadowing an employee during a few shifts, and some one-on-one with an instructor should provide you with the necessary instruction to begin work as a server for Churrascaria Saudades.

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## PRONOUNCING OUR NAME

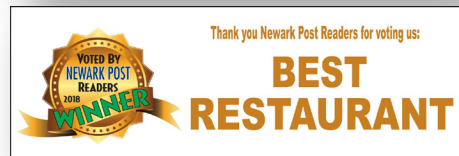
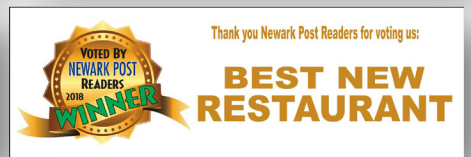
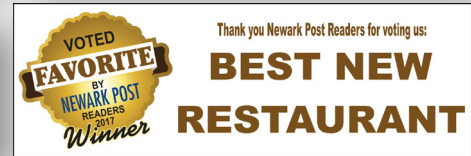
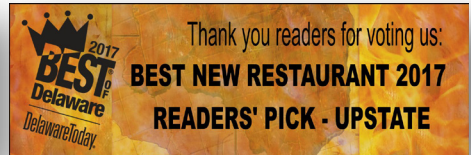
FIRST AND FOREMOST is the pronunciation of our name: ***Churrascaria Saudades (shoo HA skahree ah) (sawDAjeez)*** Practice this until you can say it perfectly.

The word SAUDADE (pronounced: saw' DA dee, or plural: saw' DA deez) is the Brazilian word that has no direct translation into English but is most accurately described as a deep emotional state of nostalgic longing for an absent something or someone. After a unique steak experience, as can only be experienced at Churrascaria Saudades, a guest will go away with a deep emotional state of nostalgic longing to return to the experience, hence the name SAUDADES.



## KNOWING OUR PRODUCT

Knowing our product is important, as you are the “first face” of Churrascaria Saudades, whether a guest walks in the door to ask questions, is seated with a reservation, or calls to inquire about a reservation over the phone. What is our product? Our product is **SERVICE**. Our guests get the best salad bar, are cut the best meats, and are served the best beverages, all this from the best people. It is in this way that we have won so many awards and will continue to do so with your excellent service.



You've Earned a Certificate of Excellence

## PRICE STRUCTURE OF MENU

We offer a prix-fixe fair at \$51 for the full experience and \$25.50 for the Salad Bar Only option. We offer half price for our junior guests (ages 6-12) and under age 6 eat free.

We have many options at the bar (food and beverage). Our bar has a very nice top-shelf. Our wine cellar has over 150 options. Careful study of our menus is very important. Knowing how to read the wine menu, beverage menu, bar menu, and dessert menu is required.

*Trainer: show the collection of current menus and how to read them (ie, alphanumeric address for bottles in the cellar, glass vs bottle prices, etc.)*



## **DIVISIONS OF THE HOUSE**

For the purposes of this training manual, all position at Churrascaria Saudades shall fall into one of the following two categories:

### **Front of the House**

- Gaucho
- Server
- Bartender
- Hostess
- Cashier

### **Back of the House**

- Kitchen Staff
- Utility

## JOB DESCRIPTIONS

The following pages contain the job descriptions of each staff position.

*Trainer: read all the description points to the trainee, for the appropriate job of each new hire in your class. Skip the pages that are not for the job for which you are training. You may have more than one job type in your class.*



# **JOB DESCRIPTION SERVER/BARTENDER**

**Immediate Supervisor:** Restaurant Manager

**Specific job prerequisites:**

- Must be pleasant in dealing with guests and co-workers
- Must be physically capable of performing basic chores
- Must be able to endure prolonged walking and standing
- Must be able to work under pressure
- Must have the ability to carry trays/pans weighing up to 30 pounds

**Major areas of duties and responsibilities:**

- Be at work on time
- Responsible for serving and interacting with guests including but not limited to selling menu items, taking & filling orders, serving drinks & food, performing table maintenance, and offering customer service.
- Proper uniform and personal hygiene are mandatory
- Report to Manager immediately after clock-in for daily side work
- Check station assigned to you prior to opening. Check for cleanliness and proper sanitary standards
- Inform, train, & motivate the wait staff on up-selling to ensure teamwork
- Provide prompt, friendly, and attentive service to all guests
- Provide responsible service of alcoholic beverages, according to federal and/or state laws
- Be sure you have all the tools necessary when reporting for duty
- Be knowledgeable of ingredient and preparation methods of all menu items
- Be prepared to answer any guest questions in a direct concise way
- Approach the table immediately before guest arrival and pull out chairs for guests
- While at the bar, ensure that all bar equipment is in proper working condition, cleaned, & organized
- Maintain proper inventory at all times. The bar must be stocked and inventoried on a daily basis
- Educate self and assist staff in understanding basic "bar vocabulary" (drinks, etc.)
- Provide the highest level of courtesy, hospitality, & quality of service to guests waiting to be seated
- Perform all reasonable tasks assigned by management

## **JOB DESCRIPTION HOSTESS**

**Immediate Supervisor:** AGM or GM

### **Specific job prerequisites:**

- Must be pleasant in dealing with guests and co-workers.
- Must be physically capable of performing basic chores.
- Must be able to endure prolonged walking and standing.
- Must be able to work under pressure.
- Must be well groomed, paying attention to hygiene and attire.

### **Major areas of duties and responsibilities:**

- Be at work on time and in proper attire which included all black pants with two back pockets (or black skirt), blouse, shoes including black socks or black nylons so that no skin is showing, maintaining an all black uniform appearance
- Ensure that hostess area is clean, properly supplied and neatly organized. Dust & clean doors, windows and glass walls of entrance display. Check tables, chairs, floor, & plants to ensure clean and neat in appearance
- Be able to answer guest questions about the restaurant in a concise way
- Answer the phone
- Manage the reservations system (Desktop and Ipad versions)
- Be able to work on multiple tasks simultaneously
- Communicate any special events to manager
- Place/Remove "open" sign on sidewalk
- Greet every guest upon arrival and offer assistance
- Direct guests to the their table and ensure proper sitting
- Make sure the guest is satisfied with their table and wish them an enjoyable experience
- Provide the highest level of courtesy & hospitality to guests waiting to be seated
- Help on the restaurant floor with table resets, etc.
- Help with other small side-work tasks (polish glasses at bar, etc. as needed)
- Thank every departing guest. Always smile. Always make eye contact
- Perform all tasks assigned by management

## **JOB DESCRIPTION CASHIER**

**Immediate Supervisor:** AGM or GM

### **Specific job prerequisites:**

- Must be pleasant in dealing with guests and co-workers.
- Must be physically capable of performing basic chores.
- Must be able to endure prolonged walking and standing.
- Must be able to work under pressure.
- Must be well groomed, paying attention to hygiene and attire.

### **Major areas of duties and responsibilities:**

- Be at work on time and in proper attire which included all black pants with two back pockets (or black skirt), blouse, shoes including black socks or black nylons so that no skin is showing, maintaining an all black uniform appearance
- Closeout guest checks and Perform cash, gift card, credit card transactions and maintain proper cash drawer management
- Ensure that cashier area is clean, properly supplied and neatly organized. Dust & clean all areas of your work station
- Be able to answer guest questions about the restaurant in a concise way
- Answer the phone
- Manage the reservations system (Desktop and Ipad versions)
- Be able to work on multiple tasks simultaneously
- Communicate any special events to manager
- Help on the restaurant floor with table resets, etc. if needed
- Help with other small side-work tasks (polish glasses, etc. as needed)
- Perform all tasks assigned by management

# **JOB DESCRIPTION GAUCHO**

**Immediate Supervisor:** Restaurant Manager

## **Specific job prerequisites:**

- Must be pleasant in dealing with guests and co-workers
- Must be physically capable of performing basic chores
- Must be able to endure prolonged walking and standing
- Must be able to work under pressure
- Must have the ability to carry trays/pans weighing up to 50 pounds

## **Major areas of duties and responsibilities:**

- Be at work on time
- Responsible for serving and interacting with guests including but not limited to delivering meat and cutting it tableside for the guest and offering customer service.
- Proper uniform and personal hygiene are mandatory
- Report to Manager immediately after clock-in for daily side work
- Check meat assigned to you prior to opening. Check for cleanliness and proper sanitary standards
- Provide prompt, friendly, & attentive service to all guests and staff
- Be knowledgeable ingredient and preparation methods of all menu items
- Be prepared to answer any guest questions in a direct concise way
- Maintain proper inventory at all times. Restock the grill room during service as needed
- Prep meats for the shift (sometimes the day before)
- Provide the highest level of courtesy, hospitality, & quality of service to guests at all times
- Maintain, clean, and organize grill room, meat room, & all storage areas
- Perform all tasks assigned by management

## **JOB DESCRIPTION KITCHEN STAFF**

**Immediate Supervisor:** Restaurant Manager

### **Specific job prerequisites:**

- Must be pleasant in dealing with guests and co-workers
- Must be physically capable of performing basic kitchen tasks
- Must be able to endure prolonged walking/ standing and lifting.
- Must be able to work under pressure
- Must be educated in proper food handling

### **Major areas of duties and responsibilities:**

- Daily upon arrival ensure that stations are properly cleaned and setup. This includes but is not limited to placing floor mats, filling sanitizer buckets, stocking stations, cleaning fryers, & cleaning ovens.
- Obtain prep list, needed recipes, or instructions for prep work.
- Using gloves, hair nets, and any other needed food safety gear.
- Maintain clean and organized stations.
- Get all salad bar items prepared and in place, on time, every day.
- Have cheese bread and side dishes ready for service daily.
- Prepare beef ribs for Gauchos daily.
- Assist in putting away food deliveries using proper FIFO rotation.
- Break down salad bar at end of night shift.
- Properly clean all stations at the end of night shift.
- Deck brush and mop all floors at the end of night shift.
- Sanitize all stations at the end of night shift.
- Ensure prep work has been completed for the following day.
- Perform all tasks assigned by management

## **JOB DESCRIPTION UTILITY STAFF**

**Immediate Supervisor:** Restaurant Manager

**Specific job prerequisites:**

- Must be pleasant in dealing with guests and co-workers.
- Must be physically capable of performing heavy physical labor.
- Must be able to endure prolonged walking and standing.
- Must be able to work under pressure.

**Major areas of duties and responsibilities:**

- Be at work on time
- Perform all check-list items according to day of week or times of month/quarter/year (as published) in a timely fashion and to the standards as established by management
- Perform all tasks assigned by management



## THE "DID YOU SHOW UP PREPARED" QUIZ

What videos did you watch?

How many cuts of meat do we server?

Name three cuts of meat?

Recite "The Speech"

What is our product?

**INSERT A QUIZ LOGO HERE**

## GENERAL INFO

The price of the full dining experience is \$51. The Salad-Bar-Only option is half the full dinner experience price, children 6 and under are free, and our young guests ages 7 to 12 are half price. Our hours of service change seasonally. Be sure to KNOW that our current hours of service are for each day of the week. Know that we accept all major credit cards (Visa, Mastercard, American Express, Discover and UD-OCMP). Know that guest attire for our restaurant is casual. Know our current business hours (seasonal).

INSERT WINDOW DECAL HERE

## HISTORY

In days of old, in the southernmost state of Brazil, **Rio Grande do Sul**, cattle grazed the **pampas** (treeless plains), providing the Gaucho (**Southern Brazilian Cowboy**) with endless supplies of meat for the now /famous tradition of “**Churrasco**” barbecues. The **Gaucho** would skewer large pieces of meat and slowly grill them over open flamed pits. Our goal is to provide a glimpse of that history to our dining guests.

## OVERALL CONCEPT OF OUR RESTAURANT

Our guests’ adventures begins with our bountiful salad bar, which features garden fresh vegetables, imported cheeses, cured meats, unique salads, and a hot bar with rice and beans and any daily Chef specials. Of course, ordering from our full service bar is encouraged any time. Our specialty drink from the bar is the Brazilian Caipirinha but we also have 22 beer and wine taps, along with an award winning wine selection. When ready for our rodizio service (tableside meat service) our guest will flip over the table disk from red to green. At Churrascaria Saudades we are proud to offer fifteen cuts of meat. Seasoned to perfection and slow roasted, we offer beef, pork, chicken, lamb, & sausage carved tableside by our Gaucho chefs. Every meal is accompanied by unlimited hot side dishes of garlic mashed potatoes, crispy polenta, fried bananas, and our delicious Brazilian pão de queijo (cheese bread). (KNOW THIS)

## TABLE NUMBERING SYSTEM

The standard table number layout has some protocols (what number to use when tables are joined) and there are holiday variations (Valentine's day, Mother's day, etc).

*Trainer: explain table numbers, including method for combining tables for large parties and how that affects the table number.*

## STANDARD TABLE SET

You are expected to reset tables between seatings in order to help expedite the seating of new guests. Tables are set with the following:

- Napkins
- Forks
- Knives
- Tongs
- Disk
- Wine glasses
- Salt and pepper
- Sugar pack holder
- Table tent card
- Water glass



*Trainer: Demonstrate the proper table setting, but save the practical experience of setting the table until trainee shadows you for service and then let trainee practice repeatedly.*

## MEAT TEMPERATURES

### GRILLED TO PERFECTION

125°

**Rare**  
Very red,  
cool center

135°

**Medium Rare**  
Red, warm  
center

140°

**Medium**  
Pink center

150°

**Medium Well**  
Slightly pink  
center

155°

**Well Done**  
**Fire-Grilled**  
throughout



### KNOW YOUR TEMPERATURES

## WINE NUMBERING SYSTEM

In order to more expeditiously find bottles in our multi-award winning wine cellar there is an alpha-numeric label at the end of every line on our wine list. This corresponds to the location of the bottle in our wine cellar. A1 is the top left corner with A2 under that bottle and B1 to the right of that bottle (and so on) with increasing letters to the right and increasing numbers descending.



## THE MEATS

KNOW the cuts of meat. Be able to answer guest's questions about each cut. If a customer asks what cuts are offered, you may pick up a tent card to the center section and showing the pictures and names of the cuts. Your trainer will issue you a Meat Card showing all the cuts of meat both in their formal Portuguese name and in English.

The following page has a picture of each of our cuts of meat, along with its official name (as used here at CS).

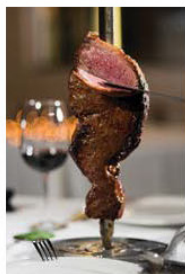
*Trainer, briefly go over this page with trainee. Spend MUCH more time with a Gaucho going over each meat. Gauchos and Servers to have this memorized by tomorrow. Bartender, Cashier, Hostess, Kitchen staff must be familiar but need not memorize.*

**PICANHA**

Top Sirloin (also called the sirloin cap) The most popular cut in Brazil. Sometimes it is referred to as the rump cover rump cap or coulotte

**FRALDINHA**

Bottom Sirloin. This is the owners choice cut, deliciously seasoned and grilled to perfection

**ALCATRA**

Top sirloin. Cut to be juicy, tender and full of flavor

**FILE MIGNON**

Filet Mignon (tenderloin cut). Prime cut, skewered and grilled to your selected temperature

**BEEF ANCHO**

Prime part of the Rib Eye. Grilled to perfection

**COSTELA**

Beef Ribs. Grilled for several hours to draw out its natural flavors

**PICANHA AO ALHO**

Garlic Sirloin marinated and grilled in our thick garlic sauce

**FILE COM BACON**

Filet Mignon wrapped in bacon

**FRANGO**

Knuckle-off, bacon wrapped marinated chicken legs

**FRANGO MARINADO**

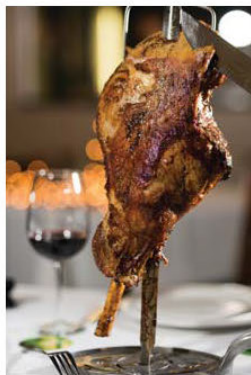
Knuckle-off, beer marinated chicken legs, directly from the flame

**LOMBO**

Parmesan encrusted pork tenderloin. Full of flavor

**LINGUIÇA**

Seasoned pork sausage. Slow roasted perfectly over an open flame

**PERNIL DE CORDEIRO**

Leg of Lamb

**COSTELA DE PORCO**

Pork ribs. Perfectly slow roasted and expertly seasoned

**CARRÉ DE CARNEIRO**

Lamb Chops

## THE SPEECH

The following script is for a SERVER. Reading it now will aid in understanding the service structure of our restaurant. Memorizing it will make your job on the floor so much easier:

*Thank you for coming to Churrascaria Saudades. My name is \_\_\_\_\_. Have you dined with us before? We are an authentic Southern Brazilian Steakhouse. The meal takes place in two parts. The first part is our salad bar. Help yourself whenever you're ready. Go as often as you like. When you are ready for the main course, take the little red disk to your right and flip it over to the green side. This lets the gauchos know you are ready for any one of 15 cuts of beef, chicken, lamb, or pork, which they will bring right to your table, one at a time, in no specific order. So they are going to walk up with large skewers of meat. They will tell you exactly what they have. You can say yes or no. All we ask is that you grab the tongs and help guide that meat to your plate. On the table right now is pão de queijo (gluten free cheese bread). When the meat comes out we bring caramelized bananas, crispy polenta, garlic mashed potatoes, and we keep them coming. If you need to take a break, just flip that little disk back to the red side. We will stop offering you the meat, but you can go back and forth, red to green, all night long. Please pace yourselves. This is a marathon not a sprint. My name is \_\_\_\_\_, but we all work as a team.. If you need anything at all, grab the first person that you see.*

Of course, use hand gestures to aid in communicating, for example, point at the salad bar when speaking about the salad bar (with four fingers, not with one finger), motion to the table card and tongs when speaking about them, etc. This speech is available as a print out (training aid) on our intranet website.

Important is to cover all of the following points:

- Authentic Southern Brazilian Steakhouse
- Two Part Service
- Gourmet Self Serve Salad Bar
- Unlimited servings of 15 cuts of meat, & side dishes
- Red and Green disc
- Brochure (Table Tent Card)
- Tongs
- Work as a Team
- Beverage Offer



## THE DESSERT SPEECH

One more speech that will be helpful on the floor is the dessert speech. This too will make your job so much easier:

*For dessert we have a warm flourless molten chocolate cake, there is a triple layer chocolate mousse cake. My personal favorite is the Chocolate Peanut Butter Torte. It is thin layer of chocolate cake, a thick layer of lightly whipped peanut butter mousse and a thin layer of chocolate cake with chocolate icing and crushed peanuts. There is a New York style cheesecake with a graham cracker crust, which you may have plain, but we also make fresh strawberry and blueberry sauce, sea salt caramel, chocolate, white chocolate and Raspberry sauce. There is Pudim, which is Brazilian flan. It is made with sweetened condensed milk and is a delicious caramel custard. There is the Petrucci Affogato, a coffee cup filled with vanilla ice cream, we pour a double shot of espresso tableside and if you really like we will add a shot of Baileys, Kahlua, Frangelica or Vanilla de Madagascar. Finally we have papaya or strawberry cream. Fresh papaya or fresh strawberries blended with vanilla ice cream to a milkshake consistency, then, if you like, we pour on Crème de Cassis, a black currant liquor.*



## TERMINOLOGY

Typically this section would be at the back of the book but knowing these terms ahead of time will greatly enhance training. Following are terms frequently used on the floor.

- **2 -TOP, 6-TOP, etc.** Table for two, table for six, etc
- **BAR TAB-** Beverages a guest orders in the lobby or bar area while waiting. We offer to transfer those beverages to the guest's table.
- **BEHIND** – what a server would pronounce loudly when behind someone who may not know they are there and needs to know to avoid traffic conflict when carrying heavy tray, etc.
- **BIG TOP** Large party (9 or more guests)
- **BOH** Back of house (Kitchen)
- **CAIPIRINHA** Our signature drink is the Caipirinha. It is the Brazilian version of a margarita; made with lime, cachaça, sugar cane liquor) and sugar.
- **CHURRASCARIA** Barbecue house
- **CHURRASCO** Pronounced(shoo - ras - ko) has been a culinary tradition for more than three centuries in Rio Grande do Sul. The Gauchos pierced large pieces of meat and slowly roasted them over open flamed pits.
- **COMING IN, COMING OUT, CORNER** – what one would say when exiting or entering a blind area to avoid a traffic conflict when carrying large tray, etc.
- **FOH** Front of the house (Lobby & Dining Rooms)
- **GAUCHO** Southern Brazilian Cowboy; chefs who cook and serve meats according to Southern Brazilian tradition.
- **GUARANA** Brazilian soft drink, made from the Guarana fruit found in the Amazon, it is very similar to cherry ginger ale or cream soda.
- **ON A WAIT** We have multiple guests in the lobby waiting for tables.
- **PRE-BUS** Removing unwanted plates, silverware trash, and glasses.
- **REGULARS** Guests who dine with us frequently,
- **RUSH(or PUSH)** The busiest period of the shift.
- **RODIZIO** This is the Brazilian word used to describe the continuous rounds of delivery of meats to the table – rounds of meat
- **SPLIT CHECK** When guests request to pay separately.

## **REVIEW QUIZ**

How many cuts of meat do we serve?

What is the price for a child of age 4?

How often can a customer flip between RED and GREEN?

How do we find a bottle of wine from the winelist?

What is a Gaucho?

What time do we close on Wednesday nights in July?

What is Crème de Cassis?

What is Guarana?

What credit cards do we accept?

## FAQ--(GUEST QUESTIONS)

Follows is a list of frequently asked questions, the foreknowledge of which will be very helpful:

- Is the restaurant family-friendly? *Yes*
- What are options for vegetarians? *Our gourmet salad bar, as well as hot side dishes.*
- What are the major roads or landmarks in relation to the restaurant? *Newark Shopping Center on Main Street in Newark*
- Is it OK to wear jeans/shorts? *Yes*
- What kind of wines do you offer? *We offer an excellent selection of wine on tap and a full wine list featuring a wide variety of foreign and domestic vineyards.*
- How can I buy a Gift Certificate? *In the restaurant or online (visit our website at [www.EatSteaks.com](http://www.EatSteaks.com))*
- Do you offer carry out? *We feature a prix fix, all-you-can-eat menu. We do not offer takeout for our main course, however we do offer takeout dessert.*
- Do you cater? *Yes, Please call \_\_\_\_\_ for details.*
- Can we have separate checks? *Absolutely*
- Do you give discounts for large parties? *Let me put you in touch with a large party coordinator. Give them contact information and let them know someone will call them back right away.*
- Anything special for holidays? *We offer special events for New Year's Eve, Valentine's day, Mother's day, and Father's day*
- Do I need reservations? *We do not require a reservation, however it is highly recommended.*
- Do you have a private room? *Yes, 2 rooms fully equipped with multi-media equipment.*
- How soon can I make a reservation? *I can make one for you.*
- What information do you require for a reservation? *Name, Phone number, party size, date and time, special event, and allergies.*
- I tried to book my reservation online and it said the date was not available? *Then this date may be fully booked. Let me see if I can help you. For what date were you looking?*
- Do you require a deposit for large parties? *It depends on the size, date, and package options for the event*
- Will I still get the full menu if I come in late? *Always*

- What do you do for birthdays? We offer a complementary dessert, but we do not sing
- May I have flowers delivered? Yes
- Can I bring my own wine? Yes (for a minimal corkage fee of \$25), however, we an award winning winelist.
- May I bring my own cake? Is there a cutting fee? Yes you may bring in a cake, there is no fee.
- I am going to be late, is it OK? (It depends on the situation. Always use your best discretion to satisfy the party without interrupting another)
- I am gluten intolerant. What can I eat there? Our gourmet salad bar features over 30 gluten free items and our meat selection is completely gluten free except for the chicken which is marinated with beer. Our famous Brazilian Pao de Queijo (cheese bread) is also gluten free.
- Do you have a seafood option? No, but we do have smoked salmon.
- Can I write a personal check? No, but we do accept all major credit cards.
- Can my company write a check? No, unless it is for a private party or event and it has prior manager approval
- Can I do a direct bill? Yes (see manager)
- Can you take my CC # over the phone to pay for my guests? We can handle this on a case-by-case basis. Please check with a manager
- Can you take my CC # for a gift card payment? YES, but this sale must be a card-present transaction with as signature on the receipt. However, online purchases are available if the customer cant be physically present for the purchase.

## **TELEPHONE ETIQUETTE (HOSTESS/CASHIER TRAINING)**

When speaking on the telephone there are some basic principals with which you, as a professional hostess, must adhere. There are some DO's and DONT's. Follows is such a list:

**Answering the phone:** "Hi, thank you for calling Churrascaria Saudades. This is \_\_\_ how may I help you?"

**Avoid, "I don't know":** It's common for a customer to ask a question for which we don't have an answer. Instead of saying "I don't know," respond in the positive: "That's a great question. Let me go find out for you." If we simply say, "I don't know" this leaves the customer frustrated. Turn the negative "I don't know" into a positive.

### **Be careful how you transfer customers**

Saying "Let me transfer you" or "let me put you on hold" is a negative. How many times have you been transferred, only to start over on an automated system, or to have the call dropped? While you may not be able to avoid having to transfer your customer to a different department, you can make it a positive by explain your next move. "Please let me transfer you to our general manager, who will take care you right away. Would you mind holding for a brief moment?" Putting a positive spin on the transfer will expose you as making the customer your number one priority.

### **Make the best of a bad experience**

If a customer calls to complain about something, know that you are already dealing with a frustrated customer who does not think very highly about their last visit. Try your best to make lemonade out of lemons, using the following key concepts:

- **Be empathetic:** Communicate that you understand the problem is frustrating and that the guest is upset.
- **Try to remedy the problem:** If you are able to solve the customer's complaint, please do so. But if you cannot, you should tell the customer you will get your manager right away. Bad experiences on busy nights can sometimes be an oversight, but losing an angry customer because of it is never acceptable. How you handle the situation can make all the difference.

### **When you can't bend the rules, offer a winning alternative**

There are certain rules that you can't break for a customer, but instead of leaving the customer frustrated and disappointed, offer an alternative so

that the customer still feels like he is still getting what he wants. For example, if a customer is requesting a discount on their meal because they “will not eat a lot” Be positive with your response, “Sir(Ma’am), I’m really sorry. There is no discount on the full dinner experience (15 meats, salad bar, and hot sides for), however we can accommodate you by offering you unlimited trips to the salad bar half the price of the full experience and you may order from our meat sampler appetizers that range from \$7 to \$9.” In this scenario, you are not breaking rules and you are not ending on a negative with the easier answer by having simply said, “no”. You are offering an alternative that still gives the customer the option he is looking for (a lower final guest check total).

### **Don’t hang up until you know your customer is satisfied**

How you end a call is extremely important. Before you let the customer hang up, take the small step of asking if there is anything else that you can assist with or ask if they have any additional questions. Here is a fantastic way to wrap up a call:

*“Thanks for calling, Is there anything else I can help with? I’d be happy to assist in answering any other questions you may have.” “Thank you! Have a great day and we hope to see you soon.”*

A closing line such as this shows your appreciation for your customer, makes sure the customer is satisfied, and it communicates your willingness to keep helping (if needed). This type of closer is especially effective if you have had an angry customer – Always end your conversations on a positive note.

**When you are taking a reservation:** Customer: “Hi, I would like to make a reservation for this evening.” You: “I will gladly help you with that! How many people are in your party?”

Check current and future availability for the party size. Confirm whether or not we can accommodate the party of that size on that date and at the specified time that the customer is requesting and record their reservation in the reservation system. If you cannot accommodate their reservations request, avoid the negative answer of “NO” and offer an alternative. “May I take your information in case we have a cancellation? I will call you as soon as possible, if we have any tables open up.” [take their information] Thank them very much and apologize for the inconvenience. Or you might say, “May I offer you a reservation tomorrow? We usually have more availability on \_\_\_\_ “

After you have ironed out whether or not they will be making a reservation, go ahead and add it to the reservation system but before hanging up, ask the following questions:

- Is this a special occasion, anniversary or birthday?
- Are there any dietary restrictions or allergies of which we should be aware?
- Are there any children included in your party that will need a high chair, booster, or infant sling?
- Is there anyone in your party that is unable or unwilling to walk up a flight of stairs?

Be sure to add any special notes/requests/preferences to the reservation notes area.

**If you must place someone on hold:** “Hi, thank you for calling Churrascaria Saudades, would you hold for one moment please?” Wait for a response, don’t just hit the hold button. Say, “Thank you, one moment please”, acknowledging their response to your question. Note: Putting someone on hold without asking them ahead of time AND waiting for a response is RUDE. **DO NOT FORGET ABOUT THE CUSTOMER ON HOLD.** *If you are busy, have someone else answer the phone. Don’t forget that WE ARE A TEAM!*

**Leaving a message for a late or “NO SHOW” reservation:** “Hello, this message is for [name of customer]. My name is \_\_\_ and I am calling from Churrascaria Saudades Brazilian Steakhouse in reference to your reservation with us this evening at \_\_\_ for \_\_\_ people. Please call us at back at 302-355-5551 at your earliest convenience to confirm whether or not you will still be dining with us this evening. Thank you and we hope to hear from you soon”

**Leaving a message for a customer about upstairs seating:** “Hello, this message is for \_\_\_\_\_. This is \_\_\_\_\_ calling from Churrascaria Saudades Brazilian Steakhouse in reference to your reservation with us tomorrow evening at \_\_\_ for \_\_\_ guests. We are calling to ask if there is anyone in your party that is unable or unwilling to walk up a flight of stairs. Please call us at 302-355-5551 to confirm at your earliest convenience. Thank you, we look forward to speaking with you. Have a great day [or evening].”

**Taking a customer cancellation call:** Customer: “Hi, I have a reservation tonight at 6:30 that I need to cancel.” You: “Ok no problem. What is the last name?” Customer: “Doe” You: “Ok I will cancel that for you. We are



sorry to hear that you will not be joining us for dinner. Can I make a reservation for a future dining experience with us?” Or you can end the call with, “We hope to see you soon. Have a great day [or evening].”

**Taking a customer inquiry call (how does it work at a Brazilian Steakhouse?):** The full dinner experience begins with unlimited visits to our 40+ item salad bar. When ready, with the flip of the signal card from red to green, the meat service will begin which involves an endless supply of chicken, beef, lamb, pork, and sausage delivered and carved tableside, right off the skewer, by one of our gaucho chefs. We also bring as many side dishes of caramelized bananas, parmesan topped crispy fired polenta, garlic mashed potatoes, and our signature pão de queijo (cheese bread) as you like. All of this is included in one price. We offer a salad-bar-only option for half the full experience price.

**Taking a call with a customer inquiring about dining at the bar:** We offer the salad-bar-only option at the bar and we have a small plate appetizer offering at the bar as well. However, the full experience meat service is only available in the dining room.

**Taking a call when the customer wishes with a manager:** Customer: “Hi. May I please speak with a manager?” You: “Is there something I can help you with?” Then try to help. If this is a matter for a manager, then: “Please let me transfer you to [know who is on duty and to whom you should transfer the call] May I place you on a brief hold?” Wait for a response, don’t just hit the hold button. Say, “Thank you, one moment please”, acknowledging their response to your question. Note: Putting someone on hold without asking them ahead of time AND waiting for a response is RUDE.

## THE REMARKABLE SERVER

What makes service remarkable? The Remarkable Server.

- **The Remarkable Server is welcoming, friendly, and courteous.** Courteous behavior creates an atmosphere of comfort. That warmth and welcoming assures our guests that they can relax and enjoy their dining experience.
- **The Remarkable Server is knowledgeable.** A knowledgeable server displays confidence in his/her abilities; this confidence comes from familiarity with all aspects of the restaurant.
- **The Remarkable Server is efficient.** Efficient service is calculated and seamless; it's working quickly and smoothly while creating a feeling of ease for the guest.
- **The Remarkable Server has great timing.** Remarkable servers anticipate the dining needs of the guest, providing just the right item or service before the guest may even realize they need it.
- **The Remarkable Server is flexible.** Remarkable service accommodates guest even if they do not adhere to regular dining principles (for example, a guest request to start with dessert, or a guest wants his red wine poured over a glass of ice).
- **The Remarkable Server is consistent.** Guests may visit our restaurant the first time for many different reasons but come back for only one: our remarkable service. Consistent delivery of remarkable service, delivered to every guest, every day, is tantamount.
- **The Remarkable Server communicates effectively.** Effective communication consists of transmitting the right amount of information at exactly the right time. Remarkable servers recognize what guests want to know and provide the information in an unobtrusive manner. Remarkable servers can read the table and adapt their communication style to each unique situation and the guest with whom they are speaking.
- **The Remarkable Server instills trust.** A state of trust must be established between the server and the guest. The guest wants to feel secure with the server's recommendations.
- **The Remarkable Server exceeds expectations.** Repeat guests expect the same level of service each time they visit, but remarkable servers are constantly seeking ways to better that experience.
- **The Remarkable Server** has at his/her core a desire to make their service remarkable and strives at all times to be remarkable.

## **ADDITIONAL SERVER TIPS**

- Provide an extraordinary dining experience by delivering exceptional food and service.
- Follow Responsible Alcohol Service Guidelines.
- Smile and make eye contact to ensure guest feels welcome.
- Take the guest on a visual journey using descriptive words.
- Motion with an open hand; it is more hospitable than pointing with your finger. **NEVER POINT IN A RESTAURANT!**
- Choose appropriate words. Avoid words such as regular, only, just, or still. Example: “Would you like a top shelf margarita or just a regular one?” Avoid words like regular, just.
- Sell an EXPERIENCE. We have a uniquely wonderful concept to offer our guests.
- Wait for a lull in the conversation instead of interrupting.
- Avoid reaching across a guest
- Share the product’s story while selling it.
- Listen through the meal for clues on guest preference(s).
- Approach the table as they are seated, but not too soon and not too late.
- Knowledge is power. Take the initiative to learn more about the products we offer

## **SUGGESTIVE SELLING**

Suggestive selling is a sales technique wherein the server can offer/recommend additional purchases to a guest that might not otherwise have been thought of by the guest. **Knowledge of our products is imperative.**

We have an opportunity to up sell when it comes to beverages and desserts. Suggestive selling can be used during all phases of the dining experience:

### **Beginning of the Meal**

At the beginning of the meal, our goal is to get a feel for the kind of experience the guest is looking for.

- If they are Salad bar only customers then remove their tongs and the flip card.
- If a customer says they only want the salad bar or that they can’t eat that much (referring to the meat service) then offer them appetizer portions of meats from the appetizer menu.

- When a fellow employee is greeting a table, bring the basket of pão de queijo to the table.
- If a guest is looking at the wine menu, “can I start you off with a cocktail while you peruse the wine menu?”
- If a table finishes a bottle of wine, offer another bottle or ask if they would like to try a different bottle.

### **During the meal**

Here are some up selling opportunities for you during the meat SERVICE:

- Offer a different wine instead of a refill
- Offer the opportunity to try a Guarana
- I see you are on green, is there a particular meat you would like to see?
- What temperature would you like for your meat?
- I see you are on RED, are you taking a break or would like for me to take away some of your plates?
- Are you seeing a nice selection of meats?
- Is there something you haven't see yet?
- Is there something you would like to see more of?

### **End of the Meal**

Some phrases to use at the end of the meal to provide excellent customer service while selling:

- Would you like to hear our desserts we can offer you? And be fully prepared to quote all dessert options
- We have espresso, and decaf/or regular coffee as well.
- Is there anything else we can get for you this evening?
- Let me know when you are ready for your check, but no rush.
- I will take this whenever you are ready.

## **REVIEW QUIZ**

What are three of our cuts of meat?

What are three things that are a Remarkable Server? He/she is:

What are two of our desserts?

What are two up selling opportunities?

## **TECHNIQUE - TIMING - TEAMWORK**

Service can be broken into three main areas:

### **TECHNIQUE**

As a professional server you should be constantly reading the table, insuring all guest needs are fulfilled. Make eye contact with each and every customer OFTEN. They should never have to ask for drinks/refills. A guest should never have to pour his or her own wine.

During meat service, the server needs to pay very close attention to the green and red card, in order to be in full control of the table and thusly ensuring excellent service.

Pre-bussing: The table should be constantly cleaned and cleared.

Following these guidelines will insure the dining experience is everything the guest would like it to be and to make sure the guest knows that the server cares about the guest's needs.

Rather than asking "is everything alright?" which puts the guest on the spot while they mentally review the entire meal, the server should say "is there anything else I can get for you?"

Treat your guest, as you yourself would like to be treated. Always put yourself in the guest's place and imagine what would be needed at each stage of the meal.

Anticipation of need not only impresses the guest, it makes your job that much easier. It allows you to maintain control of the flow of work rather than playing catch-up.

### **TIMING**

Timing in the dining room means always having everything in its place before it is needed. The drinks arrive at the correct time. The wine arrives at the right time. All flatware and glassware are correct and in place.

Accomplishing service activity in a timely and comfortable manner, without any sense of haste displays excellent service to your guest.

### **TEAM WORK**

The success of a restaurant depends on all stations running smoothly. In a busy restaurant, there is nothing more frustrating than having to wait for

coffee to brew, for more ice, or for something that was supposed to be done by another team member before service while you have to stand around and wait for it.

If one person in the restaurant fails to do his/her job, everyone is affected.

You need to help each other out, whether it is assisting a table, starting another pot of coffee/tea if it is getting low, asking the busser to bring ice before the bin is empty, helping bus, resetting tables, pouring water, or doing whatever is necessary to get the job done.

A person that is always willing to lend a hand even when no one asks is a Team Player. All departments work together to provide an extraordinary dining experience by delivering exceptional food and service to our guests.

Because we are a team, we have a tip pool. We want consistent service for our guests. We do NOT want a guest to wait for service. Instead of a server needing to go get a server for the table that is not assigned to him while a guest waits to make a request, every table is served by every server. This then creates an atmosphere of true teamwork. Be familiar with the tip pooling policy in your Employee Handbook.

## COMMUNICATION & COURTESY

Communication by definition is a verbal or written message, but there are other factors that come into play when people communicate face to face.

Communication is:

- 5% Words
- 35% Tone of Voice
- 60% Body Language

Hospitality Words - Hospitality is the relationship between a guest and a host, or the practice of being hospitable. Specifically, this includes the reception and entertainment of guests. Hospitality words are words chosen in order to be more hospitable, or welcoming.

Greeting a guest who is checking in at the host stand

- "Good evening"
- "Good afternoon"
- "How may I help you?"
- "Welcome to Saudades!"

Seating a guest

- "Enjoy your meal!"
- "Have a wonderful evening!"
- "Please allow me" (when pulling out chairs)

If asked "Where is the... (bathroom, bar, lobby)

- "Here let me show you"
- "Right this way"

If asked for something and you are unsure we have it, say:

- "Let me see if we have that for you",
- If you are unsure, ask a manager.

Saying Goodbye

- "Thank you for joining us"
- "We hope to see you again"
- "Thank you for choosing Churrascaria Saudades!"
- "It was a pleasure to have you dine with us"
- "We look forward to serving you again!"

When taking an order/being asked for refills/taking a dessert order:

- I would be happy to.
- I will have that right out for you.
- It would be my pleasure.
- Certainly.
- Absolutely.
- I'll be right back with your...



Checking on the meal:

- Are you enjoying your meats thus far?
- Are the meats cooked to the temperature of your liking?
- Do you have any special requests for the meat service?
- May I refresh your side dishes?
- If a customer asks for directions (i.e. bathroom) “Here, let me show you” or “Right this way”
- Is there anything you haven’t seen, something you would like to see again?

**DON'T FORGET: ALWAYS SMILE**

## FOOD SAFETY

Churrascaria Saudades is committed to providing the best quality food in a sanitary work environment. Proper safety and sanitation begins with each team member. Eighty percent of all food-borne illness can be traced to cross-contamination from unclean hands. Follow the simple guidelines to ensure the most healthy, safe environment for our guests:

**All team members are required to wash their hands after:**

- Using the restroom
- Handling raw food product, touching un-sanitized work surfaces, or clothes
- Eating or drinking
- Touching your face or hair (**NEVER touch your face or hair in view of the customer**)
- Coughing or sneezing
- Taking out the trash or touching dirty food surfaces (such as clearing tables)
- Picking up debris off the floor (preferred method is with a broom/dust pan)

### **Proper Hand Washing Technique**

- Scrub hands for at least 20 seconds with an approved hand cleaner. A good rule of thumb is to sing "Happy Birthday", twice.
- Wash up to your elbows
- Scrub fingernails
- Rinse hands and dry them
- Apply hand sanitizer

### **Safety**

- Know where to locate the MSDS (Material Safety Data Sheets) These sheets contain safety information for the chemicals we use
- Know where to locate the fire alarm and fire extinguishers
- Never mix chemicals unless instructions call for mixing
- Use only approved containers
- Never store chemicals above food or near food items
- Report unsafe conditions to managers
- Use proper lifting techniques at all times

## **FOODWORKERREPORTINGPOLICY**

**All food employees must notify management when they experience any of the conditions listed below so that the company can take action to prevent the transmission of food borne illnesses.**

**Future Symptoms:** Diarrhea, Fever, Vomiting, Jaundice, Sore throat with fever, and Lesions containing pus on the hand, wrist, or exposed body parts.

**Future Medical Diagnosis:** If diagnosed as being ill with Typhoid fever, shigellosis, E. coli 0157.H7, Novovirus, Shiga Toxin, Hepatitis A., or non-Typhoid Salmonella.

**Exposure to High Risk Condition:** Exposure to a person diagnosed with Typhoid fever, shigellosis, E. coli 0157.H7, Novovirus, Shiga Toxin, Hepatitis A., or non-Typhoid Salmonella.

**Be familiar with the details above. A Delaware State Health Inspector may ask you any of the above at any time.**

**INSERT HEALTH PICTURE HERE**

## WE CARD

You have already had or will have shortly your OABCC card and that training covers all the important subject matters with regard to serving alcohol responsibly. We have signs in a few locations at CS to remind us that we CARD our guests and as a reminder, the year that one must be born before in order to be served:

To purchase

# ALCOHOL

A person must be 21 years of age, born on  
or before today's date in



# 1998



**CHURRASCARIA SAUDADES**  
BRAZILIAN STEAKHOUSE

## STEPS OF SERVICE

At Churrascaria Saudades, there are important Steps of Service:

- The Speech and Beverage Offer
- Salad Bar Service
- Meat Service
- Dessert and After Dinner Beverages
- After the Meal
- Table Maintenance

**1. The Speech and the beverage offer.** Our unique concept requires some explanation before the guests begin. Now is the time to put the memorized Speech to work for you. Give the customer The Speech and follow up with a beverage offer. **Conduct Table Maintenance.**

**2. Salad Bar Service.** Water and cheese bread are to delivered to the table within TWO minutes of greeting. Below you will find details about a server's role during the salad service. Prior to engaging in these activities, get the guests permission before touching or removing items that are on the table. You do not need permission to remove trash. Crumb the table, or refill tap water. Provide prompt yet low profile service. Make eye contact and smile when interacting with the guest.

When the guest returns from the salad bar, here are key things to ask:

- Did you find everything to your liking at the salad bar this evening?
- How is everything so far?

Key things to look for during this part of service:

- Are the guests happy and satisfied?
- You must read the face of the guest.
- Make eye contact often.
- When a guest needs something they will look at you.
- KNOW that this means they need something and go find out.

At the end of the salad service

- Did they finish everything on their plate?
- Did they not like something?
- **Conduct Table Maintenance**

**3. Meat Service** Side dishes are to be delivered to the table within TWO minutes of starting the meat service. The meat service will begin within TWO minutes of flipping to green. Prior to engaging in these activities, get the guest's permission before touching or removing items on the table.

Provide prompt yet low profile service. Always make eye contact and smile when interacting with the guest.

When the guest begins the meat service, some phrases to use are:

- Are there any particular cuts of meat you would like us to send to the table?
- Offer to change plates whenever a guest needs one, "May I get you a fresh plate"

**ALWAYS Conduct Table Maintenance.** And in this case, at the end of the meat service, Pre-bus the table by removing all unnecessary items and ask the following:

- "Would you like to hear about our dessert selections?" or
- "May we interest you in desserts or coffee?"
- UPSELL desserts and after dinner beverages using suggestive selling technique

**4. Desserts and After Dinner Beverages.** Below, you will find the server's role during the dessert and after dinner beverage service.

- Prior to engaging in these activities, get the guest's permission before touching or removing items from the table.
- Provide prompt yet low profile service.
- Make eye contact and smile.
- Use suggestive selling to offer our dessert options to the guest.
- Be able to fully describe each and every dessert item available

**5. After the Meal.** A phrase that you can use after the guest has paid:

- Thank you very much and please come back and see us again.

## **6. VIGILANCE in Table Maintenance**

You will have noted that conducting table maintenance after each Step of Service is required. Constant table maintenance is required. Being vigilant of the needs of the table is paramount to good service.

- Keep the water glasses full.
- Refill drinks often.
- Crumb the table.
- Ask to provide fresh plates whenever a plate looks like it needs to be changed.
- Refold napkins and tidy up when guests step away for a trip to the salad bar (or restroom).
- It is plain and simple: **ALWAYS Conduct Table Maintenance**

## BE PRODUCTIVE

Tips for Staying Productive, Consolidating & Using Team Work:

- Refill iced tea and water in your area of the dining room
- Pre-bus your area, as well as you neighboring areas
- Consolidate trips to the bar and/or kitchen
- Assist with restocking the server station as needed

## THE FIVE NECESSARY SERVER TOOLS

Servers must come to work prepared everyday with the following tools:

A lighter, at least two pens, a table crumber, a wine key, & their OABCC card.



*Trainer, issue two pens and a crumber to the Server/Bartender candidate at this time.*

## REVIEW QUIZ

What **five** things must a server carry at all times while working the floor?

When must you wash your hands?

Describe how you must wash your hands?

What are the six symptoms that are Food Worker mandatory reporting items?

When carding, in what year (or prior to what year) must someone be born in order to be old enough to be served?



## **RESTAURANT TOUR**

During restaurant tour, the trainer will point out where to locate many important items. They will highlight the Bar, all Server Stations, Front of House, Back of House, and storage areas.

## **SERVER STATION KEYPOINTS**

### **IN ALL AREAS**

- Work as a team to keep all work areas clean; wipe spills and messes as you go
- All silverware & glassware is clean for our guests.
- Team assists with keeping the service stations stocked with necessary items
- Restock wine glass racks as they start to empty
- The ice scoop hangs in a rack near the ice bin to prevent contamination from hands.
- The tea machine brews almost an entire urn each time. The tea urn should be empty (or almost empty) before brewing tea to prevent overflow.
- Hot tea - Hot water from kitchen is placed in a teapot and small box of tea bags is brought to the guest to make their own tea.
- Coffee is made in the kitchen (as needed, NOT stored in pitchers). Cups/Saucers/Creamers are located adjacent to the machine in the kitchen.

## **BEVERAGES**

Each beverage requires a specific glass and accompanying items. Your trainer will identify each with you and then will demonstrate how to prepare each and how to present each at the table.

## **SALAD BAR**

The salad bar changes from time to time so rather than list all the items in the salad bar for this training module to later have some items added or deleted would be counterproductive. The Trainer will take time during OJT (On-the-Job Training) to explain each item on the salad bar as it exists at the time of training. Any new items added/removed will be explained during a pre-shift briefing. Knowing the ingredients to every item on the salad bar is important for a server so when asked by a guest, the server can provide that information (specific to allergens, intolerances, or vegetarian/vegan dietary needs). The current recipe book for the entire salad bar is available online on the company intranet website at [bit.ly/CSrecipe](http://bit.ly/CSrecipe)

## POSTTRAINING & EXERCISES

Instructor will demonstrate, using a trainee sign-in (and permit time for practicing), the following tasks:

Trainer and Trainee navigate through each of the following beverage orders types:

- liquor orders
- mixed drink orders
- wines by the tap
- wines by the glass
- wines by the bottle
- beer taps
- beer bottles
- specialty (seasonal) drinks
- modifiers

*Trainer teach trainee to write down drink orders on note pad while taking the orders.*

*TRAINER AND TRAINEE complete the following exercises using a training access sign in on the POS (practice to proficiency):*

- Open a table
- Add 6 guests
- Take away one guest
- Order 6 meals
- one guest is a Vegetarian, change them to Salad Bar Only (remove the full meal). Note: Meal was already placed, so must have manager (not cashier) remove 1 full meal.
- Enter the drink orders..
- I need a Corona Light
- I need a Traditional Caipirinha
- I need a Sabby's Finest
- I need a "Paul Hobbs Crossbarn" bottle
- teach what clicking "Done" accomplishes. NOTE: After you hit "done" and want to make a change (i.e., remove an item ordered), you must have a manager remove it for you.
- Order a "Caliente"
- Oops, I meant to order a glass not a bottle, before cancelling the bottle, (RUN to bar and make certain bartender pulls ticket and tosses before they open the bottle)
- Order a glass of Paul Hobbs Crossbarn (get a manager only to cancel the bottle ordered)
- Retrieve the ordered drinks and deliver to table
- Dessert Time: Order cheesecake with strawberry topping, 2 mousse cakes, 1 peanut butter, and 2 molten lava cakes but one with ice cream and one without. Click "DONE"
- Customer changed cheesecake to Blueberry not Strawberry topping (Run to kitchen and have dessert person pull ticket and hand write Blueberry on receipt)
- Split a check
- Transfer a check and receive a transfer
- Combine checks

## **HOMEWORK**

**Pick one beer, one wine, and one cocktail from menu and be prepared to give a FULL description tomorrow. A full set of current menus is available online at [www.SaudadesManuals.com](http://www.SaudadesManuals.com)**

**Memorize The Speech**

**Know all the meats and meat temperatures**

## **SHIFT SHADOW**

Trainee will shadow a shift for at least two hours today accomplishing a minimum of the following while under supervision:

- Open a table and place order for customer
- Give The Speech to a live table

**-----END OF DAY ONE-----**

Insert description of today's lesson here

# **WINE SERVICE**

Follows are the **FIVE STEPS OF OUR WINE SERVICE:**

## **1. OFFERING AND RECOMMENDING WINES**

When offering or recommending wines, it is important to identify what that customer wants (style, grape, varietal, sweet/ dry, white/red, spicy/fruity, etc.

## **2. TAKING ORDERS**

When a guest gives you their wine order confirm the order with the Wine list open. Repeat the order back to the guest. If the guest closes the wine list and tells you the bin number, politely reopen the book and confirm the bin number and bottle of wine.

## **3. AFTER THE ORDER**

After you take the wine order, you will need to:

- Enter in POS
- Go get it from the BAR

Before getting wine glasses, note the following:

- How many people are dining?
- Are there enough wine glasses already or do I need more?
- Wines are either located inside our temperature & humidity controlled wine cellar (by number) or are on tap.
- Avoid shaking bottles when moving them, so the sediment does not mix with the wine.

After locating the wine, note how many bottles are left, so you are prepared if the guest asks for additional bottles. **IMPORTANT FOR BAR TENDER TO LET YOU KNOW THIS IS THE LAST BOTTLE** or for you to let bartender know. **TEAMWORK.**

## **4. PRESENTING AND OPENING THE BOTTLE**

Bring to the following items to the table when presenting and opening the wine:

- The bottle
- Fresh wine linen (black cloth napkin)
- Wine key
- Decanter (If appropriate)

## **5. SERVING THE WINE**

- Approach the guest from the his/her **LEFT.**
- Present the bottle using the folded **NAPKIN.**

- Confirm with guest the selection and vintage of the wine with LABEL facing guest
- First remove the outside cap of the wine by placing the wine key (angled at 45') slicing around the front and then the back. Then peel back the top foil and place foil in your pocket. (Label faces the host (head of the table); wine linen (napkin) should remain over the forearm of the arm which is holding the bottle).
- Remove the cork, taking care not to place your hand on the TOP of the bottle.
- Place the cork WINE SIDE UP on the table in front of the HOST (head of the table). He/She may or may not inspect the cork.
- Serve the host, with the label facing them, approximately one ounce of wine, after the pour raise the bottle straight up while twisting to stop any wine from dropping on the tablecloth. Also use the wine linen to ensure drops are caught as necessary,
- After the host tastes the wine, he or she will nod or verbally tell you they approve the wine. If the guest does not approve the wine you should respond with the following;
  - Offer to decant the bottle if the wine needs to 'open up'. Sometimes wine needs a period of time to open up to help the taste profile of the wine allowing it to take on its true character (see steps of decanting below)
  - If a guest is certain the bottle is corked, do not disagree with them. Ask if they would like the same bottle or would they prefer to choose another from the wine list.
  - Remove the bottle from the table and void it from the guest's check in the POS (with Management assistance) GET HELP FROM A MANAGER IMMEDIATELY.
- After you receive guest approval, wine is served to all guests from their LEFT.
- Start serving with the guest to the LEFT of the host and then work your way, clockwise, around the table. Serve the host LAST.
- Use your linen to catch any wine that may drip from the bottle.
- In general, each guest is served around of wine, but smaller portions may be necessary to ensure there is enough for every guest at the table. One bottle of wine can provide for approximately 4-5 glasses. Our wine glasses are large enough to fit an entire bottle of wine in one glass, so be conscious of over serving. You do NOT want to run out of wine before reaching the host (head of the table).
- After serving wine, place the bottle in center of the table with the label facing the host.

## A BRIEF LESSON IN WINE

**Two Basic Types of Wine:** Still and Sparkling (with carbonation)

### Winemaking Steps for Still Wine

- Grapes are harvested from the vines and picked to separate them from the stems.
- The grapes are pressed.
- Yeast is added to the grape juice for the fermentation process.
- The wine is then aged in either oak barrels or tanks.

### Some Pronunciation Help

- Pinot Grigio - PEE-noh GREE-joe
- Riesling - REEZ-ling
- Sauvignon Blanc - SOH-vee-nyawn-BLAHN-k
- Chardonnay - Chardonnay Shar-doh-NAY
- Merlot - Mer-LOH
- Pinot Noir - PEE-nohNwahr
- Malbec - PEE-nohNwahr
- Cabernet Sauvignon - Ka-behr NAY soh – vee- NYAWN

**Wine Bottle & Glass Portions.** There are 25 ounces of wine in a standard sized wine bottle. In the metric system, these ounces convert to 750 milliliters (ml). We offer wines by glass and these contain 5 ounces of wine. Therefore, a bottle of wine contains 5 glasses.

### Decanting Wine

There are two reasons to decant a wine

- Sediment - Wines have solids such as yeast and grape skins mixed in, and over time, these solids settle out of the wine and end up on the bottom of the bottle.
- Allow the wine to breathe - While many people simply pop the cork and leave it be, the truth is that the small opening of the bottle is just not large enough to allow for sufficient air exposure

**HOW TO DECANT A BOTTLE-** Gently uncork your wine bottle, and pick it up. Be careful not to jostle it, or the sediment at the bottom will mix with the wine. Pour the wine slowly into the decanter to prevent sediment from sliding into the decanter. Decanting is a good idea if you are opening an older bottled which is likely to have a fair amount of sediment.



## **LIQUOR SERVICE**

Our liquor service at CS is quite Top Shelf. While we stock all the necessary speed rail regulars, we also have a very high end Top Shelf. Knowledge of all the liquors stocked is important, as you will be more successful in up selling liquor if you are knowledgeable.



## **LIQUOR CART SERVICE**

In addition to our regular bar liquor service, we have a Liquor Cart stocked with some specialty liquors that can be pushed around from table to table at appropriate times for up selling liquor. Always remember, the bigger the final guest check, the bigger the tip.

*Trainer: explain all the liquor choices on the cart using the Liquor Cart Menu. Demonstrate the card and explain when to use the cart.*

**INSERT LIQOUR CART PIC HERE**

## WINE CELLAR

Our wine cellar has over 400 bottles in it. We have one of the largest selections of wine available in the State of Delaware. We have won the prestigious Award of Excellence from Wine Spectator Magazine in 2017, 2018, & 2019 (see certificates on the wall near the bar). But this means nothing if we cant sell our wines. Knowing how to locate a bottle quickly, knowing how to ring it up quickly, and knowing how to properly serve the wine is what makes our award winning cellar rewarding to our guest. Our cellar is humidity and temperature controlled and monitored by three separate systems 24hours a day.



*Trainer: Demonstrate how to find a customer's selection from the menu using the alpha-numeric address on the winelist. Demonstrate how to select that bottle/glass in the POS.*

## CORAVIN

The Coravin system is a controlled “needle” that can penetrate a cork without damaging the cork, enabling the extraction of wine from a bottle without exposing the bottle to the ambient air. As wine is extracted, argon gas is injected (preventing oxidation or further fermentation of the wine) and thusly preserving the remaining contents of the bottle. And, the cork reseals itself as the needle is removed. The Coarvin enables us to sell glasses of wine without wasting the bottle. This opens a whole world of wine to those who might not have afforded a whole bottle. This is great for sales.



## TAPSYSTEMS

We have 22 taps here at CS: 8 are for beer and 12 are for wine. The kegs (beer and wine) are located under the bar, in the basement, either in the liquor cage or in the beer cooler (depending on temperature requirements for each) and all are listed on our wine list (and bar menu). KNOW that we have on tap. With that knowledge you will be a great salesperson. FYI: our wine tap lines are backfilled with nitrogen to prevent oxidation (which prevents further fermentation of the wine)...an interesting fact you need to know.



Beer Tap

Wine Tap



*Trainer: Review the BAR menu at this time*

## ESPRESSO MACHINE

We have a fantastic Italian made Espresso Machine in the bar that not only looks beautiful on the bar but makes great specialty coffees. A programmed grinder sits next to the machine. There is a cup/saucer warmer built into the top of the machine. Your trainer will show you how to make Espressos and Cappuccinos and will show you how to clean and flush (required daily) the machine. Coffee grounds can't be left in the tray and the collection bucket under the counter must also be emptied daily.

*Trainer explain that Espresso is pronounced with only the S sound and no X sound. It is not an EX-presso, it is an ES-presso.*



TRAINING VIDEO EXPLAINS PROPER OPERATION

## GLASS WASHER (BARTENDER TRAINING)

Glass washer to be operated by Bartender only. Skip this section if you are not training to be a bartender.



*Your trainer will demonstrate how to operate the glass washer. Important to note is that we always run the washer with a full load. The machine is metered and running a full load saves on the cost of operation.*

## **OPENING/CLOSING PROCEDURES**

Trainer will explain all the Opening/Closing procedures, demonstrating the locations of all equipment, utensils, and checklists for accomplishing all tasks. These procedures differ on the floor as a server from those in the bar for a bartender.

**Detail them here**



## **REVIEW QUIZ**

How many wine taps do we have?

How many beer taps do we have?

What is a Coravin?

What is the difference between an espresso and a cappuccino?

In what years have we won the prestigious Wine Spectator Magazine Award of Excellence?

This is end of DayTwo  
Trainer things to do here

Insert additional pages to this manual to include  
GAUCHO DAY TWO  
CASHIER DAY TWO  
HOSTESS DAY TWO

Bartender Final Exam

Meat powerpoint quiz with meats and temps

## **RESERVATIONSSYSTEMTRAINING (HOSTESS/CASHIER ONLY)**

We accept reservations online (customer access), we can accept reservations over the phone, and we accept reservations in person. We also accept walk-in guests when we have the capacity. All reservations (including walk-ins) are stored in our reservations system called Yelp Seat-Me. Trainee needs to know that if a party is larger than 12 guests, a credit card number is required of the guest has to hold the reservation. Host will enter the credit card info into the system. Host shall let the guest know that the info is confidential, that the numbers once entered are no longer visible to anyone, not even managers. The card will only be used to charge a fee if the guest does not show up for the reservation.

Complete the online training module on our company intranet website called SeatMe Training. Trainer will demonstrate the reservations system, in real time, during shift-shadowing on Day1.

Does bartender need this page

## CASHIER EXERCISES (CASHIER ONLY)

The following is a list of tasks, in order of usual encounter, for a cashier:

*Trainer demonstrate these actions in the POS and permit trainee to practice them*

- Punch In and assign yourself to cash drawer
- Count money in drawer and fill out Cash Logbook
- Learn to print a check for the guest
- Apply payment either cash or check. If cash, input exact amount of cash given and not amount due. If credit card, click type of card and swipe.
- Return check back to customer for signature.
  - Always get a signature also when a gift card is used.
- Close a check after you have applied the signed amount of tip given (or not).
- Manager approval needed for the following:
  - Auto gratuity on a table of 6 or more, Comp. items, Deleted/Voided items (consumed=wasted item or unconsumed=item not made & order error)
  - Complimentary "comp" items
  - Deleted or voided items (consumed=wasted item or unconsumed=item not made & order error)
- End of night
  - MOD will print out Cashier Clock Out Report
  - Cashier will count the closing drawer and log amount in Cash Logbook
  - All cash sales go to the MOD for verification against Clock-out Report
  - MOD will count drawer and sign off in Cash Logbook