



**CHURRASCARIA  
SAUDADES**

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**BRAZILIAN STEAKHOUSE**

**GAUCHO TRAINING MANUAL**

**Version 4 – MAY2019**

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## **PURPOSE**

The Purpose of this training module is to familiarize you with the standards and practices we have established at Churrascaria Saudades. It is written so that it can be made available for study before a trainee arrives on day one. 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 a Trainer will provide you with the necessary tools to begin work as a Gaucho for Churrascaria Saudades.

## WHAT IS A GAUCHO

A Gaucho is a very integral part of our restaurant. He (she) is the cowboy (or cowgirl), that serves (table side) all the meats. We are excited that you have been selected to be one of our esteemed Gauchos and look forward to you working with us as a team.

## 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 won BEST NEW RESTAURANT in Delaware in 2017, Best Restaurant in Newark in 2017 & 2018, Wine Spectator Award of Excellence 2017 & 2018 and have extremely high marks in the social media circles.

## 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.

# **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
- Perform all tasks assigned by management

## **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)

## **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.

## **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 will go over these details with trainee.

## **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.

## **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

## 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.

## TEAMWORK

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"
- "It was a pleasure to have you dine with us"

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**

## **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

## 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

***Be familiar with the Food Worker Reporting Policy in our Employee Handbook (hint: you will be quizzed on this)***

The first half of Day ONE is designed to be taught by Front of House Trainer and remaining days by a Gaucho Trainer. This marks the end of the training with the FOH Trainer.

Introduce Trainee to Gaucho Trainer and turn him/her over to Gaucho Trainer.

HOMEWORK: GO watch all the meat videos again.

-----END OF DAY ONE WITH FOH-----