



T.J. Chumps Service Manual

This handbook is not a contract, expressed or implied, guaranteeing employment for any specific duration. Although we hope that your employment relationship with us will be long term, either you or T.J. Chump's Inc. may terminate this relationship at any time, for any reason, without cause or notice.

T.J. Chump's Inc. provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or status as a Vietnam-era or special disabled veteran in accordance with applicable federal laws. In addition, T.J. Chump's Inc. complies with applicable state and local laws governing discrimination in every location in which T.J. Chump's has restaurants. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, lay-off, recall, transfer, leaves of absence, compensation, and training.

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Our History

The idea for the sports restaurant T.J. Chumps began in the summer of 2001. Terry Brill and Jim Dunn were avid bicycle riders often riding through downtown and on the bike path going through Miamisburg, OH along the river. As residents of Miamisburg, they were aware of the grand “Master Plan” to open up the riverfront area and bring new life into the downtown. It seemed logical that there needed to be a casual style restaurant where people could go on their bikes or visit after a game at the local softball field. The ideas blossomed and were refined while taking long bike rides. They weren’t acted on until one day Terry noticed the building at 12 E. Linden Avenue went up for sale.

The two businessmen decided to put their plan into action by purchasing the building in October of 2001. While waiting for the existing tenant to move out, Jim and Terry visited many restaurants and talked to many owners and managers in an effort to refine their business plan. The biggest stroke of luck occurred when they were able to obtain the last liquor license available for Miamisburg at that time. Financing was obtained and a local architect began putting together the building plans. Planning and Zoning applications were filed and their case for variances and zoning changes were heard and thankfully approved. In January, after their tenant moved out, they held a small Super Bowl party in the building before construction began. There were constant revisions and adjustments made during the process. While acting as their own general contractor, they hired a manager to run the restaurant with a strong sense of food quality, value, and service. There were large cost overruns, before the business finally opened up on August 19, 2002. After some expected and many unexpected startup problems T.J. Chumps turned its first profitable month in March 2003.

Our Mission

Our mission at T.J. Chumps is to exceed each guest's expectations. Through diligence to quality and peer accountability, we will provide a fun and adaptable teamwork environment to achieve growth and financial reward for all employees.

T.J. Chump's Employee Expectations

Work Schedule Responsibilities

As a restaurant there are expectations on several levels. What the employer expects from the employee, what the employee expects from the employer, what the guest expects from the restaurant, and what the employees expect from each other. When you are scheduled you are directly involved in meeting all of those expectations. When you miss work or are late those expectations have to be filled by someone else. The guest is not going to wait until tomorrow.

1. It is very important that each employee is responsible for his/her shifts
2. Any schedule changes must be recorded in the work transfer book with the in time, the employee's initials and initials of a manager. Any shift picked up that will put you in overtime or involves working two shifts in one day must be brought to the attention of the manager at the time of initialing the transfer book.
3. Be on time for all shifts. If an emergency should arise, and you will be late for any reason, you must call and speak directly to a manager. Although this does not excuse your tardiness, it does help us to plan accordingly. Tardiness can result in termination. You are expected to begin work immediately in relation to your in time.
4. If you are feeling sick and anticipate being unable to work your next scheduled shift, you must use your phone list to call and cover your shift yourself. You must also call and speak with a manager directly.
5. You must be in full uniform when you arrive to work.

Payroll Information

1. The pay period spans 14 days. You may pick up your paycheck either before 10:00 A.M. or between 2:00 and 4:00 P.M. Paychecks may not be picked up while you are on the clock.
2. Tip share is calculated nightly. Tip share may be picked up either before 10:00 A.M. or between 2:00 and 4:00 P.M. on the designated day established by your store.
3. Overtime is calculated weekly for time worked past 40 hours. Time and a half is paid for overtime

4. As required by federal law, all tipped wages must be recorded daily for income tax purposes.
5. Managers are not allowed to lend or advance company funds. Please do not ask your management team to compromise this policy.
6. Lost paychecks should be reported to a manager immediately. Payment on the check will be stopped immediately, and another check will be issued. A waiting period may be involved before re-issuing you a new check. Any bank charges for re-issuing are your responsibility.
7. Employees may not cash their paychecks at the restaurant.

Leaving T.J. Chumps

1. If for any reason you wish to terminate your employment with T.J. Chumps, a two-week notice will be considered professional and sufficient.
2. If you leave town, you may leave a self-addressed, stamped envelope, and we will send your final paycheck.
3. Employment at Will: employment can be terminated without cause and/or without notice at any time, at employee's option or that of the company.
4. All involved parties will treat termination in a confidential and professional manner. Management will assure this practice through consistent, even-handed termination procedures administered in accordance with the company's equal opportunity statement.

Just as employees can terminate his or her employment with the company at any time and for any reason, the company can terminate an employee at any time for any reason. This policy of "Employment at Will" means that the continued employment of any person is the option of company management except as qualified by state law. The company cannot guarantee permanent employment or employment for a specific term, nor will the company adhere to or enforce any promises of permanent or specific-term employment made to an employee by any person.

Terminated employees will receive all earned pay up to the time of discharge. Your final paycheck will be issued on the next scheduled payday.

Employment with this company is normally terminated through one of the following actions:

1. Resignation – voluntary termination by the employee
2. Dismissal – termination by the company for any reason at any time
3. Layoff – termination due to reduction of the work force or elimination of positions

Leave of Absence

1. An employee for medical, personal, military, or educational reasons may request an unpaid leave of absence. Your General Manager must approve the purpose and duration.
2. Normally, leaves of absence will be on an unpaid basis.
3. A leave of absence is granted only to employees who intend to return on a specific date. All requests must be in writing and must be reviewed by the General Manager no later than two weeks prior to the start of the leave. In evaluating approval of a leave of absence, T.J. Chumps Inc. considers both job performance and the purpose of the leave. A request for medical leave needs to be accompanied by a written doctor's approval of return with any applicable limitations.

An employee on an authorized leave is not necessarily guaranteed re-employment. The employee may be terminated if they fail to return by the specified return date.

Sexual Harassment

T.J. Chumps is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Sexual harassment includes any un-welcome or un-solicited sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature where submission to such conduct is made explicitly or implicitly, a term or condition of employment. Sexual harassment also includes any conduct of a sexual nature that unreasonably interferes with the individual's performance or creates an intimidating, hostile, or offensive work environment.

Any sexually harassing conduct in the workplace, whether committed by supervisors or non-supervisory employees, is prohibited. This includes, but is not limited to: unwelcome or offensive commentaries about an individual's body, sexually degrading words used to describe an individual, and the display in the workplace of sexually suggestive objects or pictures.

Any employee who wants to report an incident of sexual or other harassment should report the matter to his or her supervisor. If the supervisor is unavailable, or the employee believes it would be inappropriate to contact that person, the employee should immediately contact Mike Leigh at 937-361-6194. Employees may also contact Jim Dunn at 937-776-2111. Employees can raise concerns and make reports without fear of reprisal.

Family Medical Leave Act

Family Medical Leave Act (FMLA) requires T.J. Chumps to provide up to 12 weeks of unpaid, job protected leave to “eligible” employees for certain family and medical reasons. Employees are eligible if they have worked for the Company for at least one year and have worked 1,250 hours over the previous 12 months.

Reasons for taking leave

Unpaid leave must be granted for any of the following reasons:

- To care for the employee’s child after birth, or after placement through adoption or foster care
- To care for the employee’s spouse, son, daughter, or parent, who has a serious health condition
- For a serious health condition that makes the employee unable to perform his/her job

At the employee’s or the employer’s option, certain kinds of paid leave may be substituted for unpaid leave.

Advanced Notice and Medical Certification: The employee may be required to provide advanced leave notice and medical certification. Taking a leave of absence may be denied if requirements are not met.

Job Benefits and Protection:

- For the duration of FMLA leave, the employer must maintain the employee’s health coverage under any “Group Health Plan”
- Upon return from FML, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms
- The use of FML cannot result in the loss of any employment benefit that accrued prior to the start of the employee’s leave

Policy:

The company recognizes its obligation to comply with the Family and Medical Leave Act of 1993 and to grant leave of absence to eligible employees.

Application of Policy:

1. All full-time employees who have worked for the company for at least 12 months and at least 1,250 hours during the 12 months immediately preceding the start of the leave, may take up to 12 weeks of unpaid leave for any one of the following reasons:
 - a. birth and/or care of a child of the employee (expires 12 months after birth):
 - b. placement of a child into the employee's family by adoption or by a foster care arrangement (expires 12 months after placement):
 - c. in order to care for the employee's spouse, child, or parent who has a serious health condition; or
 - d. a serious health condition which renders the employee unable to perform the essential function of his or her position.
2. The General Manager must approve all leaves. Employees failing to return at the end of the leave will be considered to have voluntarily terminated their employment unless qualified for long-term disability benefits. A leave will not interrupt an employee's continuous service.
3. A maternity leave of absence without pay will be granted for up to 12 weeks in keeping with the FMLA. (Upon request by the employee, a maximum of 4 months, which includes the initial 12 weeks, may be taken if the employee is nursing or if the employee remains disabled as certified by her treating physician at the end of 12 weeks.)
4. All military training leave requests will be considered and granted in accordance with federal law.
5. In the case of unpaid leave for the birth of and/or care for a child, intermittent leave or working a reduced number of hours is not permitted unless both the employee and the company agree.
6. In case of an unpaid leave for serious health conditions, the leave may be taken intermittently or on a reduced hour's basis only if such leave is certified as being medically necessary. If intermittent or reduced-hours leave is required, the company may, at its sole discretion, temporarily transfer the employee to another job with equivalent pay and benefits that better accommodates that type of leave.
7. Employees are required to use any accumulated vacation time and personal leave during FML. That portion of the family and medical leave of absence, which is vacation time and/or personal leave, will be with pay according to the company's policies regarding vacation time and personal leave.

8. During an FML, the company will continue to pay its portion of the health insurance premiums, and the employee must continue to pay his/her share of the applicable premium. Failure of the employee to pay his/her share of the applicable health insurance premium will result in loss of coverage if the premium is not paid before the expiration of the 30-day grace period. If the employee does not return to work after the expiration of the leave, the employee will be required to reimburse the company for total payments of health insurance premiums during the family leave, unless the employee does not return due to serious health condition which prevents the employee from performing his/her job or due to circumstances beyond the control of the employee.
9. Employees who return to work from a family or medical leave of absence within or on the business day following the expiration of the leave are entitled to return to their job or an equivalent position without loss of benefits, pay or status.
10. Application for family or medical leave of absence must be submitted in writing with appropriate documentation. Employees are required to give 30 days advanced notice before a family or medical leave begins or the need for the leave is foreseeable based on an expected birth, adoption, foster care placement, or planned medical treatment for a serious health condition of the employee or a family member. If such notice is not possible, notice must be given as soon as is practical, but at the very least within one to two business days after the need for leave becomes known to the employee. The written application must be submitted to the general manager to initiate the leave. The company has the right to verify this medical certification or to request a second opinion from a company-appointed physician. Periodic recertifications are required to be submitted at thirty (30) day intervals during the leave period.
11. Before you will be permitted to return to work from medical or maternity leave of absence, you must provide evidence from your doctor that you are physically able to perform your job duties. If, at the time your doctor releases you and you are offered a job and refuse, your employment will be terminated at that time. Working outside of the company during an FML will be ground for termination.
12. No pyramiding of leave is permitted. An eligible employee is permitted a total of 12 weeks during any 12 month period. Leaves granted under this policy will be identified as family or medical leave and counted against FML entitlement. Eligibility for subsequent family or medical leaves will be calculated measuring forward 12 months from the first date leave is used.
13. Spouses who work for the company at any location are entitled to no more than a combined total of one 12-week period of FML if the leave is for birth or placement for adoption or foster care.

Rules of Conduct Policy

The company expects its employees to observe rules of honesty, good conduct and fair play, and to adhere to generally accepted custom of good taste in their relations with guest, fellow employees, and with others.

Disciplinary action will normally progress in the following order: verbal warning; written warning; suspension and/or discharge. However, discipline may vary according to the nature and severity of the conduct involved. In cases of severe violations of Company Policy, immediate discharge may be necessary. Further, in appropriate cases, an employee may be suspended without pay pending investigation of the alleged violation of Company Policy.

The employees have an open door to discuss any issue of employment with any level of management. Try to resolve issues with your immediate supervisor, but, if you and your immediate supervisor are unable to solve the problem, go to the next level of supervisor. **Work rules are listed in detail in the back of the manual. Please read them carefully and in their entirety.**

Employee to Employee

Each employee at T.J. Chumps is unique and would like to be treated with dignity and respect. It is each employees mission not only to ensure that each guest is served the way they want to be served, but also to ensure that each team member is treated the way that they want to be treated.

Discounts

Food: All employees will receive a 50% discount on food items (Fountain drinks are free). This discount applies to the employee's meal only and includes appetizers, entrees, and desserts. It may be used whenever you are off duty, but may exclude some food and drink. Already discounted items such as \$.39 wings may not be discounted.

Alcohol: Employees 21 years of age or older will receive happy hour pricing on draft beer, bottled beer, and well liquors. This discount applies only to the employee's drinks, and may be used only when an employee has no scheduled shifts pending for that day. Due to state liquor laws special discounts must end at 9pm.

Training

Becoming a Trainer for T.J. Chumps should be a goal of all the service staff. Trainers are considered role models for the entire service staff. Trainers are an extension of the Management team; they can handle problems within the restaurant for the Managers. Please speak with a Manager if you are interested in training.

Vacations

All employees who work 30 hours per week are eligible for vacation pay after one full year. Vacation allowance is considered earned when paid. Vacation eligibility is as follows:

After 1 year: 3 compensation days

After 2 years: 5 compensation days

After 5 years: 10 compensation days

Give your General Manager at least three weeks written, advance notice of your intended vacation time. Vacation time may not be taken during the holiday season due to the high volume of business at these times. Your General Manager must approve all vacations by submitting a signed status form.

You cannot receive vacation pay without taking the time off.

Vacation is calculated by averaging your hours from the prior twelve months of employment. Compensation is based on your primary job rate. The minimum per hour compensation is minimum wage. Vacation pay will not exceed 40 hours per week.

Uniform Expectations

Managers have the authority to determine attire appropriateness and can prevent you from working if your dress does not meet our requirements.

Pants: Any type of button pants or shorts are acceptable. They must be free of holes and cannot be cut off shorts. Short length must exceed the extended arm finger tips of the person wearing them.

Shirt: Issued Chumps t-shirt. Guys tucked neatly into the pants. First shirt purchased at orientation. Additional shirts can be purchased online at tjchumps.com.

Shoes: Clean "Sketcher" style or tennis shoes with socks, no open toes.

Apron: Solid black pocket style. Must be clean for each shift. Can be purchased at a price of \$8 each.

Pens: Three pens are needed for each shift. Pens should be free of any wording, and must be blue or black.

Bank: Should consist of at least \$20.00. This should be broken down into two \$5.00 bills, eight \$1.00 bills, and \$2 in miscellaneous change.

Hair, styles, Make-up, Jewelry, and Cologne: Hairstyles should be moderate. Hair that touches the collar must be pulled back and fastened. Make-up should be worn in moderation. Perfume or cologne should not be overbearing. Jewelry is allowed but should not be distracting. Other than ear rings, One small nose stud is allowed. No lip rings or eyebrow piercings.

Hands: Clean and manicured. No loud nail polish. Polish must not be chipped and must cover the entire nail.

Wearing proper attire is as fundamental as being on time. Our guests deserve and expect us to be sharper and more professional than our competitors. Never compromise yourself; it hurts your reputation and your income if you are unable to work because of improper attire or appearance.

Service Standards

Teamwork

Always be rotating through the entire restaurant looking for what needs to be done. Each employee is responsible for ensuring that every guest is more than just satisfied. At T.J. Chumps there is no such thing as “It’s not my job”. Avoid returning to the service area without full hands. Always exit the dish area with full hands out; this will ensure that the restaurant is stocked and we have the tools to keep our guests satisfied. When you leave empty handed, you have let the team down.

Teamwork is the foundation of any successful restaurant. Everyone needs to be able to count on each other for help. Every guest in the restaurant is your responsibility. Don’t be afraid to ask for help.

The key to effective teamwork is **consolidation**. Consolidate your movements by thinking of your entire section as one big table. Know what each table needs before accomplishing a single task for a single table. By economizing your movements, you will eliminate wasted time and allow yourself to be a more effective team member.

Priorities of a Server

1. Immediate Greets, First Round Drinks
2. Food and Drink Running
3. Full Hands In, Full Hands Out
4. 45 Second Table Bus

*you must follow these priorities to be successful at T.J. Chumps

Exceptional Service

We are committed to providing the highest level of friendly, professional service possible. In order to provide exceptional service we must be careful not to go overboard, and become distracting to the guests experience in our restaurant. Exceptional service can only be obtained if all team members are working together and communicating the needs of each guest. In providing exceptional service the key is communication.

Job knowledge and high restaurant awareness are two of the tools you will need to be successful. You must be aware of the service at your tables at all times, especially when they are out of your sight. The following is a list of potential trouble spots that may arise from time to time. You need to become familiar with our goal of exceptional service in the following areas. After you have studied these examples, you can apply them to other situations you may encounter in the restaurant.

Exceptional Service

After the initial “How does everything Taste?” let your presence be known non-verbally.

If the guest declines dessert or coffee present the check immediately. At this time let the guest know that if they need anything else you will be glad to do it.

Meet guests’ needs without verbal interruptions. For example, if the plate is empty, pick it up without comment.

Manicure small items while performing other major functions at the table.

Remember be positive while on the floor. Never let the guests see confusion or frustration. Don’t be drawn into negative conversations.

During points of service, where you speak to the guest, asking if you can remove items from the table to make their conversation more comfortable.

Asking the guest “Would you like a Spinach Con Queso or Buffalo Shrimp?”

Inferior Service

Talking to the guest throughout the meal is obtrusive and obsessive.

Do not make the guest feel rushed by continual interruptions such as “Can I get you anything else?” after check presentation.

Stating the obvious on every move you make at the table is obtrusive(i.e. “Let me get that out of the way for you.”)

Do not cause interruptions to pick up straws, Sweet and Low packets, ect. Remove them silently.

Gossiping about internal issues, guests, or team members. Negative attitudes or arguments around our guests are unprofessional.

Letting guests slide plates to the middle or back of table and not asking if you can remove them.

Asking the guest “Would you like an appetizer?”

MORE EXAMPLES OF INFERIOR SERVICE

A guest orders an American Burger which automatically comes with lettuce, tomato, onion, lettuce, pickle, and mayonnaise and you question the guest by saying, “That comes with lettuce, tomato, onion, pickle, and mayonnaise, will that be okay?”

A guest orders a house salad and you say, “Do you like bacon?” Our menus have adequate descriptions. If a guest does not want bacon on their salad, they will tell you.

A guest asks for water and you say “Would you like a lemon with your water?”

Exceptions: When a guest tells you what temperature they would like an item cooked you should reply to them the proper description for that temperature.

A guest orders a salmon entrée you must ask what two sides they would like.

Guest Contracts

A Guest Contract is a verbal agreement between you and a guest. Your immediate responsibility is to complete the contract. A guest contract is any food item a guest may need to complete their meal. For example, BBQ sauce, Tabasco, and ketchup would be a guest contract. Drink refills do not constitute a guest contract. Following our exceptional service standards, all drinks should be refilled before they are half-empty. A guest contract is considered a free hand back to the service or QC area without walking the entire floor to retrieve the item.

The Hard Check System

The Hard Check System allows us to enhance and expedite our first round beverage and appetizers. This ultimately speeds up service and allows for faster table turns. A face down hard check is a signal to every server to greet the table in 30 seconds or less. A server cannot walk by an un-greeted table. If you have full hands, you must acknowledge the table, welcome them and then find an available server to take the beverage order. Immediate greets are your number one priority.

An official greet consists of:

- Greeting table in 30 seconds or less
- Welcoming the guest into the store and introducing yourself
- Placing beverage napkins or coasters on the table
- Offering a first round beverage
- Mentioning the feature card and that evenings specials
- Mention the soups we are offering
- Suggesting a specific appetizer
- Returning in 60 seconds with non alcoholic beverages, ringing any alcoholic beverages and appetizers, and app plates

Returning non-alcoholic beverages within 60 seconds is absolutely imperative. All other tasks are secondary to getting beverages back to the table you greeted. You must really work hard to achieve this.

Server Control System

The server control system is simply putting the timing of the meal into the server's hands. Any ticket sent to the kitchen will be regarded as an immediate sell. By knowing your cook times and considering the volume of the restaurant, servers must use good judgement when placing their order.

“ORDER OF DOING THINGS”

The following is a list that makes sure that everything is being done to ensure guest satisfaction and food quality:

1. Immediate Greet...Hard check and bevnap (30 seconds)
2. Drink and specific appetizer order (1 minute non-alcoholic beverages, 3-5 minute appetizer)
3. Ring in pre-entrée salads (3-5 minute salads)
4. Initial check on salad quality (1 minute, pre-bus)
5. Ringing of entrée (8-10 minutes lunch, 10-12 minutes dinner)
6. Initial check on entrée quality (1 minute, pre-bus)(Drop check at lunch)*
7. Dessert/coffee offer and ring in (if declined, present check immediately, 3-5 minute dessert)
8. Initial check on dessert quality/ Check presentation (1 minute, pre-bus)
9. Prompt return of change (2 minutes)
10. Bus and clean vacant table (45 seconds)

*at lunch we present the check at entrée quality check. This is the “check back check down” system.

Telephone Ambassadorship

An important part of your job is answering the phone. When you handle phone calls, whether they are guests, purveyors, or our own people, you must remain positive and as helpful as possible.

- Answer phone before the 3rd ring
- Always sound up beat
- Say, “Good _____ T.J. Chumps(location), this is _____, may I help you?”
- Ask if you can put the caller on hold by saying “May I give (recipient of phone call) your name, please?”
- When a call comes for a guest, get a description of the guest and locate the guest. Get a manager involved if you cannot locate the guest or you need to serve another guest.
- If a call comes in for a manager, ask, “May I give (recipient of phone call) your name, please?”
- Inform the manager with the callers’ name. “Terry line one, its Jim.”
- If a guest waits longer than one minute on hold, you must get back on the line and ask them, “Do you mind continuing to hold?”
- If the guest thanks you for anything, it’s always “My pleasure.”

Service Points and Procedures

Hosts

ACTIVELY GREET ARRIVING GUESTS

As guests enter the front door, the Host should enthusiastically greet the guests as they are approaching the Host stand. The Greeting Host should always be the first person to speak. If for any reason the Host should need to leave the stand for an extended period they must find another person to fulfill their greeting and seating obligations.

OFFER INSIDE, PATIO, OR FIRST AVAILABLE

The Greeting Host should always offer first available tables when the restaurant is on a wait. If the restaurant is not on a wait, the Host should offer inside or patio seating.

VOLUNTEER WAIT TIME & DIRECT GUEST TO OUR BAR

The Greeting Host should always offer the wait time as soon as he/she has taken the guests name, seating preference, and number of people in the party. The guest should never have to ask for the wait time, and should always receive a pager to locate them at the end of the wait. If it is a large party, please get a manager involved in quoting the guest a time. Always direct the guest to the bar for appetizers and drinks while waiting. If you see a guest waiting at a bar table or in the bar area that has not been greeted, please let a bartender, server, or manager know.

*in the event that we run out of pagers take the guests name down, brief description, and ask them to return to the host stand in about 10 minutes to issue them the next available pager.

GOOD EYE CONTACT / GENUINELY FRIENDLY

The Greeting Host should always smile and make good eye contact at all times. Never have your back to the guest when they walk into the building. Make conversation with the guest to let them know that you are genuinely glad they have chosen to visit our restaurant. The Greeting Host should always be upbeat, positive and genuine. The seating Host should ensure that the guest feels comfortable to be in our restaurant and never make the guest feel rushed. Smile at all times.

BID GUESTS GOODBYE

The Host should always be aware of guests that are leaving the building. Remember that the guest has just had a great experience, so we need to let them know we want them back. Always bid them goodbye. It is OK to say “excuse me” when speaking to a guest to thank an exiting guest. It is everyone’s responsibility who sees a guest leaving to bid them goodbye.

SEATING

- Make sure that the table is properly set up before leading the guest into the dining room. Never arrange tables while the guest waits. Have all highchairs and booster seats in place as the guest arrives.
- Always ask the guest to follow you into the dining room. Be friendly and speak with confidence. Don’t walk too fast for the guest to keep up with you.
- Make every guest feel that they have just received the best table in the house.
- Maintain good eye contact at all times.
- Be genuinely friendly.
- When placing the menu on the table, let the guest know that the feature card is on the inside.
- Let them know that if they have any questions, their server will be able to answer them. Thank them for choosing to dine with us.
- Allow guests to be seated before leaving.

CLEANING TABLES AFTER GUEST LEAVES

The Host should always be aware of any tables that have left and need to be brought back to its pre-use condition. As you bid a group of guests’ good-bye the odds are that there is a table that needs attention. Find this table and adjust your floor plan to show that the table is now unoccupied. This will help expedite table turns and keep our restaurant looking well kept. A table is only ready to be reset when the table, chairs, and booths have been wiped and the floor under and around the table checked for any trash or crumbs. Also restore the table tent, salt, pepper, and sugar caddy to their correct positions checking that each is clean. We have a 45 second time constraint to clear and be ready to reset a table.

Bar

GREET GUESTS PROMPTLY

The bartender should acknowledge the guest immediately and have a beverage in front of them within one minute. The exception would be a frozen beverage.

SUGGESTIVE SELLING TECHNIQUES

Always ask the guest if they would like to look at a menu. Offer a specific appetizer and give them the opportunity to dine in the bar. Always have feature cards available.

PROPER GREETING

“Welcome to T.J. Chumps my name is _____.” Keep good eye contact. Introduce other bartenders. Get the guest’s name to label their tab and use it as often as possible.

RUNNING A TAB

Always offer to run a tab for a guest sitting at the bar and always obtain a credit card when running a tab for a guest not at the bar. Remember to ring in all drinks as ordered. Learn the guest’s name when they give you the card. Thank them by name when returning the card. Place the current tab in front of guests seated at the bar.

30/60/30

All guests should receive this service at the bar:

1. Within 30 seconds – greeted
2. Within 60 seconds – drink placed in front
3. Within 30 seconds – quality check on drink

BEVERAGES ON A NAPKIN

Keep dry bevnaps under drinks to keep your bar top clean and uncluttered.

GARNISHING

Every cocktail has a specific garnish. No cocktail should ever be served without the proper garnish. The exception to this rule is that ladies night drinks do not get garnished unless requested.

ADDITIONAL DRINKS

Although we have to focus on good eye contact with our guest, we also need to keep good eye contact on their drink levels. A guest should never have to ask or wait for another drink when they have an empty drink glass in front of them.

ATTENTIVE TO THE GUEST'S NEEDS

A bartender should recognize whenever a guest needs something, i.e., silverware roll, salt and pepper, or condiments. Anticipation of the guest needs is a major part of our exceptional service goal.

GENUINELY FRIENDLY

Smile is mandatory. All bartenders need to keep a positive attitude. The bartender should be professional at all times. No guest should ever feel rushed or uncomfortable while at T.J. Chumps.

PROFESSIONAL

The bartender should be outgoing, polite and able to read guests needs while exhibiting professionalism. The most important asset of a great bartender is knowing their guests. Building a regular clientele builds sales.

CARRYOUT & DELIVERY PROCEDURES

Bartenders are responsible for properly taking and entering carryout and delivery orders. Accuracy, consistency, and communication are essential to success.

Carryout orders: labeled with the guest's name followed by the phone number.

Example- Smith 555-1234

Delivery orders: Name / Contact Number / Address / Delivery Time / Special Instructions are entered on the delivery log or into Aloha customer data base. Label the order with the time the delivery is requested to arrive followed by the name of person/company receiving delivery. The time the delivery needs to be sold by is communicated to the kitchen by entering a water at the end of the order, modifying the water, and typing "Sell by 645". This ensures the kitchen knows when to sell the ticket to allow sufficient time to arrive on time. Many of our lunch deliveries are to schools that have specific time constraints. Meeting those constraints is essential. Dinner deliveries are treated as immediate sells by the kitchen and do not require a sell time. A 45minute standard quote is given for all PM deliveries.

Example- 1215 DP&L

Reservations

Reservations are an important part of our business. Taking all the proper information ensures that we are able to meet the needs of our guests. When taking a reservation obtain the following: Party Name / Contact Name / Contact Number / Number Attending / Time Arriving / Event Type. Then give this information to a manager to enter into our party log. Large parties should be taken by a manager to ensure that we are able to accommodate all requests.

Service

Complete Greet

Any server should greet the table within 30 seconds of the time the guest is seated. A greet consists of welcoming the guests to Chumps, introducing yourself, mentioning our features, mentioning our soups, getting a drink order, and offering a specific appetizer. If the first greeter can just say hello because of full hands or they are delivering the first round of drinks to another table, they need to find someone to get the drink and appetizer order immediately. The greeter should be smiling, place bevnaps on the table, and turn the hard check over. (The hard check is placed face down on the table by the host). This is the most important part of our service. It will set the tone for the entire experience the guest will have while visiting our restaurant. The reason for each step is shown below.

Steps of the Complete Greet

Step	Reason
Arrive at the table within 30 Seconds of the guests being seated.	Sets the expectation with the guests of exceptional service.
Welcome the guest to Chumps and introduce yourself .	Makes the guest feel comfortable and welcome upon arrival.
Mention the features/specials we offer and the soups that are available.	Allows the guests to have all the information they will need to order upon your arrival with their drinks.
Offer a specific drink	Allows you to suggest an up sell.
Offer an appetizer by name	Provides for a possible impulse buy. Guests are hungry, quick easy sale.
Fill out the hard check and place it face up on the table along with bevnaps.	Shows team that table has been greeted, and First Round is coming
Ring in any Alcoholic Drinks or Appetizers that the table ordered.	To get the kitchen started on appetizers and bar on drinks
Return with Non-alcoholic beverages in one minute or less.	Exceeds guests expectations

FIRST ROUND NON-ALCOHOLIC BEVERAGES: 1 MINUTE

(Soft Drinks, Iced Tea and Water)

The first round of drinks should arrive at the table within 1 minute. If the guest ordered any appetizers or alcoholic beverages ring them before returning to the table, and bring out appetizer plates. The greeter should let the guests know that their server will be right with them if they haven't already.

PROPER ORDER TAKING, RINGING, AND RUNNING

Order Taking: The server for that table should pick up the hard check in a timely manner. Servers should introduce themselves, welcome the guests to T.J. Chumps and ask the guest if they have any questions. Take their order on the hard check. This is the time to ask any questions, ex: "If they would like to add bleu cheese or ranch with their wings?" or "How would you like your Strip cooked?" (and repeating back to the guest what that temperature means at T.J. Chumps). Never say "The Greek Chicken Salad has feta cheese in it, is that ok?" All our items have adequate descriptions on the menu. If the guest does not want something already included they will let you know. Getting the guest what *they* want is essential. It is your job to ensure this happens.

Order Ringing: Ring in all items correctly, and with the proper modifications. If a guest asks for a side of ranch, no mayo, or grilled chicken instead of fried make sure you ring these things. Make sure you review your order before sending to catch any ringing errors. Improper order ringing can upset guests as well as unnecessarily slow the kitchen with recooks. It also can cause your teammates to make unnecessary extra trips to a table. We depend on low ticket times to be successful.

Order Running: Remove food from the window as soon as the ticket is presented by the kitchen. It will be placed on the shelf with position 1 on the right and the following positions to the left. Salads and cold items will be placed on shelf away from the heat lamps. Ensure that each item is the proper item on the check, and that all modifications and additions are present. Once removing the food from the window take your time to accurately setup and run all food. It is vital that every guest get everything they order. When dropping the food off at the table, always ask if there is anything else we can get for them. If they do need something make it your top priority to return quickly to the table with the request.

GREAT MENU KNOWLEDGE

The server should be able to answer any question the guest would have. (i.e. menu items, bar drinks, salad dressings and "What comes on a Ruben or a House Salad?") It is also essential in being able to up sell and exceed expectations.

ANTICIPATE GUEST'S NEEDS

Any server should be able to read the guest. If they don't have any silverware, you should notice this. If they order coffee, always ask if they want cream. In other words, pay very close attention to your guests. Never rush away from the table after delivering something. Always ask if they need anything else.

HONOR REQUESTS ON A TIMELY BASIS

A server should always follow through on something the guest needs to continue with their meal. This should always be a top priority. If you pass it off to another server, make visual contact with the table to make sure the request was completed. This is a “Guest Contract.”

PROPER FOOD AND DRINK PLACEMENT

- Always know the table # and seat # before running any food or drink item
- Place products directly in front of the guest with the entrée facing them
- This should always be done silently
- Never “auction off” food
- If while ringing in a large party or a table where the first position might be confused, label the first person with a description.
- Ask if there is anything else you can get for them every time you drop an item
- This includes selling alcohol refills and bringing “nons” that are below half full

SILENT SERVICE DURING TABLE CONVERSATION

No server should ever interrupt a guest’s conversation. There are only seven times a server should initiate conversation with a guest:

1. The initial greet/first round
2. Taking the order
3. Quality check after the main entrée
4. Beverage refill after main entrée is removed
5. Offering refills on half-full beverages in which we charge (alcohol)
6. Offer specific dessert and coffee
7. Check presentation

The only other questions are at food delivery. “May I get you anything else?” and all other needs can usually be handled by visual checks. If a guest engages the server in conversation the server should be courteous and friendly in answering the guest.

“VISUAL” QUALITY CHECKS

The server should slowly pass by the table and visually observe several times during the guests’ meal.

ITEMS ORDERED WERE ITEMS SERVED

Every drink and food item should be what the guest ordered including side dishes and salad dressings. If you are unclear of a guest’s request, ask; don’t guess or assume. If a guest asks for a chicken salad, ask which type they would like. We have a tender toss chicken salad, chicken salad salad, house salads with chicken, and a Greek chicken salad. We need to be clear on certain items that are on the menu.

MANICURE TABLE TOP ON TIMELY BASIS

As soon as the guest is finished with something the plate or glass should be removed. When the guest is totally finished with their meal, the only thing left on the table should be a glass with a clean bevnep under it (it is very important that this occurs at every table every time). Micro trash should be removed throughout the meal. You must be unobtrusive when removing things from the table, except during the seven points of table conversation. Don't hesitate to ask the guest if you can remove items from the table during these points of table conversation.

UNOBTRUSIVE TABLE MANICURING

Table manicuring should be silent and unobtrusive. Plates should be removed without addressing the guests (interrupting). Empty glasses should be removed by simply replacing the empty glass with a full glass. Small items such as sweet and low wrappers, straws and bevneps, should be removed while performing a major function (i.e., delivering food, verbal quality check, removing plates, and drink refills). It is permissible and encouraged to ask a guest to hand something to you that needs to be removed if you are unable to reach it. Do not use unobtrusiveness as an excuse to leave dirty dishes or trash on the table.

Complete Pre-Bus

When it becomes obvious the guest is finished, a server should remove plates and silverware. The only items left on a guest's table when they leave are their drinks and their bevneps. No micro trash, napkins, or condiments should remain. We need to leave a positive final impression with our guests, and be able to bus the table in 45 seconds. Only drinks allow one person to clear and wipe the table in one trip.

OFFER DESSERT AND COFFEE

The server should offer specific desserts and coffee while clearing the entrée plates. If the answer is no then present the check quickly. Guest's checks should always be updated and present on the server for immediate presentation to the guest upon request.

PRESENT CHECK QUICKLY

Lunch: The server should ask guests how they would like their checks split after taking the order, and then present the check or checks upon doing your one minute check back. Let the guests know that you will be happy to get them anything else during the meal. Also still offer dessert and coffee when picking up the check. This “*check back check down*” system allows the guest to decide when they want to pay. At lunch most of our clientele have a certain amount of time for their lunch break. We need to fit their visit into this amount of time. You should have updated checks in your server book after you place the order for lunch. This will allow you to present checks at anytime. If you add something to a table after the check has been presented, politely represent the updated check when bringing the requested item.

*applies only to Monday thru Friday lunch. This procedure is not followed Saturday and Sunday when guests are not under a lunch break time constraint.

Dinner: The Server should present the check at the last point of service. Let the guest know that you will take payment at their convenience. You should have updated checks in your server book after you place the order for the main course. This will allow you to present checks at anytime.

CORRECT CHECK AMOUNT

All beverages and food items should be entered correctly. All items should be written on the hard check. All beverages, soups, salads, and extra sauces must be charged for. Remember; any non-rung item affects your gratuity earnings due to a lower check amount. It also affects the consistency of our guest experience and inventory control.

ADDRESS GUEST BY NAME ON CREDIT CARD OR RETURN CHANGE FACING IN THE SAME DIRECTION

Return credit card with slip and say, “Thank you Mr./Ms. _____, please come back and see us.” All change should be facing the same direction and in descending order. Be sure to check the signature on the back of the card and ask for an ID when the guest’s card requests.

Guest Payment Procedures

Comps and Gift Cards

We accept American Express, Discover, Master Card, Visa, Travelers' Checks and Cash for payment of guest checks. We will also accept personal and business checks with I.D. as a last form of payment. Always get a manager involved when you are accepting a check, but never make the guest feel uncomfortable. When paying by credit card, our automatic verification machine will be used. Do not make change at the table. This is considered very unprofessional.

In addition to the previously stated forms of payment, we also consider valid authorized coupons, "Be My Guest" comps and Gift Certificates as forms of guest payment. A "comp" is the term for a complimentary purchase of an entire meal, a portion of the guest check, or an individual food or beverage item. A comp could be applied for several different reasons. Each time an item or items are being comped, they will need to be categorized into one of our comp categories. Each category describes different reasons why a comp is being applied. Each reason has a corresponding comp name. A comp name and explanation of the comp must be stated in order to have a manager apply your comp. The following is a list of comp categories:

- **Promo** – Promotional: Any comp given directly for the use of promoting the restaurant. This includes all coupons.
- **Food Quality:** Product that is prepared incorrectly or is not correct in taste, presentation, or appearance.
- **Walk Out:** Any unauthorized exit without payment. Remember you are responsible for obtaining payment for products rang. Monitor open tabs carefully so you never are forced to use this comp.
- **Guest Dislike:** Guest simply does not like product. You should determine why they don't like it when possible (i.e. too spicy).
- **Ticket Time:** Any time a guest complains about time or the QC mandates the comp.
- **Service:** A comp given as a result of a service staff member error: poor service or mistakes in ringing. You don't want these.
- **Front Door:** Any comp given for a problem arising from the Host station. (i.e. a major misquote in expected wait time or perceived insensitivity to the guest)
- **Employee:** A comp given for an employee discount on food. This discount is 50% of the employee's food purchase.
- **Owner:** A comp given for an owner discount on food or drink. This discount is 50% of the owners total check.
- **Manager:** A comp given for a manager discount on food. This discount is 100% of the managers meal.

Any comp as a result of a failure to provide the guest with a perfect experience (i.e. food quality, ticket time, service, and front door) must be given to a manager before the guest leaves the building. This ensures that management has every opportunity to fix the situation.

Each comp has a category that must be determined before closing the check. Remember comps allow us to track our mistakes so we can do better. Comping an item is our opportunity to turn a potentially bad situation into a positive one. Take the initiative to make the guest happy at any cost. Upon making this decision, tell a manager so that they can follow up with a table visit. To close a comp you must:

- Make a manager aware of the situation.
- Have the manager assign a comp type to the situation.
- Print the comp and turn it in with your cash out.
- Coupons are always closed to promo. For these comps to be valid the coupon must be stapled to the comp ticket, have void written on the coupon, and turned in with your cash out. Any coupon promo comps not turned in with the coupon attached will not be accepted and closed to cash.

Remember guests are never pleased by mistakes and they come in fully prepared to pay for a perfect experience. Comps are reviewed daily and server performance is evaluated by service related comps. Comping is not considered an acceptable resolution for mistakes. Comping means we did not do our jobs. Comping tells the guest we are not good enough to accept payment.

Gift Cards are the final form of payment. A Gift Card is a debit card that we sell to our guests to be redeemed at a future date. No change is give for our Gift Cards. If a balance remains on the card after purchase, simply return the card to the guest. The remaining balance will be listed on the receipt. A guest may tip there server by filling out the redemption receipt.

Handling of Large Parties

Large parties are an important part of our business as a family sport restaurant. Our ability to handle these groups in an efficient manner is key to our success. Teamwork and organization are essential to delivering the level of service our guests have come to expect. Below outlines a system to consistently provide this level of service to parties as well as maintaining our standard with all other tables within the store.

*in preparation for a large party, ask another server that you trust to help with greeting and order taking
*let other teammates know that you will be occupied with a large party, and what your other tables may need
*remember your other tables still need quality service even when you are occupied with a large party in you section.

Two Ways of Naming Tabs:

1) Naming of Position within Tab (Table # / Pos 1)

Example: 70RedShirtPos1 (Then use normal position numbers / Separate checks within the tab)
Ordering as a group
Groups sitting in specific seats and not moving
Allows everyone to know your 1st position

2) Naming of Individual Tabs (Table # / Person Name or Description / Pos at table)

Example: 70Red Shirt6 (Scroll down to the position listed and ring items on that position)
One Tab per Family (Makes organizing separate tabs and cashing out easy)
Parents with kids spread out-Parent orders for kids-food brought to that parent to give to kids
Groups ordering and arriving at separate times
Cocktailing Buffet Style Event

Greet:

If no alcohol; ask for drinks in groups of four in order (1-4 / 5-8 / 9-12)

Allows for teammates to make drinks and immediately run drinks

If alcohol and a party that may be moving around typewrite a guest description for each drink

Allows for teammates to take drink orders and ring (Teamwork).

Allows for teammates to run drinks to the correct person (Teamwork).

Order Taking (Make sure a teammate is checking for refills and guest needs during this):

Team ordering taking reduces the time spent taking the order

The Person Taking the party starts with First Position

The Person Helping starts with Last Position

Take orders until meet in the middle (at this time record what drinks everyone has)

Record the drink of each person as order is being taken to make sure the positions are correct, and that all beverages are accounted for and in the correct positions.

Order Ringing (Make sure a teammate is checking for refills and guest needs during this):

Team order ringing reduces the time to get the order ran back to the kitchen

Both servers ring in orders at the same time under their own numbers or banquet numbers (397 / 398)

Both servers ring in the order with the lowest position they took first

Put description of first person of each group of orders sent (Send in groups of four, five, or six)

Helping server's check will be transferred to the Server taking the party, and combined with other table

Move seats into correct positions after combining then split and print checks

Food Delivery:

Delivered in normal fashion in groups of four, five, or six

Use of type written description and position numbers will ensure proper food placement

Cashing Out:

Checks are placed in check presenters for guests to place payment

Presenters are picked up, and can be handed to a manager for cash out if necessary

Alcohol Awareness

As servers and bartenders, we want to convince our guests that they made a good decision by coming to T.J. Chumps. We want them to know that the quality of our food is equally matched by the quality of our beverages. Your knowledge of the different brands of beer, liquor and wine we have to offer will distinguish you as a knowledgeable and professional server. Being professional means being responsible. We want our guests to enjoy themselves without endangering themselves or others. This pamphlet will increase your knowledge concerning alcoholic beverages and will make you aware of how serious alcohol abuse can be.

Carding

If there is **any** doubt as to the age of a guest ordering a drink, politely, but firmly request to see proof of age. Acceptable proof means identification with a picture on it (valid U.S. driver's license, Passport, Military ID or Ohio state I.D.). Look at it closely. Make sure the identification has not expired, the picture is in fact that of the person presenting the identification, the identification has not been tampered with in any way, that all holograms are present, and that the birth date listed confirms an age of at least 21 years. If you have any questions on the validity of identification ask a manager **before** providing alcohol service. Communicate with your fellow servers, bartenders, and managers if you have been unable to serve a guest so that other staff members are not approached.

***Remember, serving alcohol comes with a responsibility. Serving an underage guest may lead to your arrest and or fine, and can result in your immediate termination from T.J. Chumps. It's not worth it. Take carding seriously, or it could cost you your job.**

Symptoms of Intoxication

Anyone consuming an excessive amount of alcohol at one sitting will exhibit certain telltale signs of intoxication. First, there is a loss of inhibitions; second, an impairment of judgment and reactions; and finally, a loss of coordination.

Watch for any or a combination of the following:

1. Becoming drowsy (heavy eyelids)
2. Drinking too fast
3. Becoming loud, argumentative, mean, obnoxious, ect.
4. Becoming entertaining, animated, boisterous
5. Careless with money
6. Spilling drinks
7. Complaining about drink's strength or preparation
8. Overly friendly to guests and/or employees

9. An altered speech pattern, loss of train of thought
10. Making irrational statements
11. Slurring words
12. Annoying other guests
13. Losing eye contact, concentration, focus
14. Letting a cigarette burn without smoking it
15. Losing muscular control, becoming clumsy
16. Unbalanced walking
17. Becoming detached, brooding
18. Slower response time in movement or in answering questions
19. Glassy-eyed
20. Repetitive

Being an establishment with an active bar scene we have to be extra sensitive to these situations. Of course, you do not want to give a guest the impression that you think he is a lush; so don't overreact. However, you should always be aware of how many drinks you've served each guest and monitor their behavior. You do not want to seem rude or confrontational, but you must be prepared to control the situation according to the guidelines below.

Dealing with an Intoxicated Guest

1. First and foremost – **NOTIFY A MANAGER.** (However the server or bartender has the ultimate decision to discontinue service to the guest)
2. Do not serve an already intoxicated guest.
3. If a guest becomes intoxicated while at T.J. Chumps, discontinue drink service and notify a manager. The decision to discontinue service must be final.
4. Do not argue with the guest
5. Remain in control of yourself. Do not overreact. Remember that alcohol can cause people to become irrational. Place ice water in front of the guest.
6. Be positive. (Don't say, "You're drunk." Instead say, "I'm concerned about your safety. I want this to be a fun evening for everyone. May I call someone for you, or perhaps a cab?")
7. Ask a manager to buy them an appetizer and a non-alcoholic drink.

General Alcohol Information

A guest that leaves our establishment intoxicated is not only the responsibility of T.J. Chumps, but also the employee that served them. They are both held equally liable if something were to happen to the guest. No fines or arrest are worth this hassle. Please take this very seriously.

Two 10-oz. glasses of beer, 2.5oz. of 80 proof liquor, and one 8-oz glass of wine are equal in alcohol content.

As Alcohol enters the body, 20% is absorbed into the bloodstream through stomach walls and 70-80% is absorbed through the small intestine. Once in the bloodstream, alcohol permeates through all body tissue. The more water that is in the body, the more diluted the alcohol is.

A small amount of alcohol in the blood, the result of consuming one drink per hour, will have a slight tranquilizing effect on most people. Even though alcohol may seem to stimulate the drinker, it is really is a central nervous system depressant. After one or two drinks the drinker's inhibitions may be lost and he may begin expressing himself more candidly, feeling like "the life of the party"; then again, he may exhibit signs of depression or aggression.

Higher blood alcohol content levels depress brain activity, possibly impairing balance, memory and muscular coordination. Still a greater alcohol intake within a relatively short time span depresses the brain further, causing severely affected judgment, dulled sensory perceptions and loss of control.

The rate at which alcohol enters the bloodstream (absorption rate) has a detrimental effect on the brain and body depending on several factors:

1. How quickly it is consumed
2. Whether the stomach is full or empty
3. The kind of alcohol
4. How much the drinker weighs

Wine and beer are absorbed more slowly than hard liquors because they contain small amounts of non-alcoholic substances. Diluting an alcoholic beverage with another liquid, such as water, also helps decrease the absorption rate. However, mixing alcohol with carbonated beverages actually increases the rate of absorption; the only difference between a mixed drink with water and a straight shot of liquor is that the absorption rate for the mixed drink is somewhat slower.

The same amount of alcohol can, and usually does, have more intense effects on a 120-lb. person than a 180-lb person. Because alcohol is quickly distributed through the circulatory system, the heavier person will have a smaller concentration in their bloodstream.

***Remember, you can make the difference. Drinking and driving does not mix.**

T.J. Chumps' Well Brands

Remember that there are seven basic types of liquor, but many brands of each type. T.J. Chumps carries one brand as our well brand of each type. This brand will always be poured unless the guest specifies another brand.

<u>Type</u>	<u>Well Brand</u>
Bourbon	Ten High
Scotch	Lauders
Vodka	Korski
Gin	Paramount
Rum	Paramount
Tequila	La Prima White

Up selling is an important part of a server or bartender's service. Not only does it give your guest an alternative brand besides the well brand; it also can help increase your check average.

These are a few alternative brands for you to suggest:

Bourbon/Whiskey

Jack Daniels
Crown Royal
Makers Mark
Seagram's 7

Scotch

MaCallan 12 year
Dewars

Vodka

Absolute
Skyy
Belvedere
Grey Goose

Gin

Tanqueray
Bombay Gin

Rum

Bacardi
Cruzan (Coconut Rum)
Captain Morgan

Tequila

Cuervo Gold
Cabo Wabo
Patron Silver

*Remember it is your job to up sell at every opportunity

Martini

There are four questions you need to ask a guest when he orders a martini:

1. Do you prefer a gin or vodka martini?
2. Suggest two up sell brands
3. Do you prefer it on the rocks or straight up?
4. Do you prefer an olive or a twist?

Other Information

- we serve a 6oz glass on all our wines
- liquor pours are 1-¼ ounces for mixes and 2 ounces for up and rocks

Garnishes

The following garnishes are used on a variety of drinks:

- A flag garnish is an orange and a cherry.
- A twist is a slice from the rind of a lemon. A twist is rubbed along the rim of the glass.
- all tonic drinks are garnished with a lime.

Here are several examples of common drinks and their garnish:

Amaretto Sour	Flag	Coffee drinks	Whipped cream
Martini	Olive or twist	Bloody Mary	lime
Pina Colada	Flag	Manhattan	Cherry
Cape Codder	Lime Wedge	Sea Breeze	Lime wedge
Long Island Ice Tea	Lemon wedge	Slow Com Screw	Flag
Margarita	Lime wedge	Strawberry Daiquiri	Lime wedge
Tequila Sunrise	Flag	Tom Collins	Flag
Hurricane	Flag	Whiskey Sour	Flag
Kamikaze	Lime wedge	Bahama Mama	Flag
Rum and Coke	Lime wedge	Vodka Tonic	Lime wedge
White Russian	No garnish	Lemon Drop	Lemon wedge
Madras	Lime wedge	Bay Breeze	Lime wedge

Coffee Drinks

Nutty Irishman: Frangelico and Coffee


Irish Coffee: Carolans Irish Cream, Jameson, and Coffee

Kahlua and Coffee: Kahlua and Coffee

MISCELLANEOUS

CHECK WRITING

Proper check writing is crucial for success at T.J. Chumps. It will allow you as a server to pass off checks to be rung in, in order to consolidate your movements within the dining room. It is imperative for you to be familiar with our abbreviations and check writing policies. The following example is provided to help you in this area:

110	
	
Buffalo Shrimp Med	
AM Bg (M)	1
FF	
+ 2.95 (Honey)	
BBQ Ribs Full	2
Snap Peas	
+ Basil Vina	
Greek Sal	3
No Feta	
T	
Bud Bttl	
C	

1. The table number is written at the top of the hard check so that the order can be matched with the proper table.
2. First two lines are for appetizers. The appetizer must be circled and entered into the computer system by the greeter before the first round of non-alcoholic beverages are brought to the table.
3. The next four lines are for position one. Meat temps and + salads should always be circled.
4. The next four lines are for position two.
5. The next four lines are for position three. Extra charges should be written. Circle the salad. This reminds the server to put in salads first.
6. All special instructions should be written next to the item being modified.
7. Desserts when ordered are written between the entrée and drink orders.
8. Drink orders are placed on bottom four lines. Position numbers are determined by the order written. Ring all alcoholic beverages before returning to the table with the first round so the bar can begin making the drinks.

Proper Procedures

Iced Tea – Red Coke cup packed with ice, lemon wedge and served with a straw placed on a dry bevnap.

Soft Drinks – Red Coke cup packed with ice and served with a straw placed on a dry bevnap.

Water – Red Coke cup packed with ice on a beverage napkin and straw. No Lemon.

Plain Key – Modifies the sandwich set and condiments only (Steak Sandwich plain would come out with bun, 6oz rib eye, melted Swiss, and chips).

Coffee – Coffee mug, bevnap, and stir stick. Always ask if they would like cream.

Meat Temperatures – Attain an accurate meat temperature from the guest. By asking, “That will be warm red center, is that good for you?” We will be sure that Medium Rare is correct for that guest. Temperature information:

Cook Temperatures

R	Rare	Cool, Red Center
MR	Medium Rare	Warm, Red Center
M	Medium	Warm, Pink Center
MW	Medium Well	Hot, Slightly Pink Center
W	Well	Hot, No Pink Center

Food delivery and placement – Place the plate with entrée facing the guest. Do not announce items as you place them. When last plate is set down, ask if you can get them anything else. Check beverage levels. Remove any micro trash and excess plates.

Salmon – Always inform the guest that our salmon is sushi grade, and is cooked to order. This will eliminate re-cooks if you let the guest know that medium will have a warm, pink translucent center, and well done will have a flakey center.

Re-cooks – You must fill out a re-cook check when taking an item back to the Q.C. with all food information filled in. You must re-ring an item that was over cooked.

Closing Out – The order of doing things:

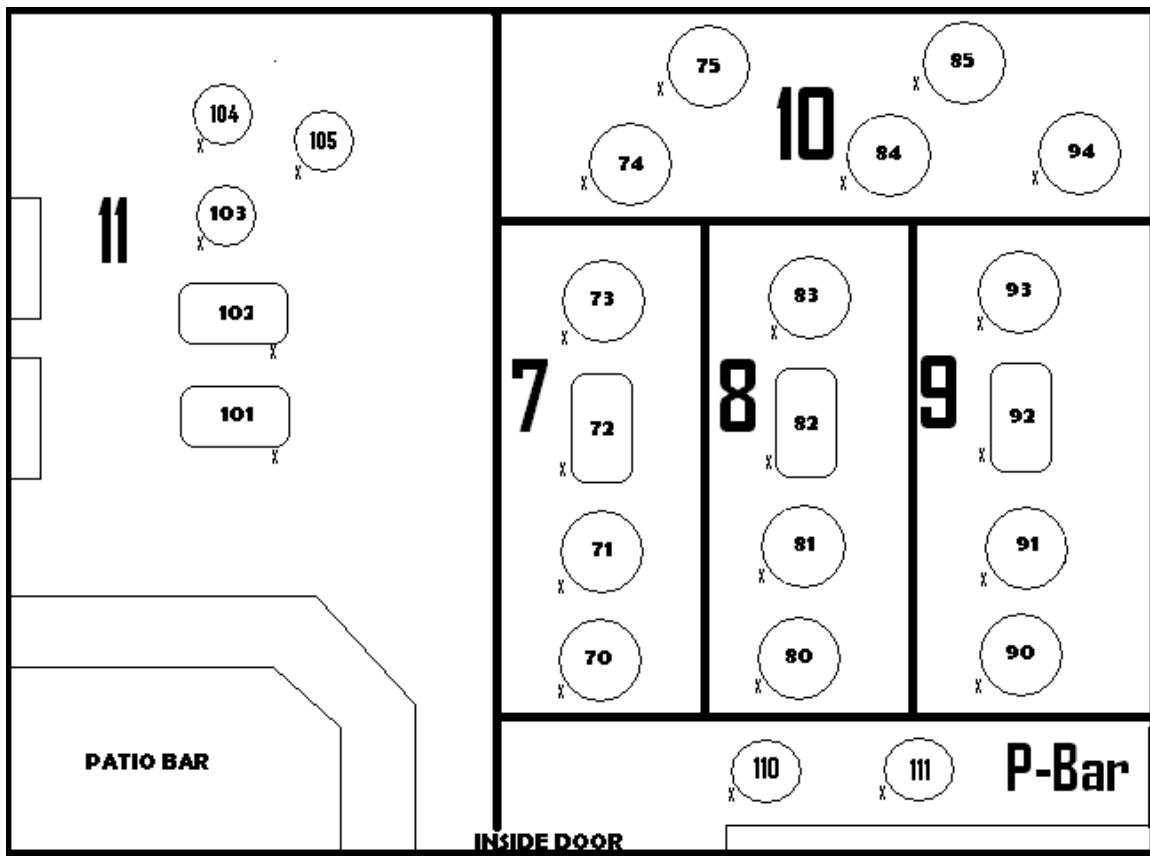
1. Tables first – never leave the dining room unset
2. Side-work – make sure the restaurant is ready for the next shift
3. Silverware – this should be the last thing done before turning in your cash out

Ketchup – Should always be brought to the table with French fries, kid hot dogs, and kid burgers or as requested.

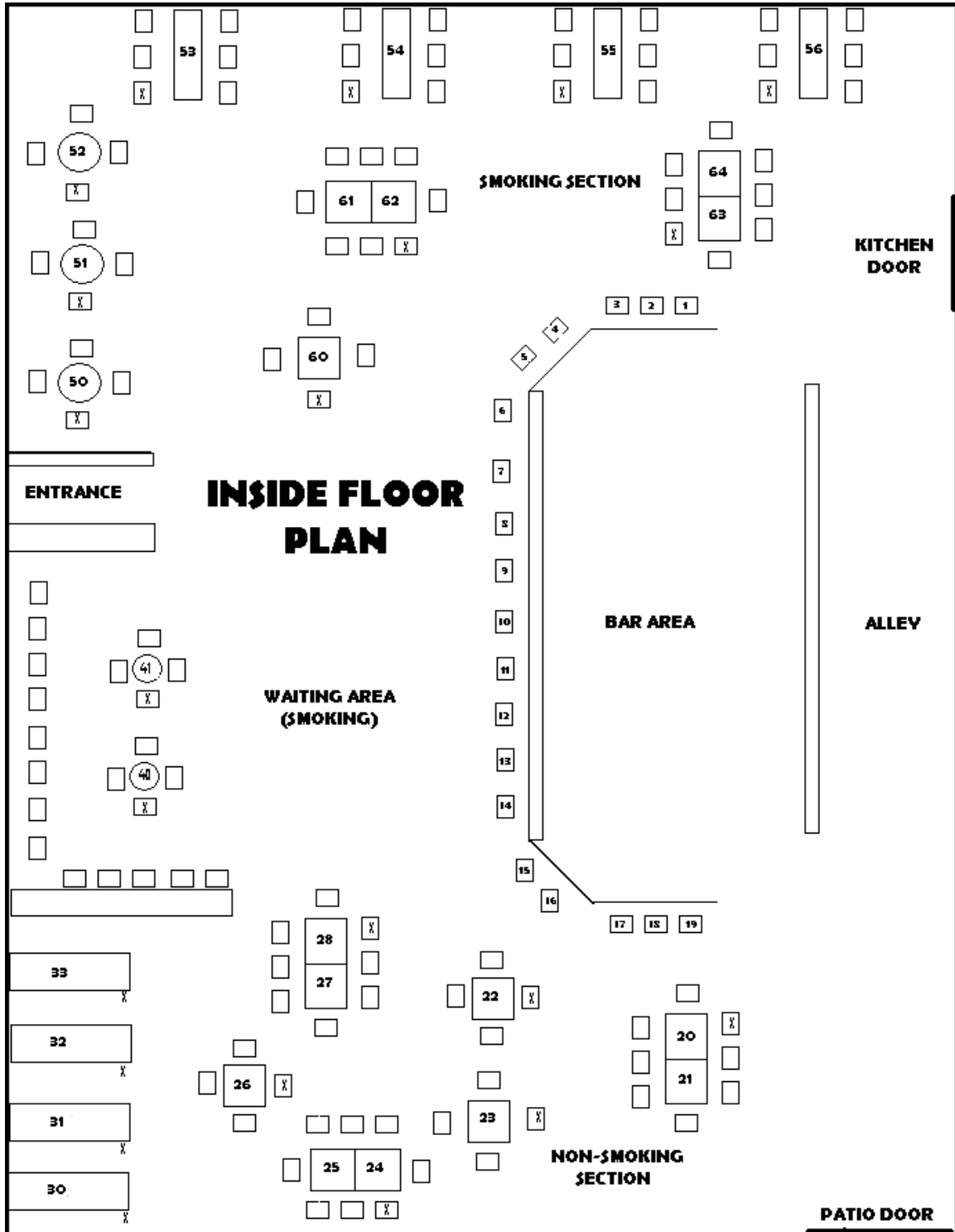
Floor Plans

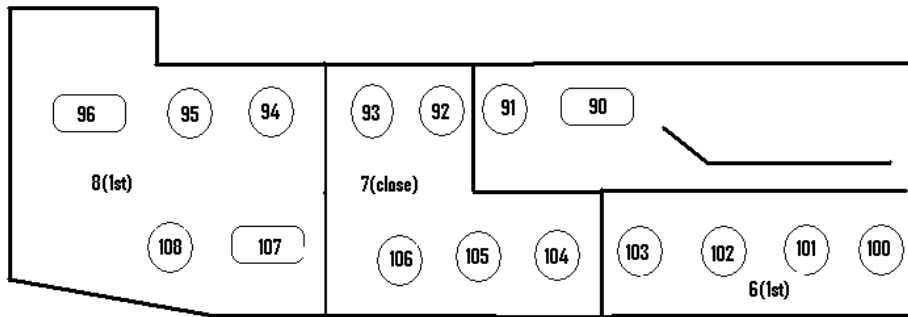
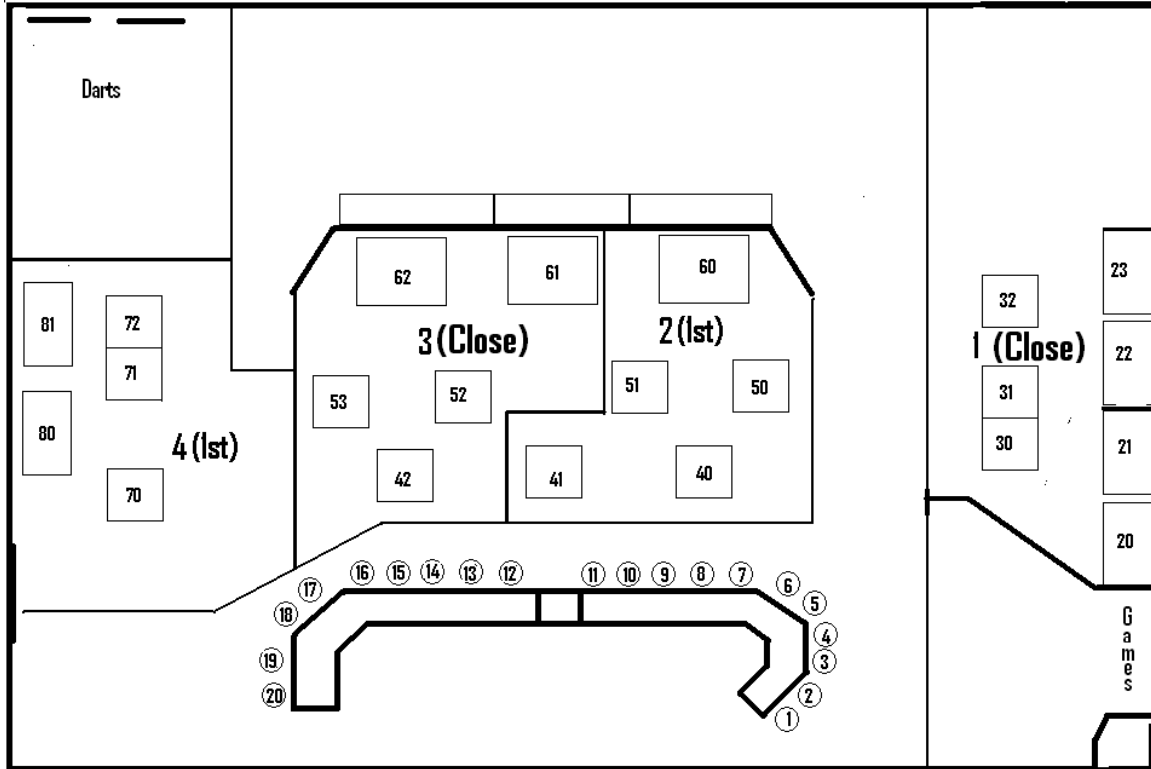
Knowing your table numbers is fundamental to our teamwork philosophy at T.J. Chumps. Ringing orders, food and drink running, and communication with your teammates is all dependent on proper table knowledge. Learning these numbers is key to your success at T.J. Chumps.

Miamisburg Patio Tables:



Miamisburg Inside Tables:





Product Knowledge

Knowing your product is a requirement for working at T.J. Chumps. Guests come to our restaurant to relax, meet with friends, watch sports, and enjoy our great food and drink. Understanding what each item consists of will give you the confidence you need to competently provide each guest with exactly what they desire.

Appetizers

Buffalo Shrimp (Buff Shrimp App)

- 5 grilled jumbo tiger shrimp
- tossed in any of our 10 wing sauces
- Celery and choice of bleu cheese or ranch
- served on a china plate

Fiesta Bowl of Nachos (Fiesta App)

- basket of fresh tortilla chips
- layered with chili, cheese sauce, diced tomatoes, black olives and jalapenos
- topped off with shredded lettuce and sour cream
- grilled chicken may be substituted for chili for an additional charge
- served in a bowl

Fried Cheese Sticks (Stick App)

- 6 deep-fried mozzarella cheese sticks
- served in a bowl with marinara sauce and sprinkled with shredded parmesan

Quarterback Quesadilla (Quesadilla App)

- 2oz of grilled diced chicken breast
- 2oz of melted jack and cheddar cheese
- toasted in a 10" flour tortilla with diced tomatoes, jalapenos, and black olives
- served on a plate with lettuce, sour cream, and salsa

Pom – Pom Poppers (Popper App)

- 5 deep-fried cheddar jalapeno poppers
- served in a basket with our raspberry BBQ sauce

Pig Skins (Skin App)

- 5 deep-fried potato skins
- smothered with jack and cheddar cheese
- topped with bacon and chives
- served in a basket with a side of sour cream and salsa

Chili Cheese Fries (Chili/Cheese App)

- hot waffles fries smothered in chili
- covered with cheese sauce, diced tomatoes, and jalapenos
- topped with sour cream and chives
- served with a side of ranch dressing

Home Run (HR App)-Miamisburg

- 2 pom – pom poppers, 2 pig skins, 2 cheese sticks, and 4 chicken wings
- served on a plate with half a side of marinara, half a side of raspberry BBQ sauce, a full side of sour cream and salsa.

Home Run (HR App)-Englewood

- Fried Mushrooms, Onion Rings, 2 cheese sticks, and 4 chicken wings
- served on a plate with half a side of marinara, horseradish cream sauce, and ranch.

Spinach Con Queso (Queso App)

- Consists of blended Velveeta cheese and milk
- spinach, red bell peppers, red onions, and jalapenos
- garnished with diced red peppers and shredded parmesan cheese
- served in a bowl surrounded by fresh tortilla chips

Shrimp Cocktail (Cocktail App)

- 6 jumbo tiger shrimp
- boiled in a garlic, lemon, and Cajun mixture then chilled
- served up on a Martini glasses with cocktail sauce, crackers, and lemon wedges

Super Bowl of Salsa (Salsa App)

- homemade garden style salsa
- mild in spice with tomato filets, cucumber, radish, green onion and cilantro
- served in a bowl with tortilla chips and garnished with green onion

Smoked Salmon Dip (\$mk Salmon Dip)

- sushi grade salmon slow cooked with orange and lime zest, garlic and dill
- chilled and blended with Chumps tartar sauce
- served with white bread toast points topped with parmesan cheese, green onions and red onions

Chips and Dip (Chips and Dip)

- creamy seasoned sour cream with dill
- topped with chives
- served with kettle cooked potato chips

Buffalo Chicken Dip

- Velveeta and Cream cheese mix
- Chumps ranch, medium buffalo sauce, and diced chicken
- topped with shredded cheddar and chives
- served with tortilla chips

Onion Rings (Onion App)

- Full pound of battered and fried onion rings
- Served with a side of ranch

Fried Mushrooms (Mush App)

- Half pound of battered and fried button mushrooms
- Served with horseradish cream sauce

Potato Skin Pizza (\$kin Pizza)

- Smashed potatoes with cheddar cheese, bacon, and chives on a pizza crust
- Served with a side of sour cream
- Small or large available

Wings

Wings: At T.J. Chumps we have a unique style of wing preparation that causes our buffalo chicken wings to stand out from those of our competitors. Instead of deep-frying raw wings, we bake our wings until tender and falling off the bone. Then flash-fry them for two and a half minutes to provide a crispy outer skin that is absolutely delicious.

10 Specialty Sauces

Wicked
Hot
Medium
Hell Fire

Mild
BBQ
Honey BBQ

Cajun Honey Mustard
Caribbean Jerk
Garlic Chipotle

- wings come in orders of 6, 12, 18, 24, and 100 count
- guests can add bleu cheese, ranch, and celery for \$.50 each
- sauces can be mixed by ringing two sauces and hitting the “mix” button
- 12 wings or more have two different sauces by ringing the two sauces and hitting the “half and half” button
- all drums can be had at a charge of \$.50 per 6 drum

Dressings

- **Honey Mustard** – Honey, mayo, paprika, and Dijon Mustard made in house
- **Ranch** – creamy ranch with an herb finish made in house
- **Bleu Cheese** – chunky bleu cheese dressing made in house
- **1000 Island** – tangy 1000 Island made in house
- **Basil Vinaigrette** – Italian dressing with fresh chopped basil. Fat free
- **Raspberry Vinaigrette** – Vinaigrette with raspberry puree.
- **French** – tangy French dressing made in house
- **Caesar** – classic creamy Caesar dressing
- **Oil and Vinegar**- Olive Oil and Balsamic Vinegar

***all dressings are made in house.**

Salads

Tossed Salad (House Sal)

- mix of romaine and iceberg lettuce, shredded carrots, and shredded cabbage
- diced cucumbers, diced tomatoes, warm bacon, grated cheddar cheese and croutons
- choice of any of our 9 salad dressings on the side

Caesar Salad (CZR Sal)

- crisp romaine lettuce
- tossed in a creamy Caesar dressing and topped with grated Parmesan and croutons
- grilled chicken, shrimp, rib eye steak, and salmon can be added for an additional charge

Spinach Salad (Spin Sal)

- piles of fresh spinach leaves drizzled in raspberry vinaigrette dressing
- topped with slice mushrooms, roasted pecans, warm bacon, bleu cheese crumbles, and julienne roasted red peppers

Fried Chicken Tender Toss (Tender Toss Sal)

- 3 hot fried chicken tenders diced (can sub grilled chicken)
- served over our romaine iceberg lettuce mix
- topped with grated cheddar cheese, diced tomatoes, diced cucumbers, and warm bacon
- served with two sides of honey mustard

Greek Chicken Salad (Greek Sal)

- romaine and iceberg lettuce mix
- 4 oz chilled diced grilled chicken, feta cheese, black olives, tortilla strips, and diced tomatoes
- tossed in our homemade basil vinaigrette dressing

Chicken Salad (Chix Sal Sal)

- romaine and iceberg lettuce mix
- a large scoop of Chumps own chicken salad
- diced cucumbers and tomatoes, grated cheddar cheese, and roasted pecans
- served with a side of honey mustard

Portabella Chicken Spinach Salad (Port Chx Sal)

- piles of fresh spinach leaves drizzled in ranch dressing
- topped with grilled portabella mushroom and chicken, light Cajun spices, diced tomato, red onion, black olives, and grated jack cheese

Soup and Salad (Soup Abbreviation / Salad Dressing)

- Caesar salad or house salad served with a side of dressing
- choice of either Chili, Loaded Baked Potato Chowder or the Soup of the Day

Soups

Cheesy Baked Potato Chowder (Pot Soup)

- cream based with carrots and potatoes
- topped with cheddar cheese, warm bacon, and chives

Southwest Chicken Tortilla (Tort Soup)

- southwestern style tortilla with a light spice
- garnish cheddar cheese, tortilla strips, and a lime wedge

Chumps Style Chili (Chili)

- meaty chili with beans
- topped with cheddar cheese diced jalapenos and red onions

White Bean and Turkey (Turkey Chili)

- thick cream based chili with white beans and smoked turkey
- topped with cheddar cheese diced jalapenos and red onions

Spicy Black Bean Soup (Black Bean)

- black bean base with medium spice, onion, and bits of ham
- topped with cheddar cheese and chives

Cajun Chicken Soup (Cajun Soup)

- spicy broth based soup with chicken and multiple vegetables
- garnished with chives

Beef and Vegetable Minestrone

- broth based soup with fresh vegetables, and lean ribeye pieces
- garnish with parmesan

Steak and Mushroom

- broth base soup with lean ribeye pieces and portabella mushrooms
- garnished with parmesan and chives

Salmon Chowder

- cream based soup with fresh salmon, veggies and spices
- garnished with cheddar and chives

Cream of Mushroom Soup (Mush Soup)

- lightly spiced cream base with portabella and button mushrooms
- garnished with chives

Creamy Tomato

- tomato base with fresh cream and slight spice
- garnished with tortillas strips and parmesan cheese

Corned Beef and Cabbage

- lightly spiced broth base with corned beef, cabbage, and carrots
- garnished with cheddar and chives

Creamy Broccoli Cheese Soup (Broc Soup)

- cream and Velveeta based soup with light onion and broccoli
- garnished with cheddar and fresh broccoli florets

Major Leaguers

Clubhouse (Club)

- 1 slice of cheddar, 2oz sliced ham, 1 slice jack, and 2oz sliced turkey
- 3 slices of toasted wheat, 2 slices of bacon, lettuce, tomato and mayo
- served with potato chips and a pickle spear

BLT (BLT)

- 3 slices of toasted wheat, triple stacked with 8 pieces of bacon
- lettuce, 2 slices tomato, and mayo
- served with potato chips and a pickle spear

Southwestern Turkey Sandwich (\$W Sand)

- 5oz of thinly sliced turkey breast
- 2 slices toasted wheat bread
- 1 slice of pepper jack cheese, julienne lettuce, pickle chips, tomato, and home made chipotle mayo
- served with potato chips and a pickle spear

Classic Reuben (Reuben) or Turkey Reuben (Turkey Reuben)

- 4oz of thinly slice corned beef or turkey and 3oz of sauerkraut
- 1 slice melted Swiss cheese and thousand island dressing
- served on toasted rye bread
- served with potato chips and a pickle spear

Chicken Sandwich Your Way (Chix Sand)

- grilled or fried 6oz chicken breast
- sandwich set up and mayo
- grilled burger bun
- choice of additional toppings for \$.50 each
- served with potato chips and a pickle spear

Hamburger Your Way (Burger)

- 8oz hand spanked burger grilled to order
- sandwich setup up and mayo
- grilled burger bun
- choice of toppings for \$.50 each
- served with potato chips and a pickle spear

\$mothered Burger (\$mother Burger)

- 8oz hand spanked burger grilled to order
- topped with grilled portabella and Swiss cheese
- grilled burger bun
- sandwich setup up and mayo
- served with potato chips and a pickle spear

Smothered Chicken Sand (Smother Chicken Sand)

- grilled or fried 6oz chicken breast
- topped with grilled portabella and Swiss cheese
- grilled burger bun
- sandwich setup up and mayo
- served with potato chips and a pickle spear

Portabella Mushroom Sandwich (Bella Sand)

- 1-2 grilled portabella mushrooms
- 20 min. marinade provide a hint of sweet pineapple and soy flavor
- served with roasted red peppers, spinach leaves, and bleu cheese crumbles
- grilled burger bun
- served with potato chips and a pickle spear

Grilled Ham and Swiss (Ham/Swiss)

- 5oz of thinly sliced ham with a slice of melted Swiss
- served open faced on toasted wheat bread
- tomato, lettuce, onion, and honey mustard dressing
- served with potato chips and a pickle spear

Grilled Chicken Caesar Wrap (CZR Wrap)

- 4oz of hot diced grilled chicken
- grated Parmesan cheese, julienne lettuce, diced tomatoes, and Caesar dressing
- wrapped in a 12" flour tortilla
- served with potato chips and a pickle spear

"Chump" Steak Sandwich (Steak Sand)

- 6oz choice ribeye steak grilled to order with a slice of Swiss cheese
- served on a toasted sourdough roll
- lettuce, tomato, onion, and horseradish sauce
- served with potato chips and a pickle spear

Chicken Salad Sandwich (Chix Sal Sand)

- one large scoop of "Chumps" own chicken salad
- lettuce, tomato, and honey mustard dressing
- served open face on toasted wheat
- served with potato chips and a pickle spear

Chicken Finger Basket (Finger Basket)

- 6 deep fried chicken tenders
- choice of BBQ, Honey Mustard, Ranch or wing sauce.
- served with potato chips

Steak Wrap (Steak Wrap)

- 6oz ribeye grilled to order
- wrapped in a 12" flour tortilla lettuce, tomato, jack cheese, and chipotle mayo
- served with potato chips and a pickle spear

Salmon Sandwich (Salm Sand)

- 6oz salmon fillet grilled to order
- sandwich setup and homemade tartar sauce
- grilled burger bun
- served with potato chips and a pickle spear

Swordfish Sandwich (Sword Sand)

- 8oz swordfish filet grilled
- sandwich setup and homemade tartar sauce
- grilled burger bun
- served with potato chips and a pickle spear

Chump Boy Burger (Chump Boy)

- 8oz hand spanked burger grilled to order with a slice of melted cheddar cheese
- julienne lettuce, 3 pickle chips, and homemade tartar sauce
- grilled burger bun
- served with potato chips and a pickle spear

Chipotle Ham Sand (Chilp Ham)

- 5oz of thinly sliced ham with a slice of melted Pepper Jack
- sandwich set up with homemade chipotle mayo
- grilled burger bun
- served with potato chips and a pickle spear

Pork Chop Sand (Chop Sand)

- 7oz season and grilled chop
- sandwich set up, pepper jack cheese with homemade chipotle mayo
- grilled burger bun
- served with potato chips and a pickle spear

Topping Choices for American Burger and Chicken Sandwich Your Way

- | | | |
|------------------------|-------------------|-----------------------|
| • Monterey Jack | • Wing Sauce (10) | • Roasted Red Peppers |
| • Cheddar | • Sautéed Onions | • Bacon Slices |
| • Swiss | • Marinara Sauce | • Sautéed Mushroom |
| • Blue Cheese Crumbles | • Jalapenos | • BBQ sauce |
| • Pepper Jack | • Chili | • Cajun spices |

Entrees

BBQ Baby Back Ribz (Back Ribz Full or Half)

- slow cooked for 6 hours until falling off the bone tender
- grilled and basted with chumps own BBQ sauce
- served with choice of two sides
- half (12oz.) and full slabs (18oz.) available
- Sub a side for house salad or Caesar salad for \$2.00

Garlic Cilantro Shrimp (Cil Shrimp)

- ten grilled jumbo tiger shrimp
- dusted with Cajun seasoning and chumps own garlic, cilantro oil
- topped with diced red peppers and green scallions
- served over rice with choice of two sides
- Sub a side for house salad or Caesar salad for \$2.00

N.Y. Strip Steak (10oz Strip)

- 10oz seasoned choice cut N.Y. Strip grilled to order
- topped with Maitre d' Butter
- served with choice of two sides
- Sub a side for house salad or Caesar salad for \$2.00

Sirloin Steak (12oz Sirloin)

- 12oz seasoned sirloin steak grilled to order
- topped with Maitre d' Butter
- served with choice of two sides
- Sub a side for house salad or Caesar salad for \$2.00

Cajun Honey Mustard Salmon (Cajun HM Salm)

- 8oz sushi grade salmon grilled to order
- drizzled with our house Cajun honey mustard sauce
- served over rice with choice of two sides
- Sub a side for house salad or Caesar salad for \$2.00

Cajun Honey Mustard Chicken (Cajun HM Chix)

- 2 six ounce grilled chicken breasts
- drizzled with our house Cajun honey mustard sauce
- served over rice with choice of two sides
- Sub a side for house salad or Caesar salad for \$2.00

Grilled Sushi Grade Salmon (8oz Salm)

- 8oz sushi grade salmon grilled to order and dusted with grill seasoning
- served over rice, choice of two sides, and homemade tartar sauce
- Sub a side for house salad or Caesar salad for \$2.00

Grilled Pork Chops (Chop Dinner)

- 2 seven ounce boneless chops seasoned and grilled
- topped with Maitre d' Butter
- served with choice of two side items
- Sub a side for house salad or Caesar salad for \$2.00

Grilled Swordfish Dinner (Sword Dinner)

- 8oz swordfish filet seasoned and grilled
- served over rice with two sides, lemon wedge and homemade tartar sauce
- Sub a side for house salad or Caesar salad for \$2.00

Build Your Own Entree (BYO Item/Item)

- choose two of 5 jumbo shrimp, half-slab or ribs, chicken breast, salmon, or chop
- served with choice of two side items
- Sub a side for house salad or Caesar salad for \$2.00

Smothered Chicken Entree

- grilled 6oz chicken breast marinated in Italian dressing
- topped with grilled portabella and Swiss cheese
- served over a bed of rice with choice of two sides
- Sub a side for house salad or Caesar salad for \$2.00

*any of our homemade soups are considered a side and can be added at no cost.
Entrees that are served over a bed of rice come with two additional sides. The rice is not considered one of the two.

Kid's Menu

Kid Chicken Sandwich (Kid Chix)

- 6oz grilled and seasoned chicken breast
- on a grilled burger bun
- no sandwich set up or mayo
- served with potato chips and pickle spear

Kid Burger (Kid Bg)

- 8oz hand spanked burger grilled to order
- on a grilled burger bun
- no sandwich set up or mayo
- served with potato chips, ketchup, and pickle spear

Kid Fingers (Kid Finger)

- 3 deep fried chicken tenders
- choice of ranch, honey mustard, BBQ, or wing sauce
- served with potato chips

Hot Dog (Kid Dog)

- grilled ballpark style hot dog
- on a toasted plain hot dog bun
- served with potato chips, ketchup, and a pickle spear

Grilled Cheese (Kid Cheese)

- 2 slices of wheat buttered and toasted
- 2 slices of cheddar grilled until melted
- served with potato chips and pickle spear

Mac and Cheese (Mac and Cheese)

- Penne pasta, cheese, and topped with parmesan cheese.
- Served in a large soup bowl

Kid Pizza (Kid Pizza)

- small cheese pizza
- additional toppings are extra

*kid's meals come with a tea, soft drink, or juice. Children ordering a meal that is not on the "Kids Menu" can get a drink at the discounted rate of \$.99.

Side Items

French Fries (FF)

- salted shoestring style fries fried in canola oil
- served with ketchup

Waffle Fries (Waffles)

- salted crisscut fries fried in canola oil
- served with ketchup

Smashed Potatoes (Smashed)

- whole potatoes smashed with margarine, milk, green onion, salt, black pepper, and topped with Parmesan cheese
- Served “Loaded” with cheddar, bacon , and chives on top for additional \$.75

Fresh Broccoli (Brocc)

- trimmed fresh broccoli tossed in vegetable butter and topped with grated Parmesan cheese (served firm)

Sugar Snap Peas (Snaps)

- boiled snap peas tossed in vegetable butter (served firm)

Sweet Recipe Cole Slaw (Slaw)

- white cabbage, red cabbage, shredded carrots, red peppers, and sliced celery
- mixed with mayo, bleu cheese crumbles, apple juice, salt, and black pepper

Rice (Rice)

- white rice flavored with garlic powder, onion powder, and Cajun

Kettle Style Potato Chips (Chips)

- Kettle style salted potato chips

Pasta Salad (Pasta)

- Penne pasta with fresh veggies, feta cheese, and a creamy seasoned sauce

Mac and Cheese (Mac and Cheese)

- Penne pasta, cheese, and topped with parmesan cheese.

Fast Break Menu

6 Wings and Soup/Salad (Sauce / Dressing or Soup)

- 6 Buffalo style chicken wings in choice of 10 wing sauces
- choice of House Salad, Caesar Salad, Loaded Baked Potato Chowder, Chili or Soup of the Day

Half-Sand and Soup/Salad (Sand / Dressing or Soup)

- choice of Half-BLT, Half-Smoked Salmon or Half-Chicken Salad Sandwich
- choice of House Salad, Caesar Salad, Loaded Baked Potato Chowder, Chili or Soup of the Day

Spicy Chicken Bacon Wrap (Bacon Wrap)

- 2oz heated diced chicken
- lettuce, tomato, bacon bits, and chipotle mayo
- wrapped in a 12" flour tortilla
- served with potato chips and 2 pickle chips

Chicken Salad (Chix Sal Sal)

- romaine and iceberg lettuce mix
- 3 small scoops of Chumps own chicken salad
- diced cucumbers and tomatoes, grated cheddar cheese, and pecans
- served with a side of honey mustard

Smoke Salmon Salad (Smoked Salad)

- romaine and iceberg lettuce mix
- 3 small scoops of Chumps own smoked salmon
- diced tomato, cucumber, red onion, jack cheese and black olives
- served with a side of basil vinaigrette

Soup and Salad (Soup / Dressing)

- Chumps' house or Caesar salad
- Cup Loaded Baked Potato Chowder, Chumps Chili, or the Soup of the Day

Deserts

Fudge Brownie Sundae

- three scoops of vanilla ice cream in a large bowl
- warm fudge brownie on top of the ice cream
- topped with whipped cream and cherries
- drizzled with chocolate and caramel sauce

Fudge Brownie

- warm fudge brownie in a app bowl
 - topped with whipped cream
 - drizzled with chocolate and caramel sauce
- * a la mode is placed on a chilled salad plate with the whipped cream under the brownie and the ice cream then drizzled with chocolate and caramel sauce

Chocolate Chunk Sundae

- three scoops of vanilla ice cream in a large bowl
- three warm chocolate chunk cookies on top of the ice cream
- topped with whipped cream and cherries
- drizzled with chocolate and caramel sauce

Chocolate Chunk Cookie

- three warm chocolate chunk cookie in a small bowl
 - topped with whipped cream
 - drizzled with chocolate and caramel sauce
- *a la mode is placed on a chilled salad plate with the whipped cream under the cookies and the ice cream then drizzled with chocolate sauce

Carrot Cake

- warm, moist, spiced carrot cake
- topped with a lemon cream cheese frosting

Root Beer Float

- three scoops of vanilla ice cream in a pint mixing glass
- floating in root beer topped with whipped cream and a cherry
- served with the rest of the bottle of root beer

Milk Shakes

- three scoops of vanilla ice cream
- blended with choice of strawberries, chocolate sauce, or vanilla
- topped with whipped cream and a cherry

Vanilla Cheesecake

- cheesecake with a graham cracker crust
- topped with whipped cream and choice of caramel, strawberry, or chocolate

Up Selling Food

As a server or bartender you are also a salesperson. There are a few opportunities to up sell on several different products. The following are a few examples:

Steaks:

- Shrimp Skewer
- Sautéed Mushrooms
- Sautéed Onions
- Smothered (Grilled Portabella Mushroom and Swiss)

Burgers:

- Cheese
- Sautéed Mushrooms
- Sautéed Onions
- Bacon Slices
- Wing Sauces

Salads:

- Grilled Chicken
- Grilled Salmon
- Shrimp Skewer
- Grilled Ribeye

French Fries:

- Cheese
- Chili
- Bacon
- Sour Cream

Server Training Syllabus

Orientation:

- Day One Check List
- Day One Test
- Order Ringing Guide Day 1
- Go Over Day 2

Day Two:

- Day Two Check List
- Day Two Test
- Day Two Follow
- Order Ringing Guide Day 2
- Go Over Day Three

Day Three:

- Day Three Check List
- Day Three Test
- Day Three Follow
- Order Ringing Guide Day 3
- Go Over Day Four

Day Four:

- Day Four Check List
- Day Four Test
- Day Four Follow
- Order Ringing Guide Day 4
- Go Over Day Five

Day Five:

- Day Five Check List
- Day Five Test
- Day Five Follow
- Order Ringing Guide Day 5

Expo Shift:

- Meet with expeditor to game plan the shift
- Work on food identification, plate setup, carries, table, and position numbers

Utility Shift:

- Maintain smaller section while hitting all points of service
- Exhibit team working and communication through the shift

Training Availability

Name _____

Phone Number _____

Date _____

**Trainee is expected to arrive ready to complete the written test with a 90 or higher.
Trainees are allowed to repeat one written test or follow day.**

Choose one shift from Each Line.

Orientation: Sunday PM

Day 2: Monday AM or Monday PM

Day3: Tuesday AM or Wednesday AM or Wednesday PM

Day4: Wednesday AM or Wednesday PM or Thursday AM or Thursday PM

Expo: Friday PM or Saturday PM

Day5: Saturday AM or Sunday AM or Sunday PM

These selections will allow us to schedule a trainer to accompany for each shift you select for your training. If you should need to repeat a day during your training that day can be completed on any remaining authorized training day left in the week or the following Monday AM or PM or Tuesday AM.

Server Day One Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Server #:** _____ •
Score: _____ •

- List the Owners and Management Staff at your location. (12 points)

Owner: _____
Owner: _____
General Manager: _____
Kitchen Manager: _____
Service Manager: _____
Manager: _____

- What is the address, web address, and phone number of this restaurant? (4 points)

- How do you answer the telephone? (4 points)

- How do you handle a togo order? (4 points)

- How do you handle a reservation? Explain our policy? (4 points)

- Where do you park your car? (4 points)

- What is a proper uniform? (8 points)

Pants: _____
Shirt: _____
Shoes: _____
Apron: _____
Bank: _____

- With whom should you discuss your tips? (4 points)

●What is tip share and why do we support this system? (4 points)

●What forms of payment do we accept? (4 points)

●How do we handle a guest that has a Gift Card? (4 points)

●Where should you keep your non-essential items while you are working (4 points)

●What does “Heard” mean and when is it used? (2 points)

●When can you use your cell phone while at work? (4 points)

●Where can you smoke while working? What procedure is followed? (4 points)

●What is our procedure for covering a shift you are unable to attend? (8 points)

●What is our procedure for trading or changing shifts in the schedule book?(8 points)

●What is a verbal warning? What is a written warning? How and why are they used? (9 points)

●What is the Company’s sexual harassment and discrimination policy? What is the procedure to report sexual harassment or discrimination? (5 points)

Server Day Two Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Server #:** _____ •

Score: _____ •

Describe in detail the following items. Include proper abbreviations, portion sizes, and all ingredients. Write the abbreviation next to the name.

•Buffalo Shrimp: _____ (2 points)

•Fiesta Bowl of Nachos: _____ (2 points)

•Fried Cheese Sticks: _____ (2 points)

•Quarterback Quesadillas: _____ (2 points)

•Pom – Pom Poppers: _____ (2 points)

•Pig Skins: _____ (2 points)

•Chili Cheese Fries: _____ (2 points)

•Home Run: _____ (2 points)

•Spinach Con Queso: _____ (2 points)

●Shrimp Cocktail:_____ (2 points)

●Super Bowl of Salsa:_____ (2 points)

●Tossed Salad:_____ (2 points)

●Caesar Salad:_____ (2 points)

●Spinach Salad:_____ (2 points)

●Fried Chicken Tender Toss:_____ (2 points)

●Greek Chicken Salad:_____ (2 points)

●Chicken Salad:_____ (2 points)

●What questions must you ask when Soup and Salad is ordered? (2 points)

●What quantities of wings do we sell? (2 points)

●List our wing sauces? (2 points)

●What three questions should you ask when a guest orders our wings? (4 points)

●What is the sandwich set-up for our burger and chicken sandwich? (2 points)

•List the salad dressings that we offer. (8 points)

•May a guest substitute soup, a Caesar Salad, or Slaw in place of the salad that is included with an entrée? (2 points)

•How many chicken fingers are in each? (1 point each)

Chicken Finger Basket: _____

Kids Chicken Finger: _____

Fried Chicken Tender Toss: _____

•List the Steps that make up a complete greet, and the reason for each step (8 points)

•Who is responsible for getting greets and following through with them? (2 points)

•What are the Four Priorities of a server at T.J. Chumps? (2 points)

1. _____

2. _____

3. _____

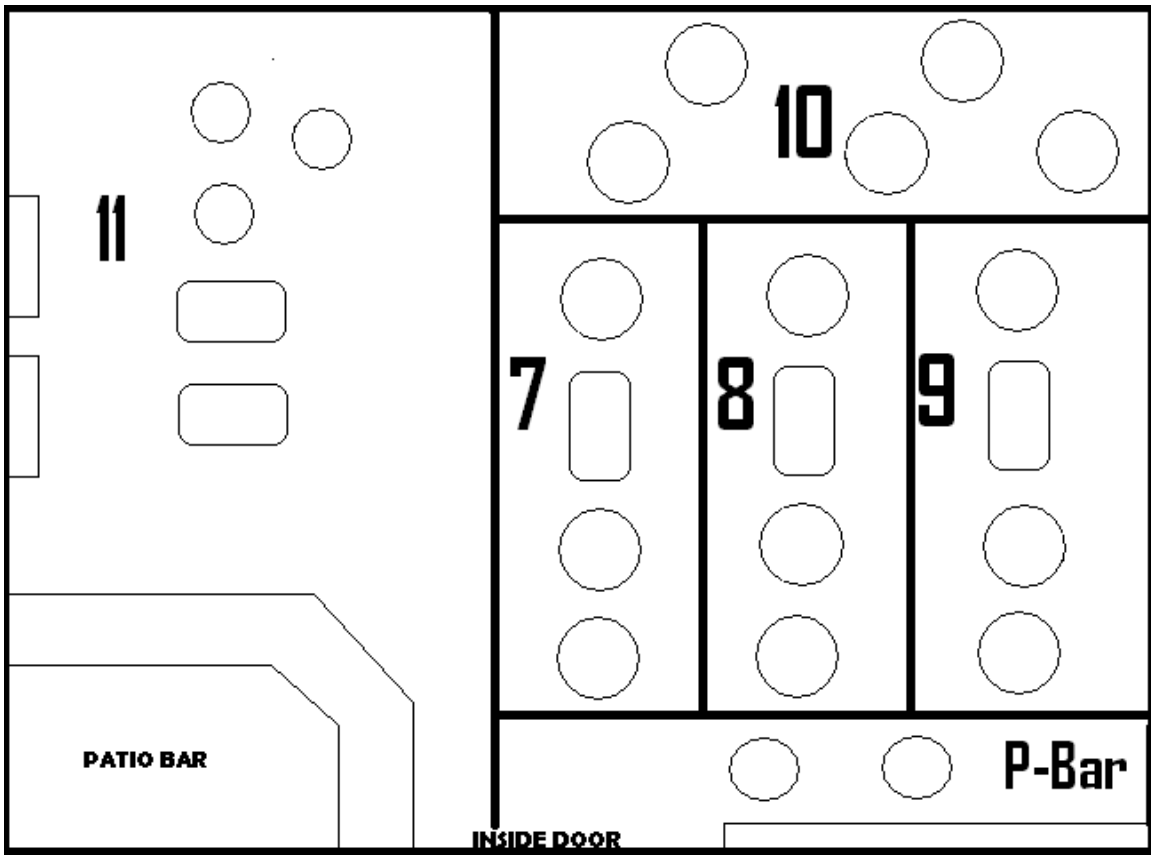
4. _____

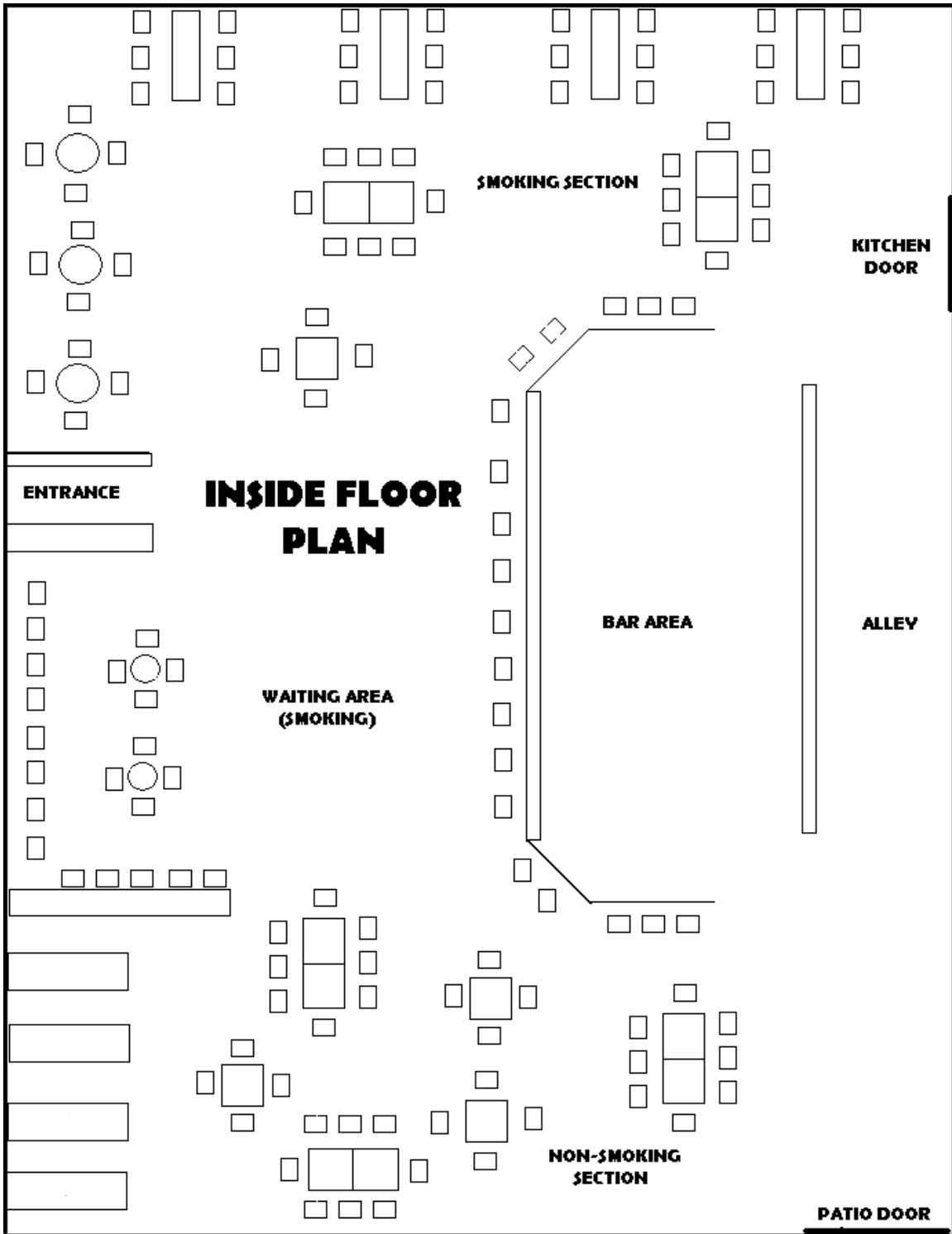
•What is our standard for getting a guest a refill for a non-alcoholic beverage? (1 point)

•What is the procedure for ensuring all other servers are able to get refills for one of your guests? (1 point)

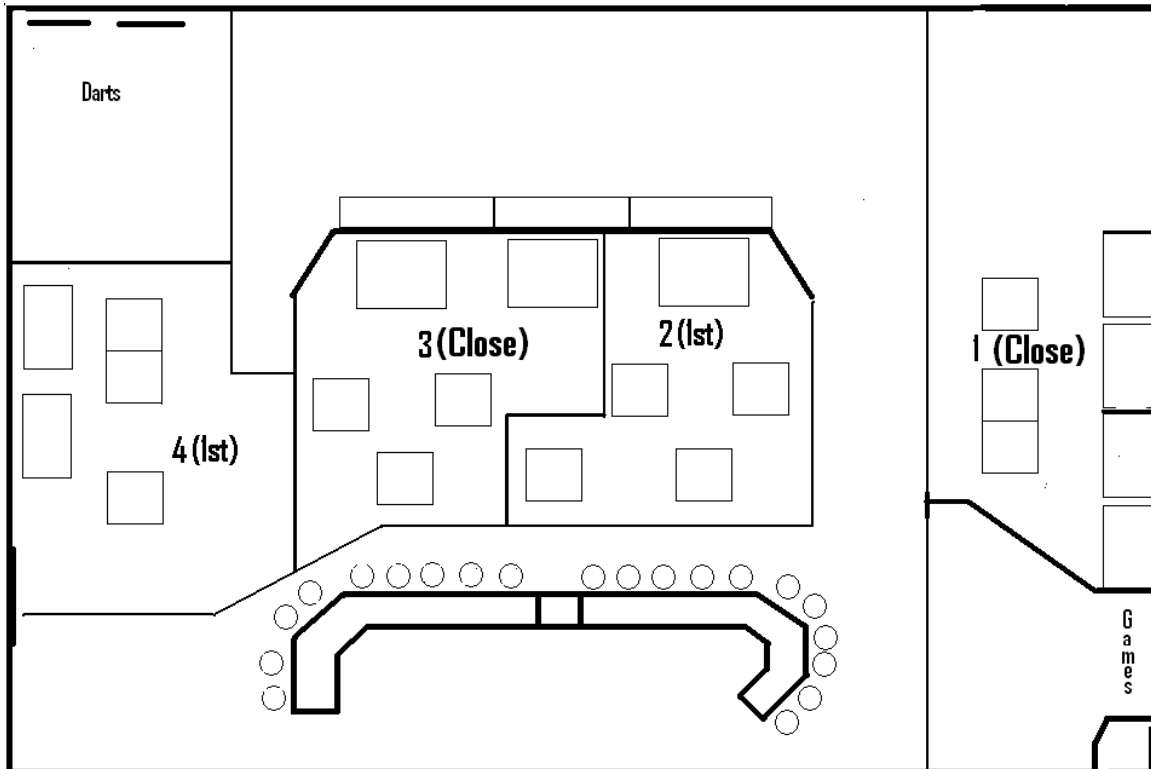
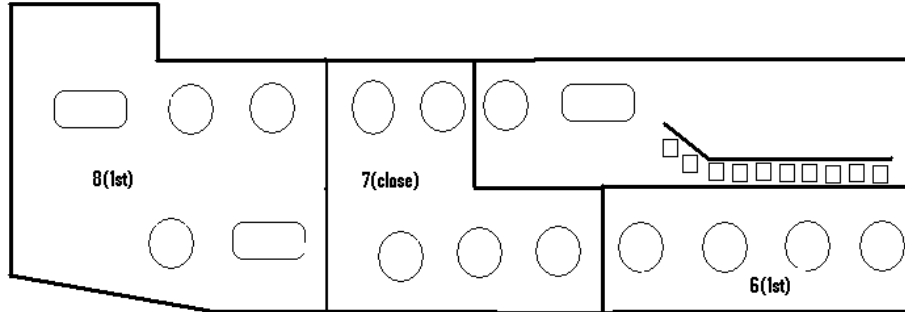
•What is a guest contract and what constitutes a guest contract? (2 points)

•Label each table with its correct table number on the inside and outside floor plans provide below. Also place an X on position one of each table if all the seats at the table were to be full. (25 points)





Englewood:



Server Day Three Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Server #:** _____ •
Score: _____ •

Describe in detail the following items. Include proper abbreviations, portion sizes, and all ingredients. Write the abbreviation next to the name.

•Clubhouse: _____ (2 points)

•BLT: _____ (2 points)

•Southwestern Turkey Sandwich: _____ (2 points)

•Build Your Own Burger: _____ (2 points)

•Portabella Mushroom Sandwich: _____ (2 points)

•Grilled Ham and Swiss: _____ (2 points)

•Grilled Chicken Caesar Wrap: _____ (2 points)

• "Chump" Steak Sandwich : _____ (2 points)

•Chicken Salad Sandwich: _____ (2 points)

●Steak Wrap: _____ (2 points)

●Pork Chop Sandwich: _____ (2 points)

●Chump Boy Burger: _____ (2 points)

●Chicken Finger Basket: _____ (2 points)

●BBQ Baby Back Ribs: _____ (2 points)

●Garlic Cilantro Shrimp: _____ (2 points)

●N.Y. Strip: _____ (2 points)

●Sirloin Steak: _____ (2 points)

●Cajun Honey Mustard Salmon: _____ (2 points)

●Cajun Honey Mustard Chicken: _____ (2 points)

●Grilled Sushi Grade Salmon: _____ (2 points)

●Pork Chop Dinner: _____ (2 points)

•List the six items on the fast break menu and give a brief description. (2 point each)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

•List each side item we offer, the abbreviation, and a brief description. (2 point each)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

•List the five types of breads we use and which items we use each for. (2 point each)

1. _____
2. _____
3. _____
4. _____
5. _____

•What question must you ask if a guest orders any type of salmon? (1 points)

•Give our description and abbreviation for each meat temperature. (2 point each)

- Rare: _____
Medium Rare: _____
Medium: _____
Medium Well _____
Well: _____

•Describe our procedures for proper order taking, proper order ringing, and proper order running. Give an example of things you would do to ensure each, and why each is so important? (9 points).

Order Taking: _____

Order Ringing: _____

Order Running: _____

Server Day Four Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Server #:** _____ •

Score: _____ •

•What is a “Feature Card” and what information is on the card? (2 points)

•Explain how to handle a re-cook? (2 points)

•Which types of items automatically come with a salad? (2 points)

•What does the “plain key” mean when ringing in a sandwich? (2 points)

•If an adult orders off the children’s menu, what must you tell them? Is there any charge for substitutions of sides on children’s items? (2 points)

•List all our domestic bottles and their regular price? (2 points)

•List all our premium bottles and their regular price? (2 points)

•List all our draft choices and their regular prices? (2 points)

•List the wines we carry in each category. (2 point each)

Chardonnay: _____

White Zinfandel: _____

Cabernet Sauvignon: _____

Merlot: _____

•What are the well brands of liquor? (2 point each)

Vodka _____ Gin _____
Rum _____ Scotch _____
Tequila _____ Bourbon _____

•How many ounces of liquor are in 'up' and 'on the rocks' drinks? (2 points)

•How many ounces of liquor are in mixed drinks (ex. Gin and tonic)? (2 points)

•What is a flag? What kinds of drinks get this? (2 points)

•What is a twist? When is it used? (2 points)

•Name three coffee drinks? (2 points)

•What must you do if you feel a guest has become overly intoxicated? (2 points)

•What is the legal drinking age and what type of I.D. do we accept? Is there any time we can serve a guest that is under age? (2 points)

•What do you check each time you card a guest? (3 points)

•If you are not sure of the validity of an I.D. what should you do? (2 points)

•Which guests should you card? (2 points)

•What if a guest looks underage and they have a drink in your section? (2 points)

- List two up-sells for each type of liquor (well brands are not up-sells). (4 point each)

Vodka: _____
Gin: _____
Rum: _____
Tequila: _____
Scotch: _____
Bourbon: _____

- Why is great menu knowledge so important? (2 points)

- What do we mean by anticipating guest needs, and give some examples?(2 points)

- What is the “pivot point system” and why do we use this system? (4 points)

- What must you say every time you drop something off at a table? (2 points)

- Explain proper table manicuring, and full hands in from the floor. (2 points)

- What is a proper pre-bus? What should be left on a table when a guest leaves? (2 points)

- Explain the two reasons why we need to have a proper pre-bus? (2 points)

- If a guest asks for their server, what is the proper response? (3 points)

Server Day Five Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • Server #: _____ •

Score: _____ •

•What is the “Order of Doing Things?” (10 points)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

•After your station has been cut, what is the proper order of completing things? (6 points)

1. _____
2. _____
3. _____

•Explain the difference between guest expectations and extraordinary service? (4 points)

•What is a comp? Describe the procedure for closing out a comp. (4 points)

•Should you wait for the guest to ask you for the check before you present it? (4 points)

•If a guest uses a credit card, what must you do when you return it? (3 points)

•When is our Happy Hour, and what items does it include? (5 points)

●Name our weekly specials. (5 points)

●What is offered when entrée plates are removed from the table? (3 points)

●Whose responsibility is it to get full hands out of the dish room? (3 points)

●How many cigarettes are allowable in an ashtray at one time? What method is used when changing out an ashtray? (3 points)

●How many items can you send on one check, and why to we limit the amount? (2 points)

●Describe in detail how you separate a check on the terminals. (3 points)

●Explain the procedure for splitting seats. (2 points)

●Explain the ½ cash – ½ credit payment procedure. (2 points)

●What does consolidation mean, and how does it improve our service? (2 points)
Give some examples of consolidation.

●What are some examples of nonverbal communication, and how do they improve our service? (2 points)

●Explain the server control system.

(2 points)

●Explain the Steps listed below involved with handling a large party, and why each step helps to expedite our service? (5 points per step)

Preparing for a large party to arrive: _____

Naming of Tabs (Two ways): _____

Greeting: _____

Order Taking: _____

Order Ringing: _____

Food Delviery: _____

Cashing Out: _____



TJ Chumps' Shopper Report

Server:

Score:

Date:

Business volume:

Time:

Store:

Please list any notes or details for each individual question. Also please list and explain any other items that you feel to be relevant or important. Being very specific about your experiences is the only way we can use this information. Don't worry about adding up score we will do that.

Front Door (5 points)

1. Did a bartender, server, manager, or host immediately greet you upon entering TJ Chumps? Did someone say goodbye and thank you when leaving? Y or N (2 points)
Explain:
2. Were you informed of or asked about a seating preference?
Y or N (1 point)
Explain:
3. If on a wait were you quoted an accurate time, given a pager, and directed to the bar or waiting area? Y or N (1 point)
Explain:
4. Were the hosts smiling and courteous upon entrance?
Y or N (1 point)
Explain:

Service (60 points)

1. Were you greeted within 30 seconds of being seated? Y or N (5 points)
Explain:
2. Did the greeting server welcome you into the store? Y or N (2 points)
Explain:
3. Did the greeting server introduce himself or herself? Y or N (2 points)
Explain:
4. Did the greeting server inform you of soups of the day? Y or N (2 points)
Explain:
5. Did the greeting server inform you of the daily features? Y or N (2 points)
Explain:
6. Did the greeting server offer an appetizer by name? Y or N (2 points)
Explain:
7. Was your first round of non-alcoholic beverages served within one minute of ordering? Y or N (5 points)
Explain:
8. Was your order taken accurately and in a timely manner? Y or N (5 points)
Explain:
9. Did your server have good menu knowledge and able to answer all questions that were asked? Y or N (2 points)
Explain:
10. Did your server anticipate your needs i.e. appetizer plates, extra napkins, mustard, and drink refills without having to ask? Y or N (3 points)
Explain:
11. Were requests honored in a timely manner? Y or N (3 points)
Explain:
12. Was the food placed in front of the proper person without the server asking who had which item? Y or N (5 points)
Explain:
13. Did the delivering server ask if they could get you anything else? Y or N (5Points)
Explain:

14. Did a server check back with you after your entrée was served to ensure quality?
Y or N (3 points)
Explain:
15. Were the items ordered the items received? Y or N (5 points)
Explain:
16. As soon as you finished with plates, glasses, silverware, and napkins were they removed, and the table well manicured? Y or N (2 points)
Explain:
17. Were you offered a specific dessert at the end of your meal? For example would you like a slice of cheesecake or carrot cake? Y or N (2 points)
Explain:
18. Was the check presented quickly upon completion of your meal during dinner or upon checking on your meal during lunch? Y or N (2 points)
Explain:
19. Was the check accurate with all items ordered accounted for and properly priced?
Y or N (2 points)
Explain:
20. Did the server return the change promptly and accurately? Y or N (2 pts)
Explain:

Food Quality (30 points)

1. Was food that was to be hot served hot, and food that was to be cold served cold?
Y or N (5 points)
Explain:
2. Was the food delivered consistent with the description given by the menu, if cooked to a certain temperature (Med Rare, Med Well, Etc) was it correct? Y or N (5 points)
Explain:
3. Was the taste and texture of the food at or above expectations? Y or N (5 points)
Explain:
4. Were the presentation and or overall plating of the food pleasing and neatly put together? Y or N (5 points)
Explain:

5. Did the food come out in a timely manner (8-12 min lunch: 12-16 min dinner) with appetizers first, salads second, and entrée last with ample time between to finish each course? (5 points)

Explain:

Ambiance (5 points)

1. Were the lighting and music levels appropriate for the time of your visit? Y or N (1 point)

Explain:

2. Were the bathrooms stocked and cleaned? Y or N (2 points)

Explain:

3. Was the appearance of the store as a whole pleasing? Y or N (1 points)

Explain:

4. Was the exterior of the building well maintained, back door area, entrance? Y or N (1 points)

Explain:

Additional comments or suggestions:

Train the Trainers

Review

You were chosen to the training team because of the leadership capabilities you have displayed thus far. Being a trainer means being a proper role model at all times. When you are a trainer, you are a trainer at all times. Not only when you have someone following you.

1. You are a role model.

Attire Model – Always a clean, un-faded shirt that the lettering is not peeling. Clean pants, shoes, and a proper bank.

Attitude Model – A positive attitude is contagious.

- Do not complain or challenge the management staff on our procedures in a public area. Do this in private if necessary.
- Remain positive and calm during the stressful times. Your fellow servers and your guests will notice.
- Be patient

2. Know your stuff.

- Knowledge is the foundation to becoming a self-confident leader and trainer.
- You must know your menu, the computer system, the four priorities of a server, and proper check writing.
- Be able to explain the Server Control System

3. Training procedures.

- When to arrive for training shifts.
- Arriving for training shifts.
 1. Clock in.
 2. Check the training log.
 3. Assume your trainee has arrived and introduce yourself.
 4. Obtain trainer checklist/manager review for that day
 5. Sit down and grade the trainee's test; go down checklist in detail.
- Test must be 90% or higher to pass. If the test is not 90% or higher the trainee must be sent home.
- The "Three Strikes Rule" three failing tests and they are no longer in training at T.J. Chumps.
- Trainee's uniform must be correct including bank, apron, shirt, shoes, pens, jewelry, hair, and pants.

4. Review each training day (day 2-day 5) and what is expected of your trainees each day.

- 5. Be a nice person with high, impeccable standards.**
 - Always be kind; but do not falter from our standards
 - Smile
 - Gain the respect of your fellow team members every day
 - The service staff is a direct reflection of our training team's leadership capabilities and standards.

- 6. Gain a commitment from each trainer on these issues**

- 7. Post Shift responsibilities.**
 - Privately appraise trainee's performance with a manager
 - Allow trainee to give a self-appraisal
 - Prepare trainee for manager reviews
 - Manager reviews
 - Sign and date paperwork and return to office
 - Fill out trainer's log
 - Clock out and go home

Server Trainer Day 1 Checklist

Trainee: _____

Test Score: _____

Classroom Day

- _____ Fill out all New Employee Paperwork
- _____ Introduce yourself and explain what you do
- _____ Go over handbook (store rules, sexual harassment, and alcohol policy)
- _____ Proper Uniform
- _____ Training Schedule and expectations
- _____ Day 1 Test
- _____ Complete greet(Steps and Reasons)
- _____ Teamwork Philosophy
- _____ Exceeding guest Expectations
- _____ 4 Priorities
- _____ Hard Checks(How to fill out and importance)
- _____ Carries(Plates and Cups)
- _____ Service Control System
- _____ Computer Knowledge-(Order Ringing Guide Day 1)
- _____ Product Knowledge
- _____ Restaurant Tour
- _____ Expectations for Day 2 (1st Follow Day)

PASS FAIL (circle one)

Trainer: _____ **Manager** _____

Date: / /

Server Trainer Day 2 Checklist

Trainee: _____

Test Score: _____

Performance Expectations:

At the beginning of the shift, the trainee should follow the trainer at all times (the Siamese Twin Rule.) The trainee should work side-by-side watching and observing the trainer ringing in all orders on the terminals. Halfway through the shift the trainee should begin to greet the tables, and ring in food. The trainee should work side by side with the trainer when doing closing duties (side work and cash out).

- _____ How to exceed guest expectations using 30/60/45
- _____ Proper Attire (Check to make sure the trainee is in proper uniform)
- _____ The Complete Greet (immediate and 1min drinks)
- _____ Carries (4 Plates and Cups in the correct order/Doing it the right way every time)
- _____ 4 Priorities of a Server
- _____ Team work (full hands in from neighbor's station and all of restaurant. Food and drink running)
- _____ Refills at half full
- _____ Accurate check writing (How to fill out the hardcheck, the importance of using it, and why it is part of the teamwork)
- _____ Meat Temperatures(r/mr/m/mw/wd->Red Meat and Salmon Temps)
- _____ How to use the server control system
- _____ Table maintenance (Microtrash/Proper time to interact with tables and when silent service is used)
- _____ Keeping checks printed and organized (When to Print/when to drop)
- _____ Opening check list, running duties, and shift closing checklist.
- _____ How to properly set up a table(Table tent/Sugar caddies/Salt and Pepper)
- _____ Computer Knowledge (Order Ringing Guide Day 2)
- _____ Explain and give examples of Exceptional service

Aloha Knowledge:

- _____ Clocking in/out
- _____ Server #'s, table #'s, seat #'s
- _____ Cover all different menu screens
- _____ Sell Salads vs. Before dinner salads
- _____ Special Prep Screen(Food and Alcohol)
- _____ Send Order / Print Check

Sit down with the trainee and then the manager for a quick review.

PASS FAIL (circle one)

Trainer: _____ **Manager:** _____

Date: / /

Server Trainer Day 3 Checklist

Trainee: _____

Test Score: _____

Performance Expectations:

At the beginning of the shift, the trainee should follow the trainer in serving the first table. After this, the trainee should begin to serve the tables from the greet through the end of the meal. The trainer and the trainee should work side by side (Siamese Twin Rule) during the entire shift. The trainer should focus on the trainee developing good consolidation skills.

- _____ Proper attire
- _____ Importance of communication
- _____ Must be able to competently handle a 4 plate and 4 Drink carry before passing
- _____ The greet (immediate and 1min drinks)
- _____ Guest Contract(what is and isn't a guest contract/how to handle contracts)
- _____ Server Control System(How to use/Lunch/Dinner/Three Course Thursday)
- _____ A.T.D. to whole store(Treating the store like 1 big table)
- _____ How to handle opportunities and comps
- _____ Table maintenance and A.T.D(Microtrash and multitasking)
- _____ Expediting process(QC Setup/Reading checks/Pulling items out of the window)
- _____ Proper placement of drinks and food(never auction off food/the reason we carry in order every time)
- _____ Refills(When to get/when to charge)
- _____ Organization of checks/When to present/Handling payment
- _____ Computer knowledge (Order Ringing Guide Day 3)
- _____ The importance of running food and drinks
- _____ Proper order taking, proper order ringing, and proper order running
- _____ Re-cooks(2 different ways to handle)
- _____ Pre-shift and post shift responsibilities (Stocking/cleaning set-up)

Aloha Knowledge

- _____ Review Day 2
- _____ Server #'s, table #'s, seat #'s
- _____ Selecting Salads
- _____ Print checks
- _____ Closing Checks to Cash
- _____ How to swipe, reprint, and close a credit card
- _____ Comps
- _____ Gift Cards

Sit down with the trainee and then a manager for a quick review

PASS **FAIL** **(circle one)**

Trainer: _____ **Manager:** _____

DATE: / /

Server Trainer Day 4 Checklist

Trainee: _____

Test Score: _____

Performance Expectations:

At the beginning of the shift, the trainee should follow the trainer in serving the first table. After this, the trainee should begin to serve the "Section" not just the tables. This means the trainee should demonstrate a growth during the shift in the following areas: table manicuring, cleanliness, offering teamwork during the shift, and improving consolidation skills. Lots of "Heard's".

- _____ Proper attire
- _____ Trainee must be able to do the proper plate and drink carries in order to begin follow.
- _____ The importance of pace and sense of urgency
- _____ Communication and Overall awareness
- _____ Trainee must be able to communicate with the staff including heards to the bar and kitchen as well as being able to be aware of the store and communicate to other servers what needs to be done
- _____ Payment Procedures (cash, credit, comps)
- _____ Drink refills (When to charge? When to refill? When to offer alcohol refills?)
- _____ Running and garnishing bar drinks
- _____ General alcohol Knowledge(Daily Specials/Upsells/Garnishes)
- _____ Carding procedures
- _____ Differences in when to ring in with entrée salads and dinner salads
- _____ Using the server control system(Understanding the different ways to use based on items ordered and the time of day)
- _____ Review table manicuring along with silent service(Importance of Consolidation and Multi-tasking)
- _____ Drink Refills
- _____ Computer Knowledge (Order Ringing Guide Day 4)

Aloha Knowledge

- _____ Liquor menu selections
- _____ Accepting a transferred Check
- _____ Running a cash out and Gift Card Report

Sit down with the trainee and then the manager for a quick review.

PASS FAIL (circle one)

Trainer: _____ **Manager:** _____

DATE / /

Server Trainer Day 5 Checklist

Trainee: _____

Test Score: _____

Performance Expectations:

At the beginning of the shift, the trainee should begin to serve the entire station with the trainer directly beside the trainee. There should be a big focus on good consolidation skills and teamwork during the shift. The trainee should have teamwork as a goal:

- Running food, drinks, and salads several times during each hour
- Practicing 4 priorities of a server
- Greeting other teammates tables/1 min Drinks
- Full hands in from their station, their neighbor's station, and the whole store
- Full hands out from dish tank

***IF THE TRAINER HAS TO STEP IN AND TAKE OVER THE STATION, THIS TRAINEE FAILS**

- ___ Proper Attire
- ___ Trainee needs to be able to exhibit what it takes to exceed guest expectations
- ___ Communication(Trainee needs to use heards and communicate with the rest of staff)
- ___ Running Duties(pre-shift and post shift duties/Being able to set up for success
- ___ Placing of plates correctly in front of guests(Incorrect carries and auctioning off of food can constitute failing)
- ___ Great Knowledge of the Menu
- ___ Sense of Urgency(Our ability to be quick and efficient is what sets us apart from other restaurants)
- ___ Teamwork
- ___ Order of doing things
- ___ Consolidation-what it means, how does it improve our service, and examples.
- ___ Non Verbal Communication-how does it improve our service and examples.
- ___ Table maintenance and ATD
- ___ Computer Knowledge-(Order Ringing Guide Day 5)
- ___ How to score 100%
- ___ Review Days 2 – 4

Sit down with the trainee and then a manager for a quick review

PASS FAIL (circle one)

Trainer: _____ **Manager:** _____

DATE / /

Trainer Syllabus

DAY 1

Must arrive in complete proper uniform
Day 1 Test
Day 1 Checklist
Go over Day 1 Order Ringing Guide

DAY 2

Must arrive in complete proper uniform
Day 2 Test (Must receive a score of 90% to proceed with this day)
Day 2 Checklist
1st Follow Day
Pass Day 2 Order Ringing Guide in allotted time

DAY 3

Must arrive in complete proper uniform
Day 3 Test (Must receive a score of 90% to proceed with this day)
Day 3 Checklist
2nd Follow Day
Pass Day 3 Order Ringing Guide in allotted time

DAY 4

Must arrive in complete proper uniform
Day 4 Test (Must receive a score of 90% to proceed with this day)
Day 4 Checklist
3rd Follow Day
Pass Day 4 Order Ringing Guide in allotted time

Expo Day

Must arrive in complete proper uniform
No test today
Run Food / Roll Silverware / Run Bar Drinks / Hosti Stand / Greet Tables

DAY 5

Must arrive in complete proper uniform
Day 5 Test (Must receive a score of 90% to proceed with this day)
Day 5 Check list
4th Follow Day (trainee should be able to handle 4 tables with minimal instruction from the trainer)
Pass Day 5 Order Ringing Guide in allotted time

Host

T.J. Chumps philosophy is to do things right or not at all. You should take great pride in working here. Having good product knowledge and understanding the proper way to deal with situations is very important. It is never acceptable to say, "I've never heard that."

First and Lasting Impressions

The importance of your job is to make everyone feel more than welcome by projecting a genuine warmth and friendliness toward each guest. Your responsibility continues even after the guests have been seated; it is important that you are quick to recognize any other guest's needs. The guest's departure is just as important as their arrival. It is up to you to make a point to acknowledge each guest as they are entering and leaving the restaurant to ensure a positive lasting impression.

Be a Professional

It is important to maintain a genuine enthusiastic attitude throughout your shift. Handling difficult situations under pressure and in view of guests will occur and is a very important part of your job. Think on your feet. Be polite and helpful while always maintaining control. If you feel a situation has the potential to get out of hand, alert a manager immediately. In every business, problems exist – it is never appropriate to expose ours in front of guests.

Guest Feedback

If the opportunity permits, ask departing guests open-ended questions about their meal, etc. When guests do respond, whether positive or negative, let a manager know. Accept comments in a genuine manner. If you feel it necessary, let them know you would be happy to get a manager for them. If they choose not to speak to a manager, attempt to get their name and assure them that their comments will be passed along.

Host Dress Code

At T.J. Chump we want to project a casual, fun look. However, we still must stay professional in obtaining this goal. Outrageous or inappropriate clothing as judged by management is not allowed. If you have a question as to the appropriateness of an outfit, show a manager before you wear it to a shift. Detailed information on specific dress is located earlier in the manual.

Host Job Codes

Coordinator Duties:

- Decides in which station, and at what tables guests will be sat.
- Plans for reservations and parties called in advance.
- Takes names, hands out pagers, and directs guests to patio or inside bar for drinks and appetizers when store is on a wait.
- Keeps host stand floor plan current
- Makes sure tables that are sat in the wait area have a server aware of them
- Insures wait area tables, floor, and bar top cleanliness.
- Rolls silverware and portions dressings when not busy.
- Host stand is main responsibility, but still helps run food and bus tables

Scouter Duties:

- Observes restaurant floor and communicates back to the coordinator tables that are open or soon will be open.
- Sets up large parties as directed by the coordinator.
- Carries a towel and has a dust pan near at all times to wipe tables and spot sweep the floor.
- Makes sure tables are set up properly, and that chairs are neatly arranged around the tables.
- Lights candles at dusk and lights heaters when requested.
- Takes dishes from servers when possible.
- Identifying open table is main responsibility, but still helps run food and bus tables

Seater Duties:

- Takes people to tables designated by the coordinator.
- Carries a towel at all times to wipe tables on the way back from seating
- Communicates with coordinator on open tables that are ready to be sat, and helps the coordinator ensure that the floor plan is up to date.
- Rolls silverware, portions dressings, fulfills bathroom checks, and is responsible for overall restaurant cleanliness when not seating.
- Takes dishes from servers when possible and runs food when needed.
- Moves between host stand, dining area, and back of house.
- Does bathroom checks every fifteen minutes to half an hour

*every host job code is flexible according to the needs of the restaurant at any given time. Food running, table bussing, and store cleanliness are still a major priority no matter your job code on any given shift. This flexibility is what makes our host team such a valuable part of our success.

Handling a Wait

When our restaurant goes on a wait, the manner in which the guests are treated when they first come through our doors not only determines their first impression of us, but also whether they will be willing to wait. Often the tone of your voice is an important asset in making a guest's visit more comfortable.

Avoid making guests feel that they are "on their own" until their table is ready. Always reassure them that you will be "sure to call them as soon as their table is ready." If a guest cannot wait, suggest that they sit at the bar and order food. When guests absolutely cannot wait, thank them for coming to T.J. Chumps and encourage them to come back.

Writing names, paging parties, or any other duty should never distract you from the most important part of your job, which is to make a positive first impression.

Calculating a Wait

Quoting times to a guest is critical; not only do you have to be accurate, but also you have to make the guest feel comfortable and confident in your ability. Speak confidently and make eye contact with every guest.

5 minutes for every party (name). 10 names X 5 = 50 minutes

Procedure

1. Smile. Look the guest in the eye. Move toward the guest.
2. "May I have your name please and the number of seats you require?" Never greet a guest by saying 1,2, or 3 or "May I help you?"
3. Write down the name, number in party, the present time, and the quote time.
4. Hand the guest a beeper and record the beeper number beside their name.
5. Write their name on a hard check with the # of seats and area in which they would like to be seated.
6. Tell the party they may wait at the bar or a bar table, and have a drink or appetizer.
7. Let them know if they need anything during their wait to let you know.
8. Know our products, hours of operation, and Managers on duty. Be ready with helpful suggestions and guidance to the telephone or restrooms.
9. Make sure that guests on a wait are being attended to in a timely manner.
10. Notify a manager if this does not occur so we can take care of the situation.
11. Write the table number on the check when the seater informs you of the available table. Hosts are never permitted to accept tips to move a customer's name up on the list.

Pager\$

At T.J. Chumps pagers are used to locate guests for seating while on a wait. Always use pagers while on a wait. It gives the waiting guest confidence that you will notify them immediately when their table becomes available. Make sure that the pager vibrates when you take it off the charger to insure it is working properly, and record the number of the pager by the name of the waiting party.

Seating a Party

Smile! Always acknowledge the guest before seating them. Make sure the party that you are intending to take to a table is the party that the greeter intended. Let the greeter know which party you are seating. Step lively when seating a party. You should help pace the guest. If you move slowly, they will move slowly. However, check on the progress of the guests as you take them to their table. Occasionally, they will stop and talk to another table or encounter an obstacle that slows them. Don't loose them.

Take silverware, menus and a hard check to the table. Consolidate your time by getting silverware and menus or checking on clear tables on your way back from seating parties. Always have a clean towel with you to wipe any table that you see needs attention on the way back from seating parties.

Double check the table and chair\$ to assure they are clean before you let the guest\$ sit down. Never seat a dirty table under any circumstances. Do not hinder a guest sitting down when setting the table. Large parties should have their tables and chairs set up with booster seats and high chairs in place when needed before the guests are brought to the table.

Thank the guest\$ for waiting. Wait for the guest to sit before leaving the table. Returning to the front desk quickly to seat the next party is essential.

Handicapped and Elderly Guest\$

When seating handicapped or elderly guest, keep in mind where they will be most comfortable. Try to give them the most appropriate table close to the Handicapped entrance. Do not take them unnecessarily across the length of the restaurant.

When we are on a wait and a handicapped or elderly person comes in, inform a manager so they can make arrangements for the guest to be comfortable.

On Deck Seating

To keep the wait times for our guests as low as possible, we utilize an “on deck” seating system to “stage” guests at the Host stand while their table is being bussed and cleaned. You page the guest once you see a table open, and begin to take them to the table as it is finished being wiped down.

Efficient bussing and table maintenance standards by the service team are a must. Tables should be bussed in 45 seconds from the time they are empty and reseated in 45 seconds more. Be constantly aware of tables that are opening up or are close to opening up so that we can seat guests as quickly as possible.

Notify a manager if a guest becomes upset due to an excessive wait time. Any wait exceeding 10 minutes of the quoted time should be reported immediately to a manager.

Guest Distribution

When seating guests, proper distribution throughout the restaurant is very important, especially at the beginning and end of a shift. Try to evenly distribute guests throughout the dining room. Give each server the same amount of parties when not on a wait. Remember to distribute large parties evenly. Never hesitate to grant a guest's request to sit in a particular area. No station is ever closed unless specifically closed by a manager. When the restaurant goes into just closers after the rush, it is imperative that you make sure servers are greeting tables.

Parties of four or less can be seated at available large tables when on a wait as long as that larger table is split in half. If this occurs communicate to the guest that it will take just a moment while we get their table ready. If you are the only host on duty let a manager or server know so that they can help you split and set up the table. Never slide the tables when moving them. This can cause an unpleasant noise that can be distracting to the guests seated near. Also, make sure that a table tent, salt and pepper, and a sugar caddy is on both tables before seating.

When a party requires an extra chair, highchair or booster seat, have it at the table before seating them.

Always take the clearest route when walking the guest to their table. Do not weave them in and out of guests who are already seated.

When walking around the restaurant, be aware of the floor. **Help keep the restaurant clean and pleasant for our guests.**

Our system is set up so a server must handle up to five tables at one time. This is possible only if the stations are sat properly. Try to avoid seating two consecutive tables in the same station and never triple seat a station. The Host jeopardizes our

standards when the restaurant is not seated correctly. When a station is double or triple seated, the Server cannot give the guest the same quality service as we prefer. The kitchen is also greatly affected by improper seating. Communication with your manager in the QC window is very important. Keep him or her aware of the seating situation, and how long of a wait you are on. It is not appropriate for servers to instruct you how to seat guests. Get a manager if you have a question or opportunity.

As Guests Are Leaving

SMILE! Thank them for coming and invite them to return.

Don't ask the guest questions as they go out the door, but if the opportunity permits, ask them how they enjoyed their meal.

Remember- You are the first and last impression of our restaurant.

Miscellaneous

Cleanliness/Manicuring

It is important that the Host desk and area around it is kept clean at all times. Keep the windows clean, ashtrays emptied, and floor free from trash. You are responsible for the cleanliness of the bar and wait area. The bar tables should always be clean and organized. The floor in that area should be well swept, and the bar stools aligned in an orderly fashion. Bring any stray glasses back to the dish tank or bar.

Bathrooms

Bathrooms must be checked on every half – hour during our busy times. You are responsible for faucets being polished, mirrors cleaned, trash empty, and floors swept. This is very important to our guest's perception of our restaurant. In addition to overall cleanliness of the bathrooms check that there are plenty of hand towels, toilet paper, and hand soap. Restock these as needed through the shift from backups in the kitchen.

Silverware and Menus

One of the duties of the Hosts is to continually roll silverware. Silverware should be ran through the dish tank on a regular basis, polished and rolled. Silverware should remain tightly rolled and neatly stacked at all times. While on a wait, keep yourself well stocked with silverware. Throughout the shift, gather menus from different racks and return them to the Host stand. Always wipe down any used menus and inspect them for tears or general ware to the covers.

Dressings

Dressings should be checked at the beginning and end of the shift to ensure that the proper pars are met. They must be date labeled and initialed by the portioning host. Dressings must be rotated properly to ensure first use of first portioned product

Bussing Tables

Our concept can best be described as “team bussing.” Although bussing tables is not one of your primary responsibilities, at times you may be able to get a table started or finished. Every one is responsible for clearing the table in 45 seconds.

1. Wipe down table with clean bar towel and sanitizer
2. Wipe down tops of chairs and booths with towel
3. Clean out ashtray with bevnaps
4. Organize table tent, salt and pepper, and sugar caddies
5. Ensure floor is completely clean (take the time to sweep if necessary)
6. All tables should be bussed in 45 seconds and reset in another 45 seconds

Table Sanitizing

Always use a clean and intact (not torn or stringy) white bar towel along with sanitizer in a spray bottle when clearing a table.

Soliciting

We do not allow outsiders to come in our restaurant selling, promoting, or giving away items such as flowers, pamphlets, ect. Do not try to handle these situations; notify a manager immediately.

Beverages

Guests may not bring beverages into our restaurant or bar. Be aware that guests will also try to leave our premises with drinks. It is your responsibility to keep alcoholic drinks from leaving the building. If a problem arises, get a manager immediately.

Applications

Application are all handled on line. Refer them to www.tjchumps.com.

Inclement Weather

In situations where there is heavy rain or other types of inclement weather, be very aware of the floor around the entire restaurant. Have a mop handy to remove any excess water under table or by the front door. Always keep the rug at the entrance well swept. It is one of the first things our guests see as they enter the building.

Lost and Found

All lost and found items should be given directly to a manager as soon as they are found. The manager will lock the items in the office until the guest comes back to properly identify and claim them.

Host Day One Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Host #:** _____ •
Score: _____ •

- List the Owners and Management Staff. (12 points)

Owner: _____

Owner: _____

General Manager: _____

Kitchen Manager: _____

Service Manager: _____

Managers: _____

- What is the address and phone number of our restaurant? (4 points)

- How do you answer the telephone? (4 points)

- Where do you park your car? (4 points)

- What do you tell guests when they ask where they can park? (4 points)

- What is a proper uniform? (8 points)

Pants: _____

Shirt: _____

Shoes: _____

Hair: _____

Jewelry/Make up: _____

- What is our sexual harassment policy? (8 points)

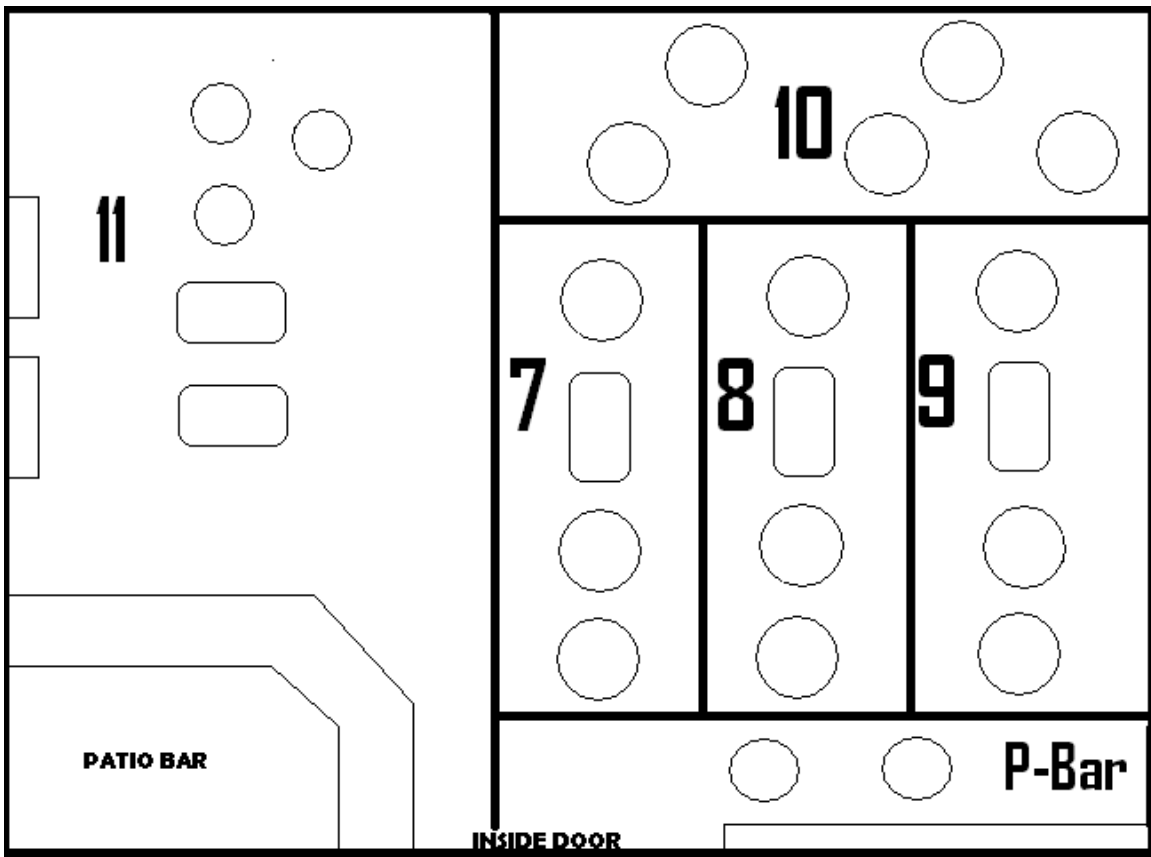
- With whom should you discuss your tips? (4 points)

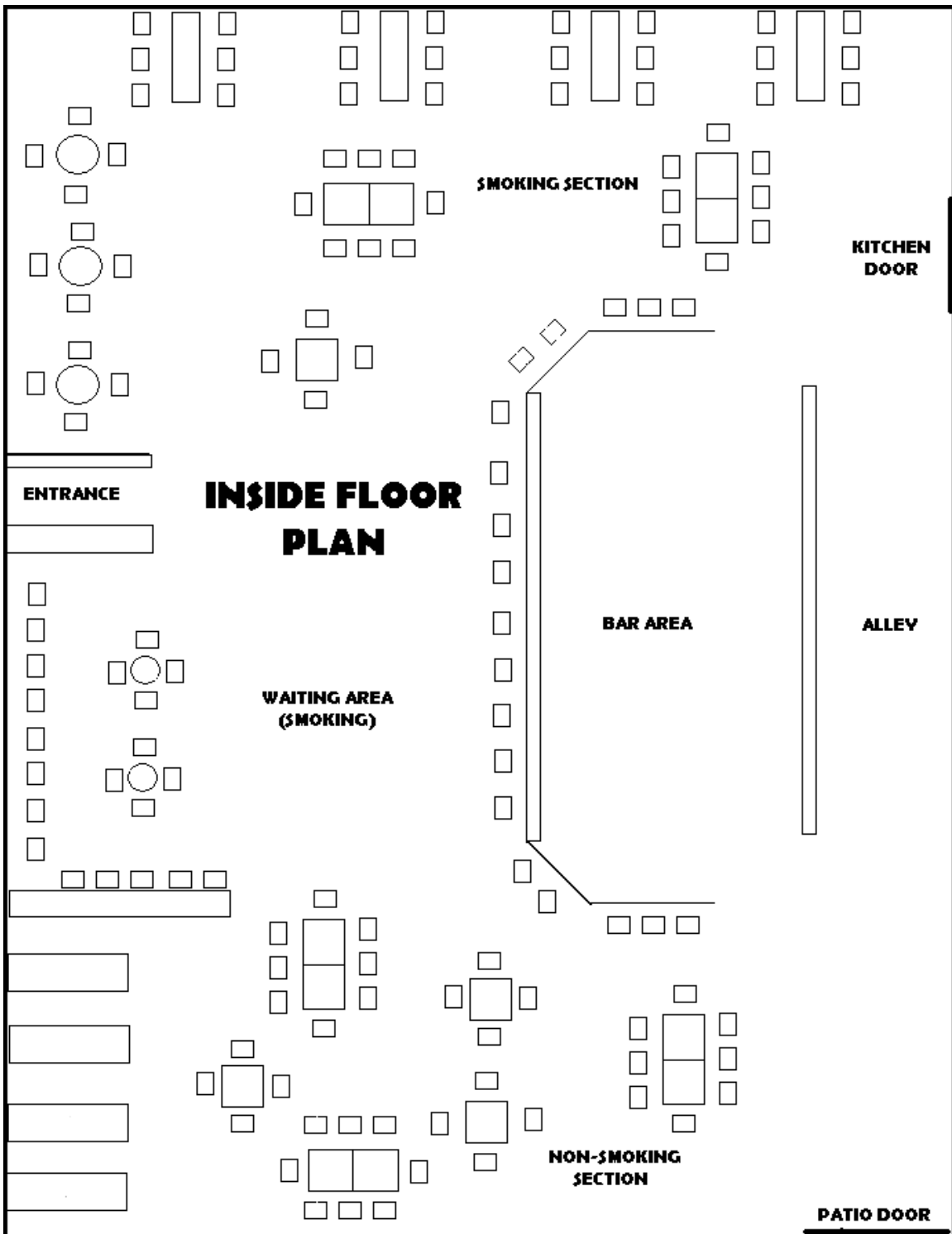
•What is tip share and why do we support this system? (4 points)

•Where should you keep your non-essential personal items? (4 points)

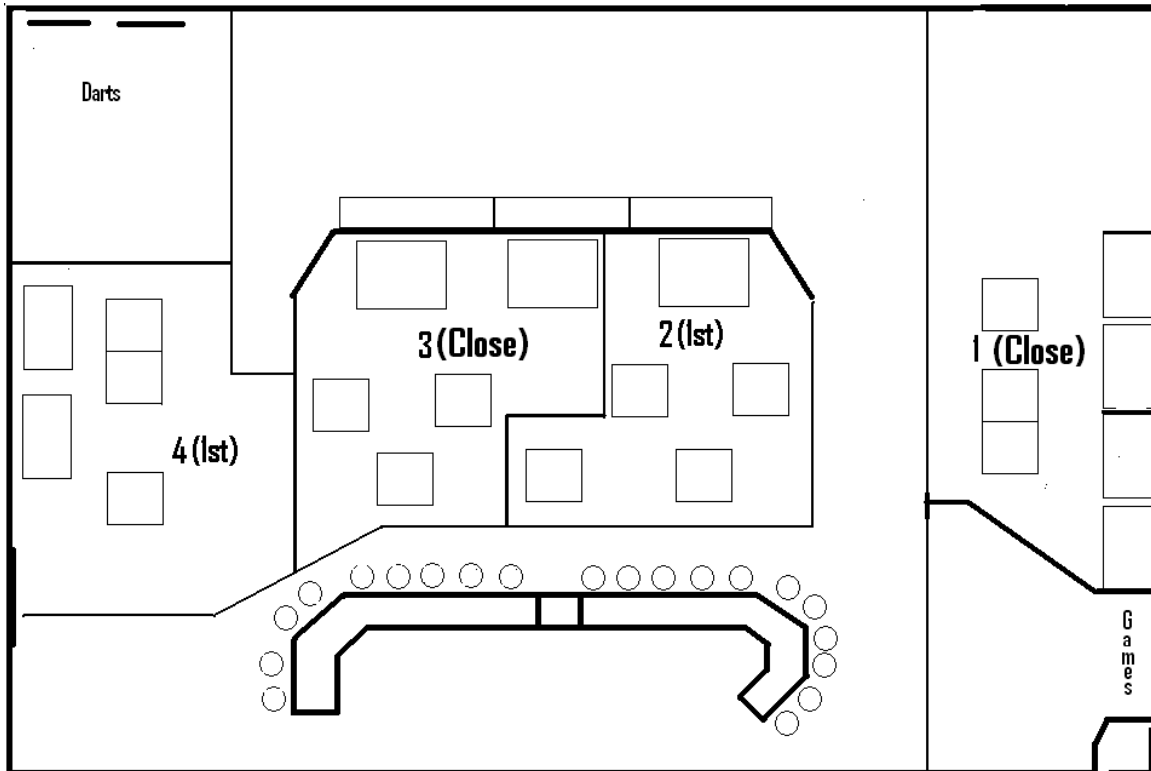
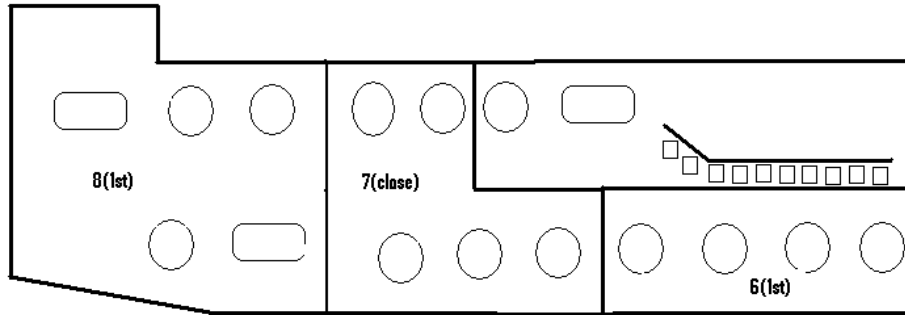
•What is the procedure to follow when smoking? How many smoking breaks do you get over the course of a shift? (4 points)

•Label each table with its correct table number on the inside and outside floor plans provide below. Also place an X on position one of each table if all the seats at the table were to be full. (40 points)





Englewood:



Host Day Two Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Host #:** _____ •
Score: _____ •

•Where do you get the server section information to fill in your seating chart?(6 points)

•What are the three most important things to do when seating a guest? (6 points)

1. _____
2. _____
3. _____

•As a seater, what else do you take to the tables, other than menus? (6 points)

•What should you bring to the table when seating a child? (6 points)

•What must you be sure to point out to the guests after placing menus? (6 points)

•How are lost and found items handled in the restaurant? (6 points)

•If a guest is unhappy at the table you sat them at, what should you do?(6 points)

•If a guest falls what should you do? (6 points)

•How do you handle a situation when you spill something on a guest? (6 points)

●If a guest asks about placing a Togo order what do you tell them? (6 points)

●If a guest asks you where the phone is, what should you reply? (4 points)

●Where do you send a guest who is interested in purchasing a Gift Card? (4 points)

●What is the appropriate time to pick up your paycheck and your tip share? (4 points)

●What area of the restaurant is your direct responsibility to keep clean? (4 points)

●What other duties is your responsibility during a shift besides seating, greeting, and wiping down tables? (4 points)

●What is the proper procedure for rolling silverware? (4 points)

●What do you ask for when you are told you are cut? (4 points)

●What is the proper procedure for covering a shift? (4 points)

●Do we accept reservations or call-ahead seating? Explain our policy. (4 points)

●What forms of payment do we accept. (4 points)

Host Day Three Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____.

Host #: _____.

Score: _____.

•What must you ask a guest when on a wait? (6 points)

1. _____
2. _____
3. _____

•When there is a party of 7 or more what must you do before quoting a wait time? (5 points)

•What do you give a guest who is waiting for a table? (5 points)

•Where do you get silverware to roll during the shift? (5 points)

•What is a quote? (5 points)

•When we are on a wait, where should you direct the guest, and how? (5 points)

•What do you do if you have paged a guest, and they do not respond? (5 points)

•How many times should you page a party before moving to the next? (5 points)

•What is the function of the Coordinator? (5 points)

●When should you page a table to be seated? (5 points)

●What is the function of the Seater? (5 points)

●What must you do if a guest tries to pay you to be seated ahead of other parties? (5 points)

●If a server comes up complaining about the seating situation, what should you do? (5 points)

●Which tables are in smoking, non-smoking, and first available? (9 points)

Smoking: _____

Non-smoking : _____

First Available: _____

●Is our patio a smoking or non-smoking area? (5 points)

●Who do you get your closing duties check list from and when? (5 points)

●If a guest requests a certain table or server when we are on a wait, what must you let them know? (5 points)

●Why is it important to immediately greet a guest when they enter the front door? (5 points)

●Who is the last person to say good-bye to the guest? (5 points)

Trainer's Host Syllabus

Day 1

Must arrive in complete proper uniform
Day 1 Test
Facility tour
Clocking In
Running duties
Table Numbers
Seater (following the trainer half of shift)

Day 2

Must arrive in complete proper uniform
Day 2 test (Must receive a score of 90% to proceed with this day)
Filling out station chart
Table Numbers
Smoking, Non-Smoking, and First Available
Greeting
Closing duties

Day 3

Must arrive in complete proper uniform
Day 3 test (Must receive a score of 90% to proceed with this day)
Filling out station Chart
Running Duties
Greeting and Seating
Closing Duties
If you have to take over the stand the trainee fails

BARTENDERS

Drink Making Glassware

Use the proper glass:

Each drink has a specific glass in which it is served. When beginning your shift, look over your glassware backups to assure that you have plenty for your shift. Should they need replenishing, alert a manager at the time so you will have enough before the rush hits. Always be watchful of cracks or chips on glassware. Hot glassware should never be used when making a drink.

Be sure they are sparkling clean:

Our glassware should not only be clean, it should sparkle! Pay close attention to water spotting and or streaks that may be caused by drying. Some substances (such as lipstick) may be hard to remove and may require some extra scrubbing. Never handle glassware by the rim. Always hold wine glasses by the stem.

Ice

Most mixed drinks are made with ice. There are a few basic rules to remember about ice:

It should be dry:

When the ice is made and stored under proper condition, it will have a dry quality to it. Be sure that ice bins, as well as ice machines are draining properly. "Wet ice" dilutes and flattens drinks.

It must be clean:

Always take extra care to assure that foreign objects are kept out of the ice. Health Department regulations prohibit the storage of anything (beer, fruit, juices, ect.) in an ice bin from which you are making drinks. Never handle ice with hands or scoop out with a glass. If a glass is broken into or near an ice bin, clean out the entire bin immediately. Never take any chances.

The proper amount of ice should be used.

A good drink needs plenty of ice. Always fill the glass with ice first. Use fresh ice and glass for a reorder drink unless the guest specifically requests you to build his drink on top of the previous one. After a drink is made, the liquid should be ½ inch from the top of the glass.

Pouring:

Bartenders are expected to properly pour the correct portions of alcohol into each of our drinks. All bartenders are required to calibrate their pours by completing a pour test and submitting it to the shift manager before every bar shift?

Free Pour:

We free pour all of our drinks at the bar. Service well drinks can be poured using the aid of a jigger. Once trained, a bartender can be just as accurate and much faster under the free pour system. This approach also gives us a chance to enhance the atmosphere for our guests. Although free pouring does have its advantages, it is important that you check yourself continuously for accuracy. When taking an order from a guest or a server, repeat it back to them to assure you hear it correctly. You will take pouring test periodically, conducted by your bar manager. Just a fraction of an ounce over pour on each drink may lead to a loss of multiple bottles of liquor by the end of the week. Always return bottles immediately to their proper place after use.

Mixers:

The highest quality liquor can be instantly spoiled with flat or improperly prepared mixers. We buy the best ingredients to assure the same high quality standards we demand from our food. Check you mixers at the beginning and continuously throughout your shift. Take pride in the preparation and presentation of your products.

Garnishes:

Garnishes must be properly cut and stored in the garnish trays. Keep a close eye on the fruit to insure freshness. If the fruit is of marginal quality, don't use it! Be careful not to prepare too many garnishes at one time. Use tongs to place proper garnish in the drink. Never use your bare hand.

Bevnaps:

Never serve a drink without a bevnap. Place the bevnap in front of each guest as they order. Put the drink down onto the center of the bevnap, close to the guest. Replace bevnaps if they become soggy. Avoid letting bevnaps clutter the pub/service area.

Serving Alcoholic Beverages

Minors:

If there is any doubt as to the age of a guest ordering a drink, politely – but firmly – request to see proof of age. Acceptable proof means a valid U.S. drivers license, Ohio State ID, Military ID, or US Passport. Look at it closely. Make sure the ID has not expired, the picture is in fact the person presenting the ID, the ID has not been tampered with in any way, that all the holograms are present, and that the birth date listed confirms an age of at least 21 years of age.

If multiple drinks are ordered, watch where those drinks are going. Communicate with your teammates when you have been unable to serve someone a drink so that other bartenders and servers are not approached unaware.

Intoxicated Guests/Cutting Off:

- Always watch for signs of intoxication, both verbal and nonverbal.
- If a guest comes in intoxicated, alert a manager immediately.
- If you think you may have to cut a guest off, alert a manager first; then do so without hesitation. Managers will always support you in your decision.
- Alert a manager, if possible, at the first sign of trouble. Never let a situation get out of hand before a manager is made aware of the problem.
- Drinks may never ever go out the door!

Serving Employees

- Employees may not drink before or during a shift. Drinking while on duty is grounds for termination. This includes shots bought for you by anyone.
- When an employee orders a drink, make it the way you would for a guest. Don't put extra pressure on yourself or other employees by doing any special favors.

Bartender Day One Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Bartender#:** _____ •

Score: _____ •

- What essential items must a bartender keep on them while they are working? (4 points)

- What is the greet time for a barguest? (4 points)

- What must you offer any guest who sits at the bar top? (4 points)

- How long do you have to return to a guest with a non-frozen drink? (4 points)

- If a guest asks you for a dirty martini, what are the questions you must ask? (4 points)

- Explain the process of setting – up the bar before a shift? (4 points)

- What is the spill sheet used for? (4 points)

- What must you have in order to give a server a drink? (2 points)

•What do you do to a service well ticket once you make the drinks? (2 points)

•Explain how to sell a Gift Card? (4 points)

•When running a tab for a guest at the bar top what must you do? (2 points)

•When running a tab for a guest not at the bar top what must you do? (2 points)

•List the price, recipe, and garnish for the following drinks? (4 point each)

Drink	Price	Recipe	Garnish
Long Island Ice Tea			
Margarita			
Premium Marg.			

Premium LI Tea			
23oz. LI Tea			
23oz. Margarita			
23oz. Blood Mary			
Bloody Mary			

Jagar Bomb			
Cherry Bomb (Buckey Bomb)			
Little Beer Shot			
Long Beach			
Washington Apple			
Black Widow			
Amaretto Sour			

Fuzzy Navel			
Bay Breeze			
Sea Breeze			
Jack and Coke			
Tom Collins			

Bartender Day Two Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Bartender#:** _____ •

Score: _____ •

•What is vermouth used in? (6 points)

•What beers do we serve on tap, and what are their prices? (6 points)

•What beers do we serve in a bottle, and what are their prices? (6 points)

•What is the shelf life for prepped juices? (6 points)

•What garnishes need to be set up in the garnish tray? (6 points)

•What is the proper procedure for preparing sour mix, strawberry mix, and Pina Coloda mix? (6 points)

•What should be done with the bar drawer before and after each shift? (6 points)

•Where do you get the bar opening and closing duties? (6 points)

•How do you get your cash out ran and should you see the cash out? (4 points)

•List the price, recipe, and garnish for the following drinks?

(4 point each)

Drink	Price	Recipe	Garnish
Vodka Martini			
Strawberry Daiquiri			
White Russian			
Strawberry Marg.			
Gold Margarita			
Fuzzy LI Tea			
Cosmopolitan			
Tic-Tac			
Rum Runner			
Lemon Drop			
Black-n-Blue			
Sex on the Beach			

Bartender Day Three Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Bartender#:** _____ •

Score: _____ •

•How many ounces are in a glass of wine? (4 points)

•How many ounces of liquor go into a “Jack and Coke”? (4 points)

•How many ounces of liquor go into a “Jack on the Rocks”? (4 points)

•How many ounces of liquor go into a “Jack Up”? (4 points)

•How much head should be served on a draft beer? (4 points)

•What should be done if a glass is broken near an ice bin? (4 points)

•What items can be stored in the ice bin? (4 points)

•Explain the process of shutting down the bar at the end of the night. (4 points)

•List the price, recipe, and garnish for the following drinks?

(4 point each)

Drink	Price	Recipe	Garnish
Bomb Pop			
Irish Car Bomb			
Pina Colada			
Apple Martini			
Bahama Mama			
Buttery Nipple			
Manhattan			
Purple Hooter			
Screw Driver			
Red Headed Slut			
Mudslide			
Gin and Tonic			

TJ Chumps Drink Mix Guide

23 oz Margarita	2oz Tequila/1oz Triple Sec/Sour Mix/Lime Juice	23oz	Lime
23 oz. Bloody	2oz Vodka/Bloody Mary Mix	23oz	olive/lime
23 oz. LI Tea	.75 Vodka/.75 Gin/.75 Rum/.75 Triple Sec/Coke/Sour	23oz	Lemon
23oz Long Beach	.75 Vodka/.75 Gin/.75 Rum/.75 Triple Sec/Cranberry/Sour	23oz	Lemon
23oz. Fuzzy LI	.75 vodka/.75 Gin/.75 Rum/.75 Peach Schnapps/Coke/Sour	23oz	Lemon
ALABAMA SLAMMER	.5 Amaretto/.5 Sloe Gin/.5 Southern Comfort/OJ/Grenadine	Collins	Flag
AMARETTO SOUR	1.25 Amaretto/Sour	Collins	Flag
Apple Bomb	1.25 Apple Vodka/.75 Sour Apple Pucker/Redbull	lowball	chilled
Apple Jack	.75 Jack Daniels/.75 Apple Pucker	lowball	Chilled
Apple Martini	1.25 Apple Vodka/.75 Sour Apple Pucker/Sour	Martini	Cherry
B-52	.67 Irish Cream/.67 Grand Marnier/.67 Kaluha	lowball	Layered Shot
Baby Guinness	1.25 Patron XO Café/Heavy Whipping Cream	Shot Glass	
BAHAMA MAMA	.5 Rum/.5 Malibu/.5 Crème de Bananas/.5 Razzmatazz/Pineapple/OJ/Grenadine	Collins	Flag
BAY BREEZE	1.25 Vodka/Pineapple/Cranberry Collins		
BLACK RUSSIAN	1.25 Vodka/.75 Kamora	highball	
Black Widow	.5 Vodka/.5 Gin/.5 Rum/.5 Blue Curacao/.5 Razz/Cranberry/Sour	highball	
Black -n-Blue	1 Blackhaus/1 Blue Curacao/Sour	lowball	
BLOODY MARY	1.25 Vodka/Blood Mary Mix	Collins	olive/lime
BLOW JOB	1 Irish Cream/Whip Cream	Shot Glass	
Blue Bomb	1 Blackhaus/1 Blue Curacao/Sour/Redbull	highball	
BLUE HAWAIIAN	1.25 Rum/.5 Blue Curacao/Pineapple	Collins	Flag
Bomb Pop	1.25 Raspberry Vodka/.5 Blue Curacao/Lemonade/Grenadine	Pint/Shot glass	
BRANDY ALEXANDER	1.25 E&J Brandy/.75 Crème de Cacao Dark/Ice Cream	Pint Glass	
Buckeye Bomb	1 Vodka/1 Cherry Pucker/Redbull	lowball	
Buttery Nipple	1 Buttershots/1 Irish cream	lowball	chilled
Caramel Tini	1.25 Vodka/.75 Apple Pucker/Sour/Carmel Swirl	Martini	
Cement mixer	1.25 Irish Cream/Roses Lime Juice	lowball	
Cherry Bomb	1 Vodka/1 Cherry Pucker/Redbull	lowball	
Chocolate Martini	2 Vodka/.75 Crème De Cacao Dark/cream/Chocolate Swirl	Martini	
Cosmopolitan	2 Vodka/.75 Triple Sec/Cranberry	Martini	lemon Twist
Dirty Scout	1 Crème de Cacao White/1 Crème de Menthe Green/cream	lowball	
DR PEPPER SHOT	.75 amaretto/.5 Bacardi 151/ half Pint of Beer	Pint/Shot glass	
Fruity Pebbles	1 Razz/1 Blue Curacao/Cream	lowball	
Fuzzy L.I.	.5 Vodka/.5 Gin/.5 Rum/.5 Peach Schnapps/Sour/Coke	Collins	Lemon
FUZZY NAVAL	1.25 Peach Schnapps/OJ	Collins	
GOLD MARGARITA	1.25 Jose Cuervo/.75 Triple Sec/.5 Grand Marnier/Sour/Lime	Collins	Lime
Gorilla Tit	1 Bacardi 151/1 Wild Turkey	lowball	
Grape Ape	1 Vanilla Vodka/1 Grape Pucker/Redbull	lowball	
GREYHOUND	1.25 Vodka/Grapefruit	Collins	
HAWAIIAN PUNCH	.5 Vodka/.5 Amaretto/.5 Southern Comfort/Cranberry/Sprite	Collins	
Hot Apple Pie	1 Goldschlager/.5 Apple Pucker/.5 Melon Schnapps/Pineapple	lowball	
Hurricane	1.25 Rum/.5 Dark Rum/Pineapple/OJ/Grenadine	Collins	Flag
Irish Car Bomb	.5 Irish Cream/.5 Jameson's/Half Pint Guinness	Pint/Shot glass	
IRISH COFFEE	1.25 Jameson's/Coffee	Coffee	
Jaeger Bomb	1.25 Jaeger/Redbull	lowball	
Jolly Rancher	1 Watermelon/1 Apple Pucker/Cranberry/Sprite	Lowball	
KAMIKAZEE	1 Vodka/1 Triple Sec/Sour/Lime	lowball	
KOOL-AID	.75 amaretto/.75 Southern Comfort/Cranberry	lowball	
Lake Juice	.5 Captain/.5 Amaretto/.5 Razz/.5 Blue Curacao/.5 Melon Liqueur/Sour/Sprite/Cranberry	highball	
LEMONDROP	1.25 Vodka/.5 Triple Sec/Sour/Sprite	lowball	Sugar rim/Lemon
Leprechaun	1.25 UV Blue/Redbull	lowball	
Liquid Cocaine	.5 Goldschlager/.5 Jaeger/.5 Rumpelminze	lowball	Chilled
Little Beer	1 Liquor 43/Heavy Whipping Cream	Shot Glass	
LONG BEACH ICED TEA	.5 vodka/.5 Gin/.5 Rum/.5 Triple Sec/Cranberry/Sour	Collins	Lemon
LONG ISLAND ICE TEA	.5 Vodka/.5 Gin/.5 Rum/.5 Triple Sec/Coke/Sour	Collins	lemon
Long Island Top Shelf	.5 Absolute/.5 Tanqueray/.5 Bacardi Silver/.5 Triple Sec/Sour/Coke	Collins	Lemon
LYNCHBERG LEMONADE	1.25 Jack Daniels/.5 triple Sec/Sour	Collins	Lemon
MADRAS	1.25 Vodka/OJ/Cranberry	Collins	
MAI TAI	1.25 Rum/.5 Triple Sec/Pineapple/OJ/Grenadine	Collins	Flag
MANHATTAN	2 Bourbon/.5 Sweet Vermouth/Dash Bitters(optional)	highball	Cherry
MARGARITA	1.25 Tequila/.75 Triple Sec/Sour/Lime	Collins	Lime
MARGARITA FROZEN	1.25 Tequila/.75 Triple Sec/Sour/Lime	Pint	Lie
MARTINI	2 Vodka/.5 Dry Vermouth	Martini	Olives
MELON BALL	1.25 Vodka/.5 Melon Liqueur/Sour	lowball	chilled
Mollypolitan	1.25 Orange vodka/.75 Triple Sec/Cranberry	Martini	lemon Twist
MUDSLIDE	1 Vodka/1 Kamora/Ice cream/Chocolate Swirl	Pint	
NUTTY IRISHMEN	1.25 Jameson's/.75 Frangelico/Coffee	Coffee Mug	

Oatmeal Cookie	.75 Irish Cream/.75 Frangelico/.75 Goldschlager	lowball	Chilled
PINA COLADA FROZEN	1.25 Rum/Pina Colada Mix	Pint	Frozen/Flag
Pineapple Cake	1.25 Vanilla Vodka/pineapple/grenadine	lowball	sink Grenadine
Premium Long Island	.5 Skyy/.5 Bombay/.5 Bacardi Silver/.5 Triple Sec/Sour/Coke	Pint	Lemon
Premium Margarita	1.25 Jose Cuervo/.75 Triple Sec/Sour/Lime	Pint	Lime
Purple Hooter	1 Vodka/1 Razzmatazz/Sour	Lowball	
Red Devil	.5 Vodka/.5 Crème de Bananas/.5 Southern Comfort/.5 Triple Sec/Cranberry	lowball	
Red Headed Slut	1 Jaeger/1 Peach Schnapps/Cranberry	Lowball	
Red Snapper	1.25 Crown/.5 Amaretto/Cranberry	Lowball	
ROB ROY	2 Scotch/.5 Sweet Vermouth/Splash Bitters	Martini/Highball	Cherry
Royal Flush	1 Crown/1 Peach Schnapps/Cranberry		
Royal Nipples	1 Crown/1 Buttershots	lowball	Chilled
Royal Root beer	1.25 Crown/.75 Root beer Schnapps	Lowball	Chilled
RUM RUNNER	.5 Rum/.5 Malibu/.5 Crème de Bananas/.5 Razzmatazz/.5 Dark Rum/Pineapple/OJ/Grenadine	Collins	Float Dark Rum/Flag
Rumple G.	.5 Rupleminze/.5 Razzmatazz/.5 Crème de Cacao White/Cream	Lowball	
RUSSIAN QUALUDE	.75 Vodka/.75 Irish Cream/.5 Frangelico	Martini	Layered
RUSTY NAIL	1.25 Scotch/.75 Drambui		
SALTY DOG	1.25 Gin/Grapefruit	Collins	Salted Rim
SCREWDRIVER	1.25 Vodka/OJ		
SEA BREEZE	1.25 Vodka/Grapefruit/Cranberry	Collins	
SEX ON THE BEACH	.5 Rum/.5 Malibu/.5 Crème de Bananas/.5 Razzmatazz//Pineapple/OJ/Grenadine	Collins	Flag
Sexy Alligator	.5 Jaeger/.5 Melon Liqueur/.5 Razzmatazz/Sour	lowball	Layered
Shaved Beaver	1.25 Crown/.75 Peach Schnapps/Redbull	Lowball	
Skittle	1 Absolute/.5 Watermelon Pucker/.5 Amaretto/OJ/Grenadine	lowball	
SLOE GIN FIZ	1.25 Sloe Gin/Sprite	Collins	
Star Night	1 Goldschlager/1 Jaeger	lowball	
STAWBERRY DAQ FROZEN	1.25 Rum/Strawberry Puree	Pint	Whip Cream
Stop Light			
STRAWBERRY MARGARITA	1.25 Tequila/.75 Triple Sec/Sour/Lime/Strawberry Puree	Pint	Lime
Swedish Fish	1.25 Blackhaus/Cranberry	lowball	
Sweet Tart			
TEQ SUNRISE	1.25 Tequila/OJ/Grenadine	Collins	Orange
Three Wise Men	.5 Jack/.5 Jameson's/.5 Jim Beam	lowball	
Thundercloud	1 Jaeger/.5 Irish Cream	Lowball	
Tic-Tac	1.25 Orange Vodka/Redbull	lowball	
TOM COLLINS	1.25 Gin/Sour	Collins	Flag
Washington Apple	1.25 Crown/.75 Apple Pucker/Cranberry	Lowball	Chilled
WHISKEY SOUR	1.25 Bourbon/Sour	Collins	Flag
WHITE RUSSIAN	1.25 Vodka/.75 Kamora/Cream	Highball	
Witches Brew	see Black Widow		

Training Evaluation

OBJECTIVE

The following evaluation is to help us develop our training department. T.J. Chumps is committed to exceptional service. Your cooperation and honest will help us become more efficient as a team.

- Did you receive all necessary training information before your training began?

- Did your trainers stay with you at all times?

- Did your trainers have good menu knowledge? If not please explain.

- Were your trainers informative in a professional and polite manner?

- Was everything explained thoroughly? Did your trainers answer all your questions?

- Did your trainers exercise good consolidation skills?

- Did your trainers emphasize teamwork through out your training?

- Are your trainers and management consistent with information given to you?

- What did you like most about your training experience? Give details.

●What did you like least about your training experience? Give details.

●Do you feel alone now that you are out of training? Is there still support for you from the staff in developing your knowledge?

●What changes would you make in our training program?

●Are there any additional comments/concerns you have?

Work Rules

The following work rules are divided into three major groups according to the relative importance and seriousness of the misconduct. This list is not intended to describe every conceivable disciplinary offense but provides examples of conduct serious enough to warrant disciplinary action.

- B. Major Violations** – Although not all – inclusive, any of the following types of misconduct by an employee may result in immediate discharge.
1. Any falsification of employment, personal, or other company records or any deliberate omission of information. This includes, but is not limited to, applications, enrollment forms, time records, expense reports, or company schedules or reports.
 2. Willfully completing the time records of another employee, having one's time record completed by another employee, or unauthorized altering of a time record.
 3. Discussing confidential information without permission
 4. Stealing the property of any employee, guest, purveyor, or the company.
 5. Immoral or indecent conduct on company premises.
 6. Fighting on company premises
 7. Hiding, concealing or misappropriating other employee's, guest's or company's property.
 8. Deliberate waste of, damage to, or attempted damage to materials, supplies, products, property or equipment of the company, a guest, or fellow employee.
 9. Reporting to work under the influence of alcohol or narcotics; possession, sale, or use of alcoholic beverages or illegal drugs on company property.
 10. Gross negligence in the performance of duties resulting in damage to company property or injury to others.
 11. Willful act that may result in danger or injury to employees or guests; or damage to property of employees, guests or the company.
 12. Possessing weapons or explosives on company property.
 13. Insubordination – A willful and deliberate refusal to follow a valid and reasonable order or assignment by your supervisor.
 14. Sexual Harassment or intimidation, which includes, but is not limited to:
 - a. Making sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature, a condition of an employee's continued employment.
 - b. Making submission to, or rejection of, such advances, the basis for employment decisions affecting the employee
 - c. Creating an intimidating, hostile or offensive working environment with such conduct.

15. Use of abusive, intimidating or disrespectful language or actions to any member of management, a fellow employee, or a guest.
 16. Failure to adhere to any of the company's guidelines regarding cash deposits, comp procedures, or employee discounts.
 17. Allowing non-authorized employees to make any deposits or bank transactions.
 18. Leaving the restaurant during working hours without permission from the appropriate supervisor.
 19. Deliberate violation of safety rules.
 20. Loaning company funds under any circumstance
 21. Deliberately creating or contributing to unsanitary conditions.
 22. Failure to promptly report an employee or guest injury to appropriate management employee.
 23. Violation of any of the company's security rules, guidelines or policies.
 24. Abuses of the company's sick leave policy (e.g. reporting sick when healthy).
 25. "No call and no show" when scheduled to work or absence from work without justifiable cause.
 26. Habitual tardiness.
- C. **Serious Violations** – Although not all-inclusive, violation of any of the following rules of misconduct by an employee is considered very serious and may result in disciplinary action, including dismissal, depending upon the circumstances.
1. Engaging in "horseplay" or causing confusion while working.
 2. Improper use of company property, equipment, ect.
 3. Distributing literature or making solicitations on company property and time.
 4. Working a non-scheduled shift without management approval.
- D. **Minor Violations** – Although not all-inclusive, violation of any of the following rules of misconduct by an employee is considered very serious and may result in disciplinary action, including dismissal, depending upon the circumstances.
1. Loitering on company property
 2. Absence from assigned area without permission or logical excuse.
 3. Absence from work without justifiable cause.
 4. Posting or removing any matter on bulletin boards or company property unless authorized by appropriate management official.
 5. Inefficiency, lack of initiative on the job, or unsatisfactory work performance.
 6. Gambling on company property.
 7. Violation of safety rules.

Disciplinary Procedures

Commission of a Major Violation will result in immediate discharge unless, in the discretion of management, extenuation circumstances exist, which dictate a lesser penalty. Commission of a Serious Violation morally warrants the minimum of a written warning, and depending on the circumstances, may result in discharge. A second violation of the same or any other Serious Violation will be treated as a Major Violation.

Commission of a Minor Violation normally warrants the minimum of a written warning. If a written warning for a Minor Violation is already on record, the next violation may result in immediate discharge. Additionally, the commission of any Minor Violation after having received a written warning for a Serious Violation may result in discharge.

As a matter of procedure, "oral warnings" will be documented and placed in the employee's personnel folder.

Absence of three (3) consecutive days without proper notification is considered job abandonment and a voluntary quit.

T.J. Chumps Handbook Receipt

I acknowledge that I have read the T.J. Chumps Service Handbook (Form AA2 Rev.1) and understand its provisions. I understand and acknowledge that my employment at T.J. Chumps is dependent on strict adherence to the policies listed in this service handbook. Not complying with any of these policies can be grounds for immediate termination from T.J. Chumps.

Date

Employee's Signature

Date

Manager's Signature

Server Day One Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Server #:** _____ •
Score: _____ •

- List the Owners and Management Staff at your location. (12 points)

Owner: Jim Dunn _____ .
Owner: Terry Brill _____ .
General Manager: _____
Kitchen Manager: _____
Service Manager: _____
Manager: _____

- What is the address, web address, and phone number of this restaurant? (4 points)

12 E. Linden Ave. Miamisburg, OH 45342 tjchumps.com 937-859-4000
559 Main St. Englewood, OH 45322 tjchumps.com 937-846-4300
1100 E. Dayton-Yellow Springs Rd. Fairborn, OH 4532

- How do you answer the telephone? (4 points)

Thank you for calling T.J. Chumps this is "your name" how may I help you?

- How do you handle a togo order? (4 points)

Ring the order under the appropriate bar number, label the check with the name of the guest making the order as well as their phone number, and hang check in the window

- How do you handle a reservation? Explain our policy? (4 points)

Take the name and number of the guest wanting to make a reservation, take the date and time they would like to come, and they get a manager involved to check the date. We do try to accommodate reservations when we can as long as there are no conflicting events _____ .

- Where do you park your car? (4 points)

In the farthest part of our parking lot or farthest part of the lots that are in the area of our restaurant. We reserved the closest spots for our guests _____ .

- What is a proper uniform? (8 points)

Pants: Jeans / Khakis / Shorts (Not Cut Offs and No Holes) _____ .
Shirt: T.J. Chumps Logo Shirt _____ .
Shoes: Non-Skid Closed Toe Tennis Shoe (No Sandals or Slippers) _____ .
Apron: Three Pocket Black Apron _____ .
Bank: \$20 (\$10- 5's \$8 - 1's and \$2 mixed change) _____ .

- With whom should you discuss your tips? (4 points)

No one. It is only your business what you make on any given shift _____ .

- What is tip share and why to we support this system? (4 points)
Tip share is 3% of sales that is allocated to bartenders and host staff. This is for services that these support staff provide to enhance the guest's experience .
- What forms of payment do we accept? (4 points)
Cash, Visa, MasterCard, AMEX, Gift Cards, and traveler's checks. Always check that credit Cards are signed, and ask for ID when required .
- How do we handle a guest that has a Gift Card? (4 points)
The card balance is checked and then redeemed on the Aloha System. If the card still has a balance it is returned to the guest. No change is given for gift cards .
- Where should you keep your non-essential items while you are working (4 points)
Non-essential items should be left in your car, or stored in the store's designated area for employee items. Items should not be left in service areas .
- What does "Heard" mean and when is it used? (2 points)
Heard is an audible acknowledgement of a request by an employee. It means that the request has been heard, and that it is being fulfilled. It is used every time a task is requested.
- When can you use your cell phone while at work? (4 points)
Cell phones should be left in a secure location, and not used at work. If you need to make a call for an emergency please let a manager know .
- Where can you smoke while working? What procedure is followed? (4 points)
Smoke breaks should be taken on a limited basis behind the store, and out of the site of our guests. You must have manager approval for a smoke break. Remember that while you are smoking the rest of our staff is doing extra work. Smoke quickly and infrequently.
- What is our procedure for covering a shift you are unable to attend? (8 points)
Scheduled shifts are the sole responsibility of the employee to cover. Call all available employees that are not scheduled. You must have a doctor's note for not attending a shift.
- What is our procedure for trading or changing shifts in the schedule book?(8 points)
The change must be made to the physical schedule, and approved via signature by a manager. If no change is made on the schedule, or if changes are not signed by a manager the original employee is still responsible for that shift.
- What is a verbal warning? What is a written warning? How and why are they used? (9 points)
Verbal warning is simply a manager speaking with an employee about an issue that needs improvement. Written warning is formal documenting that an employee has been given final notice about an issue that needs improvement. They are used to communicate areas that need improvement to specific employees .
- What is the Company's sexual harassment and discrimination policy? What is the procedure report sexual harassment or discrimination? (5 points)
Zero tolerance is our policy. Please report any concerns to your store supervisor. If you are Uncomfortable with this person please inform your area supervisor .

Server Day Two Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Server #:** _____ •

Score: _____ •

Describe in detail the following items. Include proper abbreviations, portion sizes, and all ingredients. Write the abbreviation next to the name.

- Buffalo Shrimp: Buff App (2 points)
5 Jumbo Tiger Shrimp grilled and tossed in any of our 10 wing sauces. Ranch or Bleu Cheese and celery.

- Fiesta Bowl of Nachos: Fiesta App (2 points)
Bowl of Tortilla Chips topped with chili, cheese sauce, tomatoes, black olives, jalapenos, topped with shredded lettuce, and sour cream.

- Fried Cheese Sticks: Stick App (2 points)
6 deep fried mozzarella sticks topped with parmesan cheese, and served with a side of marinara.

- Quarterback Quesadillas: Quesadilla App (2 points)
Grilled diced chicken, melted jack and cheddar cheese, tomatoes, jalapenos, and black olives in a grilled tortilla. Served with shredded lettuce, sour cream, and salsa.

- Pom – Pom Poppers: Popper App (2 points)
5 deep fried cheddar stuffed jalapenos served with a raspberry BBQ sauce _____ .
_____ .

- Pig Skins: Skin App (2 points)
5 deep fried potato skins topped with melted jack and cheddar cheeses, hot bacon and chives. Served with a side of sour cream and salsa.

- Chili Cheese Fries: Chili Cheese App (2 points)
Hot waffle fries smothered in chili, cheese sauce, chives, tomatoes, jalapenos, and topped with sour cream and served with a side of ranch dressing.

- Home Run: Home Run App (2 points)
2 skins, 2 poppers, 2 cheese sticks, and 4 wings tossed in any of our 10 wing sauces. Served with sides of marinara, sour cream, salsa, and raspberry BBQ sauce. Ranch, Bleu Cheese, or Celery at \$50 .

- Spinach Con Queso: Queso App (2 points)
Blended Velveeta cheese, milk, spinach, red bell peppers, red onions, and jalapenos garnished with diced red peppers and parmesan cheese. Served in a bowl with a spoon and surrounded by tortilla chips.

- **Shrimp Cocktail:** Cocktail App (2 points)
6 jumbo tiger shrimp boiled in a garlic, lemon, and Cajun mixture. Chilled then served up in a martini glass with chumps' cocktail sauce. Served with two crackers and two lemon wedges.
- **Super Bowl of Salsa:** Salsa App (2 points)
Home made garden style salsa with tomato filets, cucumbers, radishes, and cilantro. Blended smooth. Served in a bowl with a spoon surrounded by tortilla chips.
- **Tossed Salad:** House Sal (2 points)
Mixture of Romaine and iceberg lettuce, shredded carrots, and cabbage. Topped with cucumbers, tomatoes, bacon, shredded cheddar, croutons, and choice of dressing on the side.
- **Caesar Salad:** CZR Sal (2 points)
Romaine lettuce tossed in creamy Caesar dressing and topped with grated parmesan cheese and croutons. Grilled chicken, salmon, or shrimp may be added at additional charge.
- **Spinach Salad:** Spin Sal (2 points)
Spinach topped with raspberry vinaigrette, sliced mushrooms, bacon, bleu cheese crumbles, pecans, and roasted red peppers.
- **Fried Chicken Tender Toss:** Tender Toss Sal (2 points)
Lettuce mix with cucumbers, tomatoes, bacon, cheddar cheese, three diced chicken tenders, and served with honey mustard dressing on the side.
- **Greek Chicken Salad:** Greek Sal (2 points)
Lettuce mix with tomatoes, black olives, feta cheese, tortillas strips, diced grilled chicken, and tossed in basil vinaigrette dressing.
- **Chicken Salad:** Chix Sal Sal (2 points)
Lettuce mix with cucumbers, tomatoes, cheddar cheese, large scoop of Chumps' own chicken salad, topped with pecans, and served with a side of honey mustard dressing.
- **What questions must you ask when Soup and Salad is ordered?** (2 points)
What type of soup they would like. If they would like a cup or a bowl. What salad dressing they would like.
- **What quantities of wings do we sell?** (2 points)
6 / 12 / 18 / 24 / 100.
- **List our wing sauces?** (2 points)
Hot / Medium / Mild / BBQ / Honey BBQ / Wicked / Caribbean Jerk / Cajun Honey Mustard / Garlic Chipotle / Hell Fire.
- **What three questions should you ask when a guest orders our wings?** (4 points)
How many wings they would like. In what sauce they would like their wings tossed? Would they like bleu cheese, ranch, or celery?
- **What is the sandwich set-up for our burger and chicken sandwich?** (2 points)
Lettuce, tomatoes, onions, pickles, and mayonnaise.

•List the salad dressings that we offer. (8 points)
Ranch / Bleu Cheese / 1000 Island / Honey Mustard / Raspberry Vinaigrette / Basil Vinaigrette / Caesar / French.

•May a guest substitute soup, a Caesar Salad, or Slaw in place of the salad that is included with an entrée? (2 points)
Yes they may substitute a Caesar salad, slaw, or cup of soup for the house salad.

•How many chicken fingers are in each? (1 point each)
Chicken Finger Basket: 6 Fingers
Kids Chicken Finger: 3 Fingers
Fried Chicken Tender Toss: 3 Fingers

•List the Steps that make up a complete greet, and the reason for each step (8 points)

1. Arrive at table in 30 seconds	<u>Sets the guests expectations high</u>
2. Welcome guests and introduce yourself	<u>Makes guest feel welcome</u>
3. Mention features and soups	<u>Gives guests info needed to order</u>
4. Offer a specific beverage	<u>Allows you to suggest an up sell</u>
5. Offer an appetizer by name	<u>Provides for a possible impulse buy</u>
6. Fill out hard check and place face up	<u>Shows team table greeted and first round coming</u>
7. Ring in any alcoholic drinks or appetizers	<u>Allow kitchen to start on apps / Bar on drinks</u>
8. Return with Non-alcoholic beverages in 60 sec.	<u>Exceeds guest's expectations</u>

•Who is responsible for getting greets and following through with them? (2 points)
All servers and bartenders are responsible for getting greets. They are our number one priority.

•What are the Four Priorities of a server at T.J. Chumps? (2 points)

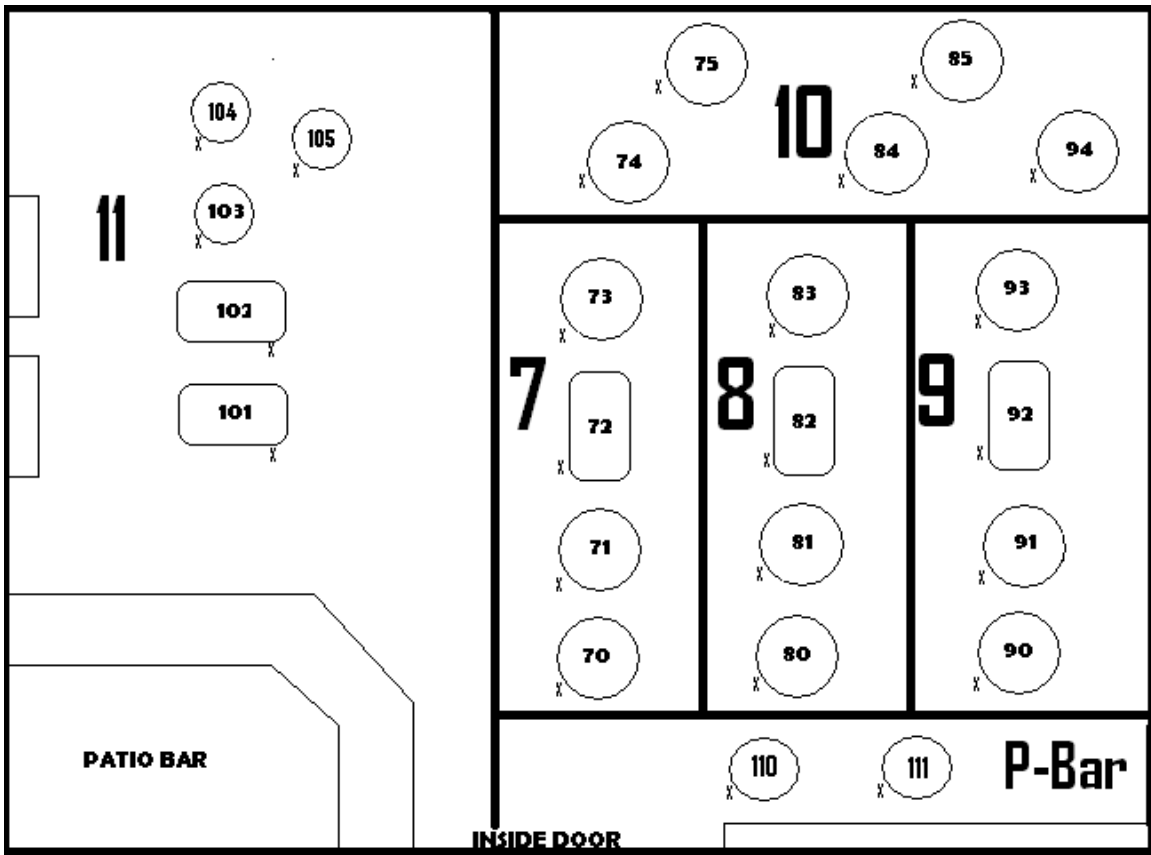
1. Immediate greet – 30 Seconds
2. Food and Drink Running
3. Full Hands in and Full Hands out
4. 45 second table bus

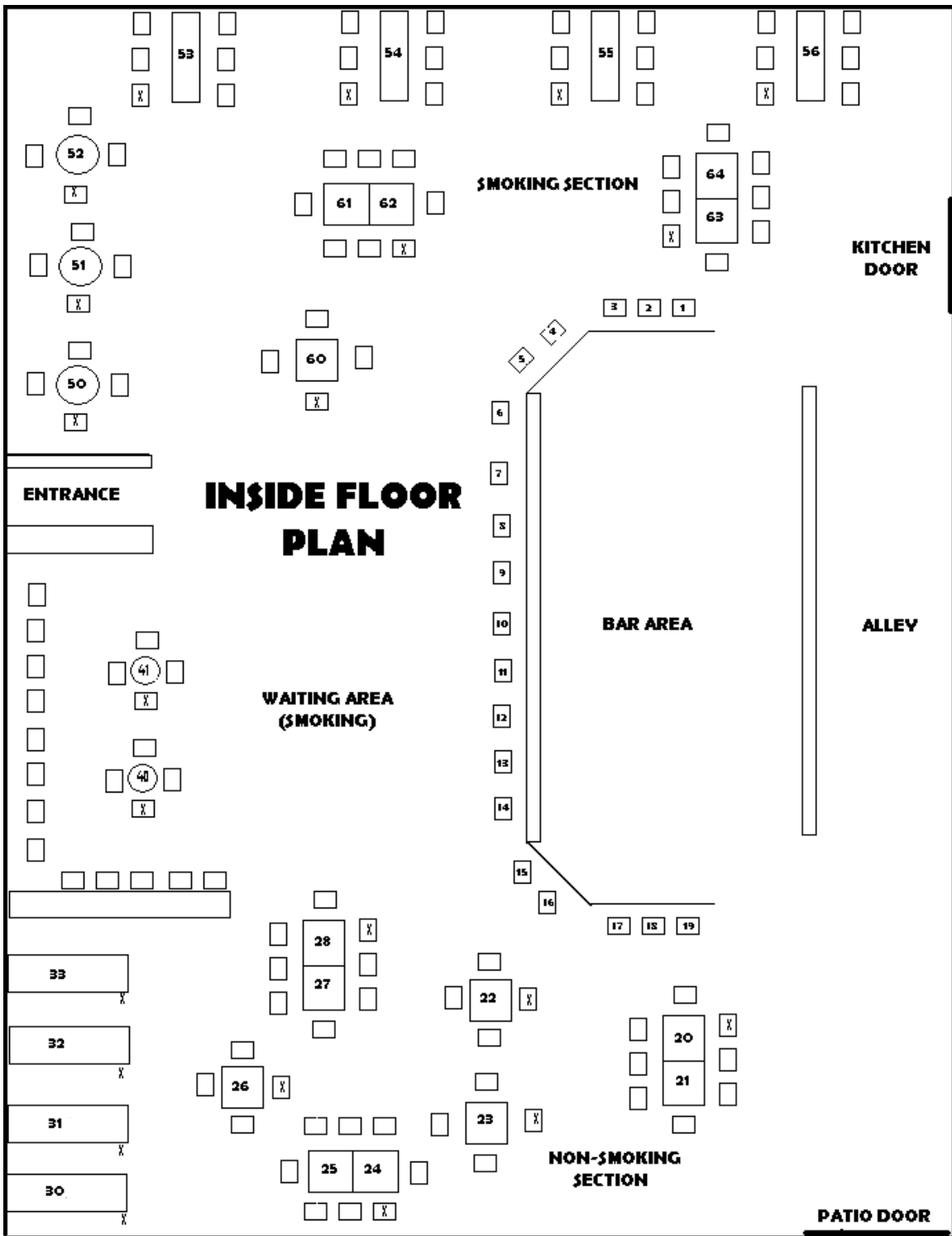
•What is our standard for getting a guest a refill for a non-alcoholic beverage? (1 point)
Half full non-alcoholic beverages should be brought a refill.

•What is the procedure for ensuring all other servers are able to get refills (1 point) for one of your guests? All non-alcoholic beverages should be rang in as you ring in the food for your table. This allows any teammates to check under your number to get a refill without having to find you, or bother the guest.

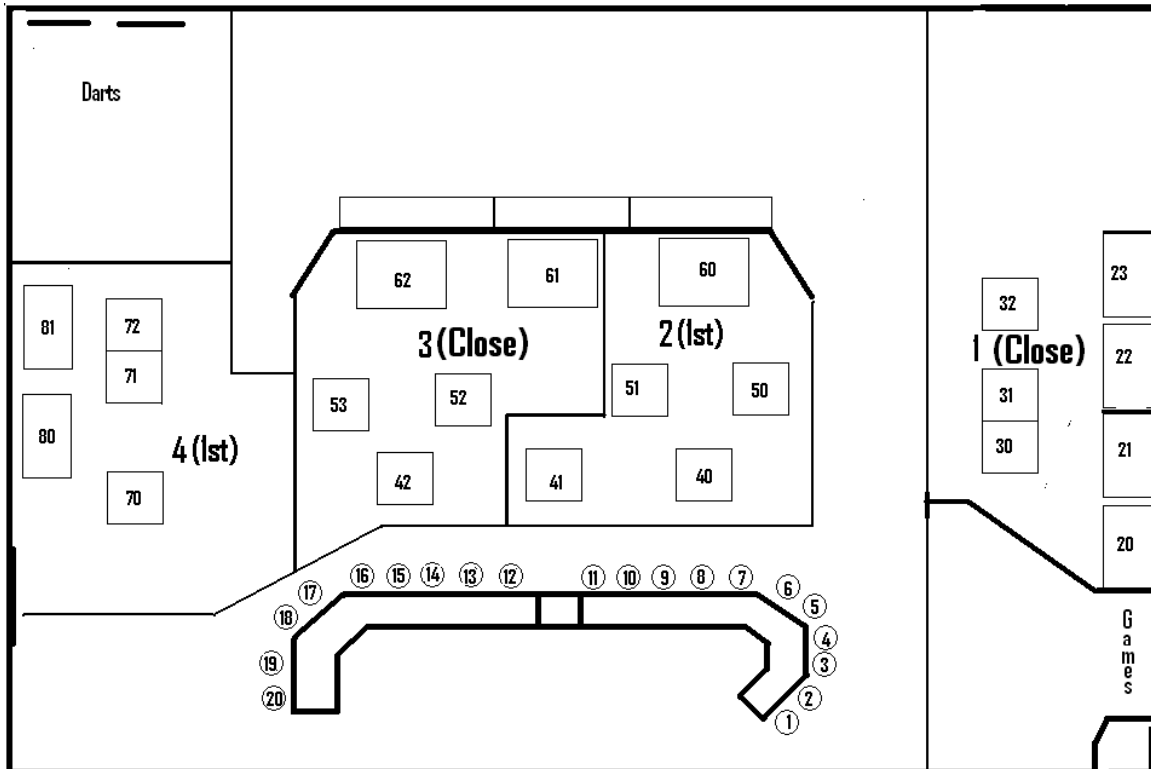
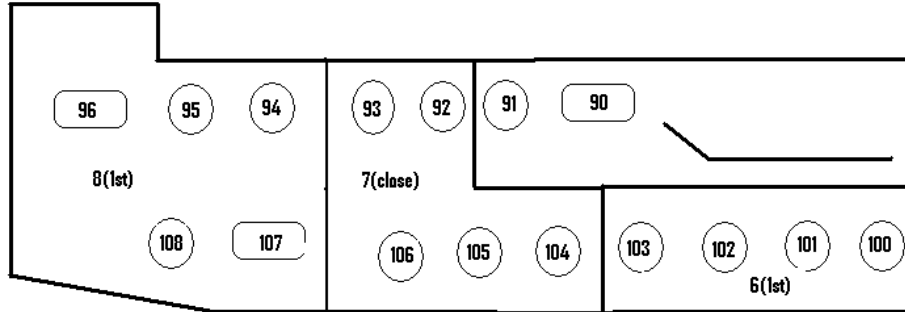
•What is a guest contract and what constitutes a guest contract? (2 points)
When a guest needs something to complete their meal. It takes priority over every thing else. Examples are a guest asking for silverware or a condiment.

●Label each table with its correct table number on the inside and outside floor plans provide below. Also place and X on position one of each table if all the seats at the table were to be full. (25 points)





Englewood:



Server Day Three Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Server #:** _____ •

Score: _____ •

Describe in detail the following items. Include proper abbreviations, portion sizes, and all ingredients. Write the abbreviation next to the name.

•Clubhouse: Club (2 points)
2 oz. sliced ham, 2oz. sliced turkey, 2 slices of bacon, 1 slice of jack cheese, 1 slice of cheddar cheese, lettuce, tomato, and mayo on 3 slices of toasted wheat.

•BLT: BLT (2 points)
3 slices of toasted wheat bread. Triple stacked with 8 slices of bacon, lettuce, tomato, and mayonnaise.

•Southwestern Turkey Sandwich: SW Sand (2 points)
5oz. sliced turkey on 2 slices of toasted wheat bread, julienne lettuce, tomato, pickle chips, chipotle mayo, and pepper jack cheese.

•Build Your Own Burger: AM Burger (2 points)
8oz. hand spanked burger grilled too order on a toasted Kaiser bun with lettuce, tomato, onion, pickle chips and mayo. Topping can be added at \$.50 each.

•Portabella Mushroom Sandwich: Bella Sand (2 points)
1 or 2 large portabella mushrooms marinated in a pineapple soy mixture. Grilled then topped with spinach leaves, roasted red peppers, and bleu cheese crumbles on a toasted Kaiser bun.

•Grilled Ham and Swiss: Ham and Swiss (2 points)
5oz. thinly sliced ham and 1 slice of Swiss cheese served hot . Placed open face on toasted wheat with tomato, lettuce, onion, and honey mustard dressing.

•Grilled Chicken Caesar Wrap: CZR Wrap (2 points)
4oz. grilled, diced chicken with julienne lettuce, tomatoes, parmesan chesse, and Caesar dressing wrapped in a 10 inch tortilla.

•“Chump” Steak Sandwich : Steak Sand (2 points)
6 oz. ribeye steak grilled to order then topped with 1 slice of Swiss cheese, lettuce, tomato, onion and creamy horseradish sauce on a toasted sourdough bun.

•Chicken Salad Sandwich: Chix Sal Sand (2 points)
One large scoop of Chumps' homemade chicken salad on 2 slices of toasted wheat with lettuce, tomato, and honey mustard dressing. Served open face.

- **Steak Wrap:** Stk Wrap (2 points)
6 oz. ribeye steak grilled to order, sliced and wrapped in a 10" flour tortilla with lettuce, tomato, jack cheese, and chipotle mayo.
- **Pork Chop Sandwich:** Chop Sand (2 points)
7oz. pork chop grill with 1 slice of pepper jack cheese on a toasted Kaiser bun with chilpotle may, pickles, lettuce, tomatoes, and onions
- **Chump Boy Burger:** Chump Boy Burg (2 points)
8oz. hand spanked burger grilled to order. Served on a Kaiser bun with cheddar cheese, julienne lettuce, pickle chips and homemade tarter sauce.
- **Chicken Finger Basket:** Finger Bskt (2 points)
6 deep fried chicken tenders served with choice of dipping sauce.
- **BBQ Baby Back Ribs:** 1/2 or Full Slab (2 points)
Slow cooked for 5 1/2 hours until falling off the bone tender. Grilled and basted with Chumps' own BBQ sauce. Served with choice of two sides.
- **Garlic Cilantro Shrimp:** Cil Shrimp (2 points)
10 grilled jumbo tiger shrimp dusted with Cajun seasoning and garlic cilantro oil. Topped with diced red peppers and scallions. Served on a bed of rice and choice of two sides.
- **N.Y. Strip:** Strip (2 points)
10 oz. seasoned choice cut strip. Grilled to order, topped with Maitre' d butter, and served with choice of two sides.
- **Sirloin Steak:** Sirloin (2 points)
12 oz. seasoned choice cut sirloin. Grilled to order, topped with Maitre' d butter, and served with choice of two sides.
- **Cajun Honey Mustard Salmon:** Cajun H.M. Salm (2 points)
8 oz. sushi grade salmon, grilled to order, drizzled with Cajun honey mustard sauce. Served with choice of two sides.
- **Cajun Honey Mustard Chicken:** Cajun H.M. Chix (2 points)
Two 6oz. grilled chicken breast, drizzled with Cajun honey mustard sauce. Served with choice of two sides.
- **Grilled Sushi Grade Salmon:** Salmon Entree (2 points)
8oz. sushi grade salmon seasoned and grilled to order. Served with choice of two sides.
- **Grilled Pork Chop Dinner:** Chop Entree (2 points)
Two 7oz. pork chops grilled, seasoned, and topped with Mairte' d butter. Served with choice of two sides.

●List the six items on the fast break menu and give a brief description. (2 point each)

1. 6 wings & Soup or Salad: 6wings and a choice of one of our soups or salads .
2. 1/2 Sand & Soup or Salad: ½ BLT, Chick Sal, or Smoke Salmon and choice of soup or salad.
3. Soup & Salad: Choice of one of our cups of soup and one of our salads .
4. Chicken Salad Salad: 3 small scoops of chicken salad on lettuce mix with tomatoes, cucumbers, cheddar cheese, and pecans. Served on a small round plate with Honey Must.
5. Spicy Bacon Chicken Wrap: Diced chicken, bacon, tom, lettuce, and chip mayo in a wrap.
6. Smoked Salmon Salad: 3 small scoops of smoked salmon on lettuce mix with tomato, cucumber, jack cheese, black olives, and red onions. Served on a small round plate with Basil Vinaigrette.

●List each side item we offer, the abbreviation, and a brief description. (2 point each)

1. FF – salted shoestring style fries .
2. WF – salted crisscross cut fries .
3. Slaw – white cabbage, red cabbage, shredded carrots, red peppers, and celery .
4. Peas – boiled snap peas tossed in vegetable butter .
5. Brocc – fresh broccoli boiled and tossed in vegetable butter, topped with parmesean .
6. Rice – white rice flavored with garlic powder, onion powder, and Cajun .
7. Smashed – whole Yukon gold potatoes with margarine, scallions, salt, pep, parmesean.
8. Chips – Shearer’s kettle style chips .
9. Pasta Salad – Penne pasta with veggies, feta cheese, and tangy dressing .

●List the five types of breads we use and which items we use each for. (2 point each)

1. Sourdough – Steak Sandwich .
2. Rye – Reuben Sandwich .
3. White – Turkey Hot Shot .
4. Wheat – BLT / South West Turkey Sandwich / Club .
5. Kaiser – All Burgers / Chicken Sandwiches / Bella Sandwich .

●What question must you ask if a guest orders any type of salmon? (1 points)

How would you like your salmon cooked? .

●Give our description and abbreviation for each meat temperature. (2 point each)

Rare: _____ R – Cool Red Center _____

Medium Rare: _____ MR – Warm Red Center _____

Medium: _____ M – Warm Pink Center _____

Medium Well _____ MW – Hot Slightly Pink Center _____

Well: _____ W – Hot Light Brown Center _____

●Describe our procedures for proper order taking, proper order ringing, and proper order running. Give an example of things you would do to ensure each, and why each is so important? (9 points).

Order Taking: Orders are written on the hard check using the proper abbreviation for each item.

Ask guests to clarify any things you do not understand. Misunderstanding what a guest needs can lead to re-cooks and unhappy guests. If a guest orders a chicken salad find out which one they want.

Order Ringing: Ring in all items correctly, and with the proper modification. Take a moment to check what you rang to avoid sending incorrect or incomplete orders. If a guest asks for ranch or BBQ make sure it is rang. Incorrect order ringing leads to more trips back to the kitchen and re-cooks.

Order Running: Remove all food from the window. Ensure that each item taken from the window is the proper item on the check, and that all modifications, and additions are present. If a soup should be a bowl make sure it is a bowl. If an item calls for extra ranch make sure it is on the check. Proper order running will save you trips back to the window for missed items.

Server Day Four Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Server #:** _____ •

Score: _____ •

- What is a “Feature Card” and what information is on the card? (2 points)
Feature card has our food items that are featured for the month, and also has upcoming events printed on the back. It is located in the insert sleeve of the menu.

- Explain how to handle a re-cook? (2 points)
Apologize and find out what the guest would like different. Inform a manager of the issue, and fill out a re-cook ticket for the kitchen. Re-ringing any item that must be remade.

- Which types of items automatically come with a salad? (2 points)
Soup & salad, Wings & Salad, and ½ Sand and Salad combinations also come with salads. Entrees can have a salad substituted for a side for \$2.

- What does the “plain key” mean when ringing in a sandwich? (2 points)
No sandwich set-up or condiments. This does not keep cheese off of an item if it comes with cheese.

- If an adult orders off the children’s menu, what must you tell them? Is there any charge for substitutions of sides on children’s items? (2 points)
There is a \$1 up charge for adults ordering off the kid’s menu, we charge for the drink, and are not allowed to order items that are on the normal menu. Substitutions of sides are \$1.

- List all our domestic bottles and their regular price? (2 points)
Bud / Bud L. / Miller L. / Ultra / Coors L. / Bud Select/ Select 55 / Michelob L. / Rolling Rock / Stroh’s / Odule’s Amber / MGD / MGD 64 \$2.95

- List all our premium bottles and their regular price? (2 points)
Amstel L. / Bass / Corona / Harp / Heineken / Killians / Sam Adam’s / Mike’s Hard Lemonade / Warsteiner / Bud L. Lime / New Castle \$3.95 Guinness \$4.50

- List all our draft choices and their regular prices? (2 points)
Bud / Bud L. / Miller L. / Ultra / Coors L. / Amberbock Pint \$2.75 / 23oz. \$3.50 / Pitcher \$7.00
Blue Moon / Specialty Draft (price will vary) Pint \$3.75 / 23oz. \$4.75 / Pitcher \$8.75

- List the wines we carry in each category. (2 point each)
Chardonnay: Stone Cellars / Hogue Toasted Head _____ .
White Zinfandel: Beringer White Zinfandel _____ .
Cabernet Sauvignon: Stone Cellars / Fetzer Valley Oaks _____ .
Merlot: Stone Cellars / Black Stone _____ .

- Why is great menu knowledge so important? (2 points)
We are all salesmen in this business, and the menu is our product list. Knowing your product gives the guest more confidence in you, and allows you to more effectively sell.
- What do we mean by anticipating guest needs, and give some examples?(2 points)
Anticipating guest needs means to recognize something that a guest will need before they have to ask. Getting a refill at half full or setting up wing bowls are examples.
- What is the “pivot point system” and why do we use this system? (4 points)
Designation of a point that everyone knows is one, and using that known point to assign each seat a number. This system allows us to distribute food without asking the guests who had what.
- What must you say every time you drop something off at a table? (2 points)
Is there anything else I can get you. Offer drinks is they are below half full .
- Explain proper table manicuring, and full hands in from the floor. (2 points)
Proper table manicuring means removing all unneeded items from a table. Full hands in means consolidating all items from other servers, and walking through each section to get every available cup, piece of silverware, or dish you can carry.
- What is a proper pre-bus? What should be left on a table when a guest leaves? (2 points)
A proper pre-bus is removing all plates, silver, micro trash, and napkins from the table. The only thing that should be left are bevnaps and the cups they are using.
- Explain the two reasons why we need to have a proper pre-bus? (2 points)
Need to leave a positive final impression with the guest, and need to be able to complete a 45 second bus.
- If a guest asks for their server, what is the proper response? (3 points)
Is there anything that I can get for you? .

Server Day Five Test

Total: 100 points

Review all the questions with your trainer prior to taking this test. You should have all the answers.

Name: _____ • **Server #:** _____ •

Score: _____ •

•What is the “Order of Doing Things?” (10 points)

1. Immediate greet: Hardcheck and bevnaps (30 seconds) _____ .
2. Drink and specific appetizer order (1 minute non-alcoholic bevs / 3-5min app) _____ .
3. Ring in pre-entrée salads (3-5 minute salads) _____ .
4. Initial check on salad quality (1 minute, pre-bus) _____ .
5. Ring of entrée (8-10 minutes at lunch, 10-12 minutes at dinner) _____ .
6. Initial check on entrée quality (1 minute, pre-bus) _____ .
7. Dessert/Coffee offer and ring in (if guest decline, present check immediately) _____ .
8. Initial check on dessert quality / Check presentation (1 minute, pre-bus) _____ .
9. Prompt return of change (2 minutes) _____ .
10. Bus and clean vacant table (45 Seconds) _____ .

•After your station has been cut, what is the proper order of completing things? (6 points)

1. Tables-because guests will notice this area first _____ .
2. Side work-because you need to set the closer up to be successful once on their own.
3. Silverware-because this is the duty that will least impact the guest if not finished.

•Explain the difference between guest expectations and extraordinary service? (4 points)

Extraordinary service is exceeding what the guest expects from an experience. Going above and beyond.

•What is a comp? Describe the procedure for closing out a comp. (4 points)

A comp is a removal of a charge from a guest's bill. It can be due to a coupon, a guest disliking an item, a mis-prepared item, or a service related issue. Comps are closed out by bringing the issue to a manager, and them assigning the item to the proper category.

•Should you wait for the guest to ask you for the check before you present it? (4 points)

You should not wait for the guest to ask for the check. You should be ready to present the check at anytime after the meal is ordered. At lunch we do a check back check down where the check is placed after the initial check back. At dinner it is placed after dessert and coffee are offered.

•If a guest uses a credit card, what must you do when you return it? (3 points)

Ask them to sign one copy and thank them by their last name _____ .

•When is our Happy Hour, and what items does it include? (5 points)

Monday thru Friday 3pm to 6pm. Domestic bottles \$2.25 Well liquor \$2.75 All Daily Drinks Domestic drafts Pints \$2.25 23oz. \$2.75 Pitcher \$6.00.

- Name our weekly specials. (5 points)
Mon \$.39 wings / Tues. Ladies night and Schooners / Weds. Trivia & ½ Price apps 8 to 10 pm Thursday-Three Course Thursday / Saturday Buy One Get One Half Off Entrees 6pm-9pm & ½ Price apps after 9pm(Check your local store for accurate list).
 - What is offered when entrée plates are removed from the table? (3 points)
Coffee and Dessert are offered when the entrée plates are removed.
 - Whose responsibility is it to get full hands out of the dish room? (3 points)
Everyone is responsible every time they go back to the dish room.
 - How many cigarettes are allowable in an ashtray at one time? What method is used when changing out an ashtray? (3 points)
Two cigarettes are allowed in an ashtray before it must be changed out. Use one ashtray to cap the dirty one. Remove from the table and replace with a clean one.
 - How many items can you send on one check, and why to we limit the amount? (2 points)
Six items may be sent back to the kitchen on any one check. This is so that the kitchen can efficiently assemble the items in the limited space they have available.
 - Describe in detail how you separate a check on the terminals. (3 points)
Go to split seats and place items that are to be split on separate seats. Then go To separate checks, highlight seats to move, and move to correct check.
 - Explain the procedure for splitting seats. (2 points)
Go to split seats, highlight items, and move items to whichever seat the item needs to go.
 - Explain the ½ cash – ½ credit payment procedure. (2 points)
Hit the cash button first and put in the amount of cash given. Then swipe the remaining balance on the card.
 - What does consolidation mean, and how does it improve our service? (2 points)
Give some examples of consolidation. Consolidation means having the similar tasks of many taken over by one. This improves our serves by freeing more people to be on the floor to get greets, take orders, or run food. Some examples are running multiple checks from the window, taking used dishes from other servers to the tank, and getting refills for more than one table.
 - What are some examples of nonverbal communication, and how do they improve our service? (2 points)
Nonverbal communication allows us to know information and complete tasks with out taking the extra step of asking each other. This improves our service by not having two people stop to talk about
 - Explain the server control system. (2 points)
The server control system is putting the timing of the meal into the server's hands. Any ticket sent to the kitchen is regarded as an immediate sell. By understanding the cook times of items and the volume of the restaurant a server times the courses of a meal.
-
-

- Explain the Steps listed below involved with handling a large party, and why each step helps to expedite our service? (5 points per step)

Preparing for a large party to arrive: Get as much done for the other tables in your section as possible before the large party arrives. Let a manager know and other servers in your area know that you will be occupied with a large party. Let them know what is going on with your other tables, and ask them for extra help. Get with another server you trust to help take the first round and the order.

Naming of Tabs (Two ways): If the party arrives at once, orders at the same time, and does not move around order by naming the table with the table number and a description of position one. For example: 70RedShirtPos1. If the party arrives at different times, is moving around, or has kids it is best to have a separate tab for each family by name. For example 70Smith6 (Table #/Family Name/Pos#).



Greeting: Greeting of large parties is a team task. Have the teammates you selected before the party arrived help in getting drinks out quickly. If every one arrives at the same time use your hard check and have one server start on one side and one server on the opposite side. Take down the drinks and have them made and ran in groups of four (1-4 / 5-8 / 9-12). If the group comes in at different times or is moving around a lot don't stress about organizing the drinks yet. Just get the drinks in the guests hands you can organize them later.



Order Taking: Team ordering taking reduces the time spent taking the order. The Person Taking the party starts with First Position. The Person Helping starts with Last Position. Take orders until meet in the middle (at this time record what drinks everyone has). Record the drink of each person as order is being taken to make sure the positions are correct, and that all beverages are accounted for and in the correct positions.



Order Ringing: Team order ringing reduces the time to get the order rang back to the kitchen. Both servers ring in orders at the same time under their own numbers or banquet numbers (397 / 398). Both servers ring in the order with the lowest position they took first. Put description of first person of each group of orders sent (Send in groups of four, five, or six). Helping server's check will be transferred to the Server taking the party, and combined with other table. Move seats into correct positions after combining then split and print checks.

Food Delivery: Delivered in normal fashion in groups of four, five, or six. Use of type written description and position numbers will ensure proper food placement. The position number gives the food runner a general idea of where the first plate belongs, and the description further identifies the proper position.

Cashing Out: Checks are placed in check presenters for guests to place payment Presenters are picked up, and can be handed to a manager for cash out if necessary



 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
			Home Run Medium Bleu Celery
6 Wings Hot	1	Kid Chicken	1
Celery		Chips	
Ham and Swiss	2	BLT	2
Chips		Chips	
Steak Wrap Well	3	Reuben	3
FF		Chips	
Bella Sand	4	Spinach Salad	4
Chips		Ras Vina	
		Kid Coke	
Coke		Tea	
Coke		Coke	
Pibb		Sprite	
Water			



 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
			Quesadilla
Fiesta Nachos	1	Hot Shot	1
		Smashed	
Tender Toss	2	AM Burger Well	2
Ranch		Chips	
Chop Sand	3	Greek Sal	3
Chips		Basil	
House Sal	4	12 Wings	4
Basil		Hot Ranch	
Milk		Tea	
Coffee		Water	
Sprite		Lemonade	
Tea		Pibb	


 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
Cheese Stix			
Finger Basket	SD Jerk	1	Chicken Salad Sand
Chips			Slaw
Chicken Sand	Grilled	2	Salmon Sand (M)
Fries			Chips
Sword Sand		3	SW Turkey
Slaw			Snap Peas
Club		4	18 Wings
Smashed			Honey BBQ
			Ranch
			Broccoli
Coke			Lemonade
Tea			Coke
Water			Diet Coke
Water			Sprite



Order Ringing Guide

Day 2

 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
Poppers		Salsa	
finger Bsk Hot Toss in	1	CZR Sal Chicken	1
Chips		CZR	
Club No Tom	2	Tender Toss Grilled	2
Chips		Ranch	
Chop Sand	3	Italian Chicken Broccoli / Smashed	3
Chips			
12 Wings XCrispy	4	Steak Wrap (MW) Rice	4
Jerk Ranch		No Chip Mayo No Tom	
Coke		Bud Lt. Bottle	
Diet Coke		Miller Lt 23oz.	
Tea		Coke	
Coffee		Tea	



 FOOD • SPIRITS • SPORTS		 FOOD • SPIRITS • SPORTS	
Queso		Chili Cheese FF No Sour Cream	
Salmon Sand Med	1	Bella Sand Chips	1
Broccoli No Butter			
Chump Boy Well	2	Shrimp Cocktail	2
Chips			
BLT No Mayo	3	Chicken Sal Salad Honey Must	3
Snap Peas		No Pecans	
Chicken Sand Grilled	4	Chicken Sand Grilled	4
Cheddar Plain		Mayo on Side	
Slaw		No Onion	
		Snap Peas	
Long Island Mary No Salt		Absolute and Cran Gin and Tonic	
Bud Bottle Glass Tea		Straw Daq. Water	

 TJ Cheumps FOOD • SPIRITS • SPORTS	 TJ Cheumps FOOD • SPIRITS • SPORTS
Skin App No Onion Xtra Sour	Smoked Salmon App
Grilled Chops 1	Port Chix Sal 1
Smashed/No Side	Ranch
+200 Honey No Bacon	
Sirloin (MR) 2	BBQ Ribs Half 2
Waffle FF Cheese Sauce / Snap Peas	Brccoli / Chili
Greek Salad 3	BYO Salmon®/ Chop 3
Ranch	Rice / No Side +200 Ranch No Cucs No Toms
Cilantro Shrimp 4	Steak Wrap (MW) 4
Snaps/Smashed	No Cheese Smashed
	+299 Ranch
Top Shelf Long Island Tanq. and Tonic	
Bud Light Pitcher 2Glasses	Harp Bass
	Frzn Marg No Salt Miller L. Pint



 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
Salsa		Quesadilla	
Chicken Sand Fried	1	BYO Chicken/Shrimp	1
Fries		Broccoli /Smashed	
+299 Ranch No Toms			
Smothered Chicken Dinner	2	Turkey Hot Shot	2
Pasta Salad /No Side		Smashed	
+200 Basil			
Honey Mustard Salmon MW	3	Chip Ham Sand	3
Smashed / Snap Peas		Chip Mayo on SD	
		Chips	
Sword Dinner No Tartar	4	Club Sub White Toast	4
Waffle Ff Cheese Sauce Chili / Chili		No Lettuce Slaw	
		CZR Sal Salmon Med	5
		No Croutons	
MGD		Ranch	
Warsteiner		Coke Coke	
House Chard		Sprite Water	
House Merlot		Tea	



Order Ringing Guide

Day 3

 FOOD • SPIRITS • SPORTS	 FOOD • SPIRITS • SPORTS
Queso	Buffalo Shrimp Hot Celery Ranch
Chicken Sand Grilled 1	Bowl Chili/ +000 Basil 1
Chips Cheddar Jerk Toss In Ranch	
Greek Sal 2	Finger Bsk 2
No fetta French	Chips Honey Must
+299 Chili No Japs	+299 Ranch
Chicken Sand Grilled 3	Ribs Half Sauce on Side 3
No Bun Smashed Plain	Smashed / Pasta Salad
Turkey Reuben 4	Salmon Entree (Well) 4
1000 on Side Chips	Snap Peas / No Side
	+200 CZR Sal
Long Island Sam Adams	Coke Coors 1 Btl
Miller 1. Btl Bud 23oz.	Bud 1 Pitcher 10 Glass Marg



 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
Smoke App			
Tender Toss	1	AM Burger MR	1
Toss in Hot No Bacon		No Onion SD Mayo	
Ranch		Chips Bacon Cheddar Cajun	
Tossed Salad	2	Chicken Sal Sand	2
Salmon Well Basil		No Honey Must Snap Peas	
		+Bowl Pot	
Tender Toss Grilled	3	Chicken Sand Grilled	3
Honey Must		Toss in Jerk Chips	
		+299 French	
CZR Sal CZR	4	Spinach Salad	4
Shrimp No Croutons		No Bacon Ranch	
Coke Smirnoff Ice		Rum Runner Long Beach	
Corona Root Beer		Gold Marg White Russian	

 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
12 Wings Hot/BBQ Mix	1	Smothered Burger (MW)	1
Waffle FF		No Swiss	
		Chips	
12 Wings Hot/Jerk Half and Half	2	Tossed Salad	2
Xtra Crispy Ranch X2		Add Grilled Chicken Ranch	
Strip (MW)	3	Sirloin (MW)	3
Smashed /No Side		Snap Peas / Pot Soup no Bacon	
Steak Sand M	4	Bowl Chili / +000 Ranch	4
Chips			
Horse Sauce Side			
No Tom			
Warsteiner		Coke	
Ultra 23oz.		Tea	
Ultra Btl		Bud 1. Pint	
Corona		Coors 1 Btl.	



 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
Grilled Cheese Adult	1	Portabell Chicken Salad	1
Chips		No Cajun Basil	
Club	2	House Salad	2
No Side		No Tom	
(\$1.99 Chili)		Add 2 Tenders	
BLT No Middle Bread	3	Bowl Chili / +000 Ranch	3
Mayo Side		Add Chicken	
Snap Peas			
Turkey Reuben	4	Kid Finders	4
No Sauerkraut		Toss in Hot	
1000 on Side		Ranch	
Smashed Loaded		FF Cheese Mix	
		Brownie Sundae 3Spoons	
Bud Btl		Coke	
Long Beach		Top Shelf Long Island	
Marg		Gold Marg	
Pibb		Kid Pibb	

Order Ringing Guide

Day 4

 <p>TJ Cheumps FOOD • SPIRITS • SPORTS</p>	 <p>TJ Cheumps FOOD • SPIRITS • SPORTS</p>
Skins No Bacon	
Half BLT / (+Pot) 1	Reuben Wrap 1
	Chips
Half Chix Sal Sand / (+000 CZR) 2	Ham Wrap 2
	Chips
Half Smoked Salm / (+Bowl Chili) 3	Buffalo Wrap Med 3
	Chips
6 Wings / (+000 Ranch) 4	Turkey Wrap 4
Bleu Celery	Snaps
Coke Sweet Tea	Coke Tea
Tea Dasani	Water Pibb


 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
			(Fiesta Nachos)
Half BLT / (+Small Spinach)	1	6Wings / (+Chili)	1
RasVina		Hot Bleu Clery	
Greek Chicken Salad	2	(Pot) / (+CZR)	2
Basil Sub Spinach			
Chicken Salad Salad	3	Spicy Bacon Wrap	3
Honey Must (+299 Chili)		Chips No Chip Mayo Add Mayo	
Salmon Wrap (Med)	4	6Wings / (+RasVina)	4
Tartar on Side Chips		Jerk Sub Spin All Drums	
Coke		Absolute Bloody	
Tea		Tanq and Tonic	
Root Beer		Bud Pint	
OJ		MGD	



 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
Quesadilla			
Half BLT / +Bowl Chili	1	Greek Chicken Salad	1
No Mayo		XPlate Ranch	
AM Bg (Well)	2	Club Sub Sourdough	2
Bleu Crumbles Red Peppers		No Tom Serve Hot	
Waffle FF Side Cheese Sauce		Chips	
Chicken Sand. Fried	3	Sword Sand	3
No Side Pepper Jack Hot Sauce		Cajun No Tom	
Ranch +Bowl Pot		FF Ranch	
Spicy Chicken Bacon Wrap	4	Chili Cheese FF	4
Slaw		xtra Crispy	
Coke Tea		Absolute Marti Olives Dry Up Screwdriver	
Patron Marg Ultra 23oz.		Beam and Coke House Merlot	

 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
SW Turkey Sand	1	Half BLT/ Bowl Pot	1
No Pepper Jack			
Sub Swiss			
Chips			
Half BLT/+CZR Add Salmon M	2	Half Chix Sal/ +000Ranch	2
Sub Sourdough			
Home Run	3	6 Wings/ +000CZR	3
Hot		Hot	
No Poppers Xtra Skins		Xtra Crispy All Drums	
Buffalo Chicken Wrap	4	Tender Toss	4
Jerk		Grilled	
Sub Bleu Cheese		Ranch	
Smashed No Parm			
Tea		Ultra Bttl	
Coke		Bud L. 23oz.	
Harp		Gold Marg	
Rum and Coke		Stoli and Cran	

Order Ringing Guide

Day 5

 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
Fiest Nachos No Tom	1	Tender Toss Ranch Toss in Hot	1
Tender Toss Honey Must	2	Club Chips	2
Greek Salad Ranch	3	6 Wings Mild	3
AM Bg (MW) Cheddar Chips	4	Greek Salad Basil No Fetta	4
12 Wings Honey BBQ Ranch Celery	5	Reuben No 1000 Chips	5
Salmon Sand (Well) FF	6	Chop Sand Smashed	6
Turkey Wrap Slaw	7	House Salad RasVina Add Chicken	7
Buffalo Wrap (Med) Sub fried Waffles	8	Bowl Chili Japs on Side	8
BLT No lettuce Chips (+299 Ranch)	9	Steak Wrap (Medium) Slaw	9
Club Chips	10	Turkey Hot Shot Smashed	10
CZR Sal Add Salmon (MW)	11		
6Wings Mild Ranch	12		
Lemonade	Tea	Tea	Bud Bttl
Coke	Sprite	Coke	Ultra 23oz.
		Sprite	Marg 23oz.
Tea	Vault	Tea	\$6Pitcher Bud
Coke	Bud Bttl	Coke	Vanilla Shake
Water	Marg		
Coke	Gin and Tonic		

 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
Chips and Dip			
Tender Toss	1	Salmon Wrap (MR)	1
Sub Spinach Ranch		Chips	
Tossed Sal	2	Kid Hot Dog Adult	2
Add Onions Ranch		ff	
Steak Sand (Well)	3	Grilled Chops	3
No Horse Sub Mayo Chips		Smashed/No Side +200Ranch No Bacon	
12 Wings BBQ/Jerk	4	12 Wings Hot/BBQ Mix	4
Half and Half Bleu Cheese		+299 Chili	
Amberback 23oz. Bud 1. Pint			
Ultra Pitcher 2Glasses		Amstel Corona	
		Hurricane Fuzzy Navel	

 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
Poppers		24 Wings Garlic Chipotle All Drums BlueX2	
Half BLT/+000Ranch	1	Strip (MW) Smashed/No Side	1
		+200 CZR Dressing on side	
Chili/+000Basil	2	Salmon Entree (MR) Broccoli/Snap Peas	2
6Wings/+Bowl Pot	3	Full Slab Ribs Smashed/Pasta Salad	3
Hot Ranch			
6Wings/+Chili	4	Cilantro Shrimp Broccoli/Slaw	4
Xtra Crispy Bleu Cheese			
Cheese Cake - Strawberries Whip Cream			
Water Quervo Shot		Ultra 23oz.	
Vodka and Cran Splash Soda		Bud Bttl.	
Tea		Bourbon and Water	
Coke		Marg	

 TJ Cheumps FOOD • SPIRITS • SPORTS		 TJ Cheumps FOOD • SPIRITS • SPORTS	
Strip (Well) Broccoli /No Side	1	BLT No Mayo Chips	1
add Shrimp Skewer		Sword Sand Add Cajun Slaw	2
(+200 Ranch Sub Spinach Salad)		AM Burger (Well) Cheddar No Tom Chips	3
Cajun Honey Chix Snaps /No Side	2	Chicken Sand fried Toss in Hot FF	4
CajHoney on Side		Hot Shot Smashed	5
(+Slaw)		Chili (+000Ranch)	6
Swordfish Dinner Waffle FF / No Side	3	Tender Toss No Cheese Ranch	7
(+200 Basil)		Greek Chicken Sal Ranch	8
		Club Sand No Mayo Sub Chip Mayo Waffle FF	9
Full Slab Smashed /No Side	4	House Salad Honey Mustard Add 2 Tenders	10
(+200 Ranch No Toms)		(Carrot Cake Pos 2) (Brownie Ala Mode Pos 5)	
		(Cookie Sundae Pos 8) (Cheese Cake Pos 9)	
Absolute White Russian Vodka Tonic		Marg No Salt Frzn Straw Dag. Fuzzy Long Island	Vanilla Shake Coke MGD and Cherry Bomb
Coffe MGD		Harp Glass Stoli and Tonick	Bud Pint Ultra 23oz.