



FLOOR

SERVICE

HANDBOOK

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# Introduction

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This handbook concentrates on the standards of service that we expect from our floor staff. It also looks at the operational standards which are reinforced during one-to-one and shift training. Use the handbook to discover which issues you are unsure about, then highlight and solve these problems with your trainer.

## Aims and Objectives

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So far, you should have gained a good understanding of the layout of the bar and the operational side of the business. The aim for this part of your training is to become comfortably competent in:

- ❖ A warm welcome
- ❖ Taking food and drink orders
- ❖ Maintaining a high standard of service at the table and in your section
- ❖ Obtaining good operational control of the ordering system and cashing procedures
- ❖ Maintaining a high level of energy and enthusiasm during your shift

The objective is to have you fully trained on the floor within 10 working days at *Waxy's*; however, this will depend on the individual, and your training needs and progress will be assessed at the end of each shift by your trainer or supervisor.

## Health and Safety



- ❖ Alcohol awareness is very important in any pub or bar. *Waxy's* prides itself on creating a fantastic atmosphere. In the induction training manual, you learnt about being up for the “Craic” and this is what we are all about. Nevertheless, it is not good business to allow a great atmosphere to become a riot and this can happen very quickly when large amounts of alcohol are available.
- ❖ At this level we ask you to be alert to people’s behavior and the following list will give you signs to look for:

|  | <b>SIGNS FOR DRUNKENNESS</b>  |  <b>ACTION POINTS TO REMOVE PERSON FROM PREMISES</b>   |
|---|---|---|
|   | <ul style="list-style-type: none"> <li>• Loss of train of thought</li> <li>• Slurring words</li> <li>• Rambling or unintelligible conversation</li> <li>• Incoherent or muddled speech</li> <li>• Not understanding normal conversation</li> <li>• Difficulty in paying attention</li> <li>• Unsteady on feet</li> <li>• Swaying uncontrollably</li> <li>• Staggering</li> <li>• Difficulty walking straight</li> <li>• Stumbling</li> <li>• Lack of co-ordination</li> <li>• Spilling drinks</li> <li>• Fumbling change</li> <li>• Difficulty counting money or paying</li> <li>• Difficulty opening doors</li> <li>• Loud or boisterous</li> <li>• Confused</li> <li>• Exuberance</li> <li>• Overly friendly</li> <li>• Loss of inhibition</li> <li>• Drinking rapidly</li> </ul> | <ul style="list-style-type: none"> <li>• Cannot stand or falling down</li> <li>• Bumping into or knocking over furniture and people</li> <li>• Dropping drinks</li> <li>• Inability to find one's mouth with a glass</li> <li>• Rudeness</li> <li>• Aggression</li> <li>• Belligerent</li> <li>• Argumentative</li> <li>• Offensive</li> <li>• Bad tempered</li> <li>• Physically violent</li> <li>• Disorderly</li> <li>• Using offensive language</li> <li>• Annoying or pestering others</li> <li>• Inappropriate sexual advances</li> <li>• Drowsiness or sleeping at a bar or table</li> <li>• Vomiting</li> </ul> |

- The trick is to be on talking terms with the group or individual so, if necessary, you are able to give them prior notice that if they continue to drink at the same rate they will be in no fit state to stay in *Waxy's*. There is usually one person in a group that is considered the organiser or leader, and this is the person you need to identify and talk to.
- It is also advisable to talk to the daytime supervisor and staff as they will often have had the first contact with the group, if they have been in *Waxy's* for a long time.
- Do not attempt to deal with drunken people; merely inform the supervisor or manager of your concerns.
- The awareness of what and how quickly people are drinking is a brilliant asset to have. If you can identify when a group or individual is becoming slightly agitated or confrontational then you have learnt a valuable skill.

## Key points of service

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In order to offer a consistently high standard of service we have some key points that you should aim to abide by at all times. The key points are as follows:

1. **Warm Welcome.**
2. **Drinks order.**
3. **Food order.**
4. **Check back.**
5. **Fond Farewell.**
6. **Follow Operational Standards**

### Warm Welcome

The warm welcome is the first point of contact for the guest. So a big “Hello and welcome to Waxy’s!” is the perfect start to the guests’ stay with us. The warm welcome starts to break down any barriers, while also allowing you to begin to read the type of guest you have.

### Drinks Order

You will find that the majority of guest will begin to relax once they have had their drinks order taken. You must therefore try to get to the guest as quickly as you can. It is advisable to offer to take the drinks order straight after the warm welcome. It is of vital importance to take the correct order, so repeat the order back. This allows you to confirm the order and it will clear up any language problems if the guest’s first language is not the one that you are using.

### Food Order

Much the same as the drinks order, you must take the full order and repeat it back to the guest. You must obtain a high level of product knowledge in order to take a well informed and correct order, so learn your food menus as quickly as possible. Food menus are available in the induction pack.

### Check Back

The check back should be done within 2 minutes of the food being served, though this may be difficult to achieve during the busiest times. However, you must endeavor to reach the guest as quickly as possible. The check back makes sure that the guests have the correct food and that the food is cooked to Waxy’s highest standards. It also gives you a chance to refresh their drinks.

### Fond Farewell

The fond farewell is the time to thank the guest for coming and wish them a quick return to Waxy’s.

| floor service<br>OPERATIONAL STANDARDS  |   |
|---|---|
| <b>Attitude to customer &amp; staff</b> | ✓ Positive, friendly & helpful  |
| <b>Staff appearance</b>                 | ✓ Neat, in full uniform, cleanly shaven, long hair tied back with black shoes and trousers  |
| <b>Greeting</b>                         | ✓ Always acknowledge the customer, even when you are busy, letting them know that you will be with them shortly and where possible, advise them of a table suitable to their party.   |
| <b>Seating &amp; order of service</b>   | <ul style="list-style-type: none"> <li>✓ Try and keep check on the sections and availability of tables</li> <li>✓ Take a drink order (within 2/3 minutes)</li> <li>✓ Repeat the order back to the guest</li> <li>✓ Good knowledge of drinks on offer &amp; able to describe them</li> <li>✓ Give everyone (if eating) a menu and then list the specials.</li> <li>✓ Collect and deliver the drinks (drinks should always be served on a tray)</li> <li>✓ Then take the food order. Always pay extra attention to special requests and correctly relate them to the kitchen (or bar)</li> </ul> <p>**Order of sequence should always be ladies first, children, men.<br/>**Sell extra items where possible</p> |
| <b>Table set up</b>                     | ✓ Table should be set straight away (assuming that it is clean) and all the other condiments.   |
| <b>Ordered food</b>                     | <ul style="list-style-type: none"> <li>✓ When food is ready, green light will come on</li> <li>✓ Make sure all the food is correct and complete with the docket for its table.</li> </ul>   |
| <b>Starter times</b>                    | ✓ Should arrive within 8 minutes of the order being taken   |
| <b>Main course times</b>                | <ul style="list-style-type: none"> <li>✓ Should arrive within 15 minutes of the order being taken. At busier times this can increase, the chef on duty will let you know how long the wait is likely to be.</li> <li>✓ Always inform the customer if they have to wait longer than expected.</li> </ul>   |
| <b>Check-back</b>                       | ✓ Always check the table a couple of minutes after delivering any food to ensure that everything is acceptable & if the customer wants anything else  |
| <b>Clearing tables</b>                  | ✓ Table should be well maintained throughout, regularly removing finished plates (only when everyone at the table is finished), used condiments & empty glasses   |
| <b>Dessert &amp; coffee orders</b>      | ✓ We provide desserts & a variety of specialty coffees; always offer this when you are clearing.  |
| <b>Bill</b>                             | ✓ Bill should be presented using the correct procedure.   |
| <b>Farewell</b>                         | ✓ Friendly farewell   |
| <b>Complaints</b>                       | ✓ Patiently and politely handle complaints, referring to management as required   |

## Up Selling

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Up selling can range from asking someone if they would like a better whisky than the house whisky, to selling someone a private room with a karaoke host for their birthday night. The key points in up selling are below:

- ❖ Make sure you have the knowledge to up sell. It is not just the domain of the bartenders to sell better spirits or whiskies. You must make it your ambition to have an excellent working knowledge of the drinks.
  - What is the difference between malt and blended whisky?
  - What is the best cocktail to sell to someone if they like lime?
  - How much does it cost to hire a DJ for the night?
  - Can we make a Mojito without alcohol?

If you do not know these answers then you will need to find out and try to learn as much as you can.

- ❖ Make sure we have the product before trying to sell it
- ❖ Try to sell a starter with the main course if the guest is hungry
- ❖ For big groups, ask if they want an extra portion of fries or salad for the table
- ❖ Offer bottles of water to tables of 2 or more
- ❖ While clearing plates, ask if the customer would like a coffee
- ❖ Suggest a malt whisky if the guest wants a whisky straight up



# Operational Procedure

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**Full training will be given on all these areas**

## Floor and Section Layout

Depending on the time of shift and what events are on, the floor area can be divided up in various ways. We always try and have enough staff to provide a high level of customer service while at the same time taking into account productivity levels.

During the day, there may only be 1 or 2 people on the floor, taking all orders while running their own drinks and food. This is especially the case during the quieter months. For busier periods, we will run with one per section as well as food runners.

## Section Usage

From your time food running, you should have a good understanding of the floor layout but it is also good to know when we need various additional sections open.

It is important at the start of your shift to know what sections are open, going to open and who is working in those sections. This relates to everything from transferring tables, organizing bookings and availability of tables.

## Greeting & seating of customers

The first impression is always the most important. It is essential to greet customers in a friendly and sincere manner, even if only in passing. It marks their recognition on entering the bar and sets the tone for their stay.

If customers are looking for a table, which is not a pre-booking, always try and sit them at a table that is adequate in size for their needs but has the best use of space. This helps you, creates a better look for the bar and increases our capacity for customers especially during peak trading. The basic standard for our tables for guests is:

- Clean table, clear of stains or wet patches
- Condiment holder with menus
- Candle lit when appropriate
- Fresh and sufficient beer mats
- Clean ashtray (*if in smoking area*)

Always try and give enough menus to suit the size of the group. As well as making sure there are sufficient condiments available. This saves time later on.

## Meal Timing

Once an order has been sent through to the kitchen, preparation of that item begins. We expect lunch items to take 10 minutes and dinner items to take up to 15 minutes. This may be lengthened during busy periods. Your tables depend on you for information and because guests are seated, time seems to go a lot slower for them than it does for you. If there is a delay in getting the food to the table you need to check with the kitchen to ensure that there are no problems. Keep your table informed of any time delays. If the delay is more serious inform the supervisor on duty.

## Serving of Beverages & Food

All drinks, even single items, should be served from a tray. Only carry what you are comfortable with. It is easier to go back with another tray rather than clearing up after a spillage, as well as the waste and time incurred due to this. **Remember:**

- Always serve drinks from the right side, where possible, and make sure not to reach over someone
- Always serve onto a beer mat
- Always try to clear any empty glasses whenever possible, as this creates space which may be needed for food orders
- Always try and only take out your own drinks as it creates confusion if you take someone else's for them. It also helps you to keep track of your own section.

Depending on how busy it is, you may have a food runner available. If not, always try and take out food that is ready anytime you leave the kitchen for the floor. Unlike the drinks, everyone should help out as the kitchen has a limited space available to keep the food warm after it is put up.

Always try and direct any additional orders from the tables to the person who is working in that area, once again to avoid confusion and double orders. Always try to attend your tables in turn so you can stay on top of the section. Tables should only be cleared once the last person in the group has finished eating. All tables must be wiped down after the guest leaves.

## Customer Complaints

Firstly, it is important that you recognize that a complaint is not about you as a person and you should not take it personally. If you check back within the first two minutes of the food arriving, the complaint can be identified at an early stage. Dealing with the complaint at an early stage allows you to correct any problems and put the guest's mind at ease. Details on customer complaints will be dealt with by your trainer.

Always be sympathetic even if you do not agree. NEVER ARGUE WITH A CUSTOMER. A friendly response initially may diffuse the situation. We expect you to use your common sense when it comes to assessing the seriousness of a complaint. If a customer, for example, tells you that his/her coffee is too cold: just replace it. If however, the customer asks to speak to a manager, immediately direct the manager to the table.

**There are 5 simple steps that will help you handle most complaints:**

1. **Listen Actively.** Stop what you are doing and establish eye contact, never interrupt. Then determine the details of the complaint.
2. **Empathize.** Acknowledge the concerns and feeling of the customer, using phrases like "I can appreciate that" etc. These are neutral and non-confrontational.
3. **Ask open and positive questions.** You are trying to establish what the problem is by using open-ended questions that start with who, what, where and how. Repeat what you have understood to the customer.
4. **Reach a mutually acceptable solution.** Try to meet and exceed your customer's expectations by offering options or alternatives.
5. **Next opportunity, follow up.** Take your time when dealing with complaints. Once you have followed through with your promise, where possible check back to make sure that they are now satisfied. Always keep your supervisor/manager informed.

## Shift Handover and Closedown

During shift handovers, you should have as many as your tables cashed off as possible. People having a meal should be transferred, if the person taking over from you agrees to take it. You should leave your section in an acceptable state. As with food running, your end of shift duties during the day include: re-stocking the coffee machine and polishing and pocketing the cutlery.

When closing sections, it is required that all the tables are washed down and set up with condiments, menus, beer mats, candles and ashtrays. The floor is swept by the cleaners at night. All that remains for the staff to do is to relocate chairs to the correct section and put the stools on top of the relevant tables.

All cutlery left at the end of the night have to be polished and put in pockets.

All details of closing and handover duties will be dealt with in greater detail by your training supervisor during induction.

## Bookings

Bookings account for a significant part of our business and it is important that these details are taken accurately. We use Dineplan software which on the computer in the bar. The day shift should organize bookings for the night shift. We take bookings by email, phone and walk-ins. We require the following details when taking a booking:

- Name of person that the booking is under
- Date and day of booking (*people sometimes get these confused*)
- Number of people
- Contact information
- Food required?
- Additional requirements: karaoke, preferred table, sporting event, etc.

All of the above details should be written in the book, for the relevant date. If people are unsure of any of the details, do not take the booking until they can confirm everything mentioned above. Ask them to confirm by email if possible.

## Bill Payment, Opening and Closing Tables and Splitting Tables

It is important to check at the start of your shift if there are any tables open in your name. When opening tables always make sure the previous table has been closed off. For giving out bills, always give the pre-receipt first and keep the table open until you have received payment.

For people paying with credit cards only cash off the table when the card payment has been authorised and present the card back with the cash receipt, the customers credit card copy and hand them separately our copy of the credit card receipt, the one with the full credit card number, and a pen.

For people who want to pay separately you should always give a pre-receipt copy as sometimes this will help them to pay at the same time. If they want separate bills, then split the table in a logical manner.

## Credit Cards

Ask if the card requires a PIN number as it saves time when the customer initially gives you their card. Always check at the start of the shift that there is enough paper in the credit card machine. The paper running out while a receipt is being printed can cause major problems and

take up a lot of your time to rectify. It also helps to remember to have enough pens to last a shift. Please note that Credit card payments are only possible from a turnover of minimum 20,00€.

To keep track of your mistakes, you should have a void table and this should have a number that has no relation to an existing table number, 999 for example. All your mistakes should be transferred here for your supervisor to deal with later.

If one of your tables moves to another section, try and get them to pay as this saves confusion later on. Only transfer a table if the person who is in that section has agreed to take the table.

### **Wrong Orders**

If you have requested an item (drink or food) and the customer changes their mind or you misheard them then the order is considered a mistake and has to be counted as wastage. This item must then be moved to your designated void table for deleting by your supervisor later on.

### **Voids**

Do not put these items on your void table. These items are rectified using our chief void system. Be sure to take a note of the item during your shift for the supervisor to rectify at the end.

### **Stock Accuracy**

The other reason that it is necessary for us to keep track of mistakes is that we need to be aware of our stock levels and ordering requirements, as well as solving problems with any items we feel are not correct on the system. We have daily, weekly and monthly stock takes and it is vital we are aware of any mistakes before the start of a new trading day.

### **Transferring of Tables**

As you may finish or start early in a section you will have to receive or send tables to other employees. Your supervisor will go through this procedure with you. Once again for cash reasons, you have to be sure that the person who is receiving your table is aware what tables they are getting and make sure there are no items on the guests' bill that should have been moved or voided off.

### **Cashing Tables**

Any table that is cashed off with your key is credited to you as is all the money that was taken, so for this reason only cash off your own tables.

### **Cash Handling**

How you handle the cash given to you is also very important. You may have your own system but we do insist on various points.

You must keep your money (notes, coins & credit card receipts) in a neat and logical order in both the tills and the purses. All this has to be counted by the supervisor at the end of the night and for this reason you must not hand in your till or purse in an untidy manner.

We take credit cards and most normal Euro notes; details will be explained by your trainer.

## **Giving the Bill to the Customer**

When a customer asks for the bill use the pre-receipt function on the till, this keeps the bill open and available for changes (splitting the bill, forgot voids etc). And ensures you still have it available if the customer decides to stay on.

## **Cashing off Tables**

### **CASH**

Once the customer is happy with the bill, he will either give you cash or pay by credit card. If he gives you cash, take the money, cash off the correct table and hand him his change with the cashed off receipt.

### **CREDIT CARD**

If the customer wants to pay by credit card make sure it is one of our preferred options and inquire whether a pin number is needed; this is usually needed for UK and Asian based cards. Always check that there is enough paper in the credit card machine for a transaction. When the receipt prints, present it to the customer along with the cashed off receipt for that table, their credit card and their copy of their credit card receipts. You should then hand them our copy of the credit card receipt and a working pen with which to sign with.

You have to remember that the amount on a credit card receipt is the equivalent of a cash note of that value. We can not replace notes that you use just as we can not get the money from the credit card bank holder if we have no receipt. It is therefore of extremely high importance that you do not lose any credit card receipts that you acquired during the shift.

## **Looking after your cash**

Please remember these steps to help you look after your cash:

Notes of high denomination should be placed under the cash drawer if you are using a bar till. If using a purse, fold them and keep them in the zipped compartment. This especially means 50 Euro notes. You will only give out a 50 Euro note for change if you receive a 100 Euro note, which is highly unlikely. Especially on nights of sport such as Friday/Saturday nights, it can get quite dark and this prevents you giving out the wrong note as change.

## **Tips**

Your trainer will explain how the floor staff's tips are shared out between the bar, kitchen and a food runner if present by various percentages.

The product that you gave to the customer was the work of all these people as well as yourself and these percentages fairly reflect that. Every staff member has a tip box which only the supervisors have access to. All your tips that you collect will be placed here. When collecting your tips be aware of the duties of the supervisor and how busy they are at that time.

## **Cash Register Malfunctioning**

In the event of a cash register malfunctioning, please follow these steps

- Write the table number and number of customers, time of order and your initials on the top of the docket
- Writes starters at the top
- Place a line below and write main courses under this, including any cooking methods to the right of the food item (e.g. steak well done)
- Use the correct menu abbreviations
- Write all sides underneath main courses

- At the very bottom of the docket write all drink orders