



ATTENTION ALL NEW
SERVERS!!!

BRING YOUR WORKBOOK TO
ORIENTATION, AND ALL TRAINING SHIFTS.

ANSWERS MAY BE FOUND
ON THE CABOOSE WEBSITE AT
http://www.cabooseonline.com/employees_workbook

**YOUR WORKBOOK MUST BE
COMPLETE BEFORE 1st FOLLOW.**

FAILURE TO DO THIS WILL RESULT IN EXTRA
QT SHIFTS UNTIL THE WORKBOOK IS
COMPLETE AND CHECKED BY A MANAGER.

Trainee Name: _____

Manager Signature: _____

Let's Put Your Knowledge To Use!

This workbook is intended to put all the knowledge that you will gain during training sessions to good use. If at any time during your training you need assistance, and/or need some reinforcement, our trainers and management team will gladly help you.

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Caboose

Follow Check List

Follow #1

- ___ Employee is on time with proper uniform.
- ___ Understands opening work, and the importance of table numbers.
- ___ Understands running sidework, and importance of running food.
- ___ Knows the Ten Steps of Service.
- ___ Can carry trays.
- ___ Has a good understanding of product knowledge.
- ___ Knows the side items and salad dressings.
- ___ Times and prices of happy hour.
- ___ Rang up and closed out at least one table's complete order.
- ___ Understands that we work as a team we: pre-bus, restock, and run food.

Any Additional Trainee Comments:

Caboose

Follow Check List

Follow #2

- ___ Can tell you the 10 steps of service.
- ___ Took complete drink order and offered an appetizer.
- ___ Took, understood, and rang up complete food order.
- ___ Takes out salad 1st and understands what bowls are used for what.
- ___ Helps with sidework and running food.
- ___ Kept chips and drinks full while consolidating.
- ___ Completes table with complete satisfactory service.
- ___ Knows all sauces, what they go on, and all our dressings.

Any Additional Trainee Comments:

Caboose

Follow Check List

Follow #3

- ___ Review follow One and Two.
- ___ Trainee takes complete table.
- ___ Used full ten steps of service.
- ___ Ran food and did sidework.
- ___ Complete understanding of Aloha: Ticket times, consolidation.
- ___ Took at least two complete tables.
- ___ Trainer checks with tables and makes sure everything is ok.
- ___ Trainer gives advice on where they can improve.
- ___ Trainee understands how to close check by all payment types.

Any Additional Trainee Comments:

Caboose

Follow Check List

Follow #4

- ___ Takes complete section for one hour.
- ___ Does sidework, QT's, and helps others.
- ___ Consolidate!!
- ___ Complete cutwork with another employee.
- ___ Understand check-out and the order of the bank.
- ___ Completes check-out and understands how to claim tips.

Any Additional Trainee Comments:

Orientation Section

1. When should you bring your workbook and when must it be completed?
2. What is the #1 goal of the Caboose?
3. Describe our Happy Hours.
Time: _____ Days: _____ Specials: _____
4. When does 50th St. have \$2.00 Domestic bottles and \$1.50 drafts?
5. Describe the TOKENS FOR A'S promotion and how often does it occur?
6. Employees can redeem prizes for tickets at the Midway counter – True or False? Can employees play video games? – True or False
7. What are the TWO birthday packages, and what do they include?
 1. \$5.99
 2. \$7.99
8. When answering the phone, one should ALWAYS be polite and smile! Circle the proper procedure for answering the phone.
 - a) Hello...
 - b) Caboose, how can I help you?
 - c) Thank you for calling 50th St. Caboose, this is _____. How may I help you.
9. Listed below are the top three goals of the Caboose. Please identify the proper order of importance.
 - #____ **Employee Job Satisfaction**
 1. Schedule flexibility
 2. Empower our employees
 3. Extensive training
 - #____ **Complete Customer Satisfaction**
 1. The Customer is always right
 2. Look at me, Smile at me, Talk to me, and Thank me
 - #____ **Teamwork**
 1. The willingness to help a fellow teammate
 2. Identify opportunities to offer help

“Treat Our Guests as THEY Would Want to be Treated, NOT the Way YOU Want to be Treated!”

10. How is a dirty table marked for the hostess?
11. Describe the procedure for cleaning a spill in the Back of House (BOH).
 - 1.
 2. Wipe with aprons/dish towels.
 - 3.
 4. Sweep.
12. Describe the procedure for cleaning a spill in the Front of House (FOH)
 1. Seep up all trash, straws and ice
 - 2.
 - 3.
 - 4.

Who cleans spills?
13. Remember that employees should never lift items over 35 pounds alone! If you do need to move an item over 35 pounds, what should you do?
14. ALL beverages and chips should be served on a tray! When serving a beverage, how many inches below the rim should your hand be placed?
15. When should you wash your hands?
 - 1.
 2. After touching your hair.
 - 3.
 4. After handling raw products.
 - 5.
 6. After handling trash.
 - 7.
16. Remember to never raise your voice to the kitchen staff! Who should you ask to get something from the kitchen?
17. What does “full hands in” and “full hands out” mean?

**CUSTOMER SERVICE IS NOT
DEPARTMENT IT IS AN ATTITUDE**

18. List six reasons “full hands in and out” is important to the Caboose team.
 1. Keeps F.O.H. clean
 - 2.
 3. Helps dishroom
 - 4.
 5. Saves YOU steps
 - 6.
19. When bussing tables, never put dinner knives in the red cups! Why?
20. Where are TO GO Orders picked up?
21. Do you punch holes in the TO GO containers? Where? Why?
22. On TO GO Orders, what is served on the side?
 - 1.
 2. Salad dressings
 - 3.
 4. Pinto Beans
 5. Queso
 - 6.
 7. Bake Set Ups
23. What are the phone numbers and addresses of both Caboose locations?
50th –

Copper –
24. If you are running late to a shift, what should you do and to whom should you speak?
25. If you can not come to work, what must you do?

If you are running late, what should you do?
26. What does 4 OC mean? Can you assume that they can work your night shift for you?

**REMEMBER, YOU MUST ARRIVE TO WORK 15
MINUTES PRIOR TO YOUR SHIFT!!!!**

27. What five steps do you use to handle an unhappy guest situation?
 - 1.
 - 2.
 3. Notify MOD
 - 4.
 - 5.

28. List SIX examples of teamwork.
 - 1.
 - 2.
 3. Cleaning another server's spill
 - 4.
 - 5.
 - 6.

29. What is a power prebus, and when is it mandatory?

30. Why, when refilling a product, should it be placed in a new container? Ex. Ranch, Salsa, Butter, etc.

31. The MOD must approve ALL smoke breaks or dinner breaks. (True or False)
Where are you allowed to smoke on your break?

32. What should you do before going on a smoke break?

33. When are you allowed to sit at the bar?

34. Are you allowed to drink off-duty, out of uniform?

35. List FIVE steps to bus a table.
 - 1.
 2. Separate cups, silverware, dishes, tortilla warmers and chip baskets in bus tub.
 - 3.
 - 4.
 5. Completely sweep under the table.

36. Hot skillets are very dangerous! Name 3 things we do when serving food on a hot skillet?
 - 1.
 2. Keep skillet handle away from children.
 - 3.

37. Where is the designated parking lot for employees?

38. Do you ever pull food from the QT line without a ticket?
What happens if you do and it gets remade?
39. When an item is dragging to complete the ticket, do you run the partial order?
40. What do you do with a ticket that is dragging items?
41. What happens if you ring something up wrong, and it is your fault?

NEVER BE AFRAID TO ASK FOR HELP
“The Restaurant Biz is Show Biz”

42. What should you do if you need something from the kitchen (i.e. queso, gravy, etc.)
- 1.
 - 2.
43. When you are serving food to a guest in the bar area(s), it is **YOUR** responsibility to make sure the table has silverware. (True / False).
44. When serving chips to a guest, how high should you fill the basket?
45. When serving hot sauce, how high should you fill the salsa bowl?
46. When serving refills on chips, how high should you fill the basket?
47. It is UNPROFESSIONAL for servers and doormen to be socializing at the host stand! What are the only four reasons they should be at the host stand?
- 1.
 2. To ensure all servers are aware of their section.
 - 3.
 4. To help roll silverware.

Product Knowledge & POS

1. Name the Caboose manager associated with their titles:
 1. Owners:
 2. General Manager:
 3. Service Manager:
 4. Kitchen Manager:
 5. Bar Manager:
 6. Gameroom/Midway Manager:
2. List five menu groups:
 1. For Starters
 - 2.
 - 3.
 - 4.
 5. Satisfy Your Sweet Tooth
3. What appetizers can be ordered as a half order?
4. What appetizers cannot be ordered as a half order?
5. What are the items available on a combination appetizer plate and what are the prices for a Combo 2, Combo 3, and a Combo 4?

Items –	Combo 2 Price –
	Combo 3 Price –
	Combo 4 Price –
6. If a guest has ordered a salad, or if one comes with their meal, when do you order it and when do you make it?
7. How many tortillas are served with the following items?

1. Fajitas for one –	6. Longhorn Enchiladas –
2. Fajitas for two –	7. Steak Ranchero –
3. Combo Fajitas for one –	8. Guisada –
4. Combo Fajitas for two –	9. Pollo Mexicana –
5. Fajita Lite –	
8. How many plates should be taken out with every order of Fajitas for two?
9. Name three add on items that are easy to suggestively sell.

10. Do we have a separate lunch menu? If yes, what are the times and days?
11. Name three lunch special items.
 1. Create Your Own Combo (soup, salad, baked potato)
 - 2.
 - 3.
12. What is the difference between lunch strips and kids strips?

**LEARN THE LUNCH MENU!
GUESTS ARE IN A HURRY TO RETURN TO
WORK. MISTAKES WILL AGRAVATE THEM
AND COST YOU \$\$\$\$\$\$\$\$**

13. How many chicken strips come with the lunch strips?
14. What five items are on the lunch menu only?
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.

Can you order these items at dinner?

During lunch, When should present the check to a guest?

15. Which beers do we have on draft?

What is the regular price?

What is the Happy Hour price?

How much are pints on Mon / Thurs from 4-11pm?

16. How much are import bottled beers?

How much are domestic bottled beers?

17. Who sings the Birthday song?

18. Why do you need to present the check earlier during lunch shifts than at night?

19. What four things do we serve on a side salad?

1. Dressing

3.

2.

4.

* NOT CHEESE UNLESS CUSTOMER ASKS FOR CHEESE ON IT.

20. What are the guests topping choices with a hot baked potato?
1. Butter
 - 2.
 - 3.
 - 4.
21. When do we put Chips and Salsa in with a TO GO Order?
22. What comes with every to-go order?
23. What is on the combo nachos?
24. How did cincos get its name?
25. What is the difference between meat nachos, combination nachos, Cincos nachos and Big As your Head nachos.

Do we put jalapenos on ½ order nachos?

26. Describe the flavor of the following sauces?
- a. Enchilada sauce (red sauce) –
 - b. Sour Cream sauce –
 - c. Green sauce –
 - d. Ranchero sauce –
27. List the ingredients in the following items:
1. Meltdown Margarita
 2. Strawberry Daquiri
 3. Kamikazi

28. What types of quesadillas do we serve?

What types of fajitaladas do we serve and how are they marked?

What types of chimichangas do we serve and how are they marked?

Product Knowledge:
**“It is better to know it and not need it, than
to need it and not know it.”**

29. Do we take temporary checks?
30. Do we take out of town checks?
31. What must be done before we can accept a personal check over \$50, and what must be done before we can accept \$50.00 and \$100 bills?
32. What four things must be on every personal check?
- | | |
|------------------|----|
| 1. | 3. |
| 2. Date of Birth | 4. |
33. All guest checks with comps must be turned in when doing your checkout at the end of your shift. True or False?
34. Who must sign ALL guest checks with discounts, vips or coupons?
35. Who signs ALL guest comps and voids?
36. What % discount do the following employees get? (There may be times when these may be different. ALWAYS check with a manager before giving an employee discount.)
- | | | |
|-----------------|----|-----------------------|
| a. Trainers | f. | Host: |
| b. Cook & Dish: | g. | Bus: |
| c. Midway: | h. | Door: |
| d. Books: | i. | Employee (+ 1 guest): |
| e. Server: | j. | Manager/Owner: |
37. What is our chip policy?

**“When was the last time
you made too much
MONEY”**

38. When making back-ups, how full should you fill butter and sour cream and how full for tartar sauce? Why?

What items automatically come with sour cream?

What items automatically come with guacamole?

What items automatically come with jalapenos?

39. What is the limit on the number of orders you can ring up at one time?

40. The best way to ring up a lot of guests 6-8 at a time is?

41. What days do you wear polos?

What is the proper uniform?

44. When you are cut, what order should your priorities be?

___ Do your condiments

___ Clean FOH (ie. Bus tables, sweep floors, etc.)

___ Clock Out

___ Take care of Your customers

___ Doing your cut work

45. How should your bank look before turning it in?

Left side – (Front to back)

Right side –

You MUST claim 100% of your tips!!! What % do you tip Host, Bus, & Bar?

46. Servers are financially responsible for all walked checks! What are three ways you can avoid being walked?

- a.
- b.
- c.

47. Who makes more money? A well trained intelligent sincere server or a poorly trained apathetic server?

Put More Money in Your Pocket

THIS IS THE MOST IMPORTANT SECTION FOR YOU AND I. THE MORE SATISFIED THE GUEST THE MORE \$\$\$\$ WE MAKE.

1. What is the Sullivan nod?
2. During an intro, it is important to smile and make eye contact. List five of your best intros.
 - 1.
 2. Hello, have you ever been to the Caboose before.
 - 3.
 - 4.
 5. Hello, can you believe this weather? Perfect for hot Mexican food.
3. What is the best way to suggest add-ons to a guest?
4. When taking the drink order, it is a great opportunity to suggest a hot queso with the free chips and sauce. True or False?
5. When suggesting an item it is good to use props. What types of props can be used?
6. What are the two words to NEVER use during suggestive selling?
7. What do guests appreciate more – who serves the food or if the food is hot and received in a timely manner?

8. Make more money by helping the guest make their decisions. Offer ½ order apps and nachos as smaller portions to fit their needs. List 5 half order apps or nachos that a guest can select.
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.

9. Initial callback is the step to ensure COMPLETE CUSTOMER SATISFACTION. Which of the following is the correct time to make a callback?
 1. After taking the food order.
 2. While serving the food
 3. While pre-bussing
 4. After customer has taken a couple bites. (2 bite check back)

10. When you sell a dessert, you should always offer a regular or decaf coffee. (True or False).

How do you warm the coffee mug to keep the coffee HOT?

11. When a guest is eating or in conversation, is it more important to communicate verbally or visually?

**GOOD SERVERS MAKE GOOD MONEY.
GREAT SERVERS MAKE GREAT MONEY.**

12. It is best to offer desserts before the final pre-bussing! Why?
13. Describe five examples of Caboose teamwork and/or continuous sidework.
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.

**DON'T PANIC ASK FOR HELP.
THE RESTAURANT BUSINESS IS A TEAM SPORT.**

14. When presenting a guest with the check during lunch, it is appropriate to deliver the check when the guests are almost finished eating, but before they finish. Timing is crucial. How will this put more money in your pocket?
15. Define consolidation and give an example at Caboose.
16. When leaving the dish room, what must you always do?
17. Introduce yourself with a _____ within 30 seconds. Remember to tell the guest your _____ no later than after taking their entrée order.
18. We acknowledge all guest within 30 seconds. (True or False)
19. If a guest is unattended in another section, what must you do?
20. It is important to be visible in your section, why?
21. What do you serve under ALL alcoholic beverages?
22. How can you put more money in your pocket?
23. Describe our two-spoon policy.

24. Getting in the weeds costs you money. How can you avoid getting in the weeds?
25. Continued service allows for the opportunity to make more money. List six examples of why.
- 1.
 - 2.
 - 3.
 - 4.
 - 5.
26. How can you make more money when you present a check?
- 1.
 - 2.
 - 3.
 - 4.
27. When running another servers food, whose responsibility is it to make sure they have full drinks, chips, and silverware?
28. If you want to make more money, you should prebus all of the items guests don't need. (True or False)
29. Being a team player helps make you and your teammates more money. If you treat a guest, no matter whose section they are in, as your own, you will eventually make more money. WHY?
30. List the top three signs a table needs to be pre-bussed.
- 1.
 - 2.
 - 3.

31. Always deliver matches with a guests cigarettes, how often should you empty a guests ashtray?

32. Ham it up with the kids. Happy kids make happy parents. Happy parents give better tips. List four examples of entertaining the kids.

1.

2.

3.

4.

“The man who says it cannot be done should not interrupt the man doing it.”

“Good Service Can Save a Bad Meal, but a Good Meal Cannot Save Bad Service!!!”

Final Review Section

1. Do we serve combo fajitaladas?
2. What comes in fajitaladas?
3. What is a substitute and how much do they cost?
4. Do we serve combo fajitas for one? For two?
5. What do you do when a guest has ordered a meal 15 minutes ago and they are asking about their food?
6. Give seven examples of continuous sidework of a server?
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.
 - 6.
 - 7.
7. How many ounces are in our pint glasses? In our mugs?
8. What two margaritas are served on our happy hour?
9. How much are our virgin drinks and what type of glass are they served in?
10. Not being specific is the best way to suggest an item. (True or False)
11. If you are sick and miss work, do you need a doctor's note?
12. If you are running late, what should you do?
13. Where do you pick up a glass?
14. In case of injury, what should you do?
 - 1.
 2. Complete an accident report and return it to the MOD.
 3. Do not return to work until released by a doctor.
15. If you receive a personal check for over \$50 or a \$100 bill, what do you do?
16. If you are double sat, what should you do?

17. When a host seats a guest, it is their sole responsibility to notify the server or take a drink order. Give three reasons why.
 - 1.
 2. Because the server might be running food or doing sidework.
 - 3.
18. If a guest inquires about the ingredients of our products, what should you refer to?
19. If you need the ingredients for a bar drink, what should you do?
20. What key should you use to modify an order?
21. If a guest appears to be unattended to, what should you do first?
 1. Go find their server
 2. Tell them they are not in your section
 3. Get and deliver a drink order
22. Why is prebussing important to servers and bussers?
23. How much do we charge for a TO GO Order?
24. Always ring up appetizers 5 minutes before ringing up entrees! What appetizers require the most time to prepare?
 - 1.
 - 2.
 3. Combo apps.
 4. Potato skins
 - 5.
25. When a guest asks for a dressing on the side, what do you put it in?
26. Who and when do you ask for a queso (or cal beef, etc.)?
27. How do you ask?
28. How does a guest receive a VIP card?
29. What are the days and amounts for VIP discounts?
30. What days of the week do we honor PTA discounts and discount tokens?
31. What must be done before you pick up your tip from the table?
32. When is it acceptable to discuss tips and or customers?
33. It is never acceptable to discuss the quality of our clientele. (True or False)

34. If a guest wants to book a party and the manager is busy, what should you?
35. If you answer the phone, always ask who is calling. What are the most important pieces of information we need when taking a phone message, booking a party or taking a to go order?
 - 1.
 - 2.
36. After each shift you work, you tip out 2% of net sales. (True or False)
37. Can you add gratuity to a white trade or advertising trade?
38. When is it acceptable to eat or drink in uniform?
39. When can an employee drink alcohol?
40. When is it acceptable for an employee to sit at the bar?
41. When refilling dressings and sauces, you must use a clean container. Why?
42. Who takes TO GO Orders and who is responsible for making sure they are correct?
43. What information should you get when taking a TO GO Order?
44. When a guest is placing a TO GO Order, should you verify which Caboose they think they are calling?
45. Why do we punch holes in the sides of TO GO Orders?
46. How many alcoholic drinks may one person have in front of them at one time?
47. When a guest asks for two alcoholic beverages, should the server ask for two valid Texas Drivers License?

“In every service opportunity, there is a sales opportunity; and in every sales opportunity, there is a service opportunity!”

“GREAT SERVICE CAN TURN A BAD GUEST SITUATION INTO A FUTURE VIP CUSTOMER.”

48. Please help us with future trainees. In what ways do you think the Caboose training process can be improved?

49. In what area do you feel that you needed additional time or information?

WRITE THE TEN STEPS OF SERVICE:

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

The Ten Steps of Service

1. Acknowledgement – Made in 30 seconds or less – SMILING
2. Introduction – Leaves a lasting impression of our staff.
3. Take Food Order – Repeat Order
4. Ring Up Food Order – Check Screen TWICE- CONSOLIDATE
5. Initial callback – check drinks, chips – make sure table has everything
6. Deliver Food – Hot, Fast and Accurately - CONSOLIDATE
7. Secondary Callback – Ask Specific Questions (Did you get your quac, etc.)
8. Continued Service – Be Visible (Refilling Beverages, etc.) - CONSOLIDATE
9. Prebussing/Teamwork – YOU Make the Difference (Running others food, prebus yours and those around you, etc.)
10. Presentation of Check – Always invite the guest to return, **NEVER** ask if they want change, just offer to get it for them

CONSOLIDATION – Maximize efficiency to minimize steps, help all tables at once, limit the times of walking back and forth from the BOH to the FOH.

Welcome to the Caboose team!!!!

We know that you have completed a very detailed and extensive training process. Hopefully we have provided you with the tools needed to put money in your pocket.

If at any time you have a question or concern, feel free to talk to a trainer or the manager on duty.

Employee signature

Date

Manager signature

Date

Answer Section

ORIENTATION

1. Bring it to all training sessions and all follows. It must be complete before your first follow.
2. Complete Customer Satisfaction. (For us to make money, each and every guest that leaves the Caboose must feel satisfied and have the desire to return and spend more of their money with us.)
3. 4-7pm Everyday Domestic Pints/Bottles
9-11pm Sunday thru Thursday Lime Margaritas (Rocks or Frozen)
Learn prices! Strawberry Daquiris
Wells
4. During the 4-7 Happy hour, also Mondays & Thursdays – 6-11pm
5. 40 Tokens for A's
20 Tokens for A's & B's
10 Tokens for A's, B's & C's
Every six weeks during the school year
6. False. With manager permission only.
7. \$5.99 – 20 Tokens/drinks/ice cream/balloons/invitations
\$7.99 – same as above with any children's meals
8. C
9. 2
1
3
10. Ketchup or condiments on corner of table.
11. 1. Sweep
2. Wipe with aprons/dish towels
3. Place floor fan over spill or sprinkle Salt
4. Sweep

12.
 1. Sweep
 2. Mop up large spills
 3. Wipe with paper towels (NOT NAPKINS)
 4. Put down a wet floor sign

EVERYONE!!!
13. Ask for help.
14. 3 inches or below the “Coca-Cola”
15.
 1. Often
 2. After touching your hair
 3. After using the bathroom
 4. After touching raw products
 5. After sneezing
 6. After handling trash
 7. After pre-bussing dirty dishes
16. QT or runner. If there isn’t one, politely ask the finish cook. BE PATIENT!!!
17. When leaving the kitchen, always take trays/drinks/tickets. When returning, pre-bus dirty dishes, bring empty trays back, empty tea pitchers, extra condiments, etc.. Always bring clean items back from the dish room to the wait station.
18.
 1. Keeps FOH clean
 2. Helps Bus boys
 3. Helps Dish-room
 4. Keeps Items Stocked
 5. Saves YOU Steps
 6. Makes us more efficient.
19. Cracks cups, we may run out during busy times.
20. At Bar 1
21. Yes. Sides of Lids. Keeps fried food from getting soggy.
22.

1. Gravy	5. Queso
2. Salad Dressings	6. BBQ sauce
3. Guac	7. Bake Set ups
4. Pinto Beans	
23. 50th – 5027 50th Street
796-2240
Copper – 5609 Ave Q
744-0183

24. Call and speak to the MOD only.
25. Call and find someone to cover your shift.
26. You call in at 4:00pm and speak to MOD to find out if you need to come in to take a party booked after the schedule is posted.
NO.
27.
 1. Be Sincere
 2. Identify Problem
 3. Notify MOD
 4. Offer Solutions
 5. Follow Up
28.
 1. Filling Tea & Drinks
 2. Running Food
 3. Cleaning Other Servers Spills
 4. Birthday Song
 5. Power Pre-bus
 6. Fill drinks and pre-bus other servers tables
29. After singing the birthday song, everyone pre-busses the ENTIRE restaurant, everyone has full hands.
30. Against health codes to use same container.
31. True. Outside the new bar with a pager.
32. Check your section, check your sidework, check the window to run food and check with MOD.
33. Never
34. With MOD approval only.
35.
 1. Clear the table.
 2. Separate cups, silverware, dishes, tortilla warmers and chip baskets in bus-tub.
 3. Wipe table and seat cushions.
 4. Condiments/alignments.
 5. Completely sweep under the table.
36.
 1. Warn customers that it is hot.
 2. Keep skillets away from children.
 3. Face handles to the inside when putting it on a tray.

37. side lot behind Blockbuster
38. NO. You pay for it
39. yes
40. turn it sideways
41. Get the correct item rung up quickly and notify M.O.D.
42.
 1. Ring it Up
 2. Go through your QT do not YELL!
43. True
44. 2/3 full for 1st time
45. 2/3 full
46. ½ full
47.
 1. Check In with hostess (at beginning of shift, after smoke breaks, etc.)
 2. To ensure all servers are here and aware of their section.
 3. Help to seat guests.
 4. To help roll silverware.

Product Knowledge & POS

1. Ask trainer or manager
2.
 1. For Starters
 2. West Texas Favorites
 3. South of the Border
 4. On the Lighter Side
 5. Satisfy Your Sweet Tooth
3. Mushrooms, Zucchini, all nachos excluding Big as your head nachos.
4. Pickles, Jalapenos, Zingers, Big Head Nachos, Potato Skins
5. Mushrooms, Zucchini, Potato Skins, Onion Rings, Fried Jalapeno's, Fried Pickles, Zingers, and Hot Wings.
Any 2 - \$7.99 Any 3 - \$10.99 Any 4 - \$13.99
6. Ring up order 1st, make and deliver salad as soon as you order it. (The kitchen is very fast do not hesitate to deliver salad.)
7.

1. 3	6. 2
2. 6	7. 2
3. 4	8. 2
4. 6	9. 2
5. 2	
8. Two plates. (check to make sure they are clean)
9. Queso / Fried cheese / Guac
10. Yes, Mon – Fri 11am – 3pm (Very important to learn them)
11.
 1. Create Your Own Combo (Soup, salad, baked potato)
 2. W. Texas Filly
 3. Fajita Lite
12. lunch strips on plate, kid strip in basket
13. 3

14.
 1. Create Your Own Combo (soup, salad, baked potato)
 2. Fajita Lite
 3. Lunch Strips
 4. French Dip
 5. Turkey Supreme

Yes at a higher price.

If they look like they need to get back to work, immediately after delivering food.

15. Budweiser, Bud Light, Coors Light, Miller Light, Ziegenbach
 Regular – \$2.95 Happy Hour - \$1.50 M & T 6-11 - \$1.50
16. Import - \$3.75 Domestic - \$2.75
17. Everyone... enthusiastically. Remember to help as many times as possible. You will need singers too.
18. Present the check earlier because most customers are on their lunch break and need to get back to work. You don't want a customer to have to wait to pay, let them know that it is at their convenience.
19.

1. Dressing	3. Bacon Bits
2. Croutons	4. 1 Pack Crackers
20.

1. Butter	3. Cheese
2. Sour Cream	4. Bacon Bits
21. Only when the order was rung up "ToGo w/chips" and with all to go Mexican food items.
22. to-go silverware
23. beef or chicken, beans, and cheese
24. It has 5 major ingredients: beans, beef or chicken, cheese, tomatoes, and 5 small scoops of guacamole (indicating 5 in Spanish is Cinco)
25. Cincos NO lettuce 5 - small scoops of Guac
 Big as your head nachos = lettuce, tomatoes and 3 large scoops and 1 scoop of sour cream
 beef meat=no beans
 beef combo=has beans

NO

26.
 1. spicy red mexican gravy
 2. mild creamy sour cream sauce
 3. spicy green chili sauce
 4. spicy thick tomato sauce

27.
 1. Meltdown – Chambord and Froz. Margarita mix
 2. Strawberry Daquiri – Rum, Strawberry puree, and ice
 3. Kamikazi – Vodka, Triple Sec, and Sweet & Sour

28. Correct garnish:
 Quesadillas – All quesadillas have Tomatos and Pico
 Fajitaladas – Chicken – Tomato
 Beef – Pico
 Combo – Tomato / Pico
 Chimi’s – Chicken – Tomato
 Beef – Pico
 Guisada – Tomato / Pico

29. No

30. Yes, with MOD approval

31. check with MOD

32.

1. 1 st 3 digits of employee #	3. Approval Code
2. date of birth	4. Drivers License #

33. true

34. The customer.

35. The Manager on duty.

36.

1. 60%	6. 30%
2. Kitchen meal (\$10)	7. 30%
3. 30%	8. 30%
4. Kitchen meal (\$10)	9. 30%
5. 30%	10. Manager meal (\$15)

37. When taking a drink order, offer to guests. A good time to sell a queso.

38. 2/3 for butter/sour cream, 1/2 for tartar (to keep correct temperature when in the expo cart). Big as your head. Guac – Steak Ranchero, Relleno Dinner, Caboose Special, Pollo Mexicana. All nachos

39. 6-8

40. Highlight all items, place on hold, while checking your orders accuracy select six items at a time and hit order. VERY IMPORTANT: IF 8 ITEMS ARE ORDERED 4 AND 4 NOT 6 AND 2.
41. Friday, Saturday and Sunday. Clean polo or Caboose T-shirt, clean black shoes, clean black slacks or clean black shorts. If your uniform is dirty, you will be sent home to change.
42. X
43. X
44. 3
2
5
1
4
45. Left – Cash owed
Credit Cards
Checks
Comps
Right – 2% Tip Out
Z – Print out
(All should be in order listed on your Z. Make sure all CC tips are in and comps/checks over \$50 are signed)
46. 1. Stay in your section.
2. Notify MOD if guests are acting strangely or moving around.
3. Be observant if people order too much or very expensive foods or drinks.
47. A well trained competent server, so learn your menu and product knowledge

Put More Money in Your Pocket

1. When suggestively selling, nod head up and down and smile.
2. Be creative.
3. Using props and being specific.
4. True
5. Table tents, menus, banners
6. Appetizer and Dessert BE SPECIFIC
7. If the food is served hot and received in a timely manner.
8. ½ mushrooms, ½ tacos, ½ zucchini, ½ combo nacho, ½ cheese nacho
9. 4
10. True, prior to filling with coffee warm mug with hot water for a few seconds
11. visually
12. so that the customer won't have to wait
13.
 1. Prebus and fill drinks in another server's tables
 2. Run food
 3. Help with sidework (chips & salsa, ITC, salad bar)
 4. Clean Spills
 5. Fill drinks, make salads/chips & salsa
14. The guest is probably in a hurry to return to work, the guest will appreciate your concern.
15. Consolidation is doing 2, 3 or more steps at once. (ie getting all refills, salads, and chips for all your tables at once as soon as you order the meal.)
16. RESTOCK
17. smile / name
18. True – If you're busy, at least let them know you'll be right with them.

19. Take care of them first! Second notify their server.
20. Take care of your guests. Not get walked. Make more money!!
21. bev naps or coasters
22. Up-sell add-ons, add-ons helps make food taste better increase ticket totals
23. offer 2, 3, 4 spoons with dessert
24. ask for help quickly, don't guess on orders, check screen, consolidate, stay focused.
25.
 1. Be visible in your section
 2. Keep chips full
 3. Keep drinks full
 4. Pre-bus
 5. Suggest items
 6. Sell coffee and dessert
26.
 1. Never ask if they want change. Say "I'll be right back with your change."
 2. Return change/CC slips with a pen promptly
 3. Thank them
 4. Invite them back. BE SINCERE!!! Change it up, no monotone
27. The runners, the servers, and the float
28. True
29. The customer will feel more appreciated and want to come back which means more tables coming in. More tables=more guests. More guests=more opportunities to make more money.
30.
 1. Plates stacked on table
 2. Plates pushed to the corner of the table
 3. Plates with napkins on them.
31. When it has three butts in it.
32. Use coloring sheets. If wearing a uniform, ask about the game. If they have a report card, talk about good grades. On Sundays talk about their pretty dresses.

Final Review Section

1. Yes
2. Fajita meat rolled in flour tortilla that is topped with fresh and hot queso
3. A substitute is when someone wants to switch one sauce for a sauce or an item for an another item. (ie Cheese Relleno for a Beef Relleno). Prices vary usually \$.50 ask a manager.
4. Yes, Yes
5. Tell them you'll check on their order, do it, and notify the MOD
6.
 1. Power Pre-bussing after the B-day song.
 2. Making sure cups/silverware/plates etc. are stocked.
 3. Stocking Salad Bar
 4. Stocking ITC
 5. Stocking Chips & Salsa
 6. Sweeping back of house
 7. Spot Sweeping
7. Pint – 16 oz. Mug – 10 oz.
8. Frozen Lime and Lime Margaritas on the Rocks
9. \$3.50 in Styrofoam Cups
10. False
11. Yes
12. Call and inform the **manager** of your expected arrival time (only the MOD).
13. 3 inches below the rim or under the “Coca-Cola”
14. Notify MOD, complete accident form and return it to MOD, do not return to work until released by a doctor.
15. Get Drivers License #, run the check through VeriCheck, then get MOD signature. MOD must check all \$50bills, \$100 bills and all checks over \$50. You are responsible for forged bills or returned checks not ok'd by MOD.
16. Stay calm, ask for help, consolidate.

17.
 1. Server may be busy with other customers.
 2. Because the server may be running food or doing sidework.
 3. Server may be helping other servers and not notice they were sat.
18. The menu, MOD, or kitchen trainer.
19. Highlight the bar drink and press recipe. Most recipes are in the computer.
20. Modify and/or the typewriter key.
21. (#3) Every guest is your responsibility. During their next visit, they might sit in your section.
22. Makes it easier on the bus boys and turns your tables faster. You make more money. Keeps the restaurant clean and looking better. It saves you steps. Helps the dishroom.
23. \$0.25 per item
24. ribs, zingers, combo apps, and potato skins, wings
25. small black portion cups
26. After it's rung up, ask the QT or the finish cook if there is no QT.
27. Very nicely, calmly, BE PATIENT
28. If a manager or server feels that these people are good repeat customers, the server or manager may offer them a VIP card. All VIP cards are given at a manager's discretion.
29. Mon-Wed 20%
Thurs-Sun 10 %
\$3.00 VIP Tokens (16 tokens, regularly \$4 everyday).
30. Mon-Wed 10%
31. Pre-bus
32. NEVER!!!
33. True
34. Please wait while I get a manager for you.
35. Customer name and phone #
36. True
37. No

38. Never on the clock. Only just before or just after a shift.
39. Only with MOD approval.
40. Never.
41. It's against health code to put anything in a dirty pan.
42. Any server or manager, but it must be taken to the bartender to be put in. It is the bartender's job to make sure the order is put in correctly.
43. Make sure to write CLEARLY everything on the order, including any sides, dressings, or salads. You should also get a name, phone number, and any discount or coupon information. Also make sure to **verify the customer knows which location they are calling the 50th St. location or Ave Q location.**
44. Yes, sometimes the guests call the wrong location.
45. To let the steam out so the fried foods do not get soggy.
46. a total of two (2) in front of a customer at a time
47. YES, You need a separate ID for each drink.
48. Please notify server manager of any ideas.

49. In which section?

The Ten Steps of Service

1. Acknowledgement – Made in 30 seconds or less – SMILING
2. Introduction – Leaves a lasting impression of our staff.
3. Take Food Order – Repeat Order
4. Ring Up Food Order – Check Screen TWICE- CONSOLIDATE
5. Initial callback – check drinks, chips – make sure table has everything
6. Deliver Food – Hot, Fast and Accurately - CONSOLIDATE
7. Secondary Callback – Ask Specific Questions (Did you get your quac, etc.)
8. Continued Service – Be Visible (Refilling Beverages, etc.) - CONSOLIDATE
9. Prebussing/Teamwork – YOU Make the Difference (Running others food, prebus yours and those around you, etc.)
10. Presentation of Check – Always invite the guest to return, **NEVER** ask if they want change, just offer to get it for them