



ATTENTION ALL NEW
SERVERS!!! BRING YOUR
WORKBOOK TO ORIENTATION,
AND ALL TRAINING SHIFTS.

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

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

IF YOU ARE NOT ALREADY TABC CERTIFIED THEN YOU
MUST GET CERTIFIED. YOU NEED TO BE CERTIFIED IN
ORDER TO WAIT TABLES. YOU CAN GET CERTIFIED AT ONE
OF THE FOLLOWING TWO WEBSITES.

WWW.LEARN2SERVE.COM OR WWW.TABCTOGO.COM

TRAINEE NAME: _____

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 guac, 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

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 everyday happy hours, and mention daily drink specials.
Time: Days: Specials:
4. Describe the GAMECARD FOR A'S promotion and how often does it occur?
5. Employees can redeem prizes for tickets at the Midway counter – True or False? Can employees play video games? – True or False
6. What are the TWO birthday packages, and what do they include?
 1. \$6.99
 2. \$9.99
7. 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?
8. 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!”

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

Who cleans spills?
12. 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?
13. 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?
14. When should you wash your hands?
 - 1.
 2. After touching your hair.
 - 3.
 4. After handling raw products.
 - 5.
 6. After handling trash.
 - 7.
15. Remember to never raise your voice to the kitchen staff! Who should you ask to get something from the kitchen?
16. What does “full TRAYS in” and “full TRAYS out” mean?
17. List six reasons “full TRAYS 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.

**CUSTOMER SERVICE IS NOT DEPARTMENT—IT IS
ATTITUDE.**

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?
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 and menus. (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.

ANSWERS

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. Happy hours and daily specials are listed below. Note: There is no happy hour on Saturday—only daily drink specials.

50th ST. CABOOSE HH & DAILY DRINK SPECIALS

HAPPY HOURS

MONDAY THRU FRIDAY 2PM -7PM AND SUNDAY 4PM – 7PM

\$2.25 DOMESTIC BOTTLES AND DRAFTS

\$2.00 HOUSE MARGARITAS

\$2.00 WELLS DRINKS

MONDAY - (MONDAY NIGHT LIGHTS)

ALL DOMESTIC LIGHT BOTTLES – \$2.25

MOJITOS - \$4.00

JAGER BOMBS - \$5.00

HOUSE MARGARITAS - \$2.00

TUESDAY - (TEJAS TUESDAYS)

XX, TECATE, CORONA, MODELO – \$2.50

PATRON SHOTS - \$5.00

HOUSE MARGARITAS - \$2.00

WEDNESDAY - (WHISKEY WEDNESDAY)

\$3.00 YOU CALL IT WHISKEY

WASHINGTON APPLE \$3.00

WEDNESDAY SPORTS BAR EXCLUSIVE

DOMESTIC BUCKETS - \$10.00

THURSDAY - (AMERICAN CLASSICS)

AMERICAN PREMIUMS - \$2.50

(SHINER, SAM ADAMS, LAND SHARK,
BLUE MOON)

NERDS \$3.00 JACK DANIELS \$3.00

UV FLAVORED VODKA COCKTAILS \$3.00

FRIDAY - (WEEKEND KICKOFF)

BUD SELECT BOTTLES - \$2.25

VEGAS BOMBS - \$5.00

LONG ISLAND ICED TEAS - \$4.00

SATURDAY - (INTERNATIONAL BEERFEST)

ALL IMPORTS - \$3.00

SATURDAY SPORTS BAR EXCLUSIVE

DOMESTIC BUCKETS - \$10.00

MACHINE CHILLED SHOTS - \$4.00

(TUACA, RUMPLEMINZE, GOLDSCHLAGER,
J' AGER)

SUNDAY - (SUNDAY FUNDAY)

MILLER LITE, MILLER 64, MGD, BUD LT

LIME BOTTLES - \$2.25

BLOODY MARYS – \$3.50

HOUSE MARGARITAS - \$2.00

4. Game card amounts depend on their grades.
 - \$10 card for all A's
 - \$5 card for A's and B's
 - \$2.50 card for A's, B's, and C's
5. False. With manager permission only.
6. \$6.99 – \$5.00 in gameplay/drinks/ice cream/balloons/invitations
\$9.99 – same as above with any child's meal.
7. C
8. 2
1
3
9. Ketchup or condiments on corner of table instead of the center.
10.
 1. Sweep
 2. Wipe with aprons/dish towels
 3. Place floor fan over spill or sprinkle Salt
 4. Sweep
11.
 1. Sweep
 2. Mop up large spills
 3. Wipe with paper towels (NOT NAPKINS)
 4. Put down a wet floor sign

EVERYONE CLEANS SPILLS IMMEDIATELY! If there is a spill, it becomes your number one priority to ensure customer/employee safety!
12. Ask for help.
13. 3 inches or below the "Coca-Cola" trademark.
14.
 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
15. QT or runner. If there isn't one, politely ask the finish cook. BE PATIENT!!!
(Try to learn kitchen staff members by name.)

16. 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.
17.
 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.
18. It cracks the cups, and we may run out during busy times.
19. They are picked up at Bar1. Always tell a bartender you are setting it on the bar, and check to make sure to-go silverware is included in the order.
20. Yes. Sides of Lids. Keeps fried food from getting soggy.
21.

<ol style="list-style-type: none"> 1. Gravy 2. Salad Dressings 3. Guac 4. Pinto Beans 	<ol style="list-style-type: none"> 5. Queso 6. BBQ sauce 7. Bake Set ups
---	---
22.

50th – 5027 50th Street
796-2240

Copper – 5609 Ave Q
744-0183
23. Call and speak to the MOD only.
24. Call/ask other servers to cover your shift.
25. You call in at 4:00pm and speak to MOD to find out if you are needed to come in and work any shift that night as needed.
NO.
26.
 1. Be Sincere
 2. Identify Problem
 3. Notify MOD
 4. Offer Solutions
 5. Follow Up

27.
 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
28. After singing the birthday song, everyone pre-busses the ENTIRE restaurant, everyone has full hands. Remember to pre-bus every time you re-enter the BOH.
29. Against health codes to use same container.
30. True. Outside bar 2 with a pager.
31. Check your section, check your sidework, check the window to run food and check with MOD. Notify the host/ hostess.
32. Never, not even to smoke!! The bar was built for our customers, not the staff.
33. With MOD approval ONLY.
34.
 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.
35.
 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.
36. The Westside parking lot behind Blockbuster
37. NO. You will pay for the item if it is make twice because it was pulled without a ticket.
38. Yes. Don't wait around and let any of the food get cold.
39. Turn the ticket sideways on ticket holder as a reminder to yourself and the kitchen of what you're dragging.
40. Get the correct item rung up quickly and notify M.O.D.
41.
 1. Ring it Up
 2. Go through your QT do not YELL!
42. True

43. 2/3 full for 1st time (Remember chips and salsa are served by request only. Try to sell an appetizer first.)
44. 2/3 full
45. ½ full
46.
 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 AND POS

1. Name the Caboose manager associated with their titles:
 1. Owners:
 2. Managing Partners:
 3. Service Manager:
 4. Kitchen Manager:
 5. Bar Manager:
 6. Game Room/Host Manager:
 7. Bar Server 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?
Items –

Combo 2 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 –
 2. Fajitas for two –
 3. Combo Fajitas for one –
 4. Combo Fajitas for two –
 5. Fajita Lite –
 6. Longhorn Enchiladas –
 7. Steak Ranchero –
 8. Guisada –
 9. Fiesta Chicken-

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?

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

13. How many chicken strips come with the adult dinner 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?
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 three things do we serve on a side salad?
1. Dressing 3.
2.
* NO CHEESE OR TOMATOES UNLESS CUSTOMER ASKS FOR THEM.
20. What are the guests topping choices with a hot baked potato?
1. Butter 3.
2. 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. A) What is the difference between meat nachos, combination nachos, Cincos nachos and Big As your Head nachos?
- B) 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. If a manager approves a personal check, what four things must be on it?
 - 1.
 2. Date of Birth
 - 3.
 - 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 six at a time is?

41. What days do you wear t-shirts?

42. What is the proper uniform?

43. 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

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

Left side – (Front to back) Right side –

You MUST claim 100% of your tips!!!

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

- a.
- b.
- c.

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

ANSWER SECTION

PRODUCT KNOWLEDGE

AND POS

1. Owners: Phil or Liz Bradley, Toni Jordan, Curtis Jordan,
John and Frank Fitzpatrick
Managing Partners: Phil and Liz Bradley
Service Manager: Brian Curtis
Kitchen Manager: Kelly Vaughn
Bar Manager: Natalee Caddel
Game Room/Host/Bus Manager: Natalee Caddel
Sports Bar Server Manager: Natalee Caddel
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.
4. Pickles, Jalapenos, Zingers, Potato Skins, Hot Wings
5. Mushrooms, Zucchini, Potato Skins, Onion Rings, Fried Jalapenos, Fried Pickles, Zingers, and Hot Wings.

Any 2 - \$7.99
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. 3	8. 2
4. 6	9. 2
5. 2	
8. Two plates. (check to make sure they are clean)
9. Queso / Zingers / Guac
10. Yes, Mon – Fri 11am – 2pm (Very important to learn them)

11.
 1. Create Your Own Combo (Soup, salad, baked potato)
 2. West Texas Philly
 3. Turkey Club

12. Both come with three strips, a side item, and gravy.
Lunch—comes on a plate with toast
Kids—served in a basket with NO toast

13. Three!

14.
 1. Create Your Own Combo (soup, salad, baked potato)
 2. Fajita Lite
 3. Lunch Strips
 4. West Texas Philly
 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, Ziegenbock, Blue Moon, Dos XX, Landshark

Regular – \$3.25 Happy Hour - \$2.25

16. Import - \$3.75 Domestic - \$3.25

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
 2. Croutons
 3. One red onion

20.
 1. Butter
 2. Sour Cream
 3. Cheese
 4. Bacon Bits

21. Only when the order was rung up "ToGo w/chips."

22. To-go silverware with every item ordered.

23. Beef OR chicken, beans, and cheese

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**

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?

“THE MAN WHO SAYS IT CANNOT BE DONE SHOULD NOT INTERRUPT THE MAN DOING IT.”

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.

“GOOD SERVICE CAN SAVE A BAD MEAL, BUT A GOOD MEAL CANNOT SAVE BAD SERVICE!!!”

ANSWER SECTION

1. When suggestively selling, nod head up and down and smile.
2. BE CREATIVE!!!
3. Be specific and use great adjectives! HOT queso. STEAMY zingers. HOMEADE guacamole. Sell them by name; try to never say “appetizer” or “dessert.”
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 cincos, 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. Pre-bus and fill drinks in another server’s tables
 2. Run food
 3. Help with side-work (chips & salsa, ITC, salad bar)
 4. Clean Spills
 5. Restock!
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.) Always visually check ALL of your tables in your section when helping one of them.
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. Beverage Napkins or Coasters
22. Up-sell add-ons, add-ons help make food taste better increase ticket totals.
23. Always serve 2, 3, or 4 spoons with dessert! Your table may want to share!
24. Ask for help quickly, don't guess on orders, check screen, consolidate, stay focused. If you feel like you're "getting in the weeds," DON'T be afraid to ask for help! The management staff is MUCH MORE concerned with the customer's satisfaction than if you thought you could handle a rush. You'll get there in time. Please—put the customer first and ask for help.
25.
 1. Customer's drinks stay full
 2. Needs are met right away
 3. Customers feel they've been appreciated
 4. Suggested items may become a favorite dish
 5. Care for the customers turn so-so visits into VIP return customers
 6. Up-selling items creates a larger ticket totals and bigger tips.
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. Every customer is your customer.
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. Ideally, the ashtray should be emptied every chance you get. They smoking guests appreciate a clean ashtray.
32.
 1. Use coloring sheets.
 2. If wearing a sports uniform, ask about the game.
 3. If they have a report card, talk about good grades.
 4. On Sundays talk about their pretty dresses.

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 Licenses?
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?

ANSWER SECTION

FINAL REVIEW

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 another item. (EX: 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.(for margaritas, bloody mary's, and virgin bardrinks)
8. Frozen Lime and Lime Margaritas on the Rocks
9. \$3.50 in mugs

“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 IN TO A FUTURE VIP CUSTOMER

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, and 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

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

Server Exam

1. Do j's meals include drinks?
2. What desserts do we have?
3. What is a Caboose Special?
4. What two types of rellenos come with the relleno dinner?
5. What is a Mexican Flag?
6. What is a Summer Special?
7. What side item(s) comes with the Longhorn enchiladas?
8. How many sides come with border items?
9. What Mexican food items don't come with a choice of sides?
10. Name five items that come with guac. (Excluding nachos and burgers)
11. Do sour cream, guac, and cheese automatically come with our fajitas?
12. What are the differences between the kid chicken strips, lunch strips, and the dinner strips?
13. What times and days do we offer the lunch specials?
14. How many sides come with items from the West Texas menu?
15. What is the number one question you should ask a customer when they order a Ribeye, Sirloin, or Ranchero?
16. What condiment coincides with which cheese on burgers?
17. What sauces are available for the zingers and hot wings?
18. Which appetizers come on half price happy hour special?
19. What appetizers come in half orders?
20. How many potato skins come in a full order?
21. How much extra is it to add beef or chicken to potato skins?

22. Do we offer a combo appetizer?
23. How much extra is it to add beef or chicken to a queso?
24. Name the differences between each of the nachos.
25. What are happy hour prices and times?
26. Where are buckets allowed to be sold?
27. How do you take and ring up to go orders?
28. What do all to-go orders come with automatically?
29. Which beers do we have on tap?
30. Who's responsible for answering the phone?
31. Where are \$5 and \$10 game cards located in the Aloha?
32. When and how do you ring up 12.99 power packs? Do they come with a drink?
33. Can you use your discount for TOGO food without permission?
34. Can you use your discount without a beverage rung up?
35. Who are the managers and what are their departments?
36. Describe the following:
 - a. Awful Burger-
 - b. Kid Burger-
 - c. Philly-
 - d. Caribbean Way-
 - e. California Burger-
37. What are the up sells for a chicken breast sandwich?
38. What is our grilled chicken salad called?
39. What is the difference between the southwest chicken salad (Rooster) and the Chic Chic?
40. What is our Caesar grilled chicken salad called?
41. What is our taco salad called?
42. How do you make a side Caesar salad?
43. Do you ever delete a credit card transaction?

44. Name all our enchilada sauces
45. How do you tell if a chimichanga/fajitalada is beef or chicken?
46. Whose responsibility is it to get your shift covered?
47. When does the request box come down and how far in advance do you need requests in?
48. When do checks come in and what time can you pick them up?
49. What's our uniform policy?
50. What does "86" mean?
51. What is a power prebus and when do you do it?
52. Describe sidework.
53. What are our hours?
54. What are Bar 2's hours?
55. What should you do upon arrival?
56. What's our gratuity policy?
57. Which part(s) of Caboose do guests sit themselves?
58. What is "Headwait"?
59. How soon before your scheduled shift should you arrive?
60. When should you call for an OC shift
 - a. 11 OC-
 - b. Split OC shift
61. What is the difference between a trainer and a leader?

KNOW YOUR BORDER

- | | |
|-----------------------------------|----------------------------|
| A. Green chicken enchilada | M. Crispy beef taco |
| B. Sour cream chicken enchilada | N. Guac Chalupa |
| C. Beef enchilada | O. |
| D. Sour cream Chicken relleno | P. Soft chicken taco |
| E. Cheese enchilada w/onions | Q. Queso cheese relleno |
| F. Queso Beef enchilada | R. Soft beef taco |
| G. Green chicken relleno | S. Ranchero beef enchilada |
| H. Queso chicken enchilada | T. Queso beef relleno |
| I. Crispy chicken taco | U. Cheese enchilada |
| J. Sour cream guacamole enchilada | V. Green cheese relleno |
| K. Queso cheese enchilada | W. Green beef relleno |
| L. Green beef enchilada | X. Ranchero beef relleno |

1.	13.
2.	14.
3.	15.
4.	16.
5.	17.
6.	18.
7.	19.
8.	20.
9.	21.
10.	22.
11.	23.
12.	24.

Aloha Test

1. How do you make an item to-go?
2. If a customer ordered an item a la carte, where would you find it?
3. How do you make a Combo Fajitas order have all three meats?
4. How would you reprint a credit card receipt?
5. How would you reprint a closed check?
6. What are “comps” and how would you apply them?
7. What functions would you need a manager’s card for?
8. How would you put on item on hold?
9. How do you order an item that’s on hold?
10. What is the difference between “Sub shrimp” and “Add shrimp”?
11. How can you tell if there’s a second page of options?
12. How can you tell the difference between bottle and draft beers on the Aloha?
13. What section are our well drinks located in?
14. What is “trade out” and how do you apply it to tickets?
15. Where are game cards located on the Aloha?

16. What beverages are OK to ring up before the food?
17. Where could you find how many comps you have applied?
18. How do you add credit card tips?
19. What do you do if there isn't a button for something?
20. What are the "No", "Side", and "Extra" buttons used for?
21. What does "XX" mean on margaritas?
22. What sections of the Aloha are in alphabetical order?
23. How would you look up a recipe to a drink?
24. If someone wants to buy a gift card how would you ring that up?
25. When is a 50 cent sub fee necessary and where is it located?
26. What do you do if you run a credit card on the wrong ticket?
27. What is the "Do Not Make" button used for?
28. If a table has split checks, how do you print all of them at once?
29. Do we accept checks?
30. What should you do if someone leaves a check?

SERVER BAR TEST

1. List Happy Hour times, products and prices.
2. What is a “well” and how can you up-sell if a customer orders one?
3. Name all beer we have on tap, and in which bars they can be found.
4. What is our birthday shot?
5. Name our daily drink specials:
 - Monday-
 - Tuesday-
 - Wednesday-
 - Thursday-
 - Friday-
 - Saturday-
 - Sunday-
6. What import beer do we have?
7. What is a “Gato glass”?
8. What glass do the following drinks come in and what garnish do they come with:
 - Coronarita-
 - Ultimate Margarita-
 - Strawberry Daiquiri-
 - Long Island Tea-
 - Margarita XX/Frozen Margarita-
 - Blue Hawaiian-
 - Blue Kazi-

9. What are the ingredients for the following drinks:

Ultimate Margarita-

Blue Hawaiian-

Top Shelf Margarita-

Blue Kazi-

Liquid Marijuana-

10. Can you serve a bucket of beer in the restaurant?

11. What should you always do before taking a drink from the Service Bar?

12. Do we have a drink/shot list, if so where can it be found?

1. What entrees get tortillas and how many?
 - A. 2-Caboose Special, Longhorn, S. Ranchero, Del Rio. 3-Fajitas for one. 6-Fajitas for two.
 - B. 2-Chimi Guisada, S. Ranchero, Fajitaladas. 3- Fajitas for 2. 6-Fajitas for one. Pot Pie
 - C. 2-Carne Guisada, Longhorn, S. Ranchero, Del Rio, Fajitas for two, 3-Fajitas for one.
 - D. 2-Del Rio, S. Ranchero, Carne Guisada, Longhorn. 3-Fajitas for one. 6-Fajitas for two.

2. a. What entrees on the border menu come with guacamole?

b. What entrees not on the border menu come with guacamole?

3. What entrees come with sour cream automatically?

4. Who runs food? How do you call for runners? "Fajitas are dying," what does this mean?

5. a. Where do you get restock from?

b. Where do you get gravy and toast when you run out on the line?

c. How about cheese mix, butter, sour cream, japs, and tartar sauce?

6. If the kitchen asks for black bowls what do they want? Small baskets?

7. How do you prepare a small tortilla soup set up? How about a rib set up?

8. a. List the sauces we use on the border entrees.

b. List the different bbq sauces.

9. Where should you look if you run out of trays on the QT line?
10. What entrees need knives on the Border menu? On the West Texas Menu
11. What dishes need spoons?
12. Kids are important too, what items need to be added to kids food by the QT.
13. What salad dressings does the kitchen have and what salads do these dressings go with?
14. We put cheese mix on all beans unless asked otherwise by the customer.
True or False
15. What does an upside black cup mean to you?
On refried beans:

On a chicken fry steak :

On anything with chicken salad or queso on it:
16. How do you tell the difference between the different nachos, what key thing for each one?
Meat:

Combo:

Cincos:

Big Head:
17. Who talks to the kitchen when someone is on the QT line?
18. Where would you look for things like guac sides, salads, and fruit if not in the window?
19. What is the number one goal for the Caboose?