

RESTAURANT KNOWLEDGE

Owner: _____

Vice President: _____

Manager(s): _____

Chef(s): _____

Hours of Operation: _____

Address: _____

Phone number: _____

Web Address: www.dzrestaurants.com

Sister Restaurants: Chianti Il Ristorante, 18 Division Street, Saratoga Springs 518.580.0025

Monday through Thursday- 5:00pm – 9:30pm

Friday and Saturday – 5:00pm-10:30pm

Sunday – 5:00pm-9:00pm

Bar opens at 4:30 everyday (Happy Hour 4:30-6)

Forno Bistro, 541 Broadway, Saratoga Springs 518.581.2401

Monday through Thursday- 5:00pm – 9:30pm

Friday and Saturday – 5:00pm-10:30pm

Sunday – 5:00pm-9:00pm

Bar opens at 4:30 everyday (Happy Hour 4:30-6)

Boca Bistro, 384 Broadway, Saratoga Springs 518.682.2800

Serving lunch daily at 11:30

Dinner Monday through Thursday- 5:00pm-9:30pm

Friday and Saturday- 5:00pm-10:30pm

Sunday – 5:00pm-9:00pm

Bar opens at 4:30 everyday (Happy Hour 4:30-6 M-Sat, Sunday 4:30-Close)

***** All night happy hour is discontinued during the Summer season

DZ Restaurants Corporate Office, 63 Putnam Street, 2nd Floor, Saratoga Springs 518.583.1142

The Corporate office is opened Monday through Friday 8am-6pm, Saturday 9am-3pm

INTRODUCTION

Philosophy: Our Philosophy is Guest First. Guest First is a guest centered approach where each crew member is empowered to provide for the guest's needs. This is a united team effort to achieve our primary goal – to provide exemplary service.

What is a guest?

Our guests are the most important people we know. They are our livelihood and the reason we can pay our bills and live the lifestyles we do. The guests are choosing to spend their money at DZ Restaurants when they don't have to. Guests come to our restaurants for a specific reason whether it be a birthday, an anniversary, a Friday night, a reception, or for some other special reason. This is a great moment in their lives so let's celebrate with them by showing them a dining experience that they will remember and enjoy so much that they will return again and again. This is our **ONE** opportunity to get the guest to return. We should not expect loyalty; we should earn another chance to entertain them.

With this in mind always remember:

A Guest is someone you want in your home – a customer is someone who buys gas at a gas station.

A Guest is not dependent upon us – we are dependent upon them.

A Guest is NEVER an interruption of our work - they are the purpose of it.

A Guest does us a favor when they come to our restaurant – we are not doing them a favor by serving them.

A Guest is part of our business – not an outsider.

A Guest is deserving of the most courteous and attentive treatment we can give them.

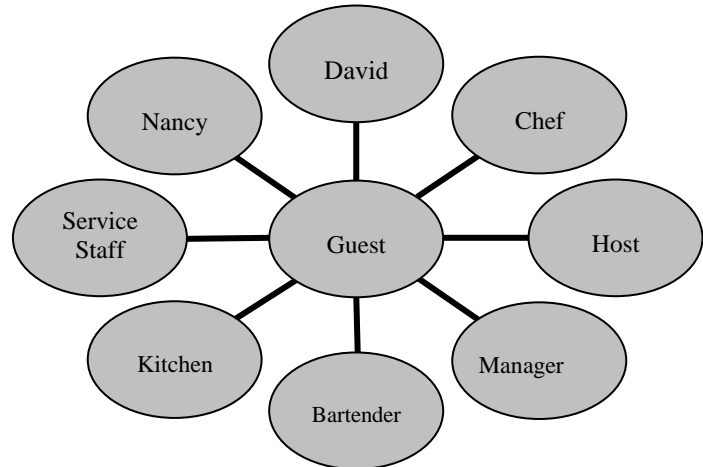
A Guest is the lifeblood of DZ restaurants.

The restaurant's philosophy of 'Guest First' guides us towards our goal of a guest centered approach where each restaurant component engages the guest. In our restaurants, to engage a guest is a team effort by everyone that works toward and believes in our mission.

By upholding our standards and doing our jobs to the best of our ability, all positions in the restaurant become directly involved in every guest's experience.

To accomplish our goal of Guest First, exceeding guest's expectations, and to be the premier restaurant company in the region is a task that will take a team effort. As we have discussed, every member of the team, in every position in the restaurant becomes involved by working together toward our common goals of guest expectations. What we require to succeed with our mission is a commitment by every member of the restaurant team to work **TOGETHER** toward our common goal. It is with these commitments that you will help attain our mission of **GUEST FIRST**.

What is a guest centered approach?



MISSION STATEMENT

Our mission at DZ restaurants is to *always* provide our guests with a superior level of service, cuisine, and hospitality to create the most memorable dining experience.

CORE EXPECTATIONS

In our best efforts to exceed our guest's expectations we will follow three main guidelines which will allow us to achieve our mission:

1. Treat each other with respect and dignity.

Support and understanding. Treat each other like family because we are all here together.

1. Every department of the restaurant gets busy however, not every crew member is busy, help out without comment.
2. The whole crew is working together to achieve the primary goal of fulfilling the guest's needs.

2. Continually strive to improve.

Always try to better yourself

1. In everything you do, not just the restaurant but in life. Reach for success.
2. While you're here in the restaurant, apply it here. Look to streamline yourself and become more and more efficient each shift.

3. We expect to be profitable

We are all here to make money, nobody works here for free.

1. The company is also here to make money. Therefore, it is paramount that all employees respect the restaurant's property and act with profits in mind.
2. The manager also knows that you are here to make money and they will do their job with that in mind for you.

ETIQUETTE

Personal comments regarding food, wine, coworkers, tips, the kitchen and/or the quantity or quality of people in the restaurant are not acceptable while on the floor or in the presence of the guest at any time.

Uncompromising levels of cleanliness are the responsibility of every crewmember.

This includes the bathroom. If you use the facility during the shift:

- a. Make sure the toilet is operating properly
- b. Pick up any trash or papers on the floor.
- c. Wipe down the sink with a paper towel.
- d. Wash your hands.

OPERATIONS

Dress code and uniform policy:

FRONT OF HOUSE

Boca Bistro

Black pants

Black belt

Black non-slip shoes

Chef coat (to be provided by restaurant)

Denim apron (to be provided by restaurant)

Chianti

Black long sleeve collared button down shirt

Black pants

Black belt

Black non-slip shoes

Bistro apron (to be provided by restaurant)

Forno Bistro

Black long sleeve collared button down shirt

Dark boot cut or straight jeans

Black belt

Black non-slip shoes

Apron to be provided by restaurant

All servers must have:

- At least 4 pens.
- A wine opener.
- A lighter.
- No cell phone.

Thinking about your personal appearance:

- You are responsible for keeping your uniform neat and clean.
- Do not wear scented lotion on your hands, as it clings to glassware.
- A SMILE is part of your uniform.
- No gum chewing.
- Be aware of your nail polish. If you wear it, it must be neat.

Parking

DISCIPLINARY POLICY

Failure to comply with any rule, regulation, policy or directions from a manager could result in the following action:

- 1st Offense: Verbal warning.
- 2nd Offense: Written warning.
- 3rd Offense: Written warning and 3 Days suspended without pay.
- 4th Offense: Termination.

Management reserves the right to assign a higher punishment level due to the severity of the offense.

Notes:

THE 5 TOOLS OF EXEMPLARY SERVICE FOR SERVERS

1. **“The Loop”** – is a process where the server views the restaurant as a big circle or *loop*. On each trip through the loop the server will make a smaller loop through their section and address the needs of each guest and each table. The server will then return to the kitchen with empty plates thus making a single trip through the *loop*.

This helps the server to work effectively by multitasking, consolidating and helping to eliminate false steps.

Full Hands In - Full Hands Out

2. **“Anticipation of Needs”** – is a process where logic is used to predict the guest’s next need. The server should be looking ahead to the next step of service and anticipate their own needs by prior preparation. Finally, the server will be looking out for the needs of other crew members.

First - be thinking ahead to the guest’s next step of service. Next - set yourself up for success. Last - help to strengthen the team which will ultimately strengthen your own position.

Special Note: **By anticipating your guest’s needs and using the loop together, the server can group or lump similar steps together to be more PROACTIVE and NOT REACTIVE.**

3. **“Communication”** – Proper communication effectively eliminates a majority of problems BEFORE they happen. In the dining room, the guest should be informed of what to expect next. Between crew members, always say “please and thank you.”

Always speak with a positive tone. Words like “Certainly,” “My pleasure,” “No problem” and “I’ll be glad to”.

4. **“Vision”** - is the server’s ability to see through traffic (across the dining room) and assess tables. While walking through the dining room the ability to make a visual assessment of the section.

5. **“Survey”** - is a running mental list of the server’s tables and priorities. The section is continually evaluated by the server using the checklist in a leader board format.

Situations and table status is a continually changing process which takes organizing and re-prioritizing. Within three minutes the whole section’s needs could change.

All of the tools used together will give the server the ability to give *Exemplary Service*.

STEPS OF SERVICE

1. GREET

SMILE!!!

Slow down. Display confidence. Be comforting and reassuring.

Greet within one minute - it is very important to set a positive first impression

(Boca Only) Place salt & pepper shakers down on table as a cue for bussers to know the table has been greeted.

Welcome the guests (For example: Good evening. Thanks for joining us.)

Eye contact

Oil Service (Chianti)

Oil/ Olive Service for Boca & Forno (see management)

Offer beverage, cocktail, etc. (make wine suggestions)

(Boca only) If ordering bottled water, please be sure to remove glasses and replace with citations.

If ordering tap water, leave glasses on table as a cue for bussers to bring tap water to table

Explain specials (simple, descriptive selling, style, grace and delicious)

Specials MUST be completely memorized. Reading is unacceptable.

Possible first course?

Communicate next step and thank at end

Deliver drinks

Salutations

The first impression does not end until the guests receive their drinks.

2. ORDER

Address questions

Suggestive sell (*make recommendations for wine selections that would pair nicely with guest's choice of entrees*)

Descriptive sell

Communicate – call backs with description. Many of our menu items are in Italian and some items have similar names. Be clear to communicate with the guests which item they are asking for.

Steak temps

Rare - Cool red center

Medium Rare - warm red center

Medium - warm pink center

Medium Well - Slightly pink to brown

Well - Brown all the way through

3. FIRING

Timing

Kitchen pace may be faster or slower than normal due to business or time of night.

Be aware that your ordered food needs to be run. Be ready.

Send computer orders

Once order is fired make sure

Previous course is cleared

Table is marked (preset silverware and/or share plates)

Beverage service

Be ready for pickup

4. DELIVERY

Seamless transition

5-6 minutes between courses

Ladies first

Protein towards the guest @ 6:00 while serving from the left

Fulfill the guest's needs - pour wine and water, offer additional cocktails or beverage

Offer garnishes - cheese, pepper, etc. immediately when food is dropped

Wish the guest a nice meal

While running hot food walk one gear lower when reentering the dining room.

5. CHECKBACK

In a sufficient time for the guest to taste the meal:

Typically, between 30 seconds to one minute, Always within **TWO** minutes

Ask about quality/tell

Table maintenance

Clear everything from the guest's right

Special Note: Step #3 through Step #5 is repeated for EVERY course.

6. DESSERT

Table should be completely clear at this point. No bread bowls or BB should be left. Remark the table with proper dessert service

Coffee, tea, espresso, etc.

After dinner drinks

Daily specials

7. "THE LAST IMPRESSION"

Finish Strong - Remind the guest of their good time: use their words.

Payment - The change is not the tip unless the guest tells you. Always bring the change.

Avoid by saying "I'll be right back."

Credit cards - Learn to use the guest's name and thank them personally - look on back to see if ID is needed.

If there is automatic gratuity, circle the added gratuity - **always**. Present the check and advise the guest that gratuity has been added.

Nothing is guaranteed: in the hospitality industry, a gratuity is expected, not guaranteed

Thank guest again

Saying 'Goodbye' - the final touch shows that we are there for the guest throughout the entire experience; not just until they pay.

PRIORITIES:

1. Deliver Hot Food and garnish
2. Sing Birthdays
3. Greet/Cocktail order
4. Cold Food
5. Checkback
6. Beverage service - No longer than 5 minutes
7. Take Order
8. Table Maintenance
9. Fire
10. Payment

THE PERFECT CHECK

The 'perfect check' is a way we can build value in the overall dining experience. The 'perfect check' consists of an item from each section of the menu. For example, three guests may share an appetizer and a salad, each has an entree, two have dessert and after dinner drinks and all shared a bottle of wine.

Notes: _____

DINING ROOM PRESENCE

Dining room presence is very important for the guest's perception. Our actions, as crewmembers, can dictate how our guest's feel about their dining experience. It is our job to make the experience as perfect as possible.

The cuisine is second to none, delicious and top notch. The restaurant is beautiful and the ambience is extremely sophisticated. The job is basically done for us.

ON STAGE

Always keep in mind that at every moment a guest is watching your actions. We are all on stage and we are expected to act as such.

Always escort guests to the restroom unless you are carrying hot food. In this case (a) see if a nearby crewmember can show the guest or (b) discretely look back towards the restroom and verbally direct the guest. **Never point to where the bathroom is.**

Always speak with a positive tone. Words like "Certainly", "My pleasure", "No problem" and "I'll be glad to".

Always deliver specials in a polished, descriptive style. Do not use slang terminology. You are responsible for memorizing the daily specials every day. Having to read them is unacceptable.

Smiles are key. They inform the guest in a nonverbal manner that we enjoy their patronage and decision to be part of DZ restaurants.

TABLE MAINTENANCE

TAKING CHARGE

Most of the people dining out won't notice a small mistake. Don't get hung up on one event.

Be relaxed yet alert.

Have confidence in your ability to perform your job at the highest level.

If you look right and sound right, you are right.

Always be in control of the situation.

Take charge and be direct.

CLEARING

Do not leave dirty glasses or plates anywhere in the dining room. Take them back into the dish area.

'Fill it or Take it'

Pay attention to details.

When reaching in front of a guest make sure to excuse yourself.

- Give example "pardon my reach"

Never handle a glass by the rim with your hand over the drinking surface.

Never handle silverware with your hand over the eating surface.

Remove soiled china and silver between courses.

Clear everything except active beverages.

- If you are unable to clear all of the items off of a table in your first trip, immediately return to the table and clear all the remaining plates, silver, B&B's, and the bread basket

IF A GUEST IS STILL HOLDING A FORK, LEANING OVER THEIR DISH OR CHEWING, WE DO NOT APPROACH THEM TO CLEAR THEIR PLATE!

When everyone is finished...

PROPER WAYS TO ASK TO CLEAR

"May I take this out of your way?"

"Are you finished with your meal?"

IMPROPER WAYS TO ASK TO CLEAR

- Are you done working on your dinner?
- You done with this?
- You still working on that?

We never clear a plate before asking, unless the plate is completely clean or pushed to the side.

- If a guest has food on the table between courses or at the end of dinner – discreetly take a napkin and a bread & butter plate and clean it up
- If you clear a guest's knife with their appetizer, replace it for the main course
- If a guest has any piece of silver on their plate, it always gets cleared and replaced if need be.

When in the dish area scrape and properly stack dishes, place silverware in proper rinse container and place glassware in proper racks

Remember: Excessive breakage will lead to disciplinary action

BUSSING

Priorities

1. Water then bread
2. Clear finished plates (boxing food and to-go)

When?

How?

3. Reset empty tables

STACKING

Start with the biggest and *stack* to the smallest, finish with silver and bread.

-Practice two guests, three guests and four guests

DETERMINED EFFORT

Stay busy. If your section is full, you have something to do. Some guest is in need of something.

Sense of urgency. Most everything you do should be at an upbeat pace. Other crewmembers and guests are waiting for you.

When a guest gets up from the table ALWAYS re-fold the napkin.

BUILDING VALUE for FOH

At every moment, any crewmember can *build value* in themselves or the restaurant by how they act or what they say. The guest will notice countless things in our restaurant. Therefore, we have constructed the Building Value Checklist to help our crewmembers to realize just how much we can do or not do to influence our guest's experience. We look at each of these moments as an opportunity to *build value* or as Value Building Moments (VBM).

Value Building Moments

Build or Remove

1. Parking lot cleanliness
2. Parking lot availability
3. Host smile
4. Host attitude
5. Host outfit
6. Length of wait for table
7. Cleanliness of bathrooms
8. Length of wait for a drink
9. Quality of drink
10. Busser smile
11. Busser demeanor (confidence)
12. Busser cleanliness of uniform
13. Wait for water
14. Wait for bread
15. Server's smile
16. Server's demeanor (confidence)
17. Server cleanliness of uniform
18. Suggestive Sell
19. Descriptive Sell
20. Wait for dinner
21. Wait for dessert
22. Hot food that's cold
23. Melted ice cream
24. Cold coffee
25. Un-communicated 86'ed items

We are looking to create a “**wow**” or a **memory** at every step.

Give us ten of your own examples of Value Building Moments:

RAPPORT

Learn and use guest names when appropriate. Always use professional titles (Mr. or Mrs., Dr., etc.) and ***Never*** use *the* guest's first name unless you are completely sure it's alright.

Notes:

EMPATHY

Put yourself in place of the guest and ask yourself if you would have been happy with the experience.

Was it memorable? Would I tell a friend?

Do not sit down with the guest.

Excuses: "No thank you. Who's going to take care of you?" or "If I did, no one would serve you."
Avoid long conversations at any particular table. There is work to be done, especially during busy times.

HOST CLASS

BECOMING FAMILIAR WITH THE RESTAURANTS- Memorize the phone number and address of all four restaurants:

Forno Bistro- Tuscan Style Cuisine. Lighter, simpler sauces. Use of Olive oil
541 Broadway
Saratoga Springs, NY 12866
Ph-518.581.2401

Chianti Ristorante- Northern Italian Cuisine consist of hardier foods and cheeses. Traditionally, Northern Italian dishes use butter versus olive oil.
18 Division Street
Saratoga Springs, NY 12866
Ph-518.580.0025

Hours of Operation:

Monday through Thursday – 5:00pm - 9:30pm
Friday and Saturday – 5:00pm - 10:30pm
Sunday – 5:00pm – 9:00pm
Bar opens at 4:30 everyday (Happy Hour 4:30-6)

Boca Bistro- Spanish style Bistro, tapas selection,
384 Broadway
Saratoga Springs, NY 12866
Ph-518.682.2800

Hours of Operation:

Monday through Thursday – 11:30am - 9:30pm
Friday and Saturday – 11:30am - 10:30pm
Sunday – 11:30am – 9:00pm
Lunch everyday 11am-2pm
Happy Hour everyday featuring Tapas 4:30-6:00

- We accept all major credit cards
- We do not accept checks
- We accept DBA Gift Cards
- Promotional Discounts: We accept SPAC, DBA, SCTB
- DZ Gift cards are good at all 3 locations and do not expire

Knowing our happy hour offerings is very important when directing guests to the bar!

SETTING THE FIRST IMPRESSION

Greet (ALWAYS) within 30 seconds

Smile

Eye contact

“Buonasera, (Hola) good evening. How are you tonight?”

Special note: If you are not the host do not quote a guest how long *you* think the wait will be. Let the guest know that the host is seating another party and will be with them momentarily.

SEATING PROCEDURES

Review table numbers and sections - Practice

Guests with special needs (disabled, children, elderly)

Large party location _____

If a guest wants to move to another table, ask whoever is in charge of seating first. Do not promise the guest.

TELEPHONE ETIQUETTE

(answer within 3 rings)

Buonasera (Hola), thank you for calling (Restaurant Name). This is (employee name). How may I help you?

RESERVATION POLICY

DZ Restaurants uses the OpenTable system when taking reservations. Guests can make reservations via telephone or on our website at www.dzrestaurants.com.

If the reservation is being made for a party of 6 or more, a credit card number is required to hold the reservation. There is a 24-hour cancellation policy. If the party does not cancel their reservation within 24 hours, there will be a \$50.00 no show fee applied to the card. Likewise, there is a \$25 per person cancellation fee for reserved seats for special DZ events and certain holidays such as Valentine's Day, Skidmore graduation, Skidmore parent's weekend, Christmas Eve, and New Year's Eve.

Occasionally, concierges will call for a reservation for their guests. These reservations should be given priority. Upon entering into OpenTable, ensure concierge is selected. Hosts should fill out a concierge card with the name of the party and the number of guests and give the card to the server so concierge can collect points for that party.

Reservations for groups of 12 or more or ANY corporate reservations should be referred to the Sales Department at the main office (518.583.1142). DZ Restaurants has private event space at all of our locations and all referrals from the staff (use the referral card at the host stand to get the guests' information) that book an event receive \$25 DZ dollars as a bonus.

Crewmembers, unless seating a party, are **NOT** allowed to be at the host desk at any time.

Exceptions:

SETTING THE LAST IMPRESSION

Wishing the guest, a sincere farewell is extremely important.