

**BUSSER QUIZ DAY 1**  
**Day 2 of Training**

**HOST CLASS**  
**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**Special note: If you are not the host do not quote a guest how long *you* think the wait will be.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.**

**Understanding:**

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](http://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 dinners 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.

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## KITCHEN PROTOCOL

### KITCHEN COMMUNICATION

All communication with the line goes through the expeditor. If there isn't an expeditor, talk to the chef or lead line cook.

Speak LOUDLY since the hoods make a lot of noise – “Chef Please”

Be prepared to speak. MINIMIZE VERBIAGE.

### CLEANLINESS

- Clean as you go
- If you make a mess clean it up, if you see it own it

### MISFIRES AND REDOS

Problems with food go directly to the server and to the manager in charge. As a busser you will not handle any food complaints however it is important that you understand the terminology.

Should a guest say something regarding their meal, first apologize and advise the guest that you will get a manager or server right away.

- A *Misfire* is a problem that can be easily corrected in a short amount of time (2 minutes or less) and would not require computer ordering. For example, removing a topping or side from a plate or warming up a pasta.
- A *Redo* is a problem which requires computer ordering. A new check is needed because the item is either (a) completely different or (b) needs to be started over from scratch.

## Kitchen Safety

Kitchen safety is EVERYONE's business. Please report any potentially unsafe conditions to the manager or chef immediately.

Please observe the following rules:

1. Always look where you are going.
2. When passing behind another person who is not looking at you, announce “behind you.”
3. Wipe up spills immediately.
4. No running.
5. Wear shoes with non-slip soles.
6. Report defective equipment or tools to a manager immediately.

7. Never try to catch a falling knife.
8. Use proper lifting techniques – bend at the knees and lift with your legs not with your back.
9. Do not congregate in the kitchen. Non-kitchen personnel should limit trips to and through the kitchen to a minimum.
10. Do not eat during service in the back of the kitchen or from guests leftovers
11. Put things back where they belong.
12. No loitering in the kitchen especially around the doors.
13. Always use towels when handling hot equipment.
14. Make your co-workers aware when placing objects that are hot in their view.
15. No Socializing there is always enough to stay busy even during down times

Everything has a correct place. If you don't know where it goes, ask.

**THROUGHOUT THE KITCHEN THERE ARE SIGNS WITH SAFETY INSTRUCTIONS FOR A VARIETY OF SITUATIONS. PLEASE CONSULT THESE OFTEN.**

## **Restaurant Safety**

Keeping our guests and team members safe and sound at all times is in all of our best interests.

1. Wipe up spills immediately. If possible, have one team member stand over spill, while another team member gets a broom, mop, towels, etc. needed to clean up the spill. Use a wet floor sign if available.
2. Should you see food on the floor, pick it up immediately. Do not walk over it or ignore it. If a manager sees you this could result in disciplinary action.
3. If a glass or dish is broken, do not pick up any pieces with your bare hands. Use a broom and dustpan to clean up.
4. If a glass or dish breaks on a table, the entire table needs to be cleared, cleaned and re-set.
5. When disposing of broken glass, please discard into a container designated for broken glass. Remember to write your broken item on the "breakage log"
6. Each restaurant has a designated "Recycle" bin where all recycling items are kept
7. When using a knife always cut with the blade away from you and your fingers curled under. Never cut with the blade facing your hand.

**Never dispose of broken glass directly into a garbage can. Whoever is disposing of that bag may be unaware of the presence of glass and hurt themselves.**

## **Preventing Food-Borne Illness**

Although not directly involved with the preparation of food items served to our guests, EVERY FOH team member has a role in preventing Food-Borne illness.

### **Hand washing**

Proper and frequent hand washing is the #1 thing that helps reduce the spread of Food-borne illness.

How to properly wash hands.

- Wet hands and arms with water as hot as you can comfortably stand (100 Degrees F)
- Apply soap and lather well
- Vigorously scrub hands for 10-15 seconds
- Rinse hands and arms thoroughly under running water
- Dry hands and arms with a single use paper towel, or air dryer. Use paper towel to turn off water.

When to wash hands

- After using the restroom
- When arriving to work
- After eating, smoking or drinking
- Whenever you touch your face nose or hair
- When coming back from a break
- After sneezing or coughing
- Whenever you have handled soiled napkins, plates or glasses.
- After taking out the garbage
- Whenever they become soiled.

Proper personal hygiene also plays a role in preventing the spread of germs.

- Bathe frequently
- Keep fingernails short, neat and clean Avoid wearing colored nail polish. Colored nails often hide dirt, and can chip or flake into food.
- Keep uniforms and aprons clean.

In addition to properly washing hands, the most important thing we can do is to inform management if you experience any of the conditions listed, so the person in charge can take the appropriate steps to preclude the transmission of food-borne illness.

### **Symptoms**

- Diarrhea
- Fever
- Vomiting
- Jaundice
- Sore throat with fever
- Lesions containing pus on the hands or any exposed body part

### **Medical Diagnosis**

Whenever you or someone in your household are diagnosed with or exposed to the following:

- Hepatitis A
- Shigellosis
- E. coli 0157:H7 infection
- Cryptosporidium Parvum
- Salmonella spp.
- Typhoid fever
- Vibo Cholera spp.
- Campylobacter spp.

## **FOOD ALLERGIES POLICY**

### **THE SERIOUSNESS OF FOOD ALLERGIES**

Between 10 million and 13 million Americans suffer from food allergies. The most common food allergies are seafood (both fish and shellfish), peanuts, tree nuts, dairy, soy, wheat and eggs.

There are many misconceptions about food allergies in restaurant kitchens. In a survey of chefs done by the Journal of Allergy and Clinical Immunology:

1. 34% thought fryer heat would destroy allergens
2. 29% thought removing an allergen from a finished meal (i.e., scraping off the nuts) would render the dish safe
3. 25% thought that consuming a small amount of the allergen would be safe for a person with a food allergy

All of the above statements are FALSE. Each of the above food preparation scenarios could be lethal to a person with a food allergy. **It has been reported that one-five-thousandth of a teaspoon of an allergen can be fatal!**

### **ALLERGIC REACTION PREVENTION**

There are steps that all members of the foodservice team must follow to avoid a diner having an allergic reaction in our restaurant.

1. Staff (both BOH and FOH) must be well-versed in every aspect of each dishes preparation and ingredients.
2. Cross-contamination deserves special attention – trace amounts of an allergen on a cutting board, cooking surface or utensil could be fatal.
3. Fryers and grills can hold allergic proteins and cross-contaminate other foods. Please be aware.
4. After handling any type of food, thoroughly wash your hands.
5. Simply removing an item from a plate DOES NOT eliminate the allergic reaction potential. It must be remade and re-plated.
6. If you are not sure about the allergen, ask someone or don't serve it.