

KITCHEN PROTOCOL

KITCHEN COMMUNICATION

All communication with the line goes through the expediter. If there isn't an expediter, 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 to the manager in charge if you are unable to make the guest happy.

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.

Process:

- 1) Apologize to the guest. “I’m sorry” “Let me fix that.”
 - a. “Should I make you a new one or should I get you a menu or?”
- 2) Remove the plate and show the Manager and/or the Chef. Communicate the problem using the guest’s exact words.
- 3) Fire and instruct ‘Redo’
- 4) Reset silver and do not forget to check with the other guests & do not avoid the table.
- 5) The kitchen and FOH all will know that the check is top priority.
- 6) When possible a manager will run the food.
- 7) After the food is run, remain in the dining room until check back is complete.

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. Put things back where they belong.
11. No loitering in the kitchen especially around the doors.
12. Always use towels when handling hot equipment.
13. Make your co-workers aware when placing objects that are hot in their view.
14. 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"

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 your hands.

- Wet hands and arms with water as hot as you can comfortably stand (100 Degs 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 dish's 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.

MENU CLASS (to be done with chef)

Digital Dining Class 1

Clock In

- Bottom left-hand corner – hit “LOG IN”
- Enter your Server ID number – hit “ENTER”
- Select the appropriate department – hit “CLOCK IN”
- Select the section of the restaurant where you are stationed (Main Room, Bar, Patio) – hit “ACCEPT”
 - If you do not select the appropriate room based on your station on the floor plan you will have to Toggle View to reach your tables throughout the night. Make sure you are signed in to the appropriate room before you send in your first order – after the first order is sent you are locked in for the rest of the night and your room selection can not be changed.
- *An FYI re: clocking in: you are only allowed to clock-in within 3 minutes of the start of your shift. If you clock in any earlier your time will be manually changed.*

Clock Out

- Select your name
- Bottom right-hand corner – hit “REG OPTIONS”
- Far right column, third from the top – hit “CLOCK OUT”
- You’ll see your In/Out time on the left-hand side and will be prompted to declare tips
 - *An FYI re: declaring tips: the computer automatically claims 100% of your credit card tips – you are required to claim your cash tips.*
- Enter the amount you’re claiming – hit “ENTER”
- Bottom left-hand corner – hit “CLOCK OUT”
- Your clock out chit will show your accumulated hours for the week/the amount that you claimed for the evening. You are not required to keep this slip, but you can if you would like to compare it against your weekly paycheck.

If any of your working days have a (*) beside them that indicates that something (clock in/out time, department selected or tips claimed) has been manually changed by management.

Claiming Tips

- The computer automatically claims 100% of credit card tips. At the end of each shift upon clocking out the computer will ask you to declare tips. You should only declare the balance of your cash tips after payout to the other service positions.

Why Cover Counts are Important

- Cover counts are important because they provide the management team with a solid projection of the business. The management team then utilizes these numbers to schedule staff, purchase products and to project business for event purposes. Working on being consistent please follow the below process:
 - Pizza & Bire or Taps & Tapas always use 1 cover per order
 - Happy hour- for every 2 Piattinis or 2 tapas (at the bar only) account for 1 cover
 - DPTG orders- take the total order and divide by your check average to find out the number of covers to use

Starting a Table and Ringing in Orders- For this portion of the program you will now move to the computer for live interaction.

Some helpful information:

- Every ticket must have either a course line or a fire line. Examples include:

| | | | |
|------------------------|-------------|------------------------|-------------|
| Appetizer | App/Pizza | Appetizer | xxxxxxxxxxx |
| Salad | Side | Salad | Entree |
| FIRE TABLE | Entree | FIRE TABLE | Entree |
| 1 st Course | FIRE TABLE | 1 st Course | #4 |
| xxxxxxxxxxx | Main Course | xxxxxxxxxxx | |
| #1 | #2 | Entree | |
| | | Entree | |
| | | #3 | |
- Bottom Command Buttons:
 - Finish – first hit changes the bottom command buttons to Send, Print, Pay, Verify, Check Options, Cancel
 - Reorder – when just starting a check this button is inactive – when the first order has been sent through the computer this button becomes active for beverages only (not food)
 - Modifier – allows you to give more detailed ordering instructions to the kitchen/bar
 - Change Person – inactive button
 - Review – first hit allows you to review your check and changes the bottom command buttons to Line Up, Line Down, Page Up, Page Down, Top, End, Void, Cancel
 - Enter Qty. – when ‘On’ allows you to order multiples of certain items – it will prompt you with a numerical Quantity screen every time you order an item
 - Check Options – first hit brings you to a subset of Digital Dining commands (class 2)
 - Cancel – while ringing in orders it acts as the ‘Delete’ key and erases the last thing you’ve done
- We adhere to an ordering procedure when ringing food tickets into the computer. We enter orders based on the kitchen stations, not seat number. Starting at the appetizer station, we order in a counter-clockwise rotation:
 - _____
 - _____
 - _____
 - _____

Closing Paperwork

- To print your server report:
 - Sign in under your name, hit REGISTER REPORTS
 - Hit SERVER REPORT
 - Hit PRINT (Manager approval will be required)
- An explanation of the server report:
 - The top of the report has your name and server ID, the date and the time when the report was printed
 - The Audit Trail lists all of your closed checks with the table number, five-digit check number, payment type and TOTAL amount
 - The report summarizes the payments you received and will give you a count and total for each different credit card and cash
 - The next section gives your charge tips (second line down – “Charge Tips Less Comm”)

- The CASH DUE line in the center of the report tells you how much money is owed to the house at the end of the night. If that number is negative, that is the amount the house owes you at the end of the night.
- The next section summarizes your food and beverage sub-totals and gives you the sales total to use for your tip-out.
- The next section breaks down your bar sales (subdivided into non-alcoholic beverages, glass wine, liquor and beer) – the subtotal is the number to use for your bar tip-out.
- The next section will highlight any discounts, transfers or payouts that occurred on your report.
- The next section gives you the number of covers from the night, the number of checks from the night, the average cover, the average check and your average turnover time.
- The next two sections summarize the voids and discounts from the night.
- The server report is ready to be finalized when it says “YOU HAVE NO OPEN CHECKS!!!” at the bottom.
- At the end of the night, separate all your credit card slips and cash. Put your credit card slips in the same order that they are in on your audit trail and check them off to prove that you have them and they match your server report.
- Organize and face all your money and count the amount owed to the house.
- Using the numbers on your server report, prepare the following tip-outs:
 - Bar- _____
 - Busser - _____
 - Host- _____
 - Busback- _____
 - Expo- _____
- Submit your server report, all your checks and organized credit card slips and your cash drop to the manager on duty. Any House Account charges, paper gift certificates, DBA gift certificates or pay-outs that occurred on your server ID number must be handed in separately on top of your server report.
- You are expected to tip each support staff member nightly. If any of the support staff has left before you finish your server report, leave their tip-outs in labeled envelopes and submit them to the manager on duty.
- The “Charge Tips Less Comm” line highlights the amount the computer will automatically claim for your nightly tips unless you positively or negatively claim accordingly.

Check Options (Active Buttons):

- | | | |
|-----------------------|-----------------------|----------------|
| ▪ Check Status | ▪ Split an Item | ▪ Send & Stay |
| ▪ Enter Check Name | ▪ Reverse Tax Exempt | ▪ Modifier |
| ▪ Separate Checks | ▪ No Tax | ▪ Recipe |
| ▪ House Account Check | ▪ Reprint Prep Ticket | ▪ GC Functions |
| ▪ 86 List | ▪ Suspend | ▪ CC Functions |

Across the Bottom of the Check Options Screen (Active Buttons):

- Tips
- Discounts
- Refund
- Instructions
- Modifier

Register Options (Active Buttons): Most of the Register Options are manager locked and require a password to be activate

- Change Check Details
- Change Receipt Details
- Join Tables
- Reopen Check
- Change 86 List
- Move Orders
- Clock Out
- Table Status
- Calculator
- Training Mode
- Transfer Open Check
- No Sale

Expeditor Class

ONE OF THE MOST IMPORTANT JOBS IN THE RESTAURANT

Preparing for Your Shift:

- At the start of each shift you will need: a sharpie or a china pencil, a clean rag to wipe plates, garnish (example: parsley, basil), a watch and back up ribbon.
- Check that you have B&B's, black cocktail napkins, dessert spoons, birthday candles, forks, large spoons, paper squares
- Check the bucket for the pizza cutters and retrieve the cutters from the kitchen (Forno)
- Double check the 86 list on the computer with the chef – advise mngt of any changes
- Make sure all printers have backup paper
- Be sure all stations are stocked with plates

Proper and effective communication effectively eliminates a majority of problems before they happen – the expo position is 80% communication, therefore:

- Expo is the only voice that speaks with the kitchen re: special requests from guests, misfires and redos and the length of wait on a ticket
- Expo must be able to speak confidently and respectfully to the kitchen staff when calling for dishes that are not up
- Expo must be able to confidently and respectfully speak with the servers when they are calling for their tickets to come up

Responsibilities:

- Expo is solely responsible for removing all tickets from the printer and organizing them on the rail
- Expo is responsible for memorizing the menu (names, ingredients, preparation) and the restaurant floor plan
- Expo is responsible for knowing which modifications are acceptable on which plates
- Expo is responsible for knowing the ordering procedure
- Expo is responsible for knowing the evening's specials
- Expo is responsible for knowing which dishes come from each station and the length of time that each takes to be prepared
- Expo is responsible for being aware of the speed and pace of the kitchen and the restaurant to determine when to call for food that is taking longer than usual

- Expo is responsible for selling complete tickets as the dishes are presented from each kitchen station
- Expo is responsible for making sure that dishes go out hot, properly wiped and properly garnished
- Expo is responsible for running food when the server is not available to do so
- Expo is responsible for knowing the names and basic ingredients of each dish so they can call the dishes out to tables (example: who has the Mezzanine Otero? The pasta dish with the chicken and sundried tomatoes?)
- Expo must present each plate with the protein facing the guest
- Expo must offer grated cheese with all soup and pasta dishes
- Expo must be able to carry a minimum of three plates at once
- Expo must be able to confidently approach a table and patiently wish the guests a good meal before returning to the expo line
- Expo is responsible for replenishing plates for all stations throughout the night

- When there is a misfire/redo, the expo is responsible for knowing which server is having the issue and to which table the new food needs to be taken
- If a dish is presented that is unacceptable to be served (burnt pizza, etc.) it is the expo's responsibility to return that dish to the kitchen before the guest does – DZ Restaurants only serves high quality, well presented food

Expectations:

- As tickets come in they are placed along the rail in time order and placed on the left or right of the fire sign dependent on the number of courses ordered
- Newer tickets are placed to the left of the queue so that the farthest right ticket should most likely be the first ticket coming out of the kitchen at any given time
- Tickets are tucked behind one another to allow a maximum number of tickets on the rail at a time
- Tickets with multiple courses stay on the left side of the fire sign until the entrée course is fired
- Auto-fire tickets are immediately placed to the right of the fire sign, again, in time order
- The first course printed at the top of each ticket is started as soon as it's rung in
- Each course following the first course has to be fired by the server
- When a new course is fired the fire time is written below or beside the course
- If a to-go order comes through, the expo is responsible for properly wrapping the food and providing bread and to-go silverware in the bag before giving it to the host and checking off to-go order form

- After food has been dropped, the Expo must immediately return to the expo line
- The Expo remains until the expo line is cleared at the end of service
- The Expo is responsible, at the end of each shift, for: wiping down the line, properly wrapping and storing any unused garnish, emptying the spike of all discarded tickets, dropping the dirty pizza cutters in the dish station and checking out with the manager and sweeping in front of line
- Before clocking out, the expo must inform the chef of how many new tables have been seated and need to order and how many tickets remain to be fired

SERVER FLOOR TRAINING DAY 2

Trainee: _____

Trainer: _____

- 1) Trainee will review opening sidework and Trainee will begin opening sidework independently. Trainer will be available for questions.
- 2) Trainee will review the **Expeditor** job description and make sure all items are at the expo line for the shift.
- 3) Trainee will identify all dishes from the menu by sight and verbalize their ingredients, cooking method, station of origin, time to prepare and acceptable substitutions.
- 4) Trainee will use the shift to finalize knowledge of all menu classes and conversations with Chef.
- 5) Trainee will use previous Digital Dining training and knowledge and apply that knowledge to the incoming tickets at the expo line.
- 6) Trainee will assist expeditor in organizing the incoming tickets and outgoing food. Trainee will assist expeditor in assuring product quality and consistency and making sure plates go to the appropriate table at the appropriate temperature and appearance.
- 7) Trainee will observe **Kitchen Protocol** in action for all servers within the restaurant.
- 8) Trainee will run a majority of the food to the dining room from the expo line being sure to focus on the table numbers and the proper communication for placing dishes in front of the guest.
- 9) Trainer will observe trainee's stature and presentation on the floor being sure to model the desired behaviors.

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- I understand the goals for my trainee today. I understand that I must cover the above items and always exhibit the desired actions and behaviors.

Trainer Signature: _____

- I understand the things that I must observe and pay attention to while on the floor today. I understand that I must listen closely to everything that my trainer is telling me.

Trainee Signature: _____

- I have reviewed the days goals and expectations with both trainer and trainee.

Manager Signature: _____