
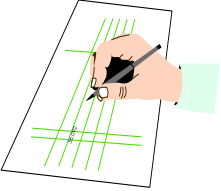



FOOD AND BEVERAGE

CAPTAIN

Task 1: Clock In/Sign In			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Clock in.	a) Upon arrival at the property, clock in at security and/or appropriate department.	<i>Be punctual always.</i> 	Report for duty at least 30 minutes before shift begins.
2) Sign in. 	a) Sign or print your name on attendance record. b) Write or print legibly. 	<i>If a pencil is used it can be erased.</i>	Use a pen, blue or black.

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CAPTAIN

Task 2: Collect Restaurant Keys			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Request restaurant keys from security.	a) Inform security or authorized person of your presence to collect the restaurant's keys.		Speak clearly and courteously.
2) Sign out keys.	a) Write the following on the sign out sheets. <ul style="list-style-type: none"> • restaurant's name • your name • date • your signature b) Secure keys and proceed to next duty.	<p><i>Ensure that you never use another person's name or signature.</i></p> <p><i>You have full responsibility for the keys after collection.</i></p>	<p>Use a pen.</p> <p>Write clearly.</p>

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Task 3: Collect Reservations/Reservation Book

STEPS	HOW TO'S	HINTS	STANDARDS
1) Request reservations and reservation book.	a) Inform the authorized person of your presence to collect the reservations/reservations book. b) Secure reservations/reservation book and proceed to next duty.		Speak clearly and courteously.

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Task 4: Collect Mail And Log Book			
STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Pick up mail.</p>	<p>a) Remove the restaurant's mail from the mail box or designated area and read label or addressee. E.g. of mail:</p> <ul style="list-style-type: none"> • letters • memos • flyers <p>b) Secure mail.</p>	<p><i>Ensure that you only collect the mail addressed to your restaurant or its personnel.</i></p>	<p>Collect correct mail.</p>
<p>2) Request log book.</p>	<p>a) Inform the authorized person of your presence to collect the log book.</p> <p>b) Secure the log book and proceed to the next duty.</p>		<p>Speak clearly and courteously.</p>

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Task 5: Opening Procedure/Duties			
STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Unlock the door of the restaurant.</p>	<p>a) Insert the key into the lock and open the door to the restaurant.</p> <p>b) Secure key(s) after opening the restaurant's door.</p>		<p>Use correct key.</p> <p>Secure key(s) immediately.</p>
<p>2) Turn on the lights.</p>	<p>a) Use the switch to turn on lights in the restaurant.</p>	<p><i>It may not be necessary to turn on all the lights in the restaurant at this time.</i></p>	<p>Use correct switch.</p>
<p>3) Place items carried on the reception desk.</p> <p>Check light bulb on desk where necessary by switching light on.</p> <p>Replace light bulb if necessary.</p>	<p>a) Rest the reservations/ reservation book, mail and log book on top of the reception desk.</p>	<p><i>Ensure that mail does not fall behind the desk and the desk is free from dust..</i></p>	<p>Place items on desk carefully.</p>

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Task: 5: Opening Procedure/Duties (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
4) Inspect the room.	a) Check the restaurant for: <ul style="list-style-type: none"> • break-ins • utilities: <ul style="list-style-type: none"> - lights - water - air-condition - music - television • fans • storage areas • cleanliness <ul style="list-style-type: none"> - carpet - tables - chairs - side stands - artifacts - point of sales device/cash register 		<p>Report break-ins to security immediately.</p> <p>Report damaged utilities to maintenance and or security.</p> <p>Notify space cleaning for proper cleaning.</p>
5) Turn on the air-condition, fan and music.	a) Use the standard procedure to turn on the air-condition, fan and music.		<p>Turn on as per the restaurant's standard.</p>

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Task 6: Set Up Reception Desk			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Dust desk.	a) Use a dry dust cloth to wipe the top of the reception desk.	<i>Some reception desks have a light attached to the desk.</i>	Light functioning properly.
2) Check telephone.	a) Plug the telephone into the outlet nearest the reception desk. b) Pick up the receiver and listen for a dial tone. c) Use a dry cloth to wipe the telephone's base and receiver.	<i>If no dial tune report to the operator.</i> <i>Ensure that the phone is clean.</i>	Telephone properly functioning.
3) Secure log book.	a) Place the log book in the designated place on the desk.	<i>The log book is used to record any incidences that occur with the guest staff or equipment and supplies during the shift.</i>	Log book secured.

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Task 6: Set Up Reception Desk			
STEPS	HOW TO'S	HINTS	STANDARDS
Place reservations/ reservation book, pen, pencil and menus in their appropriate position on the desk.	a) Put the reservation book, pen and pencil and menus in their appropriate position on the desk.	<i>Discard and replace any items that are damaged and do not meet the standards of the restaurant.</i>	Book and menus free from wrinkles, tears, dog ears, marks dirt and grease.
5) Organize mail.	a) Sort the mail on the desk in the following piles: <ul style="list-style-type: none"> • individual/ personal mail • general information • V.I.P. information 		Pen writing clearly. Pencil sharpened. Read labels carefully. Piles arranged neatly.
6) Place sign-in sheet on desk.	a) Retrieve sign-in sheet from inside the desk. b) Write the following information on the sheet. <ul style="list-style-type: none"> • date • your name • your signature c) Put sheet in appropriate position on the desk.		Sheets free from writing marks and grease. Use a pen. Write clearly and legibly. Correct information.

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Task 7: Supervise Check In Of Staff At The Restaurant			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Observe staff sign in.	a) Look at the staff member place the required information on the sheet.	<i>Never allow a staff member to sign in for another person.</i>	Information completed correctly.
2) Give special instructions and pre-opening information and station assignments.	a) Tell the staff all the appropriate information. b) Answer all questions asked by staff member.		Speak clearly. Give accurate and correct information.

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Task 8: Report to Manager/Host/Hostess/Captain

STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Sign in.</p> <p>2) Receive special instructions and pre-opening information and station assignments.</p>	<p>a) Write signature on sign in sheet.</p> <p>b) Write the time of arrival next to your signature.</p> <p>a) Listen carefully.</p> <p>b) Ask questions for clarification.</p>	<p><i>Ensure that you never sign for another person.</i></p>	<p>Sign in at the time of arrival in the restaurant.</p> <p>Use a pen.</p> <p>Adhere to all instructions.</p> <p>Arrive in restaurant 5 minutes before pre-shift.</p>

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CAPTAIN

Task 9: Take Reservations			
STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Greet the guest.</p>	<p>a) Look at the guest and give the appropriate salutation.</p> <p>b) Listen while the guest makes their request.</p>	<p><i>Reservations can be made over the phone or in person.</i></p> <p><i>Never begin to write until the guest has finished speaking.</i></p>	<p>Make eye contact.</p> <p>Speak clearly and courteously.</p> <p>Smile.</p> <p>Listen attentively.</p>
<p>2) Record the reservation.</p>	<p>a) Write the following information in the reservation book:</p> <ul style="list-style-type: none"> • Outside guest contact • date of reservation • time of reservation • special requests • number in party • Name • Room Number <p>b) Read the information taken back to the guest.</p> <p>c) Ask if there are any additional requests.</p> <p>d) Thank the guest for making the reservation. E.g. "Thank you for choosing to dine with us."</p>		<p>Use a pen.</p> <p>Write clearly and legibly.</p> <p>Read reservation as written.</p>

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Task 10: Collect Dry Supplies			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Compare requisition with supplies.	<p>a) Request the requisition form from the delivery person.</p> <p>b) Read over the form, taking note of the supplies requisitioned and those being delivered.</p> <p>c) Check and take a physical count of the items being delivered and compare the items an numbers against the requisition form.</p>	<p><i>Dry stock include:</i></p> <ul style="list-style-type: none">• linen• glassware• silverware• china• paperware• matches	<p>Speak clearly.</p> <p>Read form carefully.</p> <p>Physically count items.</p>
2) Sign requisition form.	<p>a) Place your signature in the appropriate position on the form.</p> <p>b) Retain your copy of the requisition form.</p> <p>c) Receive feedback on when shortages will be delivered.</p>	<p><i>Ensure that you make note of any shortages on the requisition form before signing.</i></p>	<p>Sign only for items received.</p> <p>Use a pen</p> <p>Sign requisition form in front of delivery person.</p>
3) Supervise storing of the supplies.	<p>a) Request a bus person to stock the supplies.</p> <p>b) Inspect the stock room upon completion.</p>		<p>Supplies stocked immediately after collection.</p> <p>Supplies stocked orderly as per the restaurants standard.</p>

FOOD AND BEVERAGE

CAPTAIN

Task 11: Supervise Set Up Of The Stations

STEPS	HOW TO'S	HINTS	STANDARDS
<p>1. Inspect all the tasks being done by the captain, waiters and busboys.</p>	<p>a) Oversee the captains, waiters, waitress and bus persons as they perform their tasks:</p> <ul style="list-style-type: none"> • set up tables • set up side stands • set up wine buckets, baskets and stands • set up coffee and tea stations • set up dessert trolley • any additional duties 	<p><i>Always show respect for fellow workers. All of you belong to the same team.</i></p>	<p>Completed to the standards of the restaurant.</p> <p>Tasks completed before roll call.</p>
<p>2) Give feedback on the tasks performed.</p>	<p>a) Make suggestions for improvements to the task or give praise for the tasks that are done to the standard.</p>	<p><i>When possible, demonstrate the way in which a task should be completed.</i></p>	<p>Speak clearly and courteously.</p> <p>Give specific instructions.</p> <p>Communicate the standard.</p>

FOOD AND BEVERAGE

CAPTAIN

Task 12: Conduct Roll Call And Briefing Meeting

STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Inspection of uniform and personal hygiene.</p>	<p>a) Have the following persons form a line by job category:</p> <ul style="list-style-type: none"> • bus persons • waiters/ waitresses • captain, etc <p>b) Read each persons name off the roster and listen for their response.</p> <p>c) Indicate on the roster whether the person is:</p> <ul style="list-style-type: none"> • absent • present • late <p>d) Inspect the following:</p> <ul style="list-style-type: none"> • hair • face • mouth 	<p><i>Wash and get professional hair cuts and grooming regularly.</i></p> <p><i>Facials if necessary.</i></p> <p><i>Schedule regular dental appointments.</i></p>	<p>Attendance at roll call meeting is mandatory.</p> <p>Roll call and briefing meeting are conducted daily, and at least ½ hour before opening time.</p> <p>Begin meeting on time.</p> <p>Speak clearly for all to hear.</p> <p>Write legibly and accurately.</p> <p>Use a pen.</p> <p>Hair free of dirt and particles and well groomed to the specification of the restaurant.</p> <p>Face free of dirt, properly washed and groomed to the specification of the restaurant.</p> <p>Fresh smelling.</p>

FOOD AND BEVERAGE

CAPTAIN

Task 12: Conduct Roll Call And Briefing Meeting *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
	<ul style="list-style-type: none"> • ear e) Clothing: <ul style="list-style-type: none"> • uniform shirt/ blouse • uniform jacket • uniform trousers/ pants or skirt. • panty hose • socks • shoe • apron 	<p><i>Ensure that uniform is cleaned and wrinkled free.</i></p> <p><i>Panty hose wrinkle free.</i></p> <p><i>Wear the right colour socks.</i></p> <p><i>Wear comfortable shoes. Rubber sole is better suited for the dining room to help prevent accidents. Never allow shoe heels to wear down.</i></p> <p><i>Apron clean and wrinkle free.</i></p>	<p>Free from wax and soap scum.</p> <p>Earrings worn to the specification of the restaurant by females only.</p> <p>Cloths free of dirt, stains and smelling fresh. Cloths pressed and and properly fitting to restaurant standard.</p> <p>To restaturant standard.</p> <p>Shoes polish and neatly fitting.</p> <p>No recreational shoes indoors.</p> <p>Aprons free from dirt and stains.</p>

FOOD AND BEVERAGE

CAPTAIN

Task 12: Conduct Roll Call And Briefing Meeting (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
<p>2) Presentation of working utensils.</p>	<ul style="list-style-type: none"> • ties • name tag <p>f) Hands and nails.</p> <p>g) Jewelry:</p> <ul style="list-style-type: none"> • bracelet • hand and ankle chain • ring and earring • chain • watch <p>a) continue standing while the person conducting the meeting examines the following:</p> <ul style="list-style-type: none"> • pen (2) • pad <ul style="list-style-type: none"> • table crumber 	<p><i>Clean and wrinkled free.</i></p> <p><i>Name tag is worn so employees can be identified.</i></p> <p><i>Ensure that all dirt is removed from nails.</i></p> <p><i>Always wash hands thoroughly after smoking cigarettes and using the rest room.</i></p> <p><i>Excess jewelry can take away from the appearance of the uniform in the restaurant.</i></p> <p><i>A folded service cloth may be used to crumb down the table.</i></p>	<p>Ties free from dirt and stains.</p> <p>To be worn at all times.</p> <p>Nails free from dirt and properly manicured.</p> <p>No loud fingernail polish.</p> <p>Jewelry worn in moderation and to the specification of the restaurant.</p> <p>Pens writing clearly. Black & Blue Pad neat and tidy, no pen marks or ragged edges.</p> <p>Table crumber free of grease and dirt.</p>

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CAPTAIN

Task 12: Conduct Roll Call And Briefing Meeting *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
<p>3) Give final instruction regarding station assignments.</p>	<ul style="list-style-type: none"> • matches • cork screw • other specialty working utensils. <p>a) Inform staff of the status of the station assignment (s) as follows.</p> <ul style="list-style-type: none"> • station assignment remains the same • assign additional tables • reassign another station • change table layout 		<p>Matches dry.</p> <p>Speak clearly.</p> <p>Answer questions.</p>
<p>4) Give information regarding special activities, events, restaurant updates, etc.</p>	<p>a) Inform staff of any special activities, events and updates, such as:</p> <ul style="list-style-type: none"> • holidays • special days • groups • V.I.P. 's • memos 		<p>Speak clearly.</p> <p>Answer questions.</p> <p>Staff information after reading.</p>

FOOD AND BEVERAGE

CAPTAIN

Task 12: Conduct Roll Call And Briefing Meeting (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
5) Presentation of the day's specialty.	a) observe while the chef or designated kitchen staff shows and explains the days special. <ul style="list-style-type: none"> • size • portions • ingredients • preparation • preparation time • accompaniments • price b) Write information on pad.	<p><i>When you are unaware of the day's special, you cannot sell it properly.</i></p> <p><i>Ask questions for clarification.</i></p>	<p>Listen attentively.</p> <p>Take written notes.</p>
6) Taste the day's special.	a) Use a utensil to take and eat a tiny sample of the special. b) Comment on the taste of the special.	<p>Give constructive comments.</p>	<p>Sample in an orderly fashion.</p>
7) Give instructions regarding "out of stock" menu and bar items.	a) Read out a listing of menu and bar items not in stock, e.g.: <ul style="list-style-type: none"> • food items • condiments • wines and spirits • soft drinks 		<p>Speak clearly.</p> <p>Read items from list.</p>
8) Give a briefing of items to be up sold.	a) Read a listing of the menu and bar items to be up sold.	<p><i>Up sold items are to be heavily promoted throughout the shift.</i></p>	<p>Speak clearly.</p> <p>Read from list.</p>

FOOD AND BEVERAGE

CAPTAIN

Task 12: Conduct Roll Call And Briefing Meeting *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
<p>9) Voicing of staff views, concerns, congratulations, etc.</p>	<p>a) Give the following or allow the appropriate person(s) to inform of staff views, concerns, congratulations, for e.g.:</p> <ul style="list-style-type: none"> • the previous night's service. • grievances • comment cards • new ideas for service • special achievements • birthdays • anniversaries 		<p>Listen attentively.</p> <p>Speak clearly</p> <p>Show respect to the speaker.</p> <p>Take written notes.</p>

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CAPTAIN

Task 13: Final Preparation for Service

STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect liqueurs.	a) Retrieve the designate liqueurs from the bartender, e.g.: <ul style="list-style-type: none"> • Anisette • Sambucca • Tia Maria • Fortified Wines • Brandy b) Count the amount of bottles in front of the bartender. c) Hold the bottles upright and carry to the dessert trolley.	<i>Whenever possible collect full bottles of liqueur.</i>	Liqueur types and amount as per the restaurant's standard. Bottles free of cracks chips, spills and dirt. Bottles held in an upright position.
2) Place liqueurs on trolley.	a) Put the liqueur bottles in the appropriate positions on the trolley with the labels facing outwards and caps securely placed.		Bottles neatly placed on the trolley. Liqueurs collected after roll call & briefing.
3) Turn on point of sales device.	a) Use the standard procedures to put the point of sales device in service.		Turn on as per the restaurant's standard.

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CAPTAIN

Task 14: Supervise Final Preparation for Service

STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Inspect all the tasks being done by the waiters and busboys.</p>	<p>a) Oversee the waiters and busboys as they perform the following tasks:</p> <ul style="list-style-type: none"> • light table lights/lamps and candles • fill water pitchers • prepare ice/wine buckets • prepare cream jugs • fill butter cruets dishes • prepare bread and breakfast pastry • prepare lemon/lime • prepare ice tea • set up coffee station • put preserves on tables 		<p>Completed at least 5 minutes before opening time.</p> <p>Completed to the standard of the restaurant.</p>

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CAPTAIN

Task 14: Supervise Final Preparation for Service *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
<p>2) Give feedback on the tasks performed.</p>	<ul style="list-style-type: none"> • position dessert trolley in restaurant • turn cups and glasses face up on tables <p>a) Make suggestions for improvements to the tasks or give praise for the tasks that are done to the standard.</p>	<p><i>When possible, demonstrate the correct way in which a task should be done.</i></p>	<p>Speak clearly and courteously.</p> <p>Give specific instructions.</p> <p>Communicate the standard.</p>

FOOD AND BEVERAGE

CAPTAIN

Task 15: Take Position at Assigned Station

STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Stand on station at the door.</p>	<p>a) Position yourself in the designated place near the door.</p> <p>b) Turn body to face the entrance of the restaurant.</p>	<p><i>Position can indicate whether a customer is welcomed and will get good or bad service.</i></p> <p><i>Make a positive first impression.</i></p> <p><i>Never sit or lean while on the station.</i></p> <p><i>Communicate only guest service.</i></p> <p><i>Avoid sneezing or coughing during service in the dining room.</i></p>	<p>No fidgeting with jewelry.</p> <p>No playing with hair.</p> <p>No tapping fingers, feet or keys.</p> <p>No folding arms, looking at watch.</p> <p>No yawning, scratching, biting or picking nails, nose or teeth.</p> <p>No loud talking and laughing.</p> <p>Stand upright, feet slightly apart and be alert.</p> <p>Hands at sides or in front and relaxed.</p> <p>Pleasant and smiling face.</p>

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CAPTAIN

Task 16: Greet Guest at the Door			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Welcome salutation.	<ul style="list-style-type: none"> a) State the time of day, e.g. "Good evening." b) State the welcome comment. c) Ask if the guest has a reservation. 	<p><i>If you know the guest's name, use it; otherwise, use "Madam" or "Sir."</i></p>	<p>Speak clearly, with a smile.</p> <p>Make and maintain eye contact.</p>
2) Check reservation.	<ul style="list-style-type: none"> a) Look for party's reservation in the reservation book on the desk and indicate on the sheet whether the reservation has been accepted or cancelled. b) Acknowledge the party's reservation. c) If the party does not have a reservation, ask them to return, while you try to make accommodations to the best of your ability. d) Request party's name and preference in seating and record on a waiting list. e) Recall party in waiting sequence and by name. 	<p><i>Some guests come to the restaurant to cancel reservations.</i></p> <p><i>Always remain courteous to the guest, even when there is no reservation.</i></p>	<p>Read carefully.</p> <p>Speak clearly with a smile.</p> <p>Give specific time to wait or return.</p> <p>Recall guest in sequence. Use guest's name.</p>

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CAPTAIN

Task 17: Seat Guest			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Collect menu(s) and wine list.	a) Remove menu(s) and wine list from their appropriate positions and hold in the left hand.	<i>If there are too many menus to carry at the time of seating, you will have to return for all the menus after seating the entire party.</i>	Menu and wine list logo facing outward. Hands not overloaded.
2) Request that party follow you.	a) Face the party and ask to be followed to the table. b) Turn around and walk in front of the party to the table.	<i>Always maintain contact with your party during the greeting and seating process.</i>	Speak clearly, with a smile. Use party's name. Make eye contact. Turn and walk at a moderate pace. Walk approximately six feet in front of the party.
3) Seat guest.	a) Approach the table and stand behind and pull a chair for the first lady following you in the party.	<i>Ladies are usually seated to enjoy the best view of the room.</i> <i>Assist as many ladies as possible.</i> <i>If there are no ladies in the party, assist the first gentleman following you.</i>	Ladies seated first.

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Task 17: Seat Guest (continued)			
STEPS	HOW TO'S	HINTS	STANDARDS
	<p>b) Allow the guest to stand in front of the chair and gently push the chair until it lightly touches the back of the leg. Allow the guest to sit and gently push the chair toward the table until the guest is comfortable.</p>	<p><i>You may have to assist in pushing the chair by using your foot to apply pressure on the leg of the chair.</i></p>	<p>Gently push the chair.</p>
<p>4) Present menus.</p>	<p>a) Stand to the right of the lady seated to the right of the host.</p> <p>b) Hold the menu in your right hand and place it in front of the guest.</p> <p>c) When the menu has been accepted, step away from the table and continue handing out the menus around the table, counter-clockwise, serving the ladies first.</p> <p>d) State that the Captain, Waiter/ Waitress will follow to continue service.</p>	<p><i>Some restaurants have menus place on the table prior to seating of guests. e.g. Thanksgiving Christmas New Year's Day Valentine Special request Birthdays Anniversary</i></p>	<p>Menu logo face-up.</p> <p>Service continues counter-clockwise</p> <p>Ladies served first.</p> <p>Speak clearly and courteously.</p>

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Task 17: Seat Guest *(continued)*

STEPS	HOW TO'S	HINTS	STANDARDS
	<p>d) Return to your station at the door, observing the restaurant as you go.</p>		

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CAPTAIN

Task 18: Monitor Service			
STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Walk around and observe service.</p>	<p>a) Walk around the restaurant or your station.</p> <p>b) Look at the service being given by the captains, waiters and bus persons.</p>		<p>Walk at a moderate pace.</p>
<p>2) Make inquiries and offer suggestions regarding service.</p>	<p>a) Stand in a position to get the attention of the server or wait until the server leaves the table.</p> <p>b) Approach the server.</p> <p>c) Ask questions about the service or tell the server how he can improve on the service.</p>		<p>Never approach the table to interrupt the server unless his service is harmful to the guest.</p> <p>Listen attentively.</p> <p>Speak courteously.</p>

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CAPTAIN

Task 18: Monitor Service (continued)

STEPS	HOW TO'S	HINTS	STANDARDS
<p>3) Communicate with the guest.</p>	<p>a) Approach the table.</p> <p>b) Greet the guest.</p> <p>c) Wait for a response from the guest.</p> <p>d) Comment on guest response and take action if necessary.</p>	<p><i>e.g "Are you enjoying your meal"</i></p>	<p>Speak clearly and with a smile.</p> <p>Listen attentively.</p> <p>Respond directly to Guest's comments.</p> <p>Action taken immediately on guest's request.</p> <p>Limit conversation with guest.</p>

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CAPTAIN

Task 19: Depart Guest			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Approach the table.	a) Walk toward the table when you observe that guest are ready to leave.		Walk at a moderate pace.
2) Assist the guest.	a) Stand behind the chair of the guests and gently pull the chair away from the table. b) Collect any guest equipment from the appropriate area. c) Help guest move out of their seats at the table and into their equipment. d) Look over the area for any personal guest items and indicate to guest if necessary. e) Push or assist guest in walking to the entrance of the restaurant.	Example of guest equipment: wheelchairs push chairs walkers cains	Assist ladies, children and handicapped persons first; gentlemen last. Assist gently and courteously.
3) Give the departing salutation.	a) Thank the guest for their patronage and offer suggestions for continued service.	<i>e.g "Thank you for dining with us, we hope you will choose us for breakfast, lunch or dinner . . ."</i>	

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CAPTAIN

Task 20: Supervise Breakdown of the Stations

STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Inspect all the tasks being done by Captains, Waiters and Bus Persons.</p>	<p>a) Oversee the Captains, Waiters and Bus Persons as they perform the following tasks:</p> <ul style="list-style-type: none"> • break down of tables • break down of wine buckets, baskets and stands • break down of coffee and tea stations • break down dessert trolley • any additional duties <p>b) Oversee the storing of supplies and equipment in designated areas.</p>		<p>Completed to the standard of the restaurant.</p> <p>Tasks completed before and at the end of the shift.</p> <p>Supplies and equipment stored to the restaurant's standards.</p>
<p>2) Give feedback on the tasks performed.</p>	<p>a) Make suggestions for improvement to the task or give praise for the tasks that are performed to the standards.</p>	<p><i>When possible, demonstrate the way in which a task should be completed.</i></p>	<p>Speak clearly and courteously.</p> <p>Give specific instructions.</p> <p>Communicate the standard.</p>

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Task 21: Supervise Linen Handling Procedures at the End of the Shift

STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Retrieve line requisition form.</p>	<p>a) Remove the requisition form from its appropriate storage area.</p> <p>b) Check that the form is in triplicate and has not been previously used.</p>		<p>Form is correct, neat and tidy.</p> <p>Form free of marks and writing.</p>
<p>2) Inspect the preparation of linen.</p>	<p>a) Check that the linen has been counted according to the procedure of the restaurant.</p>		<p>A physical count of some items may be necessary.</p> <p>Task completed as per the restaurant's standard.</p>
<p>3) Authorize the requisition form.</p>	<p>a) Look over the information on the requisition form and check for:</p> <ul style="list-style-type: none"> • day • date • time • name of bus person • name of restaurant • quantities of napkins, service cloths, table cloths • quantities of discarded linen 		<p>Read carefully and thoroughly.</p> <p>Compare listed items to linen items for accuracy.</p>

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Task 21: Supervise Linen Handling Procedures at the End of the Shift (*continued*)

STEPS	HOW TO'S	HINTS	STANDARDS
	<ul style="list-style-type: none"> b) Place signature in appropriate position on the form. c) Retain the appropriate copy of the form. d) File the copy of the form in the designated place. 	<p><i>Copy filed for future reference.</i></p>	<p>Use a pen.</p> <p>Write legibly.</p> <p>File as per the restaurant's standard.</p>

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Task 22: Disbursement of Gratuities			
STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Acquire a record of the nights gratuities.</p>	<p>a) Collect a tabulation of the gratuities collected that night.</p>	<p><i>Gratuities might be paid weekly or in a pool system.</i></p>	
<p>2) Portion the gratuities among the team members.</p>	<p>b) Check the list for accuracy.</p> <p>a) Divide the total gratuities among the following:</p> <ul style="list-style-type: none"> • Bus Persons • Waiters/ Waitresses • Captains/Hostess • back of the house <p>b) Record the gratuity percentages on separate sheets for each team member.</p> <p>c) Give a record of the gratuities to the cashier and each team member.</p>	<p><i>Ensure that every one has a written statement of their gratuities.</i></p>	<p>Percentage per person to the restaurant's standards.</p> <p>Information recorded accurately.</p>

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Task 23: Break Down Reception Desk			
STEPS	HOW TO'S	HINTS	STANDARDS
<p>1) Replace menus and wine lists.</p>	<p>a) Use a damp cloth and cleaning solution to wipe off the menus and wine lists.</p> <p>b) Store menus and wine lists in their appropriate places.</p>		<p>Replaced all damaged menus.</p> <p>Menus and wine lists sanitized.</p> <p>Menus and wine lists free from wrinkles, tears, dog ears, marks, dirt and grease.</p>
<p>2) Secure sign out sheet pens and pencils.</p>	<p>a) Place the completed sign out sheet in the designated place.</p> <p>b) Place the pens and pencils in the desk drawer.</p>	<p><i>It may be necessary to place a lock on the reception desk drawer.</i></p>	<p>Items properly secured.</p>
<p>3) Secure telephone and turn off desk light.</p>	<p>a) Unplug the telephone.</p> <p>b) Place the telephone in the designated storage area.</p> <p>c) Switch of the reception desk light.</p> <p>d) Secure light in the designated storage area.</p>		<p>Telephone unplugged and secured.</p> <p>Light off.</p>

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Task 24: Closing Procedures			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Inspect the room.	a) Check the restaurant for: <ul style="list-style-type: none"> • water turned off • equipment and supplies stored • storage area secured. 		
2) Turn off the air-condition, fan and music.	a) Use the standard procedure to turn off the air-condition, fan and music.		
3) Collect items from the reception desk.	a) Collect the reservation book, log book and keys.		
4) Turn off the lights.	a) Use the light switch to turn off the lights in the restaurant.	<i>Depending on the time of the day and the security measures taken in the restaurant, the control of the lights will differ.</i>	Lights controlled as per the restaurant's standard.
5) Lock the door of the restaurant.	a) Firmly close and lock the restaurant door.	<i>Use the key to lock the door if necessary.</i>	Door securely locked as per the restaurant's standard.

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Task 25: Return Log Book and Reservation Book

STEPS	HOW TO'S	HINTS	STANDARDS
1) Return the log book.	a) Place the log book on the desk of the authorized personnel.	<i>The log book is usually returned to the Food and Beverage Manager.</i>	Log book in designated place.
2) Return the reservation book.	a) Place the reservation book in the designated area.	<i>The reservations book is usually returned to central reservations or it may remain in the restaurant.</i>	Reservation book in designated area. Above duties completed before leaving the premises.

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Task 26: Return Restaurant Keys			
STEPS	HOW TO'S	HINTS	STANDARDS
1) Give restaurant key(s) to security.	a) Inform the security or authorized person of your presence to return the restaurant's keys. b) Place the key(s) into the hands of the security or authorized person.		Speak clearly and courteously.
2) Sign in keys.	a) Write the following on the sign in sheet. <ul style="list-style-type: none"> • restaurant's name • your name • date • your signature 	<i>Ensure that you never use another persons' name when signing in keys.</i>	Use a pen. Write clearly. Keys returned before leaving premises.