



BUSSER TRAINING GUIDE



BUSSEER TRAINING CHECKLIST

Day 1

- Write Orientation Test
- Review Food and Beverage Menu
- Complete Busser Training Manual
- Follow Busser

Day 2

- Write Busser Training Test
- Complete Hostess Training Manual
- Follow Host

Day 3

- Write Hostess Training Manual
- Complete Food Training Manual
- Follow Food Run

Day 4

- Write Food Training Test
- Follow Busser
- Review Training

THE BUSSEER

JOB DESCRIPTION

The Busser is the ultimate team player. Your main duties are to clean tables and surrounding areas after our guests depart and to prepare the area to receive new guests. In addition, you are the assistant to everyone: the Hostess, Server and Dish Person. You have a very important job as you are responsible for maintaining a clean and safe environment for guests and co-workers by stocking Server areas, cleaning up spills and more.

SPECIFIC ATTITUDES AND ABILITIES

The following is a list of attitudes and abilities that successful Firestone Bussers demonstrate:

- ◆ Energetic – Maintaining a high level of energy will allow you to complete your work quickly and will uplift your coworkers
- ◆ Alert – to provide a pleasurable experience for our guest you must be aware of your surroundings. Having foresight will allow you to think ahead and complete tasks immediately
- ◆ Synergetic – Your position is based on helping others do their job, focusing on team work is paramount to the role of a busser. You will be asked to perform many tasks outside of your immediate job description. Being able to take direction will be a very important part of your teamwork.
- ◆ Safe – While working quickly you must be aware of your capabilities to carry heavy loads or breakable objects without putting yourself, co-workers or customers in danger.

OUTLINE OF DUTIES AND RESPONSIBILITIES

- ◆ Clearing/ Cleaning / Setting tables
- ◆ Filling sanitizer bottles
- ◆ Updating host board (guest manager)
- ◆ Dish area functions
- ◆ Carpet Sweeping
- ◆ Washroom checks
- ◆ Food running
- ◆ Hotel room / VLT lounge service and sweeps
- ◆ Firebowls
- ◆ General cleaning and other responsibilities

CLEARING / CLEANING / SETTING TABLES

CLEARING TABLES

When clearing a table, there are three main points to keep in mind:

1. **BEING READY**

Each table should be bussed within one minute of a guest leaving. Being ready and prepared for guests to leave is very important, because it cuts down on the "turnover" time of a seat. The "turnover" time is how quickly the table may be re-sat with other guests. Some questions you should ask yourself are:

- ◆ Does it look like the table is about to leave? (i.e.: payment on the table, finishing dessert, coats on, etc.)
- ◆ Am I prepared? (Clean cloths to wipe tables, carpet or floor sweeper close by etc.)

2. **CLEARING ITEMS**

A good practice is to always have your 2 trays with you so you can clear more than a handful of items off a table. With proper maintenance of a table, by a server, you should be able to clear and wipe the table in one stop. You must also know that **ALL** items must be removed from the table whether they have been used or not (i.e.: settings that weren't used).

3. **BEING QUIET**

Handling plateware and glasses can be very noisy, be conscious of how you are affecting those around you.

CLEANING TABLES

Tools required for bussing a table:

- ◆ 2 Trays
- ◆ Spray bottle of sanitizer
- ◆ Two cloths for cleaning
- ◆ Carpet sweeper if required

When bussing a table, ensure that:

- ◆ The table is sprayed with sanitizer and thoroughly wiped
- ◆ Any promotional materials, drink menus, table tents and candle holders are wiped down
- ◆ Edge of table and sides of table are cleaned
- ◆ The seats are wiped with a cloth **other than the one used to clean the table**
- ◆ The walls and ledges around the table are spotless
- ◆ All light fixtures around the table are spotless
- ◆ The floor under the table is spotless
- ◆ If you remove everything but have not wiped the table, put either the drink menu or table tent to the edge of the table to let others know that the table is not ready to be seated
- ◆ Roll-ups are placed on the table
- ◆ **OUR GOAL IS TO HAVE EACH TABLE BUSSED AND READY FOR SERVICE WITHIN ONE MINUTE OF A TABLE LEAVING**

Whenever you are going into or out of the kitchen, the rule is **"FULL HANDS IN FULL HANDS OUT"** - bring back empty coffee pots or water pitchers, or bring back dishes from a dirty table. When leaving the kitchen, bring out glasses or coffee cups, coffee or water, or food that is to be run.

"2 TRAY" METHOD

The following is a simple and time saving method for bussing a table.

BOTTOM TRAY: Use for carrying dishes back to the dish area.

TOP TRAY: Use for carrying clean cutlery and napkins (roll-ups).

PROCEDURE:

1. Approach the table and place the bottom tray on one seat and the top tray on another seat.
2. Clear the table and place the dirty dishes on the bottom tray.
3. Spray the table with sanitizer and wipe with a cloth. Be sure to do the sides of the tables as well.
4. With a second cloth, dust the crumbs from the seats.
5. Place the top tray on the table and proceed to set.

**This procedure enables you to have better time management while bussing tables. The faster you bus and set, the more tables are sat, the more the Server's ring-out, and more they tip out!

SETTING TABLES

In order for a table to be properly set, you must follow three steps:

1. Communicating with the host/hostess

The busser must learn to check with the hostess and find out the following information.

- ◆ How many settings for the table? (if not a “regular” set)
- ◆ Which tables (if the restaurant is busy) are the priorities?
- ◆ Are there any special needs? (highchairs, boosters, wheel chairs, etc.)

Communication between the busser and hostess is very important and should be carried out in a professional manner.

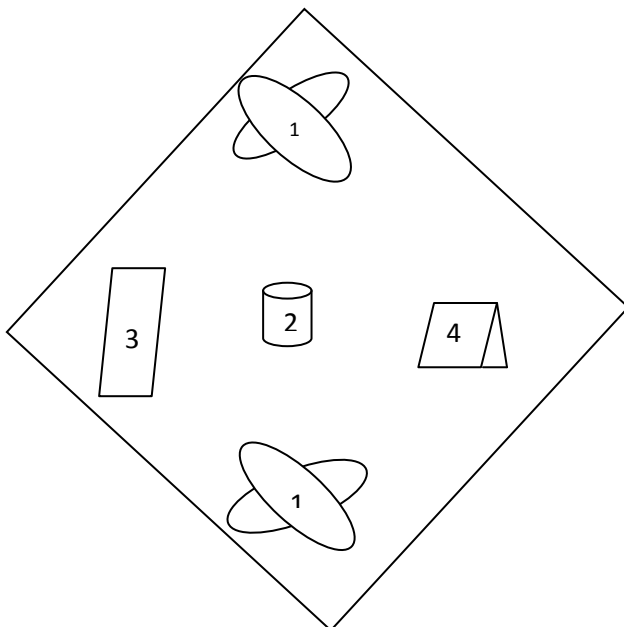
2. Setting the table properly

Every table must be set the same pattern every time. Refer to following chart for proper settings.

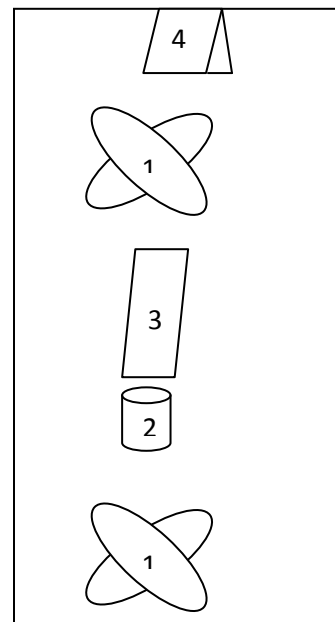
3. Doing a final check on the table.

The following is a diagram of what a properly set table at Firestone should look like. Every table in the restaurant must look like this all the time.

PROPER TABLE SETTING



PROPER BOOTH SETTING



- 1 – White Cloth Napkin Roll Ups
- 2 – Table Candle
- 3 – Drink Menu
- 4 – Table Tent Card

The following are duties that bussers are to accomplish during down times:

- ◆ Carpet Sweep – Extra batteries are found at the hostess stand
- ◆ Fill sanitizer bottles
- ◆ Prepare roll-ups
- ◆ Take out linen bags
- ◆ Refill water for guests in the dining room
- ◆ Refill coffee for guests in the dining room
- ◆ Bring stock out to the dining room
- ◆ Clear dirty plates
- ◆ Stock ice for bartenders
- ◆ Clean mirrors, windows and doors

WASHROOM CHECKS:

Washrooms must be checked and cleaned every 30 minutes. Things to look for and clean while doing a washroom check are the following:

- ◆ All toilets flushed, toilet seats clean and not loose
- ◆ All toilet paper dispensers have adequate amount of toilet paper
- ◆ Toilet seat sanitizer
- ◆ Paper towel stocked
- ◆ Kleenex and toiletries (hand cream, etc.) stocked
- ◆ Counter tops wiped
- ◆ Mirrors are clean
- ◆ Garbage cans are not full
- ◆ Hand soap is stocked
- ◆ All lighting is working
- ◆ Ensure all debris is cleared off the floors

DISH AREA FUNCTION

- ◆ At the dish area and you will be shown:
 1. Where the garbage cans are.
 2. How to properly stack the plateware, silverware and glassware for the dishwasher.
 3. What to do when a glass rack is full.
 4. Where to get empty glass racks to replace them.
 5. Where they get bus-tubs to take to the bus stands.
 6. Where to fill sanitizer and other cleaning agents.
- ◆ The busser should be comfortable with this area ensuring they keep the service side clean and/or organized in the dish area.
- ◆ The last point to the dish area is the necessity that in order for the busser team and the dish team to work together there must be respect for each other and the job that they do. This is necessary for a positive work environment.

FIREBOWL LIGHTING

Firebowls are to be lit by the first busser on the floor after PM shift change (generally 5:00pm). It is your first responsibility at shift change and offers an outdoor ambiance to Firestone Restaurant and Bar.

- ◆ Attain the extended torch from the shift office.
- ◆ Turn on the main gas valve.
- ◆ Turn on individual firebowl gas valves, igniting each bowl with the torch as you open the valve.
- ◆ If you require assistance seek a managers help.

FOOD RUNNING STANDARDS

1. Always read the ticket for the food before running it, paying special attention to modifiers. **It is the food runner's responsibility to ensure that the food is perfect. The food runner has the right to refuse to serve any item that they feel is not prepared to the highest standard.**
2. If there is any issue with an item, let the Expeditor know and inform a Manager immediately. For example, if a steak is modified medium rare but is obviously well done; let the Expeditor know that you are concerned about the quality of the steak, then go directly to a Manager so they can also deal with the issue.
3. Never argue with an Expeditor about the quality of an item. If there is any issue with an item, go directly to a Manager.
4. Run children's food out first.
5. Only carry the number of plates that you can carry comfortably and professionally. **The bottom of one plate may not rest on the top of another plate.**
6. When approaching a table of guests with food, **always greet the table.** Start by saying "Hello" or "Excuse me" or "Good Evening".
7. When setting food on the table, always excuse yourself when reaching in front of a guest. As a rule, always try to avoid reaching across someone. Whenever possible serve the food over the guest's left shoulder.
8. Whenever possible, place the main item of the dish directly in front of the guest. For example, if the guest is having a salmon dish, the salmon should be directly in front of the guest, not the starch or vegetables.
9. After placing the food on the table, the food runner must remove anything that is not required by the guests, such as empty creamers, dirty plates, empty glasses, etc.
10. The food runner must always ask the guests if there is anything else they require to enjoy their meal. If the runner is not personally able to get what the guests need, he or she must let the guests' Server or manager know. Drink refills **must always** be offered.
11. Always offer a parting salutation before leaving the guests. For example, say, "enjoy your meal".

FIRESTONE ROOM SERVICE

The following training guide will insure that all Room Service deliveries are performed in a timely and professional manner.

HOURS OF OPERATION

Sunday 7:00am to 10:00pm

Monday 6:00am to 10:00pm

Tuesday to Friday 6:00am to 11:00pm

Saturday 7:00am to 11:00pm

PANTRY PREP FOR ROOM SERVICE ORDERS

- ◆ The room service area should be stocked with all the necessary items (water glasses, coffee cups, and rollups). Make sure that all areas are stocked so you don't run out of any items during the day.
- ◆ Check to make sure all condiments are ready, (ketchup, preserves, butter, cream & milk.)
- ◆ Ensure that all room service trays and plate covers are cleaned daily and stored properly.

PREPARE ROOM SERVICE ORDERS FOR DELIVERY

- ◆ Prepare any beverages: coffee, tea, hot chocolate, juices, canned pops and bottled water. Afternoon and evening orders may include alcoholic beverages. Proper ID will always be required as outlined by AGLC legislation. All alcoholic beverages will be delivered by a member of the staff that is 18 years or older and is certified with Proserve. Wine ordered by the bottle will include glasses and opening of the wine bottle will be done in the room upon arrival.
- ◆ All room service trays will include a rollup for each guest and salt & pepper.
- ◆ Each order may require a certain condiment. Make sure that you CAREFULLY review each order to prevent returning to the restaurant for an item that was missed.
- ◆ All plated entrees will be covered by a plate lid. Any side orders will be covered by saran wrap. It is imperative that all food is covered before leaving the restaurant.
- ◆ Use Room Service cart to deliver all orders to rooms. Refer to Hotel room layout for location of room. Drop off orders in numerical order to prevent "crossing over".
- ◆ Knock on the door and announce "Firestone Room Service". Do not enter room unless invited. Present the food to the guest by removing the lid and describing the item. Make sure the food is stacked on the tray in the order a guest would eat it, appetizer on the top and entrée on the bottom.
- ◆ Tell the guest how to have the tray removed place it outside the room.
- ◆ Have the guest registered to that room sign the room bill. This signed room bill is needed to close out the table in Aloha, the extra room bill is the guest receipt. Close all room charges upon returning turning to the restaurant.
- ◆ **HOTEL SWEEPS** – are completed regularly throughout your shift. The purpose of a hotel sweep is collect room service trays from the hotel hallways. **This includes the VLT lounge.** Once the sweep is completed you must stop at the front desk and sign off on their hotel sweep form.

ALWAYS:**◆ Take pride in your appearance!**

In the best restaurants, all employees look clean and crisp at all times. This is step one of feeling good about yourself and your job. This is just as important in the kitchen as it is in the dining room.

◆ Wash your hands and practice good hygiene - after handling dirty plates or utensils, smoking, eating, using the washroom, handling raw meat and seafood, etc.

BACTERIA KILLS! Nothing will hurt a restaurant's reputation worse than an outbreak of food-borne illness, and none of us want to be responsible for starting one. Please be careful.

◆ Acknowledge guests who need assistance IMMEDIATELY!

Even if you can't seat the guests yourself, take the time to let them know that someone will be right with them. There is nothing worse than standing at the door watching employees walk by and feeling like they're ignoring you. In our restaurants, guests are always greeted within 30 seconds.

◆ Give guests the right of way

Move to the side, stopping, gesturing are all ways that you can give the right of the way to a customer. Use terms like excuse me or pardon me when having to walk in close proximity to a guest or if you are walking behind someone who may back into you (this will help eliminate dropped trays or glassware)

◆ Check under and around a table for debris.

The table top is not the only place that you are required to clean for a table to be considered "bussed". Booth seats, table toppers, the floors under and around the table and the walls may all require cleaning. It is important that you take the time to look before clearing the table for seating.

◆ Update the hostess board (guest manager) after clearing a table!

To ensure that guests are being sat as quickly as possible and at a table where they will be able to receive our very best service, it is crucial that you update the host board immediately. It is one of the most impactful forms of non verbal communication that we have.

◆ ASK FOR HELP!!!

You will impress us by showing your unwillingness to compromise standards by asking for help.

◆ Follow proper telephone procedures!

All the great restaurants use the highest level of professionalism on the telephone. We are not an exception. All guests on the phone are treated with the same courtesies and respect that they would receive if they walked through the front doors.

◆ **Be aware of your surroundings at all times!**

You would be surprised at how loud you sound to a guest quietly sitting at a table. Though we do want to work quickly and efficiently it is important that we allow paying customers to enjoy their time in the restaurant.

◆ **Handle cutlery, cups and plateware away from the “business” end.**

The business end is where the guest will be eating or drinking from. Always grip glasses near the bottom, plates and bowls on the rim, and cutlery on the handle.

◆ **If it hits the floor, wash it once more.**

Anything that hits the ground must be washed or thrown away... No matter how clean it may seem.

◆ **Light the Firebowls at shift change**

It is the responsibility of the Busser on shift to light the patio firebowls. This procedure adds an outdoor element of ambiance and will draw passer by's to our restaurant.

◆ **Use labeled Sanitizer and other chemicals bottles.**

Part of using chemicals safely is assuring that they are labeled properly so that you can be confident in the cleaning agent that you are using. Some chemicals ARE food safe (meaning they can be consumed without harm) while some are NOT consumable and would cause serious damage or possibly death to anyone who ingests the chemical.

◆ **Have fun!**

The job is much easier and less stressful if you commit yourself to keeping a smile on your face. Your guests will enjoy themselves more if they are surrounded with happy, energetic people. If you're feeling down, **inform your manager and we will assist in any way that we can to shift your frame of mind.**