



SERVER

TRAINING PACKET

NAME

Welcome to the Cody's Original Roadhouse Hourly Training Program. We are excited for you to be a part of our team and to teach you everything we can in order for you to be a success at Cody's. Please fill in the facts below so that you can have the proper information if something is to arise during your training process. Please bring this study guide and quiz packet to class every day.

CODY'S ORIGINAL ROADHOUSE- INFORMATION

1. **MANAGEMENT STAFF:**

GENERAL MANAGER: _____

MANAGER: _____

MANAGER: _____

KITCHEN MANAGER: _____

2. **ADDRESS:** _____

3. **PHONE NO:** _____

WEBSITE ADDRESS: www.codysoriginalroadhouse.com

4. **HOURS OF OPERATION:**

OPEN 7 DAYS PER WEEK

Monday thru Thursday: 3:00 PM - 10 PM

Friday and Saturday: 3:00 PM – 11 PM

Sunday: 11:00 AM - 10 PM

NOTE: Opening & Closing times may vary – check your restaurant hours.

NOTE: Restaurants Restaurant is always ready 15 minutes prior to opening. Also, will stay open 15 minutes past posted closing time.

Training Schedule for the Week			
	Date	Time	Trainer
Day 1			
Day 2			
Day 3			
Day 4			
Day 5			

Server Training Process Overview

Options for training times:

2:00-3:00 Class with Food Show and Quiz Review

3:00-8:00 Pre-Meal/Follow

8:00-8:30 POS Practice

OR

4:45-8:30 Pre-Meal/Follow

8:30-9:00 POS Practice

9:00-10:00 Class with Food Show and Quiz Review

DAY 1

Class Topics-

- Go over numbered floor chart (Need: Restaurant specific numbered floor chart)
- Steps of Good Service and Breakdown of Steps with Additional Tips
- Cody's Original Roadhouse Promotions
- Meat Temperature Descriptions
- Meat Seminar
- Menu Descriptions (Steaks, Chops & Ribs)

Follow Topics-

- Round Robin: 30 minutes in each area. BAR, SERVER, HOST, EXPO
- Bar- Observe drink making techniques and how to build regular guests
- Server- Observe Steps of Service and Creating regular guests
- Host- Observe phone procedures, proper menus handed out, walk and talk, catering to our kids, seating rotation using floor chart, interaction with guests, and phone procedures
- Expo- Manager and/or Expo in window out explains Picture Perfect Plate Presentations and menu descriptions

Cody's Signature Dishes to Share During Classroom-

Order your choice of 2 signature Cody's dishes to share: 10 oz Sirloin Steak, ½ Rack Baby Back Ribs, 12oz Roadhouse Chopped Steak, or 12oz Slow Roasted Prime Rib of Beef

12 Steps of Good Service

- 1) Acknowledge and welcome the guest within 60 seconds of being seated. Introduce yourself and write both your name and the manager's name on the table cover. Suggest two specific alcoholic drinks and two specific starters.
- 2) Ring in the drinks and appetizer immediately. Deliver drinks within 2 minutes.
- 3) If the guest is ready, take their orders by walking them through the menu and suggestively sell.
- 4) Deliver appetizers and app plates within 8 minutes and refill drinks. Take order if guest not ready in previous step.
- 5) Deliver rolls, cold salad plates and bottomless salad by tossing the lettuce at the table. Pre-bus.
- 6) Deliver entrée and make sure guest needs are satisfied (refill any drinks, extra napkins, etc....) Pre-bus.
- 7) 2 minute/2 bites check back on quality of food. Maintain table appearance and cleanliness at all times. (Pick up dirty dishes, empty glasses, silverware, etc....) Remind guest to save room for a specific dessert.
- 8) Clear any unnecessary plates or silverware during each quality check. Take dessert order.
- 9) Deliver desserts within 3 minutes. Pre-bus.
- 10) Present the check. Stand the guest check presenter up on the table. Table should have only a glass, coffee cup, spoon, etc.
- 11) Take payment when guest is ready. Give proper change immediately or process credit card. It is unprofessional to ask if change is needed. The proper response is: "I'll be right back with your change."
- 12) Thank the guest, say Good-Bye, invite them back and to ask for you.

Break Down of the Steps of Good Service

GREETING THE TABLE: (60 SECOND MAX GREET TIME)

- ◆ When you walk up to the table, say hello my name is _____ as you write both your name and the manager's name on the table cover. This way your guests are aware of it.
- ◆ If you are busy, greet the table, write your names on the table and tell the guests you will be with them in a moment.
- ◆ When getting a drink order, make it a point to suggest **HAPPY HOUR 2 FOR 1, SIGNATURE DRINKS** and **UPSELL ALL OTHER DRINKS (during non-happy hour time)**.
- ◆ Also suggest two specific Starters.
- ◆ Ring in both the drinks (alcoholic) and starter(s).
- ◆ Return the drinks to the guest within 2 minutes.

TAKING THE ORDERS:

- ◆ Make sure to ask everyone ordering a steak, if they would like to add any steak toppers. Use a positive head nod.
- ◆ Describe the steak temperature to the guest. I.e. - if the guest orders, MR- you say, "that will be a warm, red center". This allows you to educate the guest on how Cody's cooks the steaks and eliminates the possibility of the steak going back because it is not the way the guest wants it.
- ◆ Upsell loaded potatoes, salad or soup to fajitas and sandwiches, etc.
- ◆ After taking the order tell the guest that you'll be back in a moment with the salad.
- ◆ Always repeat your name at this point so if the guest needs anything, they know who to ask for.

RETURN WITH SALAD AND ROLLS:

- ◆ Bring 1 roll per person plus one for the table along with cinnamon butter.
- ◆ Let the guests see the salad before you toss it.
- ◆ When serving the salad, talk to the customers, ask them if they have ever eaten here before – if they are **NEW** customers – **LET A MANAGER KNOW!** They want to meet our new friends.
- ◆ Once you place the tossed salad on the cold salad plate, hand it directly to the guest. This way, the guest feels how cold and fresh our salads are.

2 BITE RULE:

- ◆ After the entrees are served, check with the table within 2 minutes or 2 bites of their meal to ensure everything is cooked to their liking and to make sure the order came out correctly.

PRE-BUS/DESSERT:

- ◆ The only thing that should be left on the table at the end of the meal are napkins and drink glasses. Never leave the table empty handed.
- ◆ Don't forget to offer dessert. Even though they may be full right now, a little suggestive selling can make the guest get a dessert to go.

DROP THE CHECK:

- ◆ When you drop the check stand the check presenter upright on the table. Once the guest puts their payment into the presenter, they will lay it flat on the table. This is your cue that they are ready. Never ask the guest if they need or want change back. Instead, tell them you will be right back with their change. At that time, they can tell you to keep the change if that is what they desire.

Additional Tips

1. Serve and remove food and beverages from the right side of the guest, using your right hand whenever possible.
2. No pitchers of soda or tea at tables. Only if party requests them.
3. Carry and use small trays for cocktails and beverages.
4. Hand carry dirty dishes, coffee or tea pots.
5. Always handle glasses by the lower part, never near the top where the mouth touches it.
6. Keep your thumb off of plates. Let the bottom of the plate rest on your hand, while your thumb remains on the outer edge of the rim.
7. Place the plate in front of the guest so that the eye of the meat is closest to their belly.
8. If you or the guest drop something, pick it up. Always get the guest a new silverware or napkin if dropped.
9. Always speak clearly to your guests. If you do not understand something, repeat it back to them.
10. Anticipate your guest's needs - example – Mustard and mayo with burgers, extra napkins.
11. Never count your tips in the dining room.
12. Handle improperly cooked food quickly by returning it to the kitchen and completing a priority slip. Contact your manager immediately. Offer the guest their side/soup or something else to eat while they wait for their entrée.

13. Do not take complaints or criticisms personally. Report them to the manager, out of sight and sound of the guest. Our policy is to rectify the guest's problem.
14. WORK AS A **TEAM**. You can get the job done faster and easier if everyone works together as a **TEAM**.
15. Always ask for help when needed.
16. Side work is your responsibility. Keep up with this task so that you and your coworkers can work in an efficient atmosphere.

Cody's Original Roadhouse Promotions

1. **EARLY BIRD MENU**
Monday thru Saturday (but not on holidays). Order must be placed by 5:59pm.
2. **HAPPY HOUR AND DAILY DRINK SPECIALS – BAR & DINING ROOM**
2 For 1 Happy Hour - Daily from opening to 7 PM
3. **KIDS EAT FREE: Every Monday & Tuesday**
Kids 10 and under **EAT FREE** from Kid's Stuff Menu. Limit 1 kid per 1 full adult dinner entree.
4. **2 FOR 1 FAJITAS: Every Wednesday**
Buy One, Get One Free. Choice of Veggie, Chicken, Beef, Shrimp or Combo.
5. **10 oz. USDA Choice Top Sirloin Steak**
Every Thursday - \$13.98
6. **Sunday Specials:** Every Sunday from opening to 4 pm.
\$11.98. Sunday specials include a **FREE DESSERT**.
7. **Daily Specials**
Check black board for specials.

Steak Temperature Descriptions

Temperatures are critical for all steaks, steak chunks and burgers.

Temperature	Abbreviation	Description
Rare	R	Cool, Red Center
Medium Rare	MR	Warm, Red Center
Medium	M	Hot, Pink Center
Medium Well	MW	Hot, Thin Line of Pink
Well	W	Hot, No Pink

If the steak has not been cooked to the guest's specifications, return it to the grill. This will allow the grill cook to grill the steak as the guest requested before it goes to the table. Notify a manager immediately about any problems or concerns.

Meat Seminar

At Cody's, we hand cut and age our steaks in house. All steaks are grilled over an open flame and seasoned with our own Cody's steak seasoning and steak 'sauce' (unless otherwise requested by the guest).

Sirloin- All of our sirloins are Certified USDA Choice beef. Top Sirloin is the most popular and considered a somewhat lean variation to the red meat selections. In this cut of meat, most of the fat is removed so as to allow for only meat. While it is generally not full of flavor, the top sirloin comes from the top of the short loin area which is tender. We also hand tenderize to assure its greatness.

8oz Sirloin- Used for Sirloin Steak Salad and Early Bird Sirloin Steak

10oz Top Sirloin- 10oz Top Sirloin Steak

14oz Top Sirloin- 14oz Top Sirloin Steak

Ribeye- Ribeye is a tender and fatty piece of meat cut from the rib of the cow. It is considered the most popular of red meat selections. The flavor of the ribeye is attributed to the fat marbling which runs through the slice of meat and melts during cooking. The key to optimal flavor in the ribeye is to cook the meat thoroughly to fully melt down the fat level of the marbling, thereby enhancing the flavors.

14oz Ribeye- Ribeye Steak 14oz

20oz Ribeye- Ribeye Steak 20oz

When a Ribeye loin is seasoned with own blend of herbs and spices and slow roasted in an oven it becomes Prime Rib.

10oz Prime- Early Bird Grilled Prime Rib of Beef (where applicable), Combos

12oz Prime- Slow Roasted Prime Rib of Beef, 12oz

16oz Prime- Slow Roasted Prime Rib of Beef, 1lb

Tenderloin- The tenderloin is the most tender cut, and some say less flavorful. When a filet is ordered Medium Well or Well Done, ask the guest if they would like their filet butterflied. This means the filet is sliced through the thick side of the steak without cutting all the way through. The steak then "unfolds" and lies thin, flat and into what looks like a butterfly shape, exposing most of the meat to the heat.

6oz Filet- Bacon Wrapped Filet Mignon, 6oz (CAN NOT BUTTERFLY DUE TO BACON WRAP)

9oz Filet- Filet Mignon, 9oz

Short Loin- This cut has a bone which separates two different types of steaks- the strip loin and the tenderloin. This cut yields types of steak including Porterhouse, T-bone and Kansas City Strip.

T-Bone Steak- 18oz. New York strip on one side of the bone and a small filet on the other side.

Porterhouse Steak- 24oz. New York strip on one side of the bone and a larger filet on the other side.

Flap Meat- Is from the bottom of a sirloin butt. It is a relatively lean cut which is typically sold as a whole cut of meat. It is one of the most versatile cuts of meat that is great using fast-cooking methods like grilling or searing and it is also excellent cooked whole and sliced. It's course texture that takes marinades and seasonings well.

Fajita Beef- 24 hour marinated beef used for the Sizzlin' Beef Fajitas (8oz), Beef Quesadilla (8oz)

Since our steaks are hand cut, we use our "mis-cuts" as other menu items such as Early Bird Steak Chunks and ground beef. These pieces could be from any cut of sirloin, ribeye, or filet.

Ground Beef- Roadhouse Chopped Steak (12oz), Early Bird Chopped Steak (8oz), Sunday Special Chopped Steak (8oz), Burgers (8oz), and Kid Burger (4oz)

Steak Chunks- Early Bird Steak Chunks (8oz)

Chicken Fried Steak- Tenderized and hand breaded random pieces of beef (7oz)

Cody's Roadhouse Menu Descriptions: Steaks, Chops and Ribs

Our steaks are hand-cut fresh daily on premises from USDA graded beef. Seasoned with our own spices and char grilled the way the guest likes it.

All dinner Entrees include Our Famous Bottomless Salad Bowl with Cody's Garlic Ranch Dressing, Fresh Baked Sweet Yeast Rolls with Cinnamon Butter and your Choice of Side.

FILET MIGNON

A lean, tender and tasty favorite. (Can make it bacon wrapped for \$1.00 extra), if MW or W done, can be butterflied.

Abbreviation: 9 Filet
Portion: 9 oz. Tenderloin steak
Service: Served on 11 ½" platter
Station: **BROILER**

BACON WRAPPED FILET MIGNON

Just as tender and tasty for the smaller appetite.

Abbreviation: 6 Filet
Portion: 6 oz. Tenderloin steak wrapped in bacon
Service: Served on 11 ½" platter
Station: **BROILER**

RIBEYE STEAK

Well-marbled with lots of good taste and flavor.

Abbreviation:	14 Rib	20 Rib
Portion:	14 oz. Ribeye	20 oz. Ribeye
Service:	Served on 11 ½" platter	
Station:	BROILER	

SLOW ROASTED PRIME RIB OF BEEF

Slow roasted and when it's gone, it's gone. We roast the whole prime rib and season it with our own blend of herbs and spices served with au jus. Horseradish sauce also available (upon request).

Abbreviation:	12 Prime	1 lb. Prime
Portion:	12 oz. Prime Rib	1 lb. Prime Rib
Service:	Served on 11 ½" platter with au jus in 3 oz. soufflé cup. (Creamy horseradish served in 2 oz. soufflé cup upon request)	
Station:	BROILER	

PORTERHOUSE PORK CHOP

A bone in chop that is tender, juicy, and chargrilled. Served with or without BBQ sauce.

Abbreviation:	PH Chop	BBQ PH Chop
Portion:	12oz Bone-in Chop	
Service:	Served on 13" platter. Garnished with 3 oz. portion of applesauce, sprinkled lightly with cinnamon, in a monkey dish.	
Station:	BROILER	

BABY BACK RIBS- ½ Rack or Full Rack

Our ribs are better than some of the best Rib Joints in town. Full or half slab of barbecued baby back pork ribs basted with Cody's BBQ sauce.

Abbreviation: 1/2 Rack Full Rack
Portion: 1/2 Rack (6-7 bones) Full Rack (12-13 bones)
Service: ½ Rack served on 11 ½" platter with kale and wet nap
Full Rack served on 13" platter with kale and wet nap
Station: BROILER

TOP SIRLOIN STEAK

A flavorful steak from USDA Choice Top Sirloin beef.

Abbreviation: 10 Sir 14 Sir
Portion: 10 oz. Sirloin steak 14 oz. Sirloin steak
Service: Served on 11 ½" platter
Station: BROILER

T-BONE STEAK

A NY Strip on one side of the bone and a small filet on the other.

Abbreviation: T-Bone
Portion: 18 oz. Shortloin steak
Service: Served on 13" platter
Station: BROILER

PORTERHOUSE STEAK

A NY Strip on one side of the bone and a larger filet on the other.

Abbreviation: PH
Portion: 24 oz. Shortloin steak
Service: Served on 13" platter
Station: BROILER

ROADHOUSE CHOPPED STEAK

Pieces of beef from our steaks that are ground and formed into patties and topped with sautéed onions.

Abbreviation: Chpd Stk
Portion: 12 oz. Patty
Service: Served on 11 ½" platter and topped with 2 oz (vol) of sauteed onions.
Station: BROILER

CHICKEN FRIED STEAK

A cubed piece of steak (could be cut from any type of loin), hand breaded, deep fried.

Abbreviation: CFS
Portion: 7 oz. Cut
Service: Served on 11 ½" platter and topped with 3 oz of white gravy.
Station: FRY

TOPPERS

SCOOP OF MUSHROOMS

Abbreviation: Mush Top
Portion: 2 oz
Service: Served on top of the steak.
Station: EXPO

SCOOP OF ONIONS

Abbreviation: Onion Top
Portion: 2 oz
Service: Served on top of the steak.
Station: EXPO

BLUE CHEESE CRUMBLES

Abbreviation: BC Top
Portion: 2 oz
Service: Served on top of the steak.
Station: EXPO/BROIL

GARLIC BUTTER

Abbreviation: GB Top
Portion: #40 Scoop
Service: Served on top of the steak.
Station: EXPO/BROIL

Cody's Original Roadhouse Server Day 1 Quiz

Name: _____

Score ____/10

- Guests must be acknowledged and greeted within _____.
A) 30 seconds
B) 45 seconds
C) 60 seconds
D) 90 seconds
- Drinks should be delivered within _____.
A) 45 seconds
B) 1 minute
C) 2 minutes
D) 3 minutes
- During the 2 minutes/ 2 bite check back you should _____.
A) Check back on the quality of food
B) Offer a Starter
C) Offer dessert
D) All of the above
- What is written on the table when greeting the guest? _____ and _____.
- Match the following temperature to its description
____ Rare A) Hot, Pink Center
____ Medium Rare B) Hot, No Pink
____ Medium C) Cool, Red Center
____ Medium Well D) Warm, Red Center
____ Well E) Hot, Thin Line of Pink

6. The 7 ounces of random cuts cubed, breaded and deep fried is _____.
7. The Top Sirloin Steak is offered in what sizes? _____ oz. and _____ oz.
8. The Ribeye is offered in a _____ oz. and _____ oz. portion.
9. The Bacon Wrapped Filet Mignon is _____ oz. while the Filet Mignon is _____ oz.
10. The T-Bone Steak is _____ oz. and the Porterhouse Steak is _____ oz.

Trainee Evaluation

Day 1

(Completed by trainer with trainee present and signed off by a manager)

- | | |
|---|---------|
| 1. Trainee arrived to work on time? | Yes/No |
| 2. Trainee arrived in proper uniform? | Yes/No |
| 3. Trainee attended classroom? | Yes/ No |
| 4. Trainee attended pre-meal? | Yes/No |
| 5. Trainee spent allocated time on the POS? | Yes/ No |
| 6. Was trainee involved and attentive to training procedures? | Yes/ No |
| 7. Does trainee accept constructive feedback? | Yes/ No |

Trainer Signature _____

Trainee Signature _____

Date _____

Manager Signature _____

DAY 2

Class Topics-

- Alcohol Awareness and Cody's Roadhouse Alcohol Procedures
- Know Your State Alcoholic Laws Questions & Answers
- Alcohol 101
- Cody's Roadhouse Glassware Standards
- Menu Descriptions (Starters, Soups N' Salad)

Follow Topics-

- Trainee follows Trainer
- Focus on Server Steps of Service, writing orders, ringing in orders, maintaining tables, side work
- Trainer to give overview of Point-of-Sale buttons (How to log in, Navigation of Menu Screen: Covering location of all menu items, Liquor, Beer, Wine Buttons, Special Menu Items and Special Bar Drink Buttons)

Cody's Original Roadhouse Signature Dishes to Share During Classroom-

Order Cody's Bottomless Salad and your choice of 1: Jumbo Onions on a Stick, Cheesy Cheesy Shrimp or Fried Cheese Logs.

Alcohol Awareness

Alcohol Awareness is a growing concern within the Hospitality Industry nationwide. By recognizing the "early" signs of intoxication, monitoring your customer's consumption, and treating them as you would a guest in your own home, you fulfill your responsibility and protect the guest. The sale of alcohol is an important factor in any full-service restaurant, as it constitutes a large portion of total sales and of your individual check average. Given the volume of alcohol we dispense, it is of great importance for you to be knowledgeable in this area.

The Law

If a server/bartender serves an alcoholic drink to an underage guest, the server/bartender can be arrested and/or is subject to a fine along with the restaurant and managers. It is important for you to realize that the law prohibits us from selling alcoholic beverages to anyone under 21.

Always ask for proof of age for guests appearing to be under the age of 30. Use common sense - if in doubt, ask for an ID. Valid IDs need to be current, government issued, and showing a photo of the person presenting it. The description of the individual should be current as well. It should also list their birth date, height, sex, weight, and color of eyes and hair. With all this information at your disposal you can then make an educated decision on whether the individual is over the legal drinking age.

Acceptable IDs can be the person's driver's license and/or identification card issued by the State, passport/visa, military identification card, and resident alien card. Secondary forms of ID can be requested if you would like to verify the individual is who they say they are. Ask for bank cards, credit cards, school IDs, anything you feel would confirm the individual in question. The ID needs to be current. If it is beyond the expiration date or if the ID has been stamped or sealed as no longer valid by the agency which issued it, then you have the right to refuse service. If it has been altered in any way, then this is also reason to turn them away. Bending the ID just slightly when you check it is a good way of recognizing cheap fakes.

It is also against the law to serve alcohol to someone who is intoxicated. At Cody's we are concerned about our liability, responsibility, and image in the community when it comes to people having too much to drink in our bar or dining room. Should a guest enter the restaurant already intoxicated, inform the manager, and do not serve them. If there are any complaints or problems, do not try to deal with them yourself. Excuse yourself from the table and get a manager. State laws regarding alcohol consumption are quite specific and abuse or neglect of serving responsibility involves public safety and liability to the company and you.

How to Check ID's

Asking guests to show their ID is part of the job. It doesn't have to be a bad experience either. Younger guests expect to have to show them and older guests are usually flattered by the question. Here are a few tips to follow:

- Only ask for the ID of someone who looks younger than 30 years old.
- Once you ask for an ID, the guest must provide you with one or you can not serve them alcohol.
- Remember to only accept the forms of picture ID mentioned above. School IDs and secondary forms of ID should only be used to help further identify the individual if the primary government issued ID is questionable.
- Check the expiration date to ensure the ID is still valid. To make things easy on yourself, note the threshold date someone needs to be born before to be legal prior to working your shift. This will relieve you of calculating it on the spot and save a bit of time.
- Now check that the individual matches the person in the picture. Check features such as shape of nose, earlobes, and shape of face and forehead. Hair and eye color can change slightly, so try to note other distinguishing factors.

If you're not certain that the customer is presenting a legitimate ID, ask some questions.

- What's your birthdate?
- What is your address?

These are all verification questions you can ask. More intelligent underage drinkers will memorize this type of information; don't be afraid to get creative. Beyond this point, if you are still not comfortable serving alcohol to the person in question, talk to your manager. Don't risk getting a citation just to cut a few corners. The entire process will take less than 2 minutes. Don't lose your job if the guest is underage and you didn't card them.

The Guest Who Doesn't Have an ID

If a guest at any point becomes hostile over denied service, contact your manager, and let the guest know that you do not want to risk your job. Smile and kindly let them know that you are legally not allowed to serve someone if they don't present a valid, recent, and recognizable ID. When people change their hair color, address, or weight to an extent where they are not recognizable, then it is their responsibility to update the photo.

Apologizing to the individual and reassuring them that it is simply to avoid legal action will usually help the situation. Remain calm the entire time, even if they become loud and obnoxious.

Checking an ID is entirely your responsibility. Do not expect anyone to cover this requirement for you. It doesn't have to be painful and most customers expect for it to happen.

ABC/Excise Stings

The Supreme Court has upheld the law that states the process of sending decoys to attempt to order alcohol at bars and clubs is legal and not entrapment. The Decoy Program allows local law enforcement agencies to use persons under age 20 as decoys to buy alcoholic beverages from licensed premises. The decision to use the Decoy Program is up to each law enforcement agency.

Decoys must answer all questions truthfully. A simple way of verifying if an individual is a decoy is to simply ask their age! While you check someone's ID just ask the question to find out if they are working for the decoy program. This is the most commonly used tactic. DECOYS ARE REAL! Don't ignore this tip! You will at some point encounter at least one.

Cody's Roadhouse Alcohol Policies

Below are indicators which all bartenders and servers should be aware of and act on. Customers should be cut off if they show any of these signs. Managers must be alerted by staff to anyone who arrives in a condition that we should not serve them alcoholic beverages. When a staff member wishes to discontinue service to a customer, the refusal will be the Manager's duty and responsibility.



Watch for the Signals

The restaurant industry provides a universal system that helps you identify the levels of intoxication by your guests' behavior. Because our concern is safety, we relate drinking levels to a traffic signal.



GREEN = GO (Blood Alcohol Content 0.2-0.5)

This is usually a safe level that is reached after the first drink. Guests will become more relaxed, comfortable, and talkative at this point and may behave as they would without any alcohol.

YELLOW = CAUTION (Blood Alcohol Content .05-.08)

The signal changes from green to yellow as people continue to drink. At this level, inhibitions are relaxed and an effort should be made to reduce the intake. Some behaviors which indicate a yellow level are:

- Change in prior behavior
- Argumentative or abusive language
- Increased alcohol consumption and drinking other people's drinks
- Extremely talkative or friendly
- Annoying other guests
- Buying rounds for strangers

If your guests are behaving in these manners, their judgment can be impaired. Yellow IS NOT a safe level for driving and requires attention. If a guest has reached a yellow level, first inform a manager. Have the manager visit the table to check the level of intoxication. Be prepared to stall, yet still maintain service:

- Refill drinks at a slower rate
- Add more serving steps before bringing another round (put down more napkins and remove all glasses)

RED = STOP (Blood Alcohol Content .08 and up)

At this level, your guests will display slowed reaction time and reduced motor coordination. Some behaviors that indicate a red level are:

- Reactions slowed to the point that a guest appears to move in slow motion and may have loss of simple motor skills
- Slow response when responding to questions, slurred speech, or thick tongue
- Responding to questions unreasonably or making irrational statements
- Eyes becoming glassy or inability to focus
- Losing train of thought or blank, staring facial expressions
- Clumsy actions i.e. spilling drinks, dropping money, stumbling, or falling
- Not being able to walk straight or sit up straight
- Exaggerated emotional outbursts, crying, or laughing
- Change in color of facial skin i.e. pale or flushed

If your guests are exhibiting these behaviors, it signals a red level of drinking. If you feel that your guest is at the red level, inform a manager immediately and he/she will make the decision whether to "cut them off" from more drinks. Be diplomatic. Don't embarrass anyone. If the guest attempts to order more drinks when they are at a dangerous level, acknowledge the order, but immediately get your manager. When the decision is made to cut off service, our first responsibility is to find out the guest's means of transportation home. To know if the guest is driving, we must ask "How are you getting home tonight?" or "Who's the chauffeur tonight?" If we find out we have an intoxicated guest that plans to drive, we must then proceed to dissuade him/her from doing so. This level makes driving a definite risk and requires immediate action. When your guests reach a red level, we must try to keep them from driving. If they are persistent, this would be the one exception to the rule in our industry's important philosophy: "The guest is always right" - and we must do our best to be in control in such circumstances. *It is important that you understand that in the event of an accident, not only Cody's but also you can be held legally responsible.* The policies we would follow at this point are:

- Offer to call someone to come and pick them up.
- Offer to call a taxi/rideshare service.
- Ask a sober companion to drive.
- If an intoxicated guest still insists on driving, a manager will call for a police escort.

Know Your State Alcoholic Laws, Questions & Answers!

Q. May a licensee or his agent allow customers to bring their own liquor onto the licensed premises?

A. NO

Q. May a licensee allow patrons to sit on his premises, outside the building, and drink alcoholic beverages?

A. YES

Q. Do any officers other than beverage officers have the right to inspect the premises?

A. YES, any sheriff, deputy sheriff or police officer has that right.

Q. If I run out of certain brand, may I buy from a nearby bar?

A. NO. Sales of alcoholic beverages from one retailer to another are prohibited.

Q. May I legally pour the remainder of the contents of a liquor bottle into another of the same brand?

A. NO.

Q. How old must a person be to legally drink alcoholic beverages?

A. Twenty-one years of age.

Q. If a young couple enters the restaurant and the adult male buys two drinks and gives one to his girlfriend or wife, who is under 21, is the bar in violation?

A. YES. The licensee or employee has allowed a minor to possess alcoholic beverages in a licensed premise and the adult has subjected himself to possible criminal action for supplying alcoholic beverages to a person less than 21 years of age.

Q. What is a good identification as proof of age?

A. The person's driver's license and identification card issued by the State, the person's passport, and/or military identification card. The mere possession of these documents does not assure they are in the possession of the owner. Therefore, common sense and reason must be used in deciding if a person is of legal age to purchase or consume alcoholic beverages. **REMEMBER**, you have the right to refuse service to protect your license.

Q. If a person less than 21 years of age shows me an obviously falsified or altered identification, can I keep it?

A. NO. This can be done only by a law enforcement officer. You can, however, take the person's name and description to turn over to an officer.

Q. May I be charged if I serve alcoholic beverages to a person less than 21 years of age who shows me a false identification?

A. Yes, however, the disposition of such a charge, if made, will depend on the person's appearance, dress, type, and quality of ID shown and the type of crowd to which the restaurant caters. Each case is a separate investigation to ascertain if a licensee has used due diligence in checking.

Alcohol 101

Bourbon

Bourbon whiskey is distilled from a mash of grain containing at least 51% corn. Bourbon is usually aged for 4 years in new charred-oak barrels.

Blend

A blend is one or more straight whiskeys combined with neutral grain spirits. Blends contain at least 20% straight whiskey. They are at least 80 proof.

Canadians

Canadian whiskeys are blended whiskeys, usually distilled from rye, corn, and barley. Produced only in Canada under government supervision, most of the Canadian whiskey sold in this country is 4 years old.

Scotch

Produced only in Scotland, Scotch whiskeys are blended they derive their individual personalities from native barley grain and traditional stills. All Scotch is at least 4 years old and usually 80 to 86 proof.

Irish whiskey

Produced only in Ireland, Irish whiskey, like scotch is a blended whiskey containing barley, malt and grain whiskeys. Unlike Scotch, the malt is dried in coal-fired kilns and the aroma of the fire does not reach the malt.

Vodka

Vodka is a highly refined and filtered liquor distilled at or above 190 proof. It is bottled at 80 to 110 proof. It was originally made in Russia from potatoes, but in the United States, Vodka is usually distilled from grain, primarily corn and wheat. Vodka is not aged. It is colorless and virtually tasteless and odorless.

Gin

Distilled from grain, gin receives its flavor and aroma from juniper berries and other botanical elements. Every Gin producer has their own recipe. Even though a distiller ages his Gin, he cannot legally make age claims for his product. Gin is bottled in this country at proofs varying from 80 to 94 proof.

Rum

Rum is distilled from the fermented juice of sugarcane, cane syrup, and molasses. Rum is bottled between 80 and 190 proof. It is aged in uncharred barrels where it picks up very little coloring. Dark rums have caramel added to them for coloring.

Tequila

Tequila is made from the mescal plant. It is not aged and usually bottled between 80 and 86 proofs.

Draft Beers

Selections may vary by location

****All Draft Beer Should Have 1 inch of Foam Head When Poured****

Domestic Draft Beers

List your restaurant's selection here:

Import/Craft Draft Beers

List your restaurant's selection here:

Bottled Beer

Selections may vary by location

** *Served in a paper bag***

Domestic Bottled Beer

List your restaurant's selection here:

Import Bottled Beer

List your restaurant's selection here:

Liquor

Selections may vary by location

Bourbon

Kentucky Gentleman, Jim Beam

Gin

Mr Boston, Bombay, Tanqueray

Rum

Mr Boston, Ron Carlos Black, Ron Carlos 151, Don Q & Don Q Flavors, Bacardi Superior (White), Captain Morgan

Scotch

Inver House

Tequila

Montezuma, Dulce Vida Pina Jalapeno, Jose Cuervo Gold 80, 1800 Reposado

Vodka

Mr Boston, Three Olives Cucumber Lime, Absolut 80, Titos 80

Whiskey

Old Thompson, Old Camp Peach, Fireball, Canadian Club 80, Seagram's 7, Jack Daniel's Black, Jameson Irish 80, Crown Royal 80

Liqueurs (DeKuyper)

Amaretto, Sour Apple, Apricot, Blue Curacao, Blackberry, Butterscotch, Cream de Banana, Melon Dew, Peachtree, Triple Sec, Razzmatazz

Cordials

Mr Boston Brandy, Gran Gala, Kahlua 40, Bailys, Cointreau, Sweet & Dry Vermouth, Real Sangria White & Red

Wine

Beringer is our House Wine Brand

White

Beringer Chardonnay, Cupcake Chardonnay (bottle only), Chloe Pinot Grigio (bottle only), Beringer Pinot Grigio

Red

Beringer Cabernet, Beringer Merlot, Chloe Red Blend (bottle only)

Blush

Beringer White Zinfandel

Cody's Original Roadhouse Glassware Standards



Red Coke Glass (20oz): Soft Drinks, Iced Teas (can add flavor), Lemonade (can add flavor)



Disposable Kid Cup (12oz): Soft Drink, Iced Tea, Lemonade for Kid's Meals



Disposable To Go Cup (20oz): Soft Drink, Iced Tea, Lemonade for Adult to go



Coffee Cup (6oz): Coffee and Hot Tea



Shot Glass (2oz): Single Shots



Rocks Glass (9oz): All single pour liquor drinks (ie. Crown and Coke) and rocks pour



Pint Glass (14oz): Served with a bottled beer, Draft beer, Cocktails ordered tall or double, Bloody Mary, Rum Runner, Milk, Large juices, Non-alcoholic bar drinks (Virgin Pina Colada & Daiquiri), Rocks House Margarita



Large Beer Stein Mug (34oz): Draft beer, Cucumber Lime Mojito



Martini Glass (9oz): Cosmopolitans, Gimlet, Manhattan's, Martinis



BAM Large Martini Glass (48oz): The BAM



Wine Glass (8oz): White, Red, and Blush Wines (Only fill with 6oz of wine), Cordials served up



Soda Fountain Glass (12oz): Pina Coladas, Daiquiris, Mudslides, Frozen House Margarita, Milk Shakes



Goblet Glass (32oz): Cody's Chocolate House Slide, Cody's Sunset, Peachy Palmer, Passion Fire Punch, Jalapina Margarita, "Gin"uine Strawberry Lemonade, Rose Spritz, Riuniti Rita



Irish Coffee Mug (8oz): After dinner hot coffee and liquor drinks

Cody's Roadhouse Menu Descriptions: Starters, Soups n' Salad

Starters

FRIED CHEESE LOGS

5 hand cut mozzarella cheese sticks, hand-breaded and deep fried. Served with marinara sauce.

Abbreviation: Ch Logs

Portion: 5 Sticks

Service: Served on an 11-inch oval platter in a small fry basket, sprinkled with Garlic Romano Seasoning and served with 3 oz. of warm marinara sauce in a monkey bowl and soup spoon.

bowl

Station: FRY

JUMBO ONIONS ON A STICK / ONIONS ON A ½ STICK

Our homemade, hand battered and deep-fried onion rings, piled high on a wood skewer.

Abbreviation: O-Stick ½ Stick

Full Portion: 8-10 onion rings stacked on a wooden stick

Half Portion: 4-5 onion rings stacked on a wooden stick

Service: Served on a 13-inch oval platter, with 3 oz. turmeric dip in a monkey bowl and soup spoon.

Station: FRY

CHEESY CHEESY SHRIMP

Large shrimp in garlic butter topped with lots of cheese & melted to perfection.

Abbreviation: Cheesy Shr

Portion: 6 ea. (21/25ct) Butterflied Shrimp

Service: Served in escargot dish on 11 ½" platter. Garnish with 2 rolls, lemon wedge and kale.

Station: **FLAT**

LOTS OF CHEESE & BACON FRIES

Our Roadhouse fries smothered with a mix of Jack and cheddar cheese and fresh chopped bacon.

Abbreviation: Ch Fries

Portion: 14 oz. Fries, 6 oz. shredded cheese and 2 oz bacon bits

Service: Served on 11 ½" platter with 3 oz. soufflé cup of garlic ranch dressing

Station: **FRY**

CODY'S BUFFALO SHRIMP

Our large shrimp butterflied, hand breaded and deep fried. Tossed in choice of Mild, Hot or Really Really Hot sauces.

Served with Cody's Ranch or Blue Cheese Dressing.

Abbreviation: Buff Shr (M) or (H) or (RRH)

Portion: 7 (21/25ct) Butterflied Shrimp

Service: Place a bev nap on a 9" plate. Nappy bowl filled with shredded lettuce and cooked shrimp with tails out around rim of bowl. Place 2 oz. soufflé cup of ranch or bleu cheese dressing in shrimp bowl with lemon and kale. Place on top of checkered bev nap on a 9" plate.

Station: **FRY**

CODY'S WINGS

A big portion of breaded Jumbo wings. Tossed in choice of Mild, Hot or Really Really Hot sauces, BBQ sauce or Garlic.

Served with Cody's Ranch or Blue Cheese Dressing.

Abbreviation: Buff Wings (M) or (H) or (RRH) or (BBQ) or (Gar)

Portion: 10 Wings (5 drums, 5 flats)

Service: Served tossed in choice of sauce and mounded on the long side of a 11 ½" platter with 2 oz. soufflé cup of ranch or bleu cheese, 5 celery sticks, kale and a wet nap

Station: **FRY**

BONELESS CHICKEN WINGS

Boneless chicken bites, hand breaded and deep fried. Tossed in Mild, Hot or Really Really Hot, BBQ sauce or Garlic. Served with Cody's Ranch or Blue Cheese Dressing.

Abbreviation: B-less Wings (M) or (H) or (RRH) or (BBQ) or (Gar)

Portion: 10 oz.

Service: Served tossed in choice of sauce and mounded on the long side of a 11 ½" platter with 2 oz. soufflé cup of ranch or bleu cheese, 5 celery sticks, kale and a wet nap

Station: **FRY**

STUFFED POTATO SKINS

Stuffed with cheese, bacon, green onions, and sour cream.

Abbreviation: Skins

Portion: 5 potato halves deep fried and topped with 6 oz. shredded cheese and 2 oz. bacon bits. Garnished with chives.

Service: Served on 11 ½" platter with three #40 scoops of sour cream with a chive garnish in a monkey dish.

Station: **FRY**

TOSTADA CHIPS WITH QUESO

Creamy cheese with hint of jalapeno and garnished with pico de gallo.

Abbreviation: Chips & Queso

Portion: 8 oz. of queso and 6 oz. of tortilla chips

Service: Queso served in a nappy bowl, garnished with pico de gallo on a checkered wax paper lined 13" platter with tortilla chips.

Station: PANTRY

TOSTADA CHIPS WITH SALSA

Thick and spicy served with tortilla chips

Abbreviation: Chips & Salsa

Portion: 8 oz. of salsa and 6 oz. of tortilla chips

Service: Salsa served in a nappy bowl on a checkered wax paper lined 13" platter with tortilla chips.

Station: PANTRY

CHIP & DIP TRIO

Salsa, Queso and Guacamole with tortilla chips.

Abbreviation: Trio

Portion: 3 oz of salsa, 3 oz of queso, 3 oz of guacamole and 6 oz. of tortilla chips

Service: Salsa in monkey dish with chive garnish, queso in monkey dish with pico garnish, guacamole in monkey dish with diced red onion garnish served on lined 11 inch platter. Served with tortilla chips in a basket on the side.

Station: PANTRY

SOUPS & SALAD

NOTE: ALL SALADS SERVED WITH FRESH BAKED YEAST ROLLS*

*1 roll per person plus one for the table. 1 #40 scoop of cinnamon of butter per 5 rolls.

SOUP OF THE DAY

Each day the kitchen chooses a different soup- varieties include potato, chicken noodle, tomato bisque, etc.

Served as a cup or bowl.

Abbreviation: C-SOD B-SOD

Portion: Cup - 1 bouillon cup (6 oz) Bowl - 1 soup bowl (8 oz)

Service: 1 package of oyster crackers and soup spoon.

Cup served on a bev nap lined 6" round app plate, bowl served on a bev nap lined 9" round plate.

Station: PANTRY

BAKED FRENCH ONION SOUP IN A CROCK

Rich beef stock with sautéed onions, a toasted bread round, and hot melted provolone cheese.

Abbreviation: Onion Soup

Portion: 9 oz. onion soup, 1 French Onion Soup Crouton, and 2 Slices of Provolone Cheese.

Service: Soup crock served on a bev nap lined 9" round plate with a soup spoon.

Station: PANTRY

SOUP AND BOTTOMLESS SALAD BOWL

Choice of French Onion Soup or Bowl of Soup of the Day and Bottomless Roadhouse Salad (Can sub Caesar if requested)

Abbreviation: S&S (SOD or FO and BSAL or BCSAL)

Portion: Bowl - 1 soup bowl (8 oz) or 9 oz. onion soup, 1 French Onion Soup Crouton, 2 Slices of Provolone cheese and 2.5c salad mix, 1oz cheese, 1oz tomatoes, 1oz cucumbers, 1 oz eggs, 1oz carrots, 1oz cabbage, 1-2 onion rings, 3 croutons, 1 pepperoncini with 1 oz Cody's Ranch dressing.

Service: Bowl of soup served on a bev nap lined 9" round plate or Soup crock on a bev nap lined 9" round plate with a soup spoon. Bottomless salad bowl brought to table. 9" cold salad plate and 6" tongs needed.

Station: PANTRY

CODY'S ROADHOUSE SALAD BASE

Iceberg lettuce, romaine, cucumbers, cheese, tomatoes, eggs, red cabbage, shredded carrots, pepperoncini, red onion, croutons, and tossed in our homemade garlic ranch dressing.

Abbreviation: RH Sal

Portion: 6 Cups lettuce mix, 1.5oz cheese, 1.5oz tomatoes, 1.5oz cucumbers, 1.5oz eggs, 1.5oz cabbage, 1.5oz carrots, 1 pepperoncini, 3-4 onion rings, 6 croutons and choice of protein topper.

Service: Served on a chilled 13" platter with chilled dinner fork.

Station: **PANTRY**

JUST PLAIN CAESAR SALAD BASE

Fresh cut romaine, seasoned croutons, parmesan cheese and tossed with our own Caesar dressing.

Abbreviation: Caes

Portion: 6 Cups romaine, 2 oz. parmesan cheese, 6 croutons mixed with 2 oz. Caesar dressing and choice of protein topper.

Service: Served on a chilled 13" platter with chilled dinner fork.

Station: **PANTRY**

SALAD BASE CAN BE TOPPED WITH ANY OF THE FOLLOWING:

Grilled, Blackened or Fried Chicken Salad

Abbreviation: Gr Chic RH Sal or Gr Chic Caes

Blk Chic RH Sal or Blk Chic Caes

Fr Chic RH Sal or Fr Chic Caes

Portion: 8 oz chicken breast

Sirloin Steak Salad

Abbreviation: Stk (temp) RH Sal or Stk (temp) Caes

Portion: 8 oz sirloin steak

Grilled Shrimp Salad

Abbreviation: Shr RH Sal or Shr Caes

Portion: 2 Shrimp skewers

Grilled or Blackened Salmon Salad

Abbreviation: Gr Sal RH Sal or Gr Sal Caes

Blk Sal RH Sal or Blk Sal Caes

Portion: 8 oz Salmon

CODY'S BOTTOMLESS SALAD BOWL

Iceberg lettuce, romaine, cucumbers, cheese, tomatoes, eggs, red cabbage, shredded carrots, pepperoncini, red onion, croutons, and our homemade garlic ranch dressing all tossed at the table

Abbreviation: BSAL

Portion: 2.5c salad mix, 1oz cheese, 1oz tomatoes, 1oz cucumbers, 1 oz eggs, 1oz carrots, 1oz cabbage, 1-2 onion rings, 3 croutons, 1 pepperoncini with 1 oz Cody's Ranch dressing per person.

Service: Bowl with premade house salad brought to table. Need 9" cold salad plates and 6" tongs. Server to toss salad and serve portions to each guest. It is bottomless, so ask if the guest would like more salad when necessary.

Station: **PANTRY**

Cody's Original Roadhouse Server Day 2 Quiz

Name: _____

Score ____/10

1. Which of the following are acceptable forms of ID?

- A) Driver's license, Passport, Military ID, Social Security Card, Immigration Card
- B) Driver's License, State Issued ID, Passport, Birth Certificate, Immigration Card
- C) Driver's License, State Issued ID, Military ID, Passport or US Passport Card
- D) Driver's License, Stated Issued ID, Student ID, Immigration Card, Passport

2. As a server or bartender, you may accept expired ID cards as a valid form of ID.

True or False

3. List the 11 ingredients that are in our Cody's Bottomless Salad

4. List the three dips in the Chip & Dip Trio

5. List the DRAFT beers that you have at your location

6. Match the following liquor to its classification

- | | |
|-------------------|------------|
| ___ 1800 Reposado | A) Gin |
| ___ Absolut | B) Rum |
| ___ Tanqueray | C) Vodka |
| ___ Don Q | D) Tequila |
| ___ Inver House | E) Bourbon |
| ___ Jack Daniels | F) Scotch |
| ___ Jim Beam | G) Whiskey |

7. Match the following wine to its classification

- | | |
|---|----------|
| ___ Beringer Chardonnay | A) Blush |
| ___ Beringer Woodbridge Cabernet | B) White |
| ___ Beringer Woodbridge White Zinfandel | C) Red |
| ___ Beringer Woodbridge Merlot | |
| ___ Beringer Pinot Grigio | |

8. A portion of Onions on a 1/2 Stick consist of _____ onion rings and a full order of Jumbo Onions on a Stick consists of _____ onion rings served with a 3oz portion of _____ sauce.

9. List the three buffalo sauce options that the Cody's Buffalo Shrimp can be tossed in _____

10. All Cody's entrée salads (Cody's Roadhouse Salad and Just Plain Caesar Salad) are served with dressing on the side? True or False

Trainee Evaluation

Day 2

(Completed by trainer with trainee present and signed off by a manager)

- | | |
|---|---------|
| 1. Trainee arrived to work on time? | Yes/No |
| 2. Trainee arrived in proper uniform? | Yes/No |
| 3. Trainee attended classroom? | Yes/ No |
| 4. Trainee attended pre-meal? | Yes/No |
| 5. Trainee spent allocated time on the POS? | Yes/ No |
| 6. Was trainee involved and attentive to training procedures? | Yes/ No |
| 7. Does trainee accept constructive feedback? | Yes/ No |

Does trainee exhibit knowledge and understanding of Alcohol Awareness, Alcohol Service Procedures, and Service Standards?

Trainer Signature _____

Trainee Signature _____

Date _____

Manager Signature _____

DAY 3

Class Topics-

Specialty Drinks

- Happy Hour
- Suggestive Selling
- LBW and Menu Item Upsells (upselling prices and how much more money you can make)
- A Day, In the Life of a Server's Shift
- My Section Checklist
- Checkout Procedures
- FOH Cleanliness
- Menu Descriptions (Chicken, Seafood, Combo Plates, Fajitas, Quesadillas, Sides and Toppers)
- Table Numbers Test (**Need: Restaurant Specific Blank Floor Chart**)

Follow Topics-

- Trainee follows Trainer taking 1 table in their section
- Focus on Steps of Service, writing orders, ringing in orders, maintaining tables
- Trainer to give overview of POS buttons (Menu Screen: Split, Done, Order, Don't Make, To Go, Hold, Delete, Modify, Repeat, Add, Close. Close Screen: Cash, Credit Card, Gift Card, Tax Exempt, Print, Reprint)
- FOH cleanliness, following continual/closing duties, weekly/daily side work
- Trainee to close with Trainer: Review checkout procedures, Review diagram of table set ups following "My Section" Checklist

Cody's Original Roadhouse Signature dishes to share during Classroom-

Order your choice of one combo: BBQ ½ Chicken & ½ Slab of Ribs, 5 Garlic Fried Shrimp & ½ Slab of Ribs, or 8oz Sirloin & 5 Garlic Fried Shrimp

Specialty Drinks



Peachy Palmer- Old Camp Peach Whiskey, unsweet tea, lemonade and mint leaves. Garnished with mint and lemon wheel.

Passion Fire Punch- Fireball Whiskey, Gran Gala, sour mix, passion fruit puree and soda water. Garnished with orange wheel, lemon wheel and cherry.

Cody's Sunset - A tropical blast of Don Q Coconut Rum, tequila, sour mix, orange juice, cranberry juice, grenadine and floated with Gran Gala. Garnished with a moon of pineapple, ½ orange moon and cherry.

Riuniti Rita- Frozen or on the Rocks made with Cuervo tequila, Cointreau, sour mix, Gran Gala and Riuniti Lambrusco 9187ml bottle). Garnished with Lime wheel.

The BAM (Big A@@ Martini)- Don Q Coconut Rum, Banana liqueur, Blue Curacao and Triple Sec, sour mix, orange juice, pineapple juice and floated with Ron Carlos 151. Garnished with lime wheel, lemon wheel, orange wheel, and two cherries.

Cucumber Lime Mojito- Three Olives Cucumber Lime Vodka, sour mix, simple syrup, mint leaves, cucumber wheels, lime wheel and soda water. Garnished with mint, cucumber wheel and lime wheel.

Jalapina Margarita- Dulce Vida Pineapple Jalapeno Tequila, sour mix, agave syrup and club soda. Garnished with pineapple leaf and lime wheel.

"Gin"unine Strawberry Lemonade- Boodles Strawberry Gin, strawberry puree, lemonade, lemon wheels and Truly Strawberry Lemonade Hard Seltzer. Garnished with lemon wheel and fresh strawberry.

Rose Spritz- Boodles Strawberry Rhubarb Gin, sour mix, simple syrup and Cupcake Prosecco (187ml bottle). Garnished with lemon wheel and fresh strawberry.

Happy Hour

HAPPY HOUR AND/OR DAILY DRINK SPECIALS – BAR & DINING ROOM

2 For 1 Happy Hour - Daily - Opening TO 7 PM

14 oz DOMESTIC Draft Beer

6 oz HOUSE Wine

SINGLE POUR WELL Cocktails

Special bar menus for food are available at the bar top only.

Please see your restaurant's bar menu.



Suggestive Selling

Selling is a part of everyone's life. You had to sell the Cody's Roadhouse Management Team on your ability as a bartender or server. Our guests are "sold" on Cody's before they even come in. If they enjoy themselves, they will return and "sell" us to someone else.

Effective suggestive selling is subtle. You are doing the guest a favor, looking after his best interests by offering your knowledge and expertise and making honest recommendations.

Many of our guests are not familiar with our daily specials. As their intermediary, you are in the position to smooth the way for a confused guest. Above all, be sincere and honest. Always do what you truly believe is in the guest's best interest. Recommend items you know are superior and you are certain they will enjoy.

Servers must be good salespeople. A guest does not know what they are going to order until they look at our menu. It is your responsibility to lead them through the menu and offer suggestions in an effort to make their dining experience an unforgettable experience. The key to suggestive selling is to recommend menu items to the guests. Choosing from 20-30 menu items is a difficult task for many. Personal tastes and insufficient knowledge of the menu could make this a problem.

Eating out is a form of entertainment. It is not just good food and service that brought them to our doors. We can teach you to sell, but it is up to you to do the selling. You are your guest's guide through the maze of decisions they must make.

THROUGH SUGGESTIVE SELLING YOU:

1. Introduce the guests to a wide variety of items.
2. Expeditiously direct the guests to the items that suit his personal tastes.
3. Increase your income by increasing the total of the check.
4. Increases sales of the restaurant.

THE BASIC PRINCIPLES OF SUGGESTIVE SELLING ARE:

1. Know the menu: You are the menu expert. The customer will look to you for advice.
2. Tune into your guest's needs.
3. Be natural, not pushy: Do not over sell. If a guest asks for something light, do not suggest a large steak. Be honest. The customer will appreciate your concern.
4. Know what you like: It is easier to suggest items that you like the best. Whenever possible, taste test new items.
5. "What's good?" Is a question often asked by guests?" Everything" is the wrong response. Instead, take this opportunity to sell something they will enjoy.
6. Use descriptive adjectives: Attempt to wet the guest's appetite. "Would you care to add an order of fresh sautéed mushrooms?"
7. Know your blackboard specials. These are always the first order of suggestion.
8. Eye contact. Be sure to take the time to look at the customer when suggesting an item. Make them feel comfortable when the question is asked. A nice friendly smile always helps in this area.
9. Attitude. A positive attitude is a must when suggestive selling. It helps the confidence in you as well as the impression to the customer.

DESCRIPTIVE LANGUAGE

Using key adjectives to describe our menu items and beverages will go a long way in enticing your guest's appetite. For instance, if I were mentioning that "Today's feature is our Fried Chicken Tenders" and offer no description of the item, does it sound appealing? However, if I add a few descriptive words, I can easily change the way the guest perceives the item. "Today we are featuring our Mouth-Watering Fried Chicken Tenders- they are hand-breaded and deep-fried to a golden brown, served with your choice of our fabulous BBQ sauce or creamy honey mustard for dipping. You also get your choice of one our fresh homemade sides and a salad." The better the description, the more appealing it sounds to the guest. Below are terms that you can use to enhance your selling techniques.

Food Descriptions:

Certified USDA Choice	Crispy	Hand-Breaded	Spicy
Fresh	Homemade	Generous	Delicious
Loaded	Original Recipe	Zesty	Creamy
Overflowing	Sautéed	Fabulous	Awesome
Fun to Share	Incredible	Fresh Baked	Hand-Cut
Piping Hot	Mouth-Watering	Seasoned	Unique
Golden Brown	Grilled to Perfection	Marinated	Savory

LBW & Menu Item Upsells

Upselling is a great way to increase your sales and also your tip! Your income is a reflection of the service you provide and ability to sell items on the menu. Upselling is a way to get the guest to spend more money than they originally intended.

What is the difference between an order taker and a salesperson?

The order taker does not offer any additions to the meal or experience. An order taker will use questions such as “What would like to drink?” or “Are you ready to order?” or “Do you want dessert today?” An order taker settles for exactly what the guest orders without adding to the meal or experience. The order taker works at the local McDonald’s and the salesperson works at Cody’s Original Roadhouse.

A salesperson adds to the experience by offering suggestions and conversing with the guest about their options. As a salesperson you are creating a visual image in the mind of the guest of the menu items that you are describing, but you also want to enhance their meal and experience. As a salesperson you will incorporate suggestive selling techniques into your skills and routine when interacting with the guest. Using the product knowledge provided, you will be able to offer suggestions of menu items that will complement the guest’s meal. A salesperson will create a memorable experience for the guest and in turn build their clientele base by creating regular guests. Below are some examples of salesmanship.

For instance, if a guest orders a Rum and Coke (during non-happy hours) they say, “Would you like Bacardi or Captain Morgan?”

When upselling a food item the same steps may be taken: A guest orders a 14oz. Ribeye

You: “Would you like to add any sautéed onions or fresh sautéed mushrooms topper?”

Guest: Yes both please!

You: And would you like a baked potato, sweet potato, fries, rice or mashed potatoes?

Guest: I would like a baked potato with that.

You: Absolutely! Can I go ahead and load it for an additional charge? We add cheese, bacon, sour cream, and green onions”.

Guest: Yes!

Be descriptive with your words, always use the positive head nod, and use your personality!

Don’t just say would you like an appetizer tonight? Try this instead:

“While I go get your drinks which of the starters would you like me to ring in? I suggest our hand battered Jumbo Onions on a Stick or our Cheesy Cheesy Shrimp.”

There are many ways to upsell by offering bar drinks, add-ons (salads, soups, mushrooms, shrimp), and dessert.

What is the difference between suggestive selling and upselling?

Suggestive selling is describing items to the guest and moving the guest towards products you think they will like.

Upselling is selling higher priced items or additional items to enhance the guest’s meal. It can also mean adding on to the check total.

The key to successful selling is to make sure that you attempt to sell to **every table and guest, every time!**

Remember that knowledge is power! The more knowledgeable you are with Cody's Roadhouse products the more effectively you will be able to sell them!

Upselling Price Increases

Auto Up Sells:

Loaded Baked Potato
 Loaded Mashed Potatoes
 Loaded Fries
 A Bottomless Salad with any fajita or burger
 Add sautéed onions to a steak
 Add sautéed mushrooms to a steak
 Add Guacamole
 Add Blue Cheese Crumbles

Price:

How Much More Money Can You Make By Upselling?

Option 1:

10oz Sirloin MR \$16.98
 Baked Potato
 Salad
 Water

Total \$16.98

Tax 7% \$ 1.19

Grand Total \$18.17

Tip 18% \$3.27

Option 2:

½ Onion Stick \$ 6.98
 10oz Sirloin MR \$16.98
 Scoop of Mushrooms \$ 1.19
 Loaded Baked Potato \$ 1.09
 Salad
 Iced Tea \$ 2.99

Total \$29.23

Tax 7% \$ 2.05

Grand Total \$31.28

Tip 18% \$ 5.63

Option 3:

Onions on a Full Stick \$8.98
 14oz Sirloin MR \$20.98
 Scoop of Mushrooms \$ 1.19
 Add ½ Rack \$9.98
 Loaded Baked Potato \$ 1.09
 Salad Ranch
 Iced Tea \$ 2.99
 Add Flavoring \$ 0.79

Total \$46.00

Tax 7% \$ 3.22

Grand Total \$49.22

Tip 18% \$8.86

Option 1 is just taking an order.

Option 2 is upselling a little.

Option 3 is upselling, upselling, upselling!!

Option 3 vs 1 is also an extra **\$8.86** in your pocket for just one order on a check. If you have 8 tables during a shift, that is an additional \$70.88 (8 x \$8.86) in your pocket. If you work 5 shifts a week, it's an additional \$354.40 (5 x \$70.88). In one month, you made an additional \$1417.60 (4 x \$354). In one year, you earned **\$17,011.20 (12 x \$1418)!!** What could you do with an extra \$17,011 a year!??

A Day, In the Life of a Server's Shift

Before the Shift

Make sure you arrive on time in proper uniform. Clock in, check in with the hostess to locate your section, take pre-meal slip to pre-meal location. Look at side work chart to determine your continual duties for the shift.

Pre-Meals

Pre-Meals are inspirational, motivational, and educational. All team members must have pre-meal before they start their shift. This will let you know about any featured items/specials for the day, drink of the day, parties, contests, etc. Fill out a pre-meal slip and present it to the manager to get signed off. Take the top portion of the pre-meal slip to the host stand in order to get sat.

Table Set-up

Check your section to make sure the tables and booths are wiped down. Check all condiments including salt and pepper and make sure they are full and wiped down.

Condiment bottles clean and full.

Ketchup, Cody's BBQ Sauce, Cody's Steak Sauce, Cody's All-Purpose Seasoning, Pepper & Saltshakers

(Always place the salt on the right of the pepper or in front of the pepper)

Peanut Bucket Clean and full of fresh peanuts

Any form of Table Point of sale

Bucket for crayons



During the Shift

Provide superior service to all guests (following ALL steps of service). Make sure all items are rung in correctly. Check over your whole zone and help your buddies out! Make sure to communicate with the manager of any delays in ticket times and recooks. Keep up on running food (run food while it is hot) and continual side work. Pre-bus tables (full hands in, full hands out).

Side Work

Check assigned side work charts for your shift (both the server side work chart and the daily/weekly chart). These are continual and closing duties.

CONTINUAL	DAY TABLE	CONTINUAL/DAILY DUTIES
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9
10	10	10
11	11	11
12	12	12
13	13	13
14	14	14
15	15	15
16	16	16
17	17	17
18	18	18
19	19	19
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41	41	41
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92	92	92
93	93	93
94	94	94
95	95	95
96	96	96
97	97	97
98	98	98
99	99	99
100	100	100

CONTINUAL	DAY TABLE	CONTINUAL/DAILY DUTIES
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
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91	91	91
92	92	92
93	93	93
94	94	94
95	95	95
96	96	96
97	97	97
98	98	98
99	99	99
100	100	100

After the Shift

The manager will hand back to you your pre-meal slip, this is when you know you are cut.

Follow 'My Section Checklist' to clean your section. Get checked out by "Tables" closer.

Complete all closing side work and daily side work. Get checked out by the "Side Work" closer.

Roll silverware. Show silverware to the manger and get cashed out.

Claim 100% of your gratuities earned and clock out.

My Section Checklist

1. Dust any light fixtures and/or neon's in your section.
2. Clean windows, blinds, and any ledges/shelves in your section. Ensure blinds are angled to 45 degrees.
3. Clean all walls and baseboards. Keep walls clean and free of build-up and graffiti.
4. Tables are wiped down with K84 spray chemical (make sure to clean under the condiments) and reset neatly with butcher paper.
5. Set up caddies to spec (Check and clean lids and rims on Cody's BBQ Sauce, Cody's Steak Sauce, and ketchup with a brown paper towel. Refill salt and pepper shakers). Clean all condiments with K84.
6. Wipe down POS material and crayon bucket with K84.
7. Stock crayon bucket with full crayons.
8. Ensure peanut bucket is full and clean. When closing, empty peanut buckets into main covered bin. Wipe buckets with K84 and store in the designated place.
9. Wipe down chairs/rungs and booths including cracks in booth seats.
10. Pick up any trash on the floor/under table. Sweep your section when cut and at close. Be mindful to not sweep around guests. Clear all peanuts shells from wall and under the table/booth.

Checkout Procedures

1. Once a guest check is printed out and a customer has paid, you will close out that check to cash, credit or other forms of payment. You must keep all printed out closed guest checks for your checkout.
2. Before beginning your checkout each shift, check the following:
 - All your guests are finished, have been cashed out, and do not need anything else.
 - The manager has closed your section for the shift.
 - You have collected payment from all of your tables and have all your tickets with you.
 - All credit card tips are entered into the Point of Sale.
 - All credit card slips are in order by credit card type according to your cash out and that all money is bank faced.
 - All comps/discount/void coupons are accounted for and ready to turn in.
 - Have your full work apparel on at all times, while in the building.

FOH Cleanliness

Servers must take care of their Front of House areas through cleaning and sanitizing, not only for a healthy environment for our guests but for the team members as well.

To properly sanitize a table, you will need a roll of paper towels and the purple K84 Sink & Surface Sanitizer (#5662037 on the US Foods Order Guide).

Remove all dishes from the table and place in clean bus tub. Remove the bus tub from the table and carry it directly into the kitchen's dish machine area.

Remove all trash including the butcher paper and place into a trash receptacle.

Spray table with K84 and wipe entire table including the sides. Allow chemical to sit for 30 seconds before wiping. Wipe entire table and under caddies and condiments with a one-time use paper towel.

Spray the seats with K84, wait 30 seconds and wipe with paper towel.
Always clean tabletop first, then clean seats.

After wiped, allow all areas to air dry.

Reset condiments while making sure they are clean. Use a paper towel sprayed with K84 to wipe off each condiment.

Cover table with white butcher paper. Ensure the piece is cut evenly from the roll and does not hang over the edges of the table.

Empty the peanut bucket if it is full of shells or peanut dust. Fill the bucket with fresh peanuts and return it to the table.

Place any POS material, crayons in small bucket and peanut bucket in their proper positions on the table.

Check under the table to ensure there is no trash, broken crayons or food remains. Pick up and dispose of any trash on the ground.

Spray K84 on all boosters and highchairs, wipe with paper towel and return to assigned storage area.

Cody's Roadhouse Menu Descriptions:

Chicken, Seafood, Combo Plates, Fajitas, Quesadillas, Sides and Toppers

CHICKEN

All dinner Entrees include Our Famous Bottomless Salad Bowl with Cody's Garlic Ranch Dressing, Fresh Baked Sweet Yeast Rolls with Cinnamon Butter and your Choice of Side.

ROASTED ½ CHICKEN

Half of a chicken (white meat and dark with bones) seasoned and slow cooked. Finished off on the char-grill with or without BBQ Sauce.

Abbreviation: 1/2 Chic

Portion: Half Chicken

Service: Served on 11 1/2" platter with kale and wet nap.

Station: **BROILER**

GRILLED SOUTHWEST CHICKEN

A marinated chicken breast char-grilled and basted with BBQ sauce, topped with sliced bacon, pico de gallo and Jack & Cheddar cheeses.

Abbreviation: SW Chic

Portion: 8 oz. marinated chicken breast, bbq sauce, 2 slices bacon, 2 oz. pico de gallo and 2 oz. Jack & cheddar cheese.

Service: Served on an 11 ½" platter.

Station: **BROILER**

CHICKEN TENDERS

Fresh chicken tenders, hand breaded, fried, and served with BBQ wing sauce or honey mustard.

Abbreviation: Tenders

Portion: 10 oz. chicken tenders and 1.5 oz sauce

Service: 11 ½ " platter, small soufflé cup of honey mustard or bbq wing sauce

Station: **FRY**

CHICKEN FRIED CHICKEN

Boneless breast of chicken, seasoned & lightly breaded, fried and topped with peppery white country gravy.

Abbreviation: CFC

Portion: 8 oz. chicken breast and 3 oz. white gravy

Service: Served on 11 1/2" platter topped with gravy

Station: **FRY**

SEAFOOD

All dinner Entrees include Our Famous Bottomless Salad Bowl with Cody's Garlic Ranch Dressing, Fresh Baked Sweet Yeast Rolls with Cinnamon Butter and your Choice of Side.

FRESH GRILLED SALMON

A fresh, flat grilled, garlic and butter seasoned salmon fillet served with dill sauce. You can also have it blackened.

Abbreviation: Salmon

Portion: 8 oz. salmon and 1.5 oz sauce

Service: 11 ½" platter, small soufflé cup of dill sauce. Garnished with lemon wedge and kale.

Station: **FLAT**

WILD CAUGHT ATLANTIC HADDOCK

Mild, tasty white fish – grilled, fried or blackened.

The grilled and/or blackened is served with pico de gallo.

The fried is served with tartar sauce.

Abbreviation: Gr Hadd or Blk Hadd or Fr Hadd

Portion: 9 oz. fillet of fish and 1.5 oz of pico or tartar sauce.

Service: 11 ½" platter, small soufflé cup of pico de gallo or tartar sauce. Garnished with lemon wedge and kale.

Station: **FLAT or FRY**

GRILLED SHRIMP

Eight large shrimp, seasoned, skewered and flat grilled. Served over a bed of rice.

Abbreviation: Gr Shr

Portion: 8 (21/25) shrimp (2 bamboo skewers w/4 shrimp each) served on 3 oz of rice garnish and 1.5 oz of cocktail sauce.

Service: 11 ½" platter. Lay skewers on rice. Garnished with lemon wedge on kale and cocktail sauce.

Station: **FLAT**

COCONUT SHRIMP

Eight large shrimp lightly seasoned and battered then rolled in shredded coconut and fried to a golden brown.

Abbreviation: Coco Shr

Portion: 8 shrimp and 3oz of coconut sauce

Service: 13" platter. Lay shrimp in a half moon along the bottom edge of the platter. Garnish with lemon wedge, kale and coconut dipping sauce in a monkey dish.

Station: **FRY**

GARLIC FRIED SHRIMP

Large shrimp breaded, fried and tossed in garlic butter and seasonings.

Abbreviation: Fr Shr

Portion: 8 (21/25) shrimp

Service: 11 ½" platter. Garnish with lemon wedge and kale

Station: **FRY/PANTRY**

COMBO PLATES

CHOOSE TWO:

Guest gets choice of two: Ribs, grilled or garlic fried shrimp, BBQ chicken breast, ½ roasted chicken or sirloin

Abbreviation: Ribs, gr shr or fr shr, ch, ½ ch or stk (temp)

Portion: ½ Rack of ribs, 5 grilled or 5 garlic fried shrimp, 8oz BBQ chicken breast, ½ roasted chicken or 8oz sirloin

Service: 13" platter with choices.

Small soufflé cup of cocktail sauce, kale and lemon for grilled shrimp

Kale and lemon for garlic fried shrimp

Kale and wet nap for ribs and half chicken.

Station: **BROILER/FLAT/FRY**

Sub 10oz PRIME RIB for sirloin:

A slice of our slow roasted prime rib

Abbreviation: Prime (temp)

Portion: 10 oz. prime rib, 3 oz au jus, 1.5 oz horseradish sauce or real horseradish (upon request)

Service: See Choose Two Plating Above with 3 oz. au jus (small soufflé cup of real horseradish or sauce)
Garnished with kale.

Station: **BROILER**

Sub 6oz FILET MIGNON for sirloin:

Our 6 oz. bacon wrapped filet

Abbreviation: 6 Fil (temp)

Portion: 6 oz. bacon wrapped filet

Service: See Choose Two Plating Above

Station: **BROILER**

FAJITAS n' QUESADILLAS

Add Cody's Roadhouse Salad only \$3.98 per person

Add Guacamole \$1.39

Add Queso \$1.99

FAJITAS – VEGGIE, CHICKEN, SHRIMP, STEAK OR COMBO

Served sizzling on a bed of onions and bell peppers

Abbreviation: Veg Faj, Ch Faj, Shr Faj, Stk Faj or Combo Faj

Portion: Veggie- 1 bag of steamed vegetables and scoop of sliced mushrooms

Chicken- 8 oz. fajita chicken

Shrimp- 12, 31-40 count fajita shrimp

Steak- 8 oz. fajita beef

Combo – Two half portions of any of the above

Portion: Fajita Set Up- 1/4c Shredded lettuce, #24 scoop pico de gallo, #24 scoop sour cream and #24 scoop cheese mix served on a fajita setup oval plate.

3 heated, flour 6 inch tortillas

Service: Choice of fajita served on top of sautéed onions and bell peppers in a half moon fajita skillet. Skillet and fajita setup oval placed on a 13" oval platter. Fajita shells wrapped in red/white waxed paper liner and served next to the setup plate on the platter. Drizzle Cody's Steak Sauce over skillet to make it sizzle.

Station: **BROILER/FLAT**

Note: **FAJITA MUST BE SERVED SIZZLING!!**

QUESADILLAS – PLAIN, VEGGIE, CHICKEN, STEAK or SHRIMP

Abbreviation: Quesa (Ch), (Veg), (Chic), (Stk), (Shr)

Portion: Cheese- Just cheese and pico de gallo

Veggie- A portioned veggie bag with a scoop of sliced mushrooms

Chicken- 8 oz. fajita chicken

Steak- 8 oz. fajita beef

Shrimp- 12 (31-40ct) shrimp

Choice of one of the above stuffed into a 12" tortilla with cheese and pico de gallo. Cut into 5 pieces.

Service: Served on a 13" platter, with 1 oz. shredded lettuce, #24 scoop of pico de gallo, #24 scoop of sour cream on a fajita setup oval

Station: **BROILER/FLAT**

SIDES

ROADHOUSE FRIES

Abbreviation: FF

Portion: 6 oz. cooked weight, lightly seasoned with prime rib seasoning

Service: Served on fajita setup plate

Station: **FRY/EXPO**

SWEET POTATO FRIES

Abbreviation: Sw Fries

Portion: 5 oz. cooked weight waffle fries

Service: Served on fajita setup plate

Station: **FRY/EXPO**

BAKED SWEET POTATO

Abbreviation: Sw Pot

Portion: 1 potato with #40 scoop cinnamon butter

Service: Cut potato and squeeze the ends together to pop it open. Top with scoop of cinnamon butter. Served on fajita set up plate.

Station: **EXPO**

BAKED IDAHO POTATO

Abbreviation: Bk Pot
Portion: 1 potato with butter
Service: Cut potato and squeeze the ends together to pop it open. Top with one #40 scoop of butter (#40 scoop of sour cream available for no additional charge upon guest's request). Served on a fajita setup plate.
Note: Make it loaded by adding mixed cheese, bacon, and chives
Station: **EXPO**

FRESH STEAMED VEGETABLES

Abbreviation: Veg
Portion: Broccoli, Cauliflower, Carrot Coins steamed in #40 scoop garlic butter.
Service: Served on a fajita setup plate
Station: **EXPO**

GARLIC MASHED POTATOES

Abbreviation: MP
Portion: #6 scoop garlic mashed potatoes, 1.5 oz. white country gravy (upon request).
Service: Served on fajita setup plate.
Station: **EXPO**

BLACK BEANS AND RICE

Abbreviation: BB & Rice
Portion: 4 oz. black beans, 3 oz. rice, tsp diced red onions
Service: In nappy bowl place rice, topped with black beans and diced red onions. Served on a checkered bev nap lined 6 inch round plate.
Station: **EXPO**

MAC & CHEESE

Abbreviation: Mac
Portion: 1 bag of Kraft white mac & cheese
Service: Nappy bowl on a checkered bev nap lined 6 inch round plate.
Note: Make it loaded by adding mixed cheese, bacon, and chives
Station: **EXPO**

COLE SLAW

Abbreviation: CS
Portion: 6 oz.
Service: Served in a monkey dish on a checkered bev nap lined 6 inch round plate
Station: **EXPO**

Cody's Original Roadhouse Server Day 3 Quiz

Name: _____

Score ____/10

1. Happy hour is daily from _____ to _____.
 2. Describe the BAM. Include glass and garnish. _____
_____.
 3. What is the brand of House wine we offer? _____
 4. Name and describe your favorite Specialty Drink

_____.
 5. Using suggestive selling techniques, you not only increase the restaurants sales but also your _____.
 6. Pre- meal meetings are done _____ and manager will discuss _____,
_____, and _____. Along with checking _____ standards.
 7. Fresh BBQ chicken breast basted with BBQ sauce and topped with Jack and Cheddar Cheese, sliced bacon, and pico de gallo is the description of
A) ½ Roasted Chicken
B) Grilled Southwest Chicken
C) BBQ Chicken Breast
D) Chicken Fried Chicken
 8. The three types of shrimp we serve are _____ with cocktail sauce, _____
and _____ with coconut dipping sauce.
 9. Fajitas are served sizzling on a bed of _____ and _____ with your choice of
_____, _____, _____, _____, or
_____. With a fajita set up consisting of _____,
_____, _____, and _____ (\$1.39 extra).
 10. Name the 5 items that are offered in the Choose 2 Combo Plate: _____,
_____, _____, _____, and _____.
- Substitute the _____ for a 60oz Filet or 10oz Prime Rib for an additional \$ _____.

Trainee Evaluation

Day 3

(Completed by trainer with trainee present and signed off by a manager)

- | | |
|---|---------|
| 1. Trainee arrived to work on time? | Yes/No |
| 2. Trainee arrived in proper uniform? | Yes/No |
| 3. Trainee attended classroom? | Yes/ No |
| 4. Trainee attended pre-meal? | Yes/No |
| 5. Trainee spent allocated time on the POS? | Yes/ No |
| 6. Was trainee involved and attentive to training procedures? | Yes/ No |
| 7. Does trainee accept constructive feedback? | Yes/ No |

Does trainee exhibit knowledge and understanding of Signature LBW Selections, Happy Hour, LBW & Menu Upsells, and a 'Day in The Life of a Server Shift'?

Trainer Signature _____

Trainee Signature _____

Date _____

Manager Signature _____

DAY 4

Class Topics-

- Gift Cards
- Tip Share
- Cody's Coupons
- Buddy System
- Priority Check Procedures
- Large Party Procedures and Banquet Checks
- Menu Descriptions (Burgers N' Sandwiches, Kids' Menu, and Desserts)

Follow Topics-

- Trainee follows Trainer taking 1-2 tables in their section
- Focus on Steps of Service, writing orders, ringing in orders, maintaining tables
- Upselling LBW and food items
- Buddy System
- Pre-bussing and table maintenance

Cody's Original Roadhouse Signature dishes to share during Classroom-

Order a slice or Chocolate or Carrot Towering Cake and choice of 1- Chicken Fried Chicken Sandwich 8 oz. Buffalo Style, Fish Sandwich or Cody's Steak Burger to share.

Gift Cards

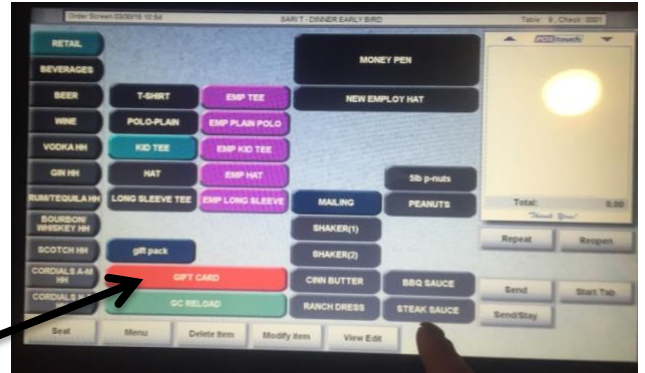
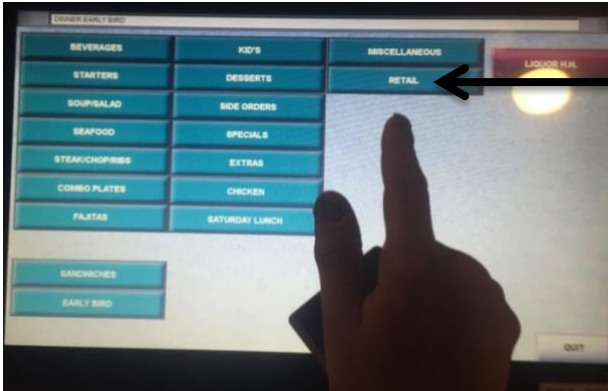
Gift cards may be purchased in any denomination of \$10 or more. They do not expire and may be used at any location. They may also be purchased in store or online. A gift card is redeemed just like a credit card in the POS system. The guest is able to leave a tip on a gift card. Treat a gift card as carefully as you would cash as there is no way to track who it is sold to. Gift Cards may not be used the same day they are purchased.



Authorizing a Gift Card:

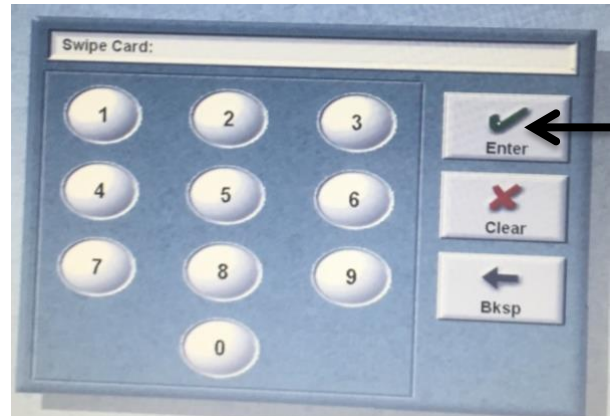
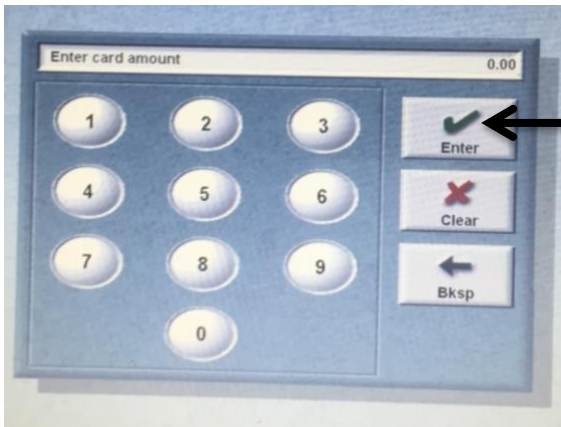
1. Start at your main screen. Click on RETAIL.

2. Click on Gift Card button



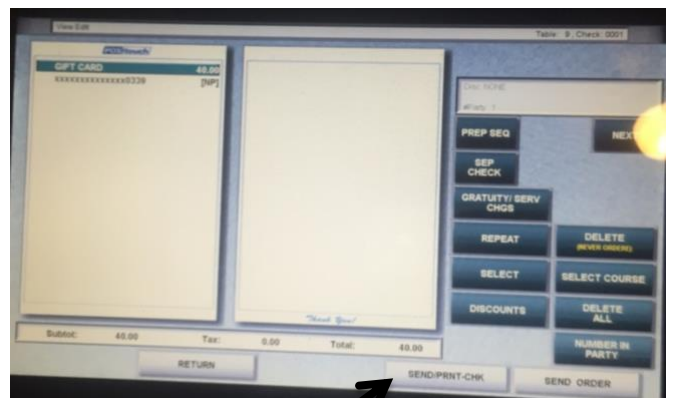
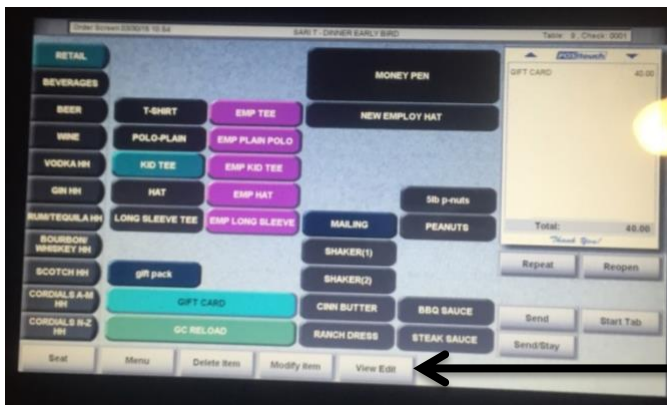
3. Enter the amount you want to authorize and hit enter.

4. Swipe gift card(s) to add the amount to the card.
Hit Enter to get to next screen.

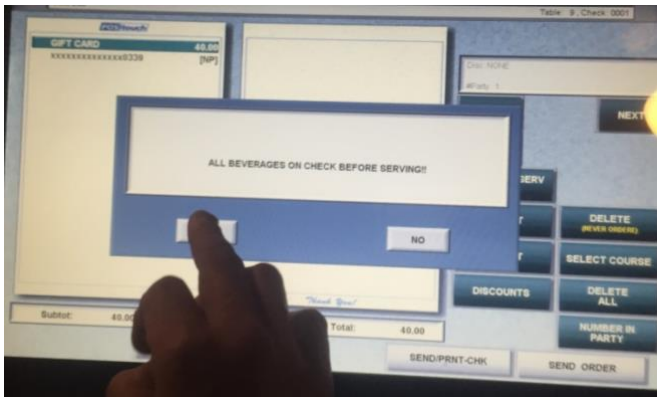


5. On order screen, select View Edit

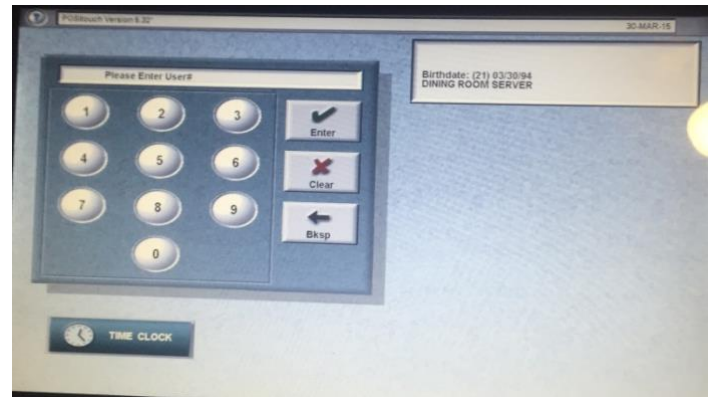
6. Select SEND/PRNT-CHK



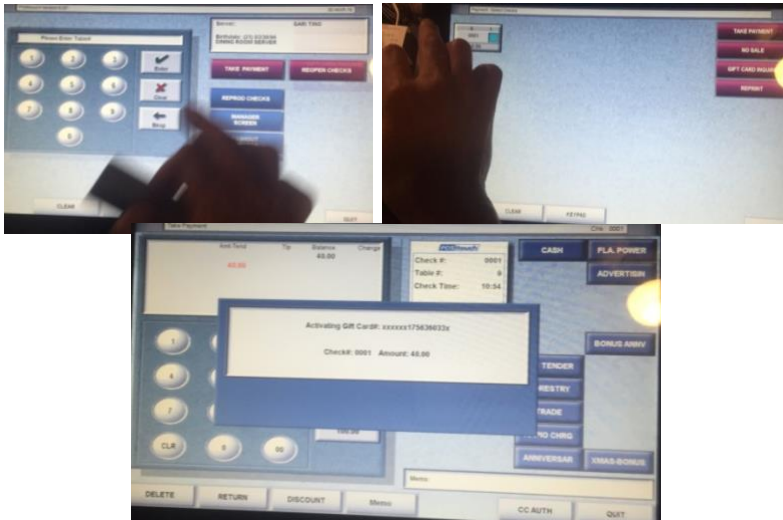
7. When prompted “ALL BEVERAGES ON CHECK BEFORE SERVING?”- hit YES.



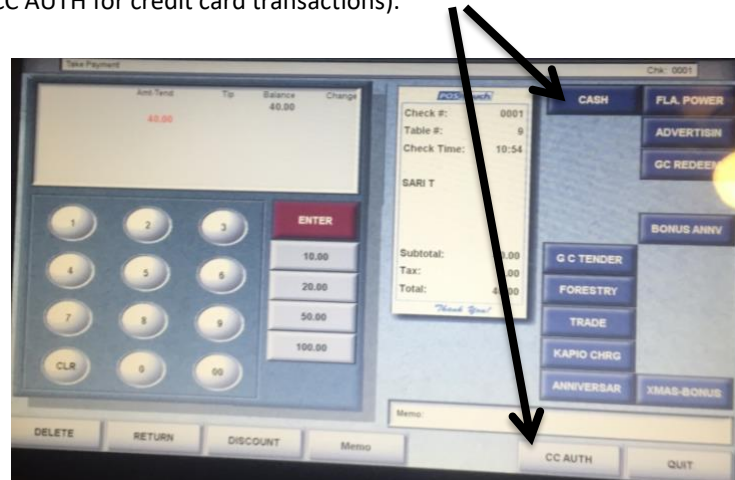
8. Once back at main screen re-enter your User # hit Enter.



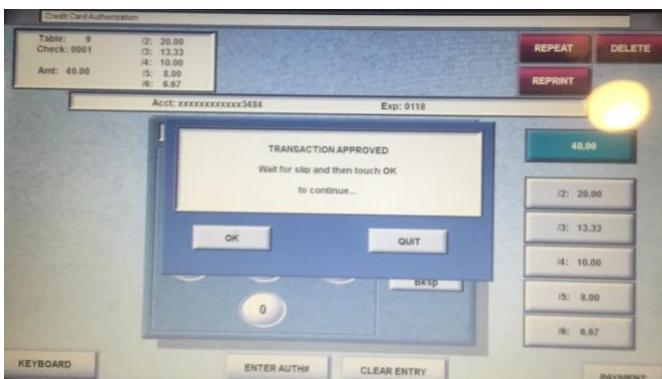
9. Enter Table Number, hit Enter. Once taken to next screen or select the check the gift card is on and take payment button.



10. Choose the form of payment to guest gives you (hit CASH CC AUTH for credit card transactions).



11. Follow directions on screen to authorize credit card transactions.

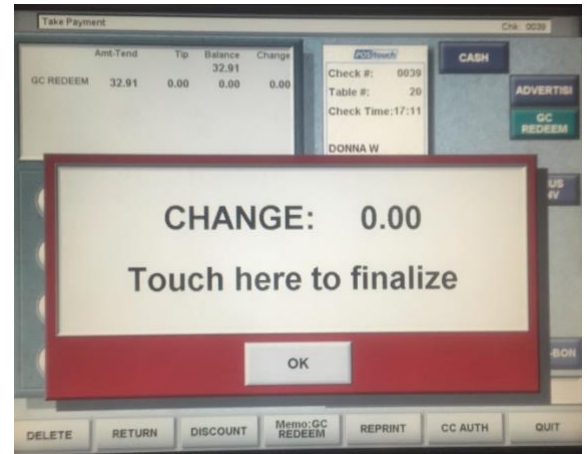


Redeeming a Gift Card:

1. To close out a check by using a gift card, select the GC REDEEM button on the Take Payment page.



2. Follow the prompts on the screen to swipe the gift card and finalize the check.



Tip Share

Tip share is paid by servers based on their sales. A percentage of your sales are paid towards the assistance of your hosts, server assistants, and bartenders. At the end of each shift your cash out will calculate the tip share and adjust that amount from the cash you owe. Each restaurant varies. Check with your manager to determine your appropriate tip share.

Cody's Coupons



Cody's loves its guests. Once a guest is an e-club member they will receive a Free Appetizer coupon. On their birthday they receive a \$10 OFF coupon and on their E-club Anniversary they receive a Free Cody's Slide.

Any time you are given a coupon, show it to your manager so that they can take the amount off of the check before you present it to the guest. You must then write void on the coupon and attach it to a printout of the check with the discount taken off shown.

Present these print outs and coupons in your cash out.

Buddy System

At Cody's we want our guest to have a great experience to get the best possible service. Remember, they might not be sitting in your section today, but they could be tomorrow. Therefore, we use the Buddy System to assist with our service.

Everyone on a shift works together as a team:

- Two servers working in side-by-side sections
- Servers and bussers are assigned in the same section
- Two or more hosts working together on a shift
- Servers, Hosts, and bussers working together on a shift

Even if it's not your table, buddies help each other by:

- Greeting the guests at the door
- Seating the guests
- Greeting the guests at tables
- Getting or delivering beverages to the guest
- Running food
- Bussing tables
- Checking restrooms and keeping it clean
- Keeping the foyer and outside are clean



Priority Check Procedures

Any time a guest needs their steak cooked up or re-cooked this is called a priority. When a guest's food is not prepared and served according to the order it is the top priority of the manager and server to solve this problem.

- Return the food to the kitchen and explain the problem to the expo or kitchen manager.
Ex: "I need this steak cooked up please" or "I need this steak re-cooked please"
- Give the food item to the expo/km and fill out the priority slip with the correct information.
- Make the FOH manager aware of your problem.
- Return to table to tell the guest that the problem is getting fixed with approximate time it will take.
- Offer the guest something more to drink and ask if they would like their side item, a cup of soup, etc. while they are waiting.
- Let the guest know that you have checked on their priority and it should be out soon. Communication with the guest goes a long way.
- The manager will always deliver the priority to the table. The item along with a new side will be on the plate.

Priority Slip	
Server:	
Table #:	
Item:	
Temp:	
Side:	
Time In:	
Please Circle	
ReCook	or Cook Up
Special Instructions:	

Large Party Procedures & Banquet Checks

Cody's is known to be the place to go for any type of celebration (birthday, anniversary, etc.). We want to create a memorable experience for our large parties (parties of 10 or more guests). In order to do so, execution is critical. By doing this, our standards don't change, and we still strive for a fun experience. We want to be different than the "other places" and capitalize on our ability to accommodate large parties. Think about the last time you went to a restaurant with a large group of family and friends. Almost always there is only 1 server to the party, guest needs are not met, slow service, and slow food delivery were probably a common theme. This is what we do to make that experience better:

1. The floor manager must own large parties from the moment they walk in the front doors. The host gets the manager involved to quote on the wait time and place where they will be sat.
2. Large parties are split on the 10th guest. (1 to 9 guests equals 1 server, 10 to 19 equals 2 servers, 20 to 29 equals 3 servers, 30 to 39 equals 4 servers, and so on).
3. Parties with 2 or more servers must split the table evenly for ordering purposes. Each server is responsible for the steps of service for their share of the party (or their table). One server would start on one side of the table and the other server would start on the other side. Using banquet checks, each server takes their drink order and starter order. See picture below of a banquet check.
4. Ring in any starters. Servers then deliver the drinks/cocktails from the bar to the table.
5. After drinks are delivered, take entrée orders (Again, each server is responsible for their side.) Press hard onto the banquet check to ensure the writing is transferring to all layers (use a small clip board if needed).
6. Take the banquet checks to the kitchen manager and have them distribute accordingly-
White- Expo, Green- Pantry, Yellow- Fry, Pink- Grill, Gold- Server
7. Coordinate timing with other servers on the party to ensure salads and rolls are delivered at the same time.
8. Pre-bus table and refill drinks.
9. Ensure entrees are properly delivered.
10. One server maintains the table and another server on the party rings in entrée order. Ensure it is a "No Make".
11. Pre-bus and service the table at each visit.
12. Suggest dessert at an appropriate time using a dessert menu.
13. Present check(s) and take payment.

Remember, large parties are not about getting the guests to spend all day with us but to provide an amazing experience that is both beneficial to the guest and to the server.

SERVER(S): _____		TABLE(S): _____		TIME IN: _____		CHECK _____		OF _____		
Beverage		Entrée		Temp		Special Instructions:				
PIVOT POINT 1										
		Side								
		Baked Potato	Mashed potatoes	Sweet Potato	Fries	Veggies	Cole Slaw	Mac & Cheese	Bottomless Salad	Topper:
		Loaded Potato	Loaded Mashed	Loaded Sweet	Loaded Fries	Black Beans & Rice	Sweet Potato Fries	Sub FO	Sub SOD	Mushrooms Onions Blue Cheese Garlic Butter
DOB:		Special Instructions:								
Beverage		Entrée		Temp		Special Instructions:				
PIVOT POINT 2										
		Side								
		Baked Potato	Mashed potatoes	Sweet Potato	Fries	Veggies	Cole Slaw	Mac & Cheese	Bottomless Salad	Topper:
		Loaded Potato	Loaded Mashed	Loaded Sweet	Loaded Fries	Black Beans & Rice	Sweet Potato Fries	Sub FO	Sub SOD	Mushrooms Onions Blue Cheese Garlic Butter
DOB:		Special Instructions:								
Beverage		Entrée		Temp		Special Instructions:				
PIVOT POINT 3										
		Side								
		Baked Potato	Mashed potatoes	Sweet Potato	Fries	Veggies	Cole Slaw	Mac & Cheese	Bottomless Salad	Topper:
		Loaded Potato	Loaded Mashed	Loaded Sweet	Loaded Fries	Black Beans & Rice	Sweet Potato Fries	Sub FO	Sub SOD	Mushrooms Onions Blue Cheese Garlic Butter
DOB:		Special Instructions:								
Beverage		Entrée		Temp		Special Instructions:				
PIVOT POINT 4										
		Side								
		Baked Potato	Mashed potatoes	Sweet Potato	Fries	Veggies	Cole Slaw	Mac & Cheese	Bottomless Salad	Topper:
		Loaded Potato	Loaded Mashed	Loaded Sweet	Loaded Fries	Black Beans & Rice	Sweet Potato Fries	Sub FO	Sub SOD	Mushrooms Onions Blue Cheese Garlic Butter
DOB:		Special Instructions:								
Beverage		Entrée		Temp		Special Instructions:				
PIVOT POINT 5										
		Side								
		Baked Potato	Mashed potatoes	Sweet Potato	Fries	Veggies	Cole Slaw	Mac & Cheese	Bottomless Salad	Topper:
		Loaded Potato	Loaded Mashed	Loaded Sweet	Loaded Fries	Black Beans & Rice	Sweet Potato Fries	Sub FO	Sub SOD	Mushrooms Onions Blue Cheese Garlic Butter
DOB:		Special Instructions:								
Beverage		Entrée		Temp		Special Instructions:				
PIVOT POINT 6										
		Side								
		Baked Potato	Mashed potatoes	Sweet Potato	Fries	Veggies	Cole Slaw	Mac & Cheese	Bottomless Salad	Topper:
		Loaded Potato	Loaded Mashed	Loaded Sweet	Loaded Fries	Black Beans & Rice	Sweet Potato Fries	Sub FO	Sub SOD	Mushrooms Onions Blue Cheese Garlic Butter
DOB:		Special Instructions:								

The chart below shows the average times it would take for 1 and 2 servers to take a party of 16. Easily, if our large party procedure is followed, it would almost cut the time in half.

Large Party of 16 Steps of Service	1 Server	2 Servers
Proper Greet with Drink & Starter Order	8 Minutes	4 Minutes
Time to Get Drinks	8 Minutes	4 Minutes
Time to Properly Take Entrée Orders	12 Minutes	6 Minutes
Time to Ring in the Order	10 Minutes	0 Minutes
Ticket Time	14 Minutes	14 Minutes
Total Time to Get Hot Food	52 Minutes	28 Minutes

Typically, when one server takes a party, the large party is the only table they have. With this system, not only does it speed up the time of the party, but the servers are also allowed to have the other tables in their section. By speeding up service on a large party you are also able to turn the table faster therefor both managers and servers are happy!

Cody's Roadhouse Menu Descriptions: Burgers n' Sandwiches, Kids' Menu and Desserts

BURGERS & OTHER SANDWICHES

Burgers are grilled to the liking of the guest. All burgers are seasoned with Cody's Steak Seasoning unless otherwise noted.

Add a Bottomless Salad only \$3.98

CODY'S STEAK BURGER WITH DOUBLE CHEESE

½ lb. burger patty with 2 slices of American Cheese

Abbreviation: Ch Burg

Portion: 8 oz. burger, 2 slices American cheese

Service: Seasoned cheeseburger atop of 3 pickle chips, 1 slice of tomato, 1 full red onion slice and leaf lettuce on a bun. 6 oz. of fries to one side of 11 ½" platter.

Station: FLAT

CODY'S STEAK BURGER WITH BACON AND DOUBLE CHEESE

½ lb. burger patty with 2 slices of American cheese and 2 slices of bacon.

Abbreviation: Bac Ch Burg

Portion: 8 oz. burger, 2 slices American cheese, 2 strips bacon

Service: Seasoned bacon cheeseburger atop of 3 pickle chips, 1 slice of tomato, 1 full red onion slice and leaf lettuce on a bun. 6 oz. of fries to one side of 11 ½" platter.

Station: FLAT

CODY'S STEAK BURGER WITH MUSHROOM AND DOUBLE CHEESE

½ lb. burger patty with 2 slices of American cheese and sliced mushrooms.

Abbreviation: Mush Ch Burg

Portion: 8 oz. burger, 2 slices American cheese, 2 oz sliced mushrooms

Service: Seasoned mushroom cheeseburger atop of 3 pickle chips, 1 slice of tomato, 1 full red onion slice and leaf lettuce on a bun. 6 oz. of fries to one side of 11 ½" platter.

Station: FLAT

CODY'S STEAK BURGER WITH BBQ, BLUE CHEESE AND BACON

½ lb. burger patty, BBQ sauce, blue cheese crumbles and bacon strips.

Abbreviation: BBQ BC Burg

Portion: 8 oz. burger, BBQ Sauce, 2 oz. crumbled blue cheese and 2 bacon strips

Service: Seasoned burger with BBQ, bacon and blue cheese atop of 3 pickle chips, 1 slice of tomato, 1 full red onion slice and leaf lettuce on a bun. 6 oz. of fries to one side of 11 ½" platter

Station: FLAT

CODY'S 1lb STEAK BURGER

Two 1/2lb burger patties topped with crisp bacon, American cheese, pickles, tomatoes, onions, lettuce, and a fried onion ring.

Abbreviation: Lb Burg

Portion: Two 8 oz. burgers, 4 slices cheese, 4 strips bacon, and fried onion ring.

Service: Large onion ring stacked atop of two seasoned bacon cheeseburgers, 3 pickle chips, 1 slice of tomato, 1 full red onion slice and leaf lettuce on a bun. 6 oz. of fries to one side of 11 ½" platter.

Station: FLAT

GRILLED CHICKEN SANDWICH

Marinated, char-grilled chicken breast topped with shredded cheese and crisp bacon.

Abbreviation: Chic Sand

Portion: 8 oz. chicken, 2 slices of bacon and 2 oz. shredded mixed cheese

Service: Chicken breast with bacon and cheese atop of 3 pickle chips, 1 slice of tomato, 1 full red onion slice and leaf lettuce on a bun. 6 oz. of fries to one side of 11 ½" platter.

Station: **BROILER**

CHICKEN FRIED CHICKEN SANDWICH

8oz chicken breast lightly breaded and deep fried. Served plain or covered in buffalo sauce. Choose Mild, Hot, or Really, Really Hot with Cody's Garlic Ranch or bleu cheese dressing.

Abbreviation: CFC Sand CFC Sand (M) or (H) or (RRH)

Portion: 8 oz. chicken (Single Cubed)

Service: Fried chicken breast atop of 3 pickle chips, 1 slice of tomato, 1 full red onion slice and leaf lettuce on a bun. 6 oz. of fries to one side of 11 ½" platter. If buffalo style, include 1.5oz of Cody's ranch or bleu cheese dressing in a small soufflé cup on the side.

Station: **FRY**

PULLED PORK SANDWICH

8 oz of pulled pork tossed in BBQ sauce.

Abbreviation: PP Sand

Portion: 8 oz. pulled pork, 2 oz fried onion straws 3 pickles

Service: Pulled pork placed atop of bun then topped with 3 pickle chips and fried onion straws. 6 oz. of fries to one side of 11 ½" platter.

Station: **EXPO/FRY**

FISH SANDWICH

Mild, tasty Haddock served fried, grilled or blackened. Served with tartar sauce for fried or pico de gallo for grilled.

Abbreviation: Gr Fish Sand Blk Fish Sand Fr Fish Sand

Portion: 9 oz. Haddock with 1.5 oz of tartar sauce for fried and 1.5 oz pico de gallo for grilled/blackened

Service: Haddock fillet served atop 3 pickle chips, 1 slice of tomato, 1 full red onion slice and leaf lettuce on a bun. 6 oz. of fries to one side of 11 ½" platter Grilled/Blackened served with lemon and small soufflé of pico de gallo Fried served with lemon and small soufflé of tartar sauce.

Station: **FLAT/FRY**

VEGGIE BURGER

Beyond brand, grilled plant-based burger patty topped with Provolone cheese and guacamole.

Abbreviation: Veg Burg

Portion: 4 oz. veggie burger, 1 slice of provolone cheese and #24 scoop of guacamole

Service: Scoop of guacamole on a seasoned cheese vegetable burger atop of 3 pickle chips, 1 slice of tomato, 1 full red onion slice and leaf lettuce on a kids bun. 6 oz. of fries to one side of 11 ½" platter.

Station: **FLAT**

KIDS STUFF

For kids 10 and under

Kids Eat Free Every Monday & Tuesday

Served with Fries or Applesauce and choice of juice box, milk box (chocolate or 2% white) or fountain drink.

Limit 1 kid per adult when ordering full dinner entrees.

CHEESEBURGER

Abbreviation: K-Ch Burger

Portion: 4 oz. Burger, 1 slice American cheese

Service: Seasoned cheeseburger on small bun. Served with 3oz (wt) of fries or 3oz (vol) monkey dish of apple sauce in a lined basket.

Station: **FLAT**

CORN DOG

Abbreviation: K-CD
Portion: 1 All Beef Corn Dog on a Stick
Service: Served with 3oz (wt) of fries or 3oz (vol) monkey dish of apple sauce in a lined basket.
Station: **FRY**

CHICKEN TENDERS

Abbreviation: K-Tend
Portion: 5 oz. chicken tenders
Service: Served with 3oz (wt) of fries or 3oz (vol) monkey dish of apple sauce in a lined basket.
Station: **FRY**

GRILLED CHICKEN SANDWICH with CHEESE

Abbreviation: K-Chic Sand
Portion: 4 oz. chicken breast, 1 slice American cheese
Service: Seasoned chicken breast with cheese on a small bun. Served with 3oz (wt) of fries or 3oz (vol) monkey dish of apple sauce in a lined basket.
Station: **BROILER**

KRAFT MAC & CHEESE

Abbreviation: K-Mac
Portion: 7 oz. pouch Kraft yellow Mac & Cheese
Service: Served in nappy bowl with 3oz (wt) of fries or 3oz (vol) monkey dish of apple sauce in a lined basket with a spoon.
Station: **EXPO**

PEPPERONI PIZZA

Abbreviation: K-Pizza
Portion: 7" pizza crust, 2 oz marinara sauce, 2oz shredded jack cheese & 4 pieces sliced pepperoni.
Service: Served with 3oz (wt) of fries or 3oz (vol) monkey dish of apple sauce on an 11" platter.
Station: **FRY/PANTRY**

SHRIMP ON A STICK

Abbreviation: K-Shr
Portion: 4 (21/25) shrimp on a skewer
Service: Seasoned shrimp skewer served with 3oz (wt) of fries or 3oz (vol) monkey dish of apple sauce in a lined basket.
Station: **FLAT**

PULLED PORK SANDWICH

Abbreviation: K-PP Sand
Portion: 4oz pre-bagged with BBQ Sauce
Service: Pulled pork on a small bun. Served with 3oz (wt) of fries or 3oz (vol) monkey dish of apple sauce in a lined basket.
Station: **EXPO**

DESSERTS

KEY LIME PIE

Abbreviation: Key Lime
Portion: 1 Slice
Service: Topped with whipped cream and a half lime wheel. Served on a 9" chilled plate with a chilled fork.
Station: **PANTRY**

NEW YORK STYLE CHEESECAKE

With a load of strawberries, Hershey's chocolate syrup or plain

Abbreviation: Straw Ch Ck Choc Ch Ck PI Ch Ck

Portion: 1 slice plain or with topping – 1 oz. strawberries or 1 oz. chocolate syrup

Service: Serve on a 9" chilled plate with a chilled fork.

Station: **PANTRY**

CODY'S CHOCOLATEHOUSE SLIDE

Jumbo Fishbowl filled with Chocolate Fudge Brownie, 2 Scoops of Vanilla and 2 Scoops of Chocolate Fudge Ice Cream, Loaded with Hot Fudge sauce and topped with Whipped Cream and chopped nuts then topped with Hershey's Syrup and a cherry.

Abbreviation: Slide

Portion: 2 #10 Curled scoops of vanilla bean ice cream, 2 #10 curled scoops of chocolate fudge ice cream, 1 pkg hot fudge, 1 pre- heated brownie, topped with whipped cream, drizzle Hershey's chocolate syrup, 1 maraschino cherry and 1 oz chopped nuts.

Service: Serve in a chilled Hoffman Glass (jumbo fish bowl) with 2 chilled long handled iced tea spoons on a bev nap lined 9" chilled plate.

Station: **PANTRY**

SLICE OF TOWERING CAKE, Chocolate or Carrot

Best ever, old fashioned, mile high slice of cake with a rich creamy frosting. DELICIOUS and enough to share.

Abbreviation: Choc Cake Carr Cake

Portion: 1 slice.

Service: Serve on an 11" platter with a chilled fork. Place 3 dollops of whipped cream at front wedge. Drizzle chocolate syrup over chocolate cake and caramel syrup over the carrot cake

Station: **PANTRY**

ICE CREAM - One or Two Scoops

Choice of Vanilla Bean or Chocolate Fudge

Abbreviation: Van IC Choc IC

Portion: 1 #10 scoop / 2 #10 scoops

Service: 1 scoop served in cup and 2 scoops served in a nappy bowl on a lined 6" round plate with a chilled teaspoon.

Station: **PANTRY**

Cody's Original Roadhouse Server Day 4 Quiz

Name: _____

Score ____/10

1. Gift cards can be purchased in any denomination of
 - A) Any Amount
 - B) \$5 or more
 - C) Any Amount over \$10
 - D) \$5, \$10, \$25, \$50, \$100
2. Where can gift cards be purchased? In _____ or _____ and can be used at any location.
3. All coupons, E-Clubs and any discounts must be given to a _____ to authorize and adjust.
4. The _____ is the only one who can take a "Priority" to a guest.
5. Match the number of servers to the guest count of a large party.

_____ 1 server	A) 35 guests
_____ 2 servers	B) 9 guests
_____ 3 servers	C) 12 guests
_____ 4 servers	D) 24 guests
6. All of Cody's burgers are _____ oz. Each burger sits atop _____, _____, _____ and _____ with _____ oz. of fries.
7. Which burger has two burger patties topped with crisp bacon, American cheese, pickles, tomatoes, onions, lettuce, and a fried onion ring? _____
8. What type of fish is on the fish sandwich _____. Name the 3 ways it can be prepared _____, _____, or _____.
9. List all 8 Kids Stuff we offer
 1. _____
 2. _____
 3. _____
 4. _____
 5. _____
 6. _____
 7. _____
 8. _____
10. Describe Cody's Chocolate Slide - Jumbo Fishbowl filled with a Chocolate Fudge _____, _____ Scoops of Vanilla and _____ Scoops of Chocolate Fudge Ice Cream, covered in _____. Topped with _____, chopped nuts, Hershey's Syrup and a _____.

Trainee Evaluation

Day 4

(Completed by trainer with trainee present and signed off by a manager)

- | | |
|---|---------|
| 1. Trainee arrived to work on time? | Yes/No |
| 2. Trainee arrived in proper uniform? | Yes/No |
| 3. Trainee attended classroom? | Yes/ No |
| 4. Trainee attended pre-meal? | Yes/No |
| 5. Trainee spent allocated time on the POS? | Yes/ No |
| 6. Was trainee involved and attentive to training procedures? | Yes/ No |
| 7. Does trainee accept constructive feedback? | Yes/ No |

Does trainee exhibit knowledge and understanding of Processing Gift Cards, Redemption of Coupons, and the Buddy System?

Trainer Signature _____

Trainee Signature _____

Date _____

Manager Signature _____

DAY 5

Class Topics –

- Menu Descriptions (Early Bird)
- Trainer times trainee on ring in of Mock POS checks
- Trainee takes FINAL TEST. Graded test given to manager to put into team member file

Follow Topics-

- Food Running Shift
- Focus on Picture Perfect Plate Presentations
- Table maintenance (refills, pre-bussing)

Cody's Original Roadhouse Signature dishes to share during Food Show-

Order one food item (under \$20) not tried this week

Cody's Roadhouse Menu Descriptions: Early Bird Menu VERSION A

Served Monday – Saturday (but not on Holidays)

Order must be placed by 5:59pm

Entrées include Our Famous Bottomless Salad Bowl, Fresh Baked Sweet Yeast Rolls and Your choice of Side.

EB ROASTED ½ CHICKEN

Seasoned and slow cooked. Finished off on the char-grill with or without BBQ Sauce.

Abbreviation: EB 1/2 Chic

Portion: Half

Service: 11 ½ "platter with kale and wet nap

Station: BROILER

EB CENTER CUT BONELESS PORK CHOP, 8 oz.

Char-Grilled boneless pork chops basted with BBQ sauce. Can get plain if guest requests.

Abbreviation: EB Chop

Portion: One 8 oz. chop

Service: 11 ½ " platter

STATION: BROILER

EB ROADHOUSE CHOPPED STEAK, 8 oz.

Pieces of beef from our steaks that are ground and formed into patties. Smothered with sautéed onions.

Abbreviation: EB Chpd Stk

Portion: 8 oz. ground beef patty

Service: Topped with 2 oz. grilled onions on 11 ½" platter

STATION: FLAT

EB CHICKEN FRIED CHICKEN

Cubed, hand breaded and deep fried. Served smothered with white gravy.

Abbreviation: EB CFC

Portion: 8 oz. chicken breast and 3 oz of gravy

Service: 11 ½" platter

STATION: FRY

EB STEAK CHUNKS (while they last)

Grilled marinated steak pieces served over sautéed onions and mushrooms on a hot sizzlin' platter.

Abbreviation: EB Chunks

Portion: Steak pieces served over mushrooms and onions in a ½ moon fajita skillet on an 11 ½" platter

Service: ½ moon fajita skillet on an 11 ½" platter

Note: Any side must go on a fajita set up plate or proper bowl to accompany this item

STATION: BROILER

EB SIRLOIN STEAK

A USDA Choice sirloin beef.

Abbreviation: EB Sir

Portion: 8 oz. steak

Service: 11 ½ "platter

STATION: BROILER

EB GRILLED BBQ CHICKEN

Fresh chicken breast basted with BBQ sauce.

Abbreviation: EB BBQ Chic

Portion: 8 oz. chicken breast, bbq sauce.

Service: 11 ½ "platter

STATION: BROILER

EB FISH OF THE DAY

Grilled or blackened fish of the day.

Abbreviation: EB FOD

Portion: 6 oz Fillet with 1.5 oz of dill sauce

Service: Filet of fish with small soufflé cup dill sauce, lemon wedge & kale on 11 ½" platter.

STATION: FLAT

EB POT PIE

Tender pieces of chicken with peas and carrots in a rich gravy with a pie crust topper.

Abbreviation: EB Pot Pie

Portion: 8 oz. portion

Service: Large casserole dish filled with pot pie and crust served on a lined 11 ½" platter.

STATION: BROILER

EARLY BIRD BASKETS

EB RIB BASKET

Abbreviation: EB Rib Bask

Portion: 1lb of ribs, 3 oz coleslaw, 6 oz fries

Service: BBQ ribs served over seasoned fries in a lined basket with large soufflé cup of coleslaw, kale and a wet nap

STATION: BROILER

EB CHICKEN TENDERS BASKET

Abbreviation: EB Chic Bask

Portion: 5 oz tenders, 3 oz coleslaw, 6oz fries and 1.5 oz of honey mustard or BBQ sauce

Service: Tenders served over seasoned fries in a lined basket with large soufflé cup of coleslaw, kale, wet nap and small soufflé cup of honey mustard or bbq wing sauce.

Station: FRY

EB GARLIC FRIED SHRIMP

Abbreviation: EB Shr Bask
Portion: 8 Each, 3 oz coleslaw, 6 oz fries
Service: Shrimp tossed in garlic butter and garlic Romano seasoning served over seasoned fries in a lined basket with large soufflé cup of coleslaw, kale and a wet nap.
Station: FRY

EB BEER BATTERED ALASKAN COD

Abbreviation: EB Cod Bask
Portion: 3 Each, 2 oz beer battered cod pieces, 3 oz coleslaw, 6 oz fries, 1.5 oz tartar sauce.
Service: Cod served over seasoned fries in a lined basket with large soufflé cup of coleslaw, kale and a wet nap and a small soufflé cup of tartar sauce.
Station: FRY

EARLY BIRD SANDWICHES

EB CODY'S CHEESEBURGER

½ lb burger patty with 2 slices of American Cheese.
Abbreviation: EB Ch Burg
Portion: 8 oz. burger, 2 slices American cheese
Service: Seasoned cheeseburger atop of 3 pickle chips, 1 slice of tomato, 1 full red onion slice and leaf lettuce on a bun. 6 oz. of fries to one side of 11 ½" platter.
Station: FLAT

EB CHICKEN FRIED CHICKEN SANDWICH

Our 8oz chicken breast lightly breaded and deep fried. Served plain or covered in buffalo sauce. Choose Mild, Hot, or Really, Really Hot with Cody's Garlic Ranch or bleu cheese dressing.
Abbreviation: EB CFC Sand CFC Sand (M) or (H) or (RRH)
Portion: 8 oz. chicken (Single Cubed)
Service: Fried chicken breast atop of 3 pickle chips, 1 slice of tomato, 1 full red onion slice and leaf lettuce on a bun. 6 oz. of fries to one side of 11 ½" platter. If buffalo style, include 1.5oz of Cody's ranch or bleu cheese dressing in a small soufflé cup on the side.
Station: FRY

EB PULLED PORK SANDWICH

8 oz of pulled pork tossed in BBQ sauce.
Abbreviation: EB PP Sand
Portion: 8 oz. pulled pork, 2 oz fried onion straws 3 pickles
Service: Pulled pork placed atop of bun then topped with 3 pickle chips and fried onion straws. 6 oz. of fries to one side of 11 ½" platter.
Station: EXPO/FRY

Cody's Roadhouse Menu Descriptions:

Early Bird Menu VERSION B

Served Monday – Saturday (but not on Holidays)

Order must be placed by 5:59pm

Entrées include Our Famous Bottomless Salad Bowl, Fresh Baked Sweet Yeast Rolls and Your choice of Side.

EB ROASTED ½ CHICKEN

Seasoned and slow cooked. Finished off on the char-grill with or without BBQ Sauce.

Abbreviation: EB 1/2 Chic

Portion: Half

Service: 11 ½ "platter with kale and wet nap

Station: BROILER

EB CENTER CUT BONELESS PORK CHOP, 8 oz.

Char-Grilled boneless pork chops basted with BBQ sauce. Can get plain if guest requests.

Abbreviation: EB Chop

Portion: One 8 oz. chop

Service: 11 ½ " platter

STATION: BROILER

EB ROADHOUSE CHOPPED STEAK, 12 oz.

Pieces of beef from our steaks that are ground and formed into patties. Smothered with sautéed onions.

Abbreviation: EB Chpd Stk

Portion: 12 oz. ground beef patty

Service: Topped with 2 oz. grilled onions on 11 ½" platter

STATION: FLAT

EB CHICKEN FRIED CHICKEN

Cubed, hand breaded and deep fried. Served smothered with white gravy.

Abbreviation: EB CFC

Portion: 8 oz. chicken breast and 3 oz of gravy

Service: 11 ½" platter

STATION: FRY

EB STEAK CHUNKS (while they last)

Grilled marinated steak pieces served over sautéed onions and mushrooms on a hot sizzlin' platter.

Abbreviation: EB Chunks

Portion: 8 oz. steak chunks, 2 oz sliced mushrooms, 2 oz sautéed onions

Service: Steak pieces served over mushrooms and onions in a ½ moon fajita skillet on an 11 ½" platter

Note: Any side must go on a fajita set up plate or proper bowl to accompany this item

STATION: BROILER

EB ½ RACK BABY BACK RIBS

A USDA Choice sirloin beef.

Abbreviation: EB Ribs

Portion: ½ slab of ribs (6-7 ribs)

Service: 11 ½" platter with kale and a wet nap

STATION: BROILER

EB FRESH GRILLED SALMON

A FRESH, flat grilled or blackened salmon filet served with dill sauce.

Abbreviation: EB Salmon

Portion: 8 oz. Fillet with 1.5 oz Dill Sauce

Service: Small soufflé cup of dill sauce, lemon wedge & kale on 11 ½" platter.

STATION: FLAT

GRILLED PRIME RIB OF BEEF

Slow roasted and then grilled.

Abbreviation: EB Prime

Portion: 10 oz. Cut, 3 oz Au Jus and 1.5 oz raw horseradish or horseradish sauce upon request

Service: Au jus in large soufflé cup, horseradish in small soufflé cup on 11 ½" platter

STATION: BROILER

DAY 6 (if needed) (Sunday 11-2)

Class Topics –

- Trainee takes FINAL TEST. Graded test given to manager to put into team member file

Follow Topics-

- Final follow shift
- Trainee takes 3 tables with the Trainer as shadow.
- Table maintenance (refills, pre-bussing)
- Review of Sunday Specials
- Ring in of Sunday Specials
- Delivery of food order
- Delivery of dessert

Cody's Original Roadhouse Server Final Test

Name: _____

Score ____/50

1. The Early Bird menu is available which of the following days and times?
A) 7 days a week from opening to 6 PM
B) Monday thru Friday from opening to 6 PM
C) All day, every day
D) Monday thru Saturday from opening to 6 PM
2. The EB Center Cut Boneless Pork chop is
A) 5oz
B) 6oz
C) 7oz
D) 8oz
3. The Roadhouse EB Steak Chunks is
A) 6oz
B) 8oz
C) 10oz
D) 14oz
4. Fresh Grilled Salmon is served _____ or _____ and served with _____ sauce.
5. The Prime Rib of Beef is served in the following portion sizes _____ oz. or _____ oz.
6. The slow roasted Prime Rib of Beef is seasoned with our own special blend of _____, served with _____ and _____ sauce if you like.
7. What chicken is used on a Chicken Fried Chicken Roadhouse Salad (include size and how it is cut).

8. List the ingredients in our homemade Pico de Gallo

9. All burgers weigh _____ oz.
10. Cody's hand-cuts their steaks on site daily? Y or N
11. The Sunday Special is served from _____ to _____. Is \$ _____ and comes with a free dessert.

12. Kid's 10 and under eat free on _____ & _____ with a limit of _____ kids meals per full adult entrée.

13. Every Wednesday, the special is _____.

14. Every Thursday, The Top Sirloin Steak is

- A) \$13.79
- B) \$13.98
- C) \$14.49
- D) \$16.49

15. The Top Sirloin Steak Thursday special is _____ oz.

16. What are the 4 toppers we offer?

1. _____ 2. _____ 3. _____ 4. _____

17. The fresh steamed veggies consist of _____, _____, and _____ with garlic butter.

18. List our sides

- | | | |
|----------|----------|----------|
| 1. _____ | 4. _____ | 7. _____ |
| 2. _____ | 5. _____ | |
| 3. _____ | 6. _____ | |

19. Black beans are rice is topped with _____.

20. All dinner entrées include our

_____.

21. The Early Bird Special is available on holidays. True or False

22. When greeting the guest what two things do you write on the table cover?

1. _____ 2. _____

23. When greeting your table you suggestively sell _____ and specific _____.

24. What do you offer to each guest that orders a steak? _____

25. What is the charge for salad per person when ordering a sandwich or fajitas?

- A) 99 cents
- B) \$1.98
- C) \$2.99
- D) \$3.98

26. What 5 wine varieties do we offer as our House Wine? _____, _____, _____, _____ and _____.
and what is the brand name? _____

27. List our well brand and 2 other (if applicable) brands of each of the alcohols we offer:

- a. Bourbon _____
- b. Gin _____
- c. Rum _____
- d. Scotch _____
- e. Tequila _____
- f. Whiskey _____
- g. Vodka _____

28. Our homemade yeast rolls are served with both homemade cinnamon butter and whipped butter?
True or False

29. What does the term "Priority Check" mean?

30. Who should cut off an intoxicated guest? _____.

31. French Onion Soup and Black Beans and Rice are considered vegetarian items? True or False

32. If a guest buys two drinks and gives one to an underage guest, can you still be held responsible?
Yes or No

33. List the letter that corresponds the glassware to the beverage.

- | | |
|------------------------------------|-------------------------|
| _____ Crown and Coke | A) Pint Glass |
| _____ The Cody's Sunset | B) Red Coke Glass |
| _____ Cucumber Lime Mojito | C) Goblet Glass |
| _____ The BAM | D) Wine Glass |
| _____ Cosmopolitan | E) Soda Fountain Glass |
| _____ Coke | F) Kid's cup |
| _____ Kid Coke | G) Large Martini Glass |
| _____ Daiquiri's | H) Martini Glass |
| _____ Beringer Merlot | I) Rocks Glass |
| _____ Cody's Chocolate House Slide | J) Shot Glass |
| _____ Bloody Mary | K) Large Beer Stein Mug |
| _____ Shot of Tequila | L) Copper Mug |
| _____ Non-Alcoholic Frozen Drinks | |
| _____ Margarita | |

34. How many shrimp are in the Cheesy Cheesy Shrimp?

- A) 5
- B) 6
- C) 7
- D) 8

35. A table of 4 receives _____ rolls and _____ cinnamon butters.

36. A cup of soup is _____ ounces and a bowl of soup is _____ ounces. A cup receives _____ package of oyster crackers and bowl receives _____ package(s) of oyster crackers.

37. Describe Baked French Onion Soup.

38. Caesar salad is made using _____ lettuce, _____ dressing,
_____ cheese and croutons.

39. Cody's Roadhouse Entrée Salad and Just Plain Caesar Salad can be topped with the following 4 choices (be detailed with your answers):

- 1. _____
- 2. _____
- 3. _____
- 4. _____

40. When checking in for your shift you will also check the _____ and the
_____ chart.

41. When turning in your checkout all monies must be _____ and credit card slips must be in order by _____.

42. The Chicken breast entrées and sandwiches is an _____ oz chicken breast.

43. What choices of sauces are given with the Chicken Tender Dinner? _____ and
_____.

44. What makes our Veggie Burger different from other restaurants

and what is the brand of the burger _____.

45. Match the correct quantity/amount to the menu item (draw a line to connect).

- | | |
|-------|------------------------------------|
| a. 5 | Porterhouse |
| b. 12 | Jumbo Onions on a Stick |
| c. 9 | Country Fried Chicken |
| d. 3 | Thursday Steak Special |
| e. 18 | T-Bone |
| f. 10 | Buffalo Shrimp |
| g. 8 | Tortillas for Fajitas |
| h. 24 | Shrimp Fajita & Shrimp Quesadillas |
| i. 14 | Fried Cheese Logs |

46. Circle the ingredients that are in our Cody's Bottomless Salad

- | | | |
|--------------------|---------------------|--------------------------|
| a. Iceberg Lettuce | g. Shredded Cheese | m. Pepperoncini |
| b. Spinach | h. Diced Beets | n. Bacon Bits |
| c. Romaine | i. Croutons | o. Blue Cheese Crumbles |
| d. Diced Tomatoes | j. Shredded Carrots | p. Red Onion Rings |
| e. Diced Eggs | k. Shredded Cabbage | q. Pico de Gallo |
| f. Diced Cucumbers | l. Parmesan Cheese | r. House Caesar Dressing |

47. Name the 5 types of Fajitas a guest can order:

- | | |
|----|----|
| 1. | 4. |
| 2. | 5. |
| 3. | |

48. All kids meals are served with their choice of _____ or _____ as their sides. They also come with the following choice of drink _____, _____ or _____.

49. When a guest orders their steak a certain temperature, you must describe what the center of that steak will look like. Why do you want to do this to every guest?

50. Completely write out what you will say when you properly greet a table: