



HOST/TO GO

TRAINING PACKET

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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 RESTAURANT INFORMATION

1. **MANAGEMENT STAFF:**

GENERAL MANAGER: \_\_\_\_\_

MANAGER: \_\_\_\_\_

MANAGER: \_\_\_\_\_

KITCHEN MANAGER: \_\_\_\_\_

2. **ADDRESS:** \_\_\_\_\_

3. **PHONE NO:** \_\_\_\_\_

**WEBSITE ADDRESS:** [www.codysoriginalroadhouse.com](http://www.codysoriginalroadhouse.com)

4. **HOURS OF OPERATION:**

OPEN 7 DAYS PER WEEK

Monday thru Thursday: 3:30 PM - 10 PM

Friday and Saturday: 3:30 PM – 11 PM

Sunday: 11:00 AM - 10 PM

**NOTE: Opening & Closing times may vary – check your store's hours.**

**NOTE:** Restaurants are always ready 30 minutes prior to opening time.

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

# HOST 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 for Host, Host Positioning, and Host Acts
- Cody's Original Roadhouse Promotions
- Meat Temperature Descriptions
- Meat Seminar
- Menu Descriptions (Steaks, Chops & Ribs)

### ***FollowTopics-***

- Round Robin: 30 minutes in each area. HOST, TO GO, FOOD RUNNER  
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
- To Go- Observe answering the phone, taking order, suggestive selling, bagging procedures and greeting the guest
- Food Runner- Manager and/or Food Runner in window out explains Picture Perfect Plate Presentations and menu descriptions

### ***Cody's Signature dishes to share during class room-***

Order your choice of 2 signature Cody's dishes to share: 10 oz Sirloin Steak, ½ Rack Baby Back Ribs, 14oz Roadhouse Chopped Steak, or 12oz Slow Roasted Prime Rib of Beef

## STEPS OF GOOD SERVICE FOR HOST

- 1) Greet each guest by opening the front doors with a big smile and making eye contact welcome them to Cody's.
- 2) At all times host is no more than 2 feet from the front door, has 4 dinner menus in hand, and knows the next 2 tables to seat (2-4-2).
- 3) Walk & Talk while taking the guest to the table. Walk slowly and talk about our brand.
- 4) Return to the host stand to continue seating guests, completing to go orders, completing bathroom checks, assisting the servers.
- 5) Thank all exiting guests by opening door and inviting them to return.
- 6) Get a manager involved any time a guest is not satisfied or intoxicated.

# HOST POSITIONING

## THE COORDINATOR:

- The Coordinator controls the flow of the restaurant. They are responsible for running the board. The Seater will tell the coordinator which tables are available. The Coordinator will direct the Seater of which party to seat at the available tables.
- When on a wait, the Coordinator pages the guest by calling their playing card they were given.
- The Coordinator handles large party seating and call ahead guests. Always communicate with the Front of the House Manager when you have large parties on the wait.
- Assist the Seater and Name Taker in ensuring you have happy guests. Control of the floor is by controlling seating and communicating with the Seater about open tables, tables being bussed, etc.
- When not on a wait, the coordinator is positioned at the front doors with the seating chart to welcome the guests and direct the Seater.
- Speak clearly and maintain good communication. Maintain a level of professional attitude at all times. SMILE & HAVE FUN.

## THE SEATER:

- Escorts the guest to the table.
- Communicates with the coordinator about open tables.
- When on a wait is the go between for the Name Taker and the Coordinator.
- The Seater will assist the Coordinator in setting up for large parties.
- Performs bathroom checks every 30 minutes.
- Assists servers in pre-bussing, food running, drink refills and table cleaning.

## THE NAME TAKER:

- When on a wait, the name taker stands at the front doors welcoming and saying good bye to guests. They open the doors for the guests when possible.
- The wait sheet will be held at this position.
- All information from the guest is placed on the wait sheet and the guest is handed a playing card.
- The name taker ensures that all accurate information is written on the wait sheet.
- The Seater will be the go between for the Name Taker and Coordinator.
- When off of a wait the Name Taker becomes a Seater.

# HOST ACTS

## Seating the Guest Procedures for Host

### Act One:

Escort the guest to their table. Take a food menu for each guest, silverware, and one bucket of peanuts.

### Act Two:

Once the guest is seated, each adult guest is handed a menu, starting with the ladies. Ensure the kids are given a balloon, lollipop, and kids menu with crayons.

### Act Three:

Host asks the guest "Have you ever been to a Cody's before?" If the guest says no, the host welcomes them. If the guest says yes, host replies with "Welcome back".

### Act Four:

Introduce your server: "\_\_\_\_\_ will be your server tonight and they'll be right over to get your order for one of our specialty drinks."

Remove any extra silverware from the table. Get any necessary high chairs or boosters.

## CODY'S ORIGINAL ROADHOUSE PROMOTIONS

- EARLY BIRD MENU**  
Monday thru Saturday (but not on holidays). Order must be placed by 5:59pm.
- HAPPY HOUR AND/OR DAILY DRINK SPECIALS – BAR & DINING ROOM**  
2 For 1 Happy Hour - Daily - Opening to 7 PM
- KIDS EAT FREE: Every Monday & Tuesday**  
Kids 10 and under **EAT FREE** from Kid's Stuff Menu. Limit 2 kids per 1 full adult dinner entree.
- 2 FOR 1 FAJITAS: Every Wednesday**  
Buy One, Get One Free, Choice of Veggie, Chicken, Pork, Beef, Shrimp or Combo.
- 10 oz. USDA Choice Top Sirloin Steak**  
Every Thursday - \$13.98
- Daily Specials**  
Check black board for specials.
- Sunday Specials:** Every Sunday - Opening - 4 pm. (check your location for opening time).  
\$10.98. Sunday specials include a **FREE DESSERT**.

## STEAK TEMPERATURE DESCRIPTIONS

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

<b>Temperature</b>	<b>Abbreviation</b>	<b>Description</b>
Rare	R	Cool, Red Center
Medium Rare	MR	Warm, Red Center
Medium	M	Hot Center, Pink Throughout
Medium Well	MW	Hot Center, Slight Pink
Well	W	Hot Center, Grilled until Pink is Gone & Grey Throughout

If the steak (entrée or salad) 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 unless otherwise requested by the guest.**

**Sirloin-** All of our sirloins are Certified USDA Choice beef from a reputable supplier. 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 tip of the short loin area which is tender. We also hand tenderize to assure its greatness.

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

10oz Sirloin- Used for 10oz Top Sirloin Steak

14oz Sirloin- Used for 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- Used for Ribeye Steak 14oz

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

9oz Prime- Early Bird Slow Roasted Prime Rib of Beef, 9oz and Prime Rib of Beef, 9oz and 5 Large Shrimp Combo

10oz Prime- Slow Roasted Prime Rib of Beef, 10oz

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

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

**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-** The Short loin is the American name for a cut of beef that comes from the back of the cattle. It contains part of the spine and includes the top loin and the tenderloin. This cut yields types of steak including porterhouse, strip steak, and T-bone.

Kansas City Steak- (One full pound, 16oz). Bone in strip with lots of flavor.

T-Bone Porterhouse- T-Bone Porterhouse (20oz). New York strip on one side of the bone and a filet on the other side.

**Flap Meat-** Is from of 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 (14oz) and (10oz), Burgers (8oz), Kid Burger (4oz) and Early Bird Chopped Steak (10oz)

**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 **GRAIN-FED AGED WESTERN USDA CHOICE & PRIME** (when available). 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 lot people's favorite. Lean, Tender and Tasty. (Can make it bacon wrapped for \$1.00 extra), if MW or W done, can be butterflied.

Abbreviation: 9 Filet

Portion: 9 oz. 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. Steak wrapped in bacon

Service: Served on 11 ½" platter

Station: **BROILER**

### RIBEYE STEAK

This one is aged to perfection, well-marbled with lots and lots of good Taste and Flavor.

Abbreviation: Ribeye

Portion: 14 oz. Steak

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 (upon request).

Abbreviation: 10 Prime          12 Prime          1 lb. Prime

Portion: 10 oz. boneless, 12 oz. boneless, 1 lb. plus boneless

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, lightly seasoned, and chargrilled or grilled with BBQ sauce upon the guest's request.

Abbreviation: 14 Chop

Portion: 14 oz.

Service: Char-Grilled OR Char-Grilled with BBQ sauce

Service: Served on 13" platter. Garnished with 3 oz. portion of chunky applesauce, sprinkled lightly with cinnamon, in a monkey dish.

Station: **BROILER**

## BABY BACK RIBS- ½ Rack or Full Rack

We hear this all the times...Our ribs are better than some of the best Rib Joints in town. Seasoned and served with Cody's Award-Winning BBQ sauce. Full or half slab of barbecued baby back pork ribs

Abbreviation: 1/2 Rack Full Rack

Portion: 1/2 Rack (6-7 bones) Full Rack (12-13 bones)

Service: Served on 11 ½" platter with kale and wet nap for half rack.

Served on 13" platter with kale & wet nap for full rack.

Station: **BROILER**

## TOP SIRLOIN STEAK

A flavorful steak from USDA Choice Top Sirloin Western beef.

Three sizes – 8 oz., 10 oz. and 14 oz.

Abbreviation: 8 oz. Sirl / 10 oz. Sirl / 14 oz. Sirl

Portion: 8 oz, 10 oz., or 14 oz. steak

Service: Served on 11 ½" platter

Station: **BROILER**

## KANSAS CITY STEAK

1 FULL POUND of an all-American bone-in steak, popular with everyone.

Abbreviation: KC Steak

Portion: 16 oz.

Service: Served on 11 ½" platter

Station: **BROILER**

## T-BONE PORTERHOUSE STEAK

The best of both worlds-a strip steak & filet mignon all in one-separated by a T-bone

Abbreviation: TBone

Portion: 20 oz.

Service: Served on 13" platter

Station: **BROILER**

## ROADHOUSE CHOPPED STEAK

Pieces of steak that our steak cutter messed up and cut too small to serve so we chop it up in our grinder and serve it grilled. Smothered with 2oz of sautéed onions.

Abbreviation: Chpd Stk 10 or Chpd Stk 14

Portion: 14 oz. or 10 oz.

Service: Served on 11 ½" platter

Station: **BROILER**

## COUNTRY FRIED PORK STEAK

A piece of pork steak double cubed and hand breaded. Fried until golden brown. Topped with 2oz plus of peppery white gravy.

Abbreviation: CFP

Portion: 8 oz.

Service: Served on 11 ½" platter.

Station: **FRY**



## **CHICKEN FRIED STEAK**

A piece of steak (could be any random cut), hand breaded and deep fried. Topped with 2oz plus of peppery white gravy.

Abbreviation: CFS

Portion: 7 oz.

Service: Served on 11 ½" platter.

Station: **FRY**

### **ADD TO YOUR STEAK**

Add a scoop of sautéed mushrooms to any steak for an additional charge of \$2.19

Blue cheese crumbles for \$2.19

Sautéed mushrooms and onions for \$2.99.

## Cody's Original Roadhouse Host/To Go Day 1 Quiz

Name: \_\_\_\_\_

Score \_\_\_\_/10

1. You should greet each guest by \_\_\_\_\_ and \_\_\_\_\_ them to Cody's.
2. What is the 2-4-2 rule?
  - A) 2 menus in hand, 4 feet from the door, know next 2 tables, peanut bucket in hand
  - B) 2 Menus in hand, 4 inches from the door, know next 2 tables, peanut bucket in hand
  - C) 2 feet from the door, 4 menus in hand, know next 2 tables, peanut bucket in hand
  - D) 2 buckets of peanuts, 4 feet from the door, know next 2 tables
3. At Cody's we \_\_\_\_\_ and \_\_\_\_\_ with the guest on the way to the table.
4. Match the following host positions:

_____ Coordinator	A) First and last person the guest will encounter
_____ Seater	B) Controls the flow of the restaurant
_____ Name Taker	C) Escorts the guest to the table
5. Match the following temperature to its description

_____ Rare	A) Hot Center, Pink Throughout
_____ Medium Rare	B) Hot Center, Grilled until Pink is Gone & Gray Throughout
_____ Medium	C) Cool, Red Center
_____ Medium Well	D) Warm, Red Center
_____ Well	E) Hot Center, Slight Pink
6. The 7 ounces of random cuts cubed, breaded and deep fried is \_\_\_\_\_.
7. The Top Sirloin Steak is offered in what three sizes? \_\_\_\_\_ oz., \_\_\_\_\_ oz., and \_\_\_\_\_ oz.
8. The Ribeye is offered in a \_\_\_\_\_ oz. portion.
9. The Bacon Wrapped Filet Mignon is \_\_\_\_\_ oz. while the Filet Mignon is \_\_\_\_\_ oz.
10. The Kansas City Steak is \_\_\_\_\_ oz. and the T-Bone Porterhouse Steak is a generous \_\_\_\_\_ oz. portion.

# HOST 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. Pre- Meal Focus of the week:                               |         |
| <hr/>   |         |
| 6. Trainee spent allocated time on the POS?                   | Yes/ No |
| 7. Was trainee involved and attentive to training procedures? | Yes/ No |
| 8. Does trainee accept constructive feedback?                 | Yes/ No |

Trainer Signature \_\_\_\_\_

Trainee Signature \_\_\_\_\_

Date \_\_\_\_\_

Manager Signature \_\_\_\_\_

# DAY 2

## **Class Topics-**

- Cody's Original Roadhouse Alcohol Policies
- Know Your State Alcoholic Laws Questions & Answers
- Cody's Original Roadhouse Glassware Standards
- Cody's Original Roadhouse Host Standards
- Menu Descriptions (Starters, Soups N' Salads)

## **Follow Topics-**

- Trainee follows Trainer with Role Plays
- Focus on greeting, seating, and speaking to guests (Walk and Talk)
- Focus on ringing in To Go orders
- Trainer to give overview of POS buttons (How to log in, Navigation of Menu Screen: Covering location of all menu items, Modify Button, Liquor, Beer, Wine Buttons, Special Menu Items and Special Bar Drink Buttons)

## **Cody's Original Roadhouse Signature dishes to share during Class Room-**

Order Cody's Roadhouse Salad and your choice of 1: Jumbo Onions on a ½ Stick, Cheesy Cheesy Shrimp, Quesadilla

## **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 traffic 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 buy time, 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 down
- 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 or not 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. In order 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 in Florida?  
 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 premises 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 making a determination 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.

## CODY'S ORIGINAL ROADHOUSE GLASSWARE STANDARDS



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



**Disposable Kid Cup (12oz):** Soft Drink, Iced Tea



**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, Large Milk, The Original Tea, Large juices, Non-alcoholic bar drinks (Virgin Pina Colada & Daiquiri), Rocks House Margarita, Top Shelf Margarita



**Large Beer Stein Mug (34oz):** Draft beer and all Giant Drinks



**Martini Glass (9oz):** Cosmopolitans, Gimlet, Manhattans, 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, Top Shelf Frozen Margarita, Milk Shakes



**Goblet Glass (32oz):** Cody's Chocolate House Slide, Cody's Blast



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



**Cody's Copper Mug (12oz):** Fuzzy's Peach Tea and Cody's Mule

# CODY'S ORIGINAL ROADHOUSE HOST STANDARDS

## Front Doors

- Doors are to be unlocked 15 minutes prior to opening time
- Host opens doors for guests entering and exiting when possible
- Once we go on a wait, immediately start taking names at the door

## The Cody's Guest

- Always walk the guest to where they need to go (restroom, to go waiting area, meet their party)
- Always acknowledge a guest by saying hello
- "WOW" the guest with your personality
- Recognize regulars

## Seating of the Guest/Table Rotation

- Coordinator follows rotation on floor chart to tell Seater where to take guest
- Rotation is important. This helps ensure that the server is able to provide exceptional service to the guest.
- Begin seating the first open section. Then proceed to the next open section and so forth. Repeat until all open sections have been seated and then start back at the beginning of your rotation
- Go to the next table in rotation that accommodates the size of the party.
- We always accommodate the guest if they are not happy where you are seating them (move them to a table where they would feel more comfortable if one is available)
- The closed section: On occasion a guest will request to sit in a section where there is no server. If this happens the host should then ask a server closest to that section to take the table. Keep in mind this would be their turn in rotation. If that server is unable to take the table find another server in a close section to take the table. Also inform management that you have seated a guest in a section where no server is assigned.
- Please be mindful of the elderly and handicapped guests. They are not able to walk as far. Try to seat them at a close table and make sure to remove a chair from the table if they have a wheelchair so it is not in the flow of traffic.
- Tables should be cleaned and reset with silverware within 60 seconds
- Once all sections of the restaurant are full, you go on a wait
- Coordinator controls the flow of the kitchen also. A complete seating of the dining room will hurt kitchen execution.

## Answering the Phone

- Be prompt, friendly and courteous when answering the phone.
- The phone should be answered within 2 rings.
- It is everyone's responsibility to answer the phone.
- The standard greeting is, "Thank you for calling Cody's Original Roadhouse in (*your location*), this is (*your name*), how may I help you?"
- Never ask the guest on the phone, "Can I ask who is calling"? We want each of our guests to feel equally important
- Always follow through to make sure the person is not left on hold.
- Take messages for all employee phone calls, unless it's an emergency. If so, get a manager to handle the call.

## Restroom Checks and Side Work Checklist

- Restrooms completed every 30 minutes.
- Initial the restroom log once you have checked the restroom.
- Restrooms should be stocked with toilet paper in each stall and hand towels in each dispenser.
- Check soap dispensers to see if they need to be filled.
- Make sure there is no trash on the floor and that they are dry.
- Check sanitary trash receptacles and make sure they are not full (replace liner if necessary).
- Flush toilets as needed and wipe seats as necessary.




- Check trash cans to make sure they are not overflowing.
- Counters need to be wiped down so they are dry and mirrors should be spot free.
- All side work (opening and closing) must be completed and checked out before you leave the shift.

**HOST BATHROOM AND SIDEWORK CHECK LIST**

(Initial Box Below When Completed)			
	Men's	Women's	
10:30 AM			5:00 PM
11:00 AM			5:30 PM
11:30 AM			6:00 PM
12:00 PM			6:30 PM
12:30 PM			7:00 PM
1:00 PM			7:30 PM
1:30 PM			8:00 PM
2:00 PM			8:30 PM
2:30 PM			9:00 PM
3:00 PM			9:30 PM
3:30 PM			10:00 PM
4:00 PM			10:30 PM
4:30 PM			11:00 PM

**Opening Duties**

- Place all mats in front of doors
- Uncover, rotate, and stock peanuts if needed
- Collect peanut buckets and place in designated area
- Clean all windows in the lobby
- Straighten silverware bin
- Wipe down door kick plates
- Wipe down door thresholds
- Wipe down all benches
- Blow up/stock balloons and lollipops
- Review floor rotation according to manager's floor plan
- Check levels of: wait sheets, kids placemats, take out menus, call ahead cards, rolled silverware, toothpicks.
- Retail shop/area clean, organized, presentable
- Check menus for proper inserts and Early Bird Menus
- Fill out specials board
- Quick check restrooms
- Check outside of front doors for trash and empty ashcans
- All games wiped down and clean
- Unlock doors 15 minutes to posted opening time



**Closing Duties**

\_\_\_\_\_ 1st Cut

- Foyer/Lobby/Outside
- Dust all artifacts in the lobby/foyer area
- Wipe all windows, games, display cases with glass cleaner
- Wipe off all benches
- Empty all ashcans/trash receptacles outside
- Pick up any glassware or peanut buckets outside and in lobby
- Sweep sidewalk around facility

\_\_\_\_\_ 2nd Cut

- Dining Room Maintenance
- Collect all menus
- Wipe down all menus
- Wipe all high chairs and booster seats
- Stock toothpicks, call ahead cards, wait sheets, and To Go menus

\_\_\_\_\_ 3rd Cut

- Detail Bathrooms
- Fill soap, paper towels, toilet paper
- Empty trash cans including womens waste receptacles and replace bags
- Wipe sinks, faucets, and mirrors
- Clean and stock baby changing station
- Sweep Floor

\_\_\_\_\_ 4th Cut

- Host Stand Area
- Organize host stand area
- Stock kids menus and crayons
- Roll 50 kids silverware
- Sift peanuts and clean out trough. Place peanuts in container with lid

\_\_\_\_\_ Closer

- Checks out all hosts previously cut
- Is held responsible for sidework if not completed
- Brings in special board from outside
- Organize and clean up gift shop or retail area
- Gets checked out by manager

### Going on a Wait

The wait: You will need the following items- wait sheet, pen, highlighter, a clock, a deck of playing cards and a PA system in working order. Please make sure to write legibly.

- Hosts transition smoothly from non-wait positioning to "going on a wait positioning"- Coordinator at the front door with the board moves to behind the podium/host stand, the Name Taker at front door with wait sheet clip board, the other hosts act as Seaters standing next to the coordinator running the board.
- Ask the # of guests in the party "How many in your party?"
- Are there any children? "Will you need a highchair or booster seat?"
- Enter if they need a highchair or booster seat.
- Hand the guest a playing card and record that card on the wait sheet.
- Let the guest know the quoted wait time.
- Offer the guest a menu while waiting to expedite their order times when they are seated.
- Let the guest know they are welcome to sit at the bar while they are waiting if any seats are available.
- The Seater will hand the Coordinator the wait sheet from the Name Taker when it is half way completed or when the Coordinator called all of the names on their list. Communication is extremely important when you are on a wait.
- Once the guest is seated the Coordinator highlights the name on the list.
- If a guest is called and does not respond to a call, wait a few minutes and call them again, if there is still no answer do not mark the guest off of the list but write the times that you paged the guest.
- If the guest called ahead, once they arrive they receive a playing card and wait until their name gets to the top of the list.
- If you have a large party walk in please inform a manager for a proper quote time.
- Quoting the wait: You will skip the first five spaces on the wait sheet. Start with the 6<sup>th</sup> space on the sheet. To quote a wait time for the first 5 names on your list you should quote 5-15 minutes per name with the exception of parties of 7 or more. Then you will continue to add an additional 5 minutes per box of 5 names.(Ex. 6<sup>th</sup> -10<sup>th</sup> spaces equals 5-15 min. quote. 11<sup>th</sup>-15<sup>th</sup> space(s) equals a 15-20 min. quote time.)



### Seating Large Parties

- When seating a large party always communicate with a manager.
- All members of the party do not need to be present before you seat them. If the table is ready, place the guests at the table and when the other guests arrive, show them the way to the others.
- Keep in mind when quoting large parties the wait time will increase. Parties of 11 or more must be handled by 2 servers and increasing for every additional 11 guests a server must be added.
- Accommodate the party with comfortable seating. Do not try to seat them at a table that will be cramped.

### Call Ahead Seating:

- We do not accept daily reservations. Calls for large parties are taken by a manager.
- Call ahead seating is only available when we are on a wait.
- Call ahead is to lessen any wait time the guest may have. It does not guarantee the guest a table when they arrive. Their name will be put on the wait list as they invisibly walked in.
- Guest will check in with the host when they arrive and receive playing card then.
- If the host has passed the name on the list before the guest arrives skip the name, once they arrive they will be the next to be seated.
- If you have not reached their name on the list, you will quote according to where their name is on the list.

### **This is an example of a typical conversation for call ahead seating:**

Guest: "I would like to make a reservation."

Host Coordinator: "I am a sorry, we do not accept reservations, but we do offer call ahead seating. Would you like to put your name on our wait list?"

Guest: "Yes."

Team member: "Okay, great. I would be happy to help you with that. What is the name of your party? How many in your party? Would you like to sit at a high top if it becomes available first? Do you need any booster seats or high chairs? Our current wait time is (quote accurate wait time)?"

"Okay, I have you on our list. Now this won't guarantee you a table when you arrive but it will lessen any wait time you may have. Please make sure to check in with the host when you arrive and we look forward to seeing you."

## **CODY'S ROADHOUSE MENU DESCRIPTIONS: STARTERS, SOUPS N' SALADS**

### **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, with 3 oz. of warm marinara sauce in a monkey bowl, sprinkled with Garlic Romano Seasoning

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. spicy 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 lined with red/white checkered wax liner. 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 lots of fresh chopped bacon (Jalapeno peppers served upon request).

Abbreviation: Ch Fries

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

Service: Served on 11 ½" platter with two 2 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.

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 bleu cheese dressing in shrimp bowl with lemon and kale.

Station: FRY

## CODY'S BUFFALO WINGS

A big portion of Jumbo wings done Cody's way - MILD, HOT or Really, Really Hot.

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

Portion: 10 Wings (5 drums, 5 flats)

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

Station: FRY

## CODY'S BBQ WINGS

With Cody's Award Winning BBQ Sauce

Abbreviation: BBQ Wings

Portion: 10 Wings (5 drums, 5 flats)

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

Station: FRY

## CODY'S GARLIC WINGS

With a healthy taste of fresh garlic

Abbreviation: Garlic Wings

Portion: 10 Wings (5 drums, 5 flats)

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

Station: FRY

## BONELESS CHICKEN WINGS

Chicken tenders hand breaded and deep fried. Tossed in Mild, Hot or Really, Really Hot or BBQ sauces

Abbreviation: Boneless Wings (M) or (H) or (RRH) or (BBQ)

Portion: 9 oz.

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

Station: FRY

## STUFFED POTATO SKINS

Stuffed with cheese, bacon, green onions, 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

Queso made with or without ground beef. Not so spicy creamy cheeses, jalapeno peppers and other good stuff

Abbreviation: Chips & Queso or Chips & Beef Queso

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

Service: Queso served in a small casserole dish, garnished with pico de gallo on a lined 13" platter with tortilla chips.

Station: **PANTRY**

## TOSTADA CHIPS WITH SALSA

Our own salsa made in house.

Abbreviation: Chips & Salsa

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

Service: Salsa served in a small casserole dish on a lined 13" platter with tortilla chips.

Station: **PANTRY**

## QUESADILLAS – PLAIN, VEGGIE, CHICKEN, PORK, BEEF or SHRIMP

Abbreviation: Quesa (Plain), (Veg), (Chic), (Pork), (Beef), (Shr)

Portion: Plain- Just cheese and pico de gallo

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

Chicken- 8 oz. fajita chicken

Pork- 8oz. fajita pork

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

**Add a #24 scoop of guacamole 1.39 cents extra**

Station: **FLAT**

## SOUPS & SALADS

**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.

### BAKED POTATO SOUP

Rich cream base with chunks of potatoes and bacon then topped with loaded potato (cheese, bacon chive) mix.

Served as a cup or bowl.

Abbreviation: Potato Cup/Potato Bowl

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

Service: Garnished with loaded potato mix, with 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 on a 9" round plate with red/white checkered napkin liner and soup spoon.

Station: **PANTRY**

### **CODY'S FAMOUS BOTTOMLESS SALAD BOWL**

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

Abbreviation: Salad

Portion: Serves 1 -5 guests

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 ROADHOUSE SALAD**

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

Abbreviation: RH Sal

Portion: 8 oz. tossed salad

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

Station: **PANTRY**

### **JUST PLAIN CAESAR SALAD**

Fresh cut romaine, plenty of seasoned croutons, parmesan cheese and mixed with our own Caesar dressing.

Abbreviation: Caes

Portion: 8 oz. romaine, 2 oz. parmesan cheese and 5-6 croutons mixed with 2 oz. Caesar dressing.

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

Station: **PANTRY**

### **TOP A CODY'S ROADHOUSE SALAD OR A JUST PLAIN CAESAR SALAD WITH ANY OF THE FOLLOWING:**

#### **8oz Grilled, Blackened or Fried Chicken Salad**

Abbreviation: Gr Chic Caes or Blk Chic Caes or Fr Chic Caes or Gr Chic RH Sal, Blk Chic RH Sal or Fr Chic RH Sal

#### **8oz Top Sirloin Steak Salad**

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

#### **2 Skewers of Grilled Shrimp Salad**

Abbreviation: Shr Caes or Shr RH Sal

#### **8oz Grilled or Blackened Salmon Salad**

Abbreviation: Gr Sal Caes or Blk Sal Caes or Gr Sal RH Sal or Blk Sal RH Sal

Cody's Original Roadhouse Host/To Go Day 2 Quiz

Name: \_\_\_\_\_

Score \_\_\_\_/10

1. Cody's requires you to ID any guest who appears to be under the age of
    - A) 18
    - B) 21
    - C) 30
    - D) 40
  
  2. 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
  
  3. The front door is unlocked \_\_\_\_ minutes prior to opening time.
  
  4. Try to sit handicapped and elderly guests \_\_\_\_\_ because they may not be able to walk as far.
  
  5. You should answer the phone within \_\_\_\_ rings.
  
  6. A portion of Onions on a 1/2 Stick consist of \_\_\_\_\_ onion rings and a full order of Jumbo Onions on a Stick consist of \_\_\_\_\_ onion rings served with a 3oz portion of \_\_\_\_\_ sauce.
  
  7. List the sauce options that the Cody's Buffalo Shrimp or Wings can be tossed in.  
\_\_\_\_\_
  
  8. List the ingredients of Cody's Famous Bottomless Salad and how it is prepared.  
\_\_\_\_\_  
\_\_\_\_\_
  
  9. List the options for the Quesadillas
    1. \_\_\_\_\_
    2. \_\_\_\_\_
    3. \_\_\_\_\_
    4. \_\_\_\_\_
    5. \_\_\_\_\_
    6. \_\_\_\_\_
  
  10. Describe the Stuffed Potato Skins including the garnish.  
\_\_\_\_\_
-

# HOST 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. What is the pre meal focus of the week?  
\_\_\_\_\_

6. Trainee spent allocated time on the POS? Yes/ No
7. Was trainee involved and attentive to training procedures? Yes/ No
8. Does trainee accept constructive feedback? Yes/ No

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

Trainer Signature \_\_\_\_\_

Trainee Signature \_\_\_\_\_

Date \_\_\_\_\_

Manager Signature \_\_\_\_\_



## DAY 3

### Class Topics-

- Cody's Signature LBW Drinks
- Review Happy Hour Program (food and beverage)
- Suggestive Selling
- LBW and Menu Items Upsell Class
- A "Day in the Life of a Host Shift"
- Pre-Meals
- FOH Cleanliness
- Daily/Weekly Cleaning Chart
- Menu Descriptions (Chicken N' Seafood, Combo Plates, Sides and Extras)
- Table Numbers Test (**Need: Restaurant Specific Blank Floor Chart**)

### Follow Topics-

- Trainer will follow the trainee in seating all guests
- Focus on Steps of Service, writing orders, ringing in to go orders, bathroom checks
- 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

### Cody's Original Roadhouse Signature dishes to share during Class Room-

Order your choice of one combo: BBQ ½ Chicken & ½ Slab of Ribs, 5 Garlic Fried Shrimp & ½ Slab of Ribs, or Prime Rib of Beef & 5 Large Shrimp

## CODY'S SIGNATURE LBW DRINKS

### PLAIN GOOD DRINKS!



**CODY'S BLAST**  
A smooth blend of Malibu Rum, tequila and fruity, fresh flavors. You cant help but to have a blast with this one.

**9.97**

**ROAD RUNNER**  
A high voltage blend of Bacardi Light Rum, Myers Dark Rum, Dekuyper Banana and Blackberry liqueurs, Pineapple Juice, Orange Juice & Grenadine, and spiked with 151 Rum.

**7.27**



**THE BAM**  
Our secret recipe of Malibu Rum, tropical liqueurs, and juices with a float of 151 served in our signature BAM glass.

**9.97**

**ROADHOUSE STRAWBERRY FREEZE**  
A thick, sweet blend of Strawberries and Bacardi Rum.

**6.97**



**TOP SHELF MARGARITA**  
A powerful blend of Sauza Hornitos Reposado Tequila, Cointreau and sour mix. Topped with Grand Marnier.

**8.97**



**FUZZY'S PEACH TEA**  
A refreshing blend of Fuzzy's Vodka, homemade sweet tea, peach puree, fresh mint and lemons served in our Cody's copper cup.

**6.97**



**CRAFTED BLOODY MARY**  
Hot and Spicy! Our signature blend of Tito's Handmade Vodka & Bloody Mary Mix with an extra dose of Cholula Hot Sauce. Topped with a garden of extras.

**7.97**

**REDEMPTION RYE OLD FASHIONED**  
Muddled oranges and cherries topped with Redemption Rye Whiskey, 2 dashes of bitters, sugar and a few dashes of water. Or try Redemption Rye Whiskey in a Manhattan.

**7.37**

**THE ORIGINAL TEA**  
A powerful punch of gin, rum, pure grain alcohol, triple sec and sweet and sour with a splash of Coke.

**7.27**

**CODY'S MULE**  
Our own twist on this favorite. Fuzzy's Vodka, lime juice and ginger beer along with a few other special ingredients all served in a signature copper mug.

**8.97**

**The Cody's Blast-** A tropical blast of MALIBU Rum, WELL tequila, sweet and sour mix, orange juice, cranberry juice, grenadine and floated with GRAN GALA. Garnished with a moon of pineapple, ½ orange moon and cherry.

**Roadhouse Strawberry Freeze-** A thick, sweet blend of frozen strawberries and BACARDI Silver Rum.

**Fuzzy's Peach Tea-** FUZZY'S Vodka shaken with homemade sweet tea, peach puree, fresh mint leaves, lemon and soda water.

**Redemption Rye Old Fashioned-** Muddled oranges, cherry and sugar topped with ice, bitters, and REDEMPTION RYE Whiskey.

**The Original Tea-** A kicked up long Island Iced Tea with WELL Gin, WELL Rum, Pure Grain Alcohol, Triple Sec, Sweet & Sour and a splash of Coke.

**Road Runner** – A high voltage blend of BACARDI Silver Rum, MYERS Dark Rum, DEKUYPER Banana liquor and Blackberry liquor, pineapple juice, orange juice, and grenadine. Spiked with JAMES HARBOR 151 Rum on top. Garnished with a Cherry & Orange flag.

**The BAM (Big A@@ Martini)-** MALIBU Rum, DEKUYPER Banana, Blue Curacao and Triple Sec liqueurs, JAMES HARBOR 151, orange juice, pineapple juice sour mix. Garnished with cherry & orange flag.

**Top Shelf Margarita-** SAUZA HORNITOS Tequila, Sour Mix, COINTREAU and a floater of GRAND MARNIER.

**Crafted Bloody Mary-** Our signature blends of TITO'S Vodka and ZING ZANG Bloody Mary Mix. Garnished with Celery, Spanish olives, grape tomatoes, cocktail onions, Gherkin pickle and pepperoncini all in a pint glass with salted rim.

**Cody's Mule-** FUZZY'S Vodka, GOSLINGS Ginger Beer and lime.

## 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 sales people. 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 customers. 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 customer'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 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 sales person?**

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 sales person 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 sales person 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 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 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:

“So which of our handmade starters are you going with- 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 Roadhouse 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:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## DAY IN THE LIFE OF A HOST SHIFT

### **Before the Shift**

Make sure you arrive on time in proper uniform. Clock in. You may not clock in early or stay late without manager approval.

### **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 features, changes, parties, contests, etc. Servers must fill out a pre-meal slip and present that to the manager to get signed off. The pre-meal slip will then be given to the host so that they will be able to put the server in rotation.

### **During the Shift**

Provide superior service to all guests (following ALL steps of service). Make sure all guests are happy.

### **Side work**

Check assigned side work for your shift. Make sure to complete all items on your assigned side work completely including your continual duties throughout the shift.

### **After the Shift**

Complete all closing side work thoroughly. Have your side work checked out by the closers. The closer must be checked out by a manager. Clock out.

## PRE-MEAL

A pre-meal is a short meeting which you must attend before every shift. The server will pick up a pre-meal slip from the host stand and go to the designated meeting area. There should be a designated area for each pre-meal so you know to meet there every time. The meeting will be inspirational, motivational, and informative and will cover any nightly specials/promotions, drink of the day and any contests. Once the manager signs the server's pre-meals slip, they take the slip to you at the host area. This is your cue that the server is ready to be sat. Once cut, the manager will return the pre-meal slip to the server.

SERVER CHECK IN/OUT CARD	
<b>CODY'S</b> <i>Original</i> <b>ROADHOUSE</b>	NAME: _____
	DATE: _____
	TABLES: _____
CHECK IN WITH MGR	
ON TIME <input type="checkbox"/>	LATE <input type="checkbox"/>
<b>PROPER UNIFORM:</b>	
SHOES <input type="checkbox"/>	APRON <input type="checkbox"/>
SOCKS <input type="checkbox"/>	BANKS <input type="checkbox"/>
JEANS <input type="checkbox"/>	SHIRT <input type="checkbox"/>
BELT <input type="checkbox"/>	HAIR <input type="checkbox"/>
<b>MGR SIGNATURE</b> <small>(Required in order to take tables)</small>	
<b>FEATURES:</b>	
<b>BAR DRINK:</b>	
<b>STARTER:</b>	
<b>ENTRÉE:</b>	
<b>DESSERT:</b>	
<b>SIDEWORK:</b>	
<b>TIME CUT:</b>	
<b>PPA:</b>	
<b>NUMBER:</b>	
<b>CLAIMED TIPS AMOUNT:</b>	
CHECK OUT SIGNATURES	
<b>TABLES:</b>	_____
<b>SIDEWORK:</b>	_____
<b>SILVERWARE:</b>	_____

## FOH CLEANLINESS

All team members 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.

A red bucket in the restaurant contains a sanitizing solution which will be used to clean all tables and surfaces. The solution should test no more than 200PPM - 400PPM if it is a quat based sanitizer. Test strips are available through your managers. (Some restaurants use disposable sanitizer towel which may be used also. These are a onetime use towel and must be thrown away after it is used).

This bucket must be labeled and dated and have no more than 2 towels in it at any time. The towels must always be submerged in this solution when not in use. Change the water every 2 hours.

- Once a table has all items removed (plate ware, glasses, silverware, peanut buckets) wipe down the entire table (top, sides, legs, and under the condiment caddy) with a sanitized towel.
- Wipe off condiment bottles and any POS material if necessary
- Wipe down the booth seats and/or chairs and any ledges and put back into place.
- Use a dry towel to dry off the table, booth seats, and chairs if necessary.



# DAILY/WEEKLY CLEANING CHART

When checking in for your shift, check this chart to tell you what the hosts group cleaning duty is for the shift.

		Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
		Initial	Initial	Initial	Initial	Initial	Initial	Initial
Prep	AM	Detail the Oven and Shams	Detail and Organize All	Detail All Walls	Detail Mixer (if applicable)	Detail all bins and dry storage	Detail all Small Equipment	Detail Kettle
	PM							
Dish	AM	Freeze and Reheat Pork Steaks and Detail All Plates in Back Room	Detail All Plates in Lobby/Foyer	Detail Dishroom Walls	Detail All Plates in Breakroom and Ballroom	Detail Plates in Front Dining, Ball Side	Detail All Plates in Front Dining, Ball Side	Detail All Plates in Front Dining, Ball Side
	PM	Check Pressure All Dishwashers			Detail all drains in BOH	Check PHE Truck Case Inside and out	Check PHE Truck Case Inside and out	Detail Dish Machine
Expo	AM	Detail All Oil Plate Window	Detail Toaster	Detail All Walls on Line Side	Detail all tables and chairs in expo	Detail Potato Warmer	Detail Microwave Left	Detail Microwave Right
	PM	Detail Area Around Back			Detail all tables and chairs in expo	Detail Hot Well	Detail Selling Window	Detail & Organize Walk In Cooler
Fry	AM	Detail outsides of all Fryers	Detail App Freezer	Detail All Walls on Line Side	Detail Light Globes	Detail wall behind fry	Detail Fry Breeding Station	Detail Fry Station
	PM	Detail Fryer 2	Detail fry side hand sink	Detail Fryer 1	Detail Exhaust Hood	Detail Fryer 3	Detail Selling Window	Detail & Organize Walk In Freezer
Pantry	AM	Break Down & Detail Flat Top	Detail Chip Warmer(s)	Detail All Walls on Line Side	Detail Light Globes	Detail the floor behind the flat top	Detail Lowboy Drawers	Detail Cold Well
	PM	Detail Mop Sink Area			Detail Exhaust Hood	Detail Cheese Melter	Detail Selling Window	Detail all Bread Racks
Grill	AM	Break Down & Detail Grill	Detail all Grill Shelving	Detail All Walls on Line Side	Detail Light Globes	Detail Hand Sink and Restock	Detail Lowboy Drawers	Detail Reach in Grill Cooler
	PM	Detail Fib Drawers			Detail Exhaust Hoods	Change out all pick holders	Detail Selling Window	Detail & Organize Meat Room
Salad	AM							
	PM	Detail Ice Cream Freezer			Detail all Salad Shelves	Detail Glass Door Cooler	Detail the salad dressing station	Detail all walls on the expo side
Host	AM	Dust all Antifats	Wipe Detail PHE Table Plateware Messes	Detail All Walls	Detail all windows and Doors in	Detail all high chairs	Organize Host Stand	Detail Benches Inside & Outside
	PM	Clean all Thresh hold/ kick plates			Dispose of Old & Worn Menus	Detail Booster Seats	Sanitize all Peanut Buckets	Empty Peanut Barrels and Wash
To Go	AM	Detail Expressions Exit Signs	Detail and Organize All	Detail All Walls	Detail all windows and Doors in	Detail Benches Inside & Outside	Organize To Go Area	Detail Expressions Exit Signs
	PM		Detail Expo Line Shelves (High)	Detail Expo Line Shelves (Low)				
S/A	AM	Detail Partitions in Mens	Dust all Air Vents and Ceiling Fans	Detail All Walls on outside expo	Detail & Restock All Hand Sinks	Detail Ice Machine	Detail All Speakers & TVs	Detail Partitions in Ladies Room
	PM							
Server	AM	Wipe Detail PHE Table Plateware Messes	Wipe Detail PHE Table Plateware Messes	Vipe all Chair Rungs	Detail Blinds	Detail all Booths	Wipe Detail PHE Table Plateware Messes	Vipe all Table Messes PHE Tableware Messes
	PM				Burn all ice wells, sanitize and refill	Empty all salt and vinegar and restock fish	Empty all Pressure Washers and restock fish	Empty all Soap dispensers and restock fish
Bar	AM	Detail & Organize Liquor Storage	Detail Hand Sink and Restock	Detail all Bar Stools	Clean, Sanitize & Restock Beer	Check, Sanitize, & Restock Max Chilled Beer	Clean & Sanitize Arg Juice	Check and Sanitize Keg Contents and Restock Keg
	PM	Detail all Speed Racks and Liquor	Detail all restocked and sanitized bottles	Detail all Beer Taps	Detail all restocked and sanitized Stock all Beer Taps in Ball	Stainless steel polish everything	Detail and organize the	Detail & Organize Beer Walk In

This document is used every shift - please assign tasks accordingly.

## CODY'S ROADHOUSE MENU DESCRIPTIONS: CHICKEN N' SEAFOOD, FAJITAS, GOMBOS, SIDES & EXTRAS

### CHICKEN N' 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.

#### ROASTED ½ CHICKEN

We marinate the chicken for 24 hours, then coat it with our lemon pepper seasonings, slow cook it and then finish it 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 marinate chicken breast char-grilled and basted with BBQ sauce and topped with sliced bacon, pico de gallo and shredded cheese.

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**

## **BBQ CHICKEN BREAST**

A chicken breast marinated in our special seasonings, char-grilled to perfection and basted with our famous BBQ sauce or plain.

Abbreviation: BBQ Chic  
Portion: 8 oz. marinated chicken breast brushed with bbq sauce.  
Service: Served on an 11 ½" platter  
Station: **BROILER**

## **CHICKEN TENDERS**

Fresh chicken tenders, hand breaded, fried, and served with Cody's Award-Winning BBQ sauce or Honey Mustard.

Abbreviation: Tenders  
Portion: 9 oz. chicken tenders  
Service: 11 ½ " platter, 2oz soufflé cup of honey mustard (or BBQ sauce can be found at the table).  
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  
Service: Served on 11 1/2" platter topped with 2 oz. plus of country gravy  
Station: **FRY**

## **FRESH GRILLED SALMON**

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

Abbreviation: GR Salmon or BLK Salmon  
Portion: 8 oz.  
Service: 11 ½" platter, soufflé cup of 2 oz. 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 Fish or BLK Fish or FR Fish  
Portions: 9 oz. fillet  
Service: 11 ½" platter, soufflé cup of 2oz pico de gallo or tartar sauce. Garnish with lemon wedge and kale.  
Station: **FLAT or FRY**

## **GRILLED SHRIMP**

Eight marinated large Gulf shrimp, seasoned, skewered and flat grilled and served over a bed of yellow rice.

Abbreviation: Gr Shr  
Portion: 8 (21/25) shrimp (2 bamboo skewers w/4 shrimp each) served on a bed of rice garnish  
Service: 11 ½" platter. Lay shrimp on rice, place lemon wedge on kale and 2 oz. cocktail sauce next to the kale.  
Station: **FLAT**

## **COCONUT SHRIMP**

Eight large shrimp that we butterfly, lightly season with flour then batter. They are then rolled in a heap of shredded coconut and fried to a golden brown.

Abbreviation: Coco Shr  
Portion: 8 (21/25) shrimp,  
Service: 11 ½" platter. Garnish with lemon wedge on kale and coconut dipping sauce in a monkey dish.  
Station: **FRY**



## **GARLIC FRIED SHRIMP**

Large shrimp, fresh breaded, fried to perfection and tossed in garlic butter and our Garlic Romano Seasoning.

Abbreviation: Fr Shr

Portion: 8 (21/25) shrimp

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

Station: **FRY/PANTRY**

## **COMBO PLATES**

### **8oz TOP SIRLOIN and 5 LARGE SHRIMP**

Portion of both our 8oz Top Sirloin and 5 large shrimp of your choice

Abbreviation: Stk/Gr Shr or Stk/Fr Shr or Stk/Coco Shr

Portion: 8oz Sirloin Steak and 5 Shrimp (grilled, garlic fried or coconut)

Service: Garnished with sauce (2 oz. soufflé cup of coconut sauce with Coconut Shrimp, 2 oz. soufflé cup of cocktail sauce for Grilled Shrimp), kale and lemon on a 13" platter.

Station: **BROILER/FLAT/FRY**

### **1/2 SLAB OF BABY BACK RIBS and 8oz BBQ CHICKEN BREAST**

Portion of both our ribs and chicken breast

Abbreviation: Rib/Chic

Portion: Half Rack of BBQ Ribs and 8oz BBQ Chicken Breast

Service: Garnished with kale & a wet nap on 13" platter.

Station: **BROILER**

### **½ SLAB OF RIBS and 5 LARGE GARLIC FRIED SHRIMP**

Abbreviation: Rib/Fr Shr

Portion: Half Rack of BBQ Ribs and 5 Garlic Shrimp

Service: Garnished with kale, lemon wedge & a wet nap on 13" platter.

Station: **BROILER/FRY**

### **½ SLAB OF RIBS and BBQ ½ CHICKEN**

Abbreviation: Rib/1/2 Chic

Portion: Half Rack of BBQ Ribs and ½ BBQ Chicken

Service: Garnished with kale and a wet nap on 13" platter.

Station: **BROILER**

### **PRIME RIB OF BEEF & 5 LARGE SHRIMP**

A slice of our slow roasted prime rib and 5 large shrimp of your choice

Abbreviation: Prime/Gr. Shr or Prime/Fr Shr or Prime/Coco Shr

Portion: 9 oz. prime rib and 5- 21/25ct shrimp (grilled, garlic fried or coconut)

Service: Served with 3 oz. au jus (2 oz. of horseradish sauce upon request). Garnished with kale, lemon wedge and a 2 oz. soufflé cup of appropriate sauce (if any) for shrimp on 13" platter.

Station: **BROILER/FRY/FLAT**

### **PETITE FILET MIGNON & 5 LARGE SHRIMP**

Our 6 oz. bacon wrapped filet served with the guest's choice of their favorite shrimp.

Abbreviation: 6 Fil/Gr Shr or 6 Fil/Fr Shr or 6 Fil/Coco Shr

Portion: 6 oz. bacon wrapped filet and 5- 21/25ct shrimp (grilled, garlic fried or coconut)

Service: Garnished with kale, lemon wedge and a 2 oz. soufflé cup of appropriate sauce (if any) for the shrimp on 13" platter.

Station: **BROILER/FRY/FLAT**

## FAJITAS

### FAJITAS – CHICKEN, PORK STEAK, VEGGIE, STEAK, SHRIMP OR COMBO

Served sizzling on a bed of onions and bell peppers

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

Abbreviation: Chic Faj or Pork Faj or Veg Faj or Stk Faj or Shr Fajita

Portion: Chicken- 8 oz. fajita chicken

Pork Steak- 8 oz. fajita pork

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

Beef- 8 oz. fajita beef

Shrimp- 12, 31-40 Count Fajita Shrimp

Combo – Two half portions of any of the above

Portion: 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.

Portion: 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.

**Guacamole 1.39 extra.**

Station: **BROILER/FLAT**

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

## SIDES

### ROADHOUSE FRIES

Abbreviation: FF

Portion: 4 oz. cooked weight, lightly salted and served on fajita setup plate.

Station: **FRY/EXPO**

### SWEET POTATO FRIES

Abbreviation: Sw Fries

Portion: 4 oz. cooked weight waffle fries served on fajita setup plate.

Station: **FRY/EXPO**

### BAKED SWEET POTATO

Abbreviation: Sw Pot

Portion: 1 potato

Service: Cut potato and squeeze the ends together to pop it open. Top with one #40 scoop of cinnamon butter. Served on fajita set up plate.

Station: **EXPO**

### BAKED IDAHO POTATO

Abbreviation: Bk Pot

Portion: 1 potato

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 Flowerets, Snow Peas, Carrot Coins steamed in veggie garlic butter (Approx. 5 - 6 oz.). Served on a fajita setup plate.

Station: **EXPO**

## **GARLIC MASHED POTATOES**

Abbreviation: MP  
Portion: 4 oz. garlic mashed potatoes, 1 oz. white pepper country gravy 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 lined 9 inch round plate.  
Station: **EXPO**

**MAKE ANY POTATO LOADED BY ADDING SHREDDED CHEESE, BACON BITS AND CHIVES FOR \$1.09**

## **EXTRAS**

### **SKILLET OF GRILLED ONIONS**

Grilled onions, served sizzling in hot skillet  
Abbreviation: Skil On  
Portion: 4 oz. (vol)  
Service: Served in skillet on 11 ½ " platter with a bouillon spoon.  
Station: **BROILER/EXPO**  
**If not sizzling - NO GO**

### **SKILLET OF MUSHROOMS**

Sautéed mushrooms in wine sauce. Served sizzling in hot skillet.  
Abbreviation: Skil Mush  
Portion: 4 oz. (vol)  
Service: Served in skillet on 11 ½ " platter with a bouillon spoon.  
Station: **BROILER/EXPO**  
**If not sizzling - NO GO**

### **SKILLET ONIONS & MUSHROOMS**

Sautéed onions and mushrooms in wine sauce. Served sizzling in hot skillet.  
Abbreviation: Skil On-Mush  
Portion: 4 oz.  
Service: Served in skillet on 11 ½ " platter with a bouillon spoon.  
Station: **BROILER/EXPO**  
**If not sizzling - NO GO**

### **LOADED MACARONI AND CHEESE**

White cheddar macaroni topped with melted cheese, bacon bits and chives.  
Abbreviation: L-M&C  
Portion: 1 bag macaroni & cheese, 2oz (vol) loaded mix  
Service: Served in a small casserole dish on a bev nap lined 9 inch round.  
Station: **EXPO**

### Cody's Original Roadhouse Host/To Go Day 3 Quiz

Name: \_\_\_\_\_

Score \_\_\_\_/10

1. Happy hour is daily from \_\_\_\_\_ to \_\_\_\_\_.
2. The Cody's Blast is an exotic blend of \_\_\_\_\_ Rum, \_\_\_\_\_ Tequila, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_. Garnished with half pineapple moon, half orange moon and cherry.
3. Cody's Crafted Bloody Mary consists of our signature blends of \_\_\_\_\_ Vodka and \_\_\_\_\_ Bloody Mary Mix. Garnished with \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ all in salt rimmed pint glass.
4. The BAM is a combination of \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_. Garnish with a \_\_\_\_\_ and \_\_\_\_\_ flag.
5. Using suggestive selling techniques, you not only increase the restaurants sales but also your \_\_\_\_\_.
6. Pre-meals are \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_. You must attend pre-meal before every shift.
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 \_\_\_\_\_ 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. The combo platters including ½ slab of baby back ribs also have a choice of \_\_\_\_\_, \_\_\_\_\_, or \_\_\_\_\_.

# HOST 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. What is the pre-meal focus of the week?  
\_\_\_\_\_

6. Trainee spent allocated time on the POS? Yes/ No
7. Was trainee involved and attentive to training procedures? Yes/ No
8. Does trainee accept constructive feedback? Yes/ No

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

Trainer Signature \_\_\_\_\_

Trainee Signature \_\_\_\_\_

Date \_\_\_\_\_

Manager Signature \_\_\_\_\_

# DAY 4

## ***Class Topics-***

- To Go Steps of Service & Packing of the Order
- Gift Card Training
- Tip Share
- Buddy System
- Procedures for Re-Burn Checks and Large Parties
- Menu Descriptions (Burgers n' Sandwiches, Kids' Menu, Desserts)

## ***Follow Topics-***

- Trainee follows trainer taking 1-2 to go orders at a time
- Focus on Steps of Service, writing orders, ringing in orders, maintaining to go orders
- Upselling menu items
- Buddy System
- Pre-bussing and table maintenance

## ***Cody's Original Roadhouse Signature dishes to share during Class Room-***

Order a slice or Chocolate or Carrot Towering Cake and choice of 1- Chicken Fried Chicken Sandwich 8 oz. Buffalo Style, Fish Sandwich or Plain 1/2lb Steak burger to share.

## **TO GO STEPS OF SERVICE**

1. Greet the guest within 30 seconds or answer the phone within 2 rings (Always have a smile on your face. The guest can tell through your tone of voice.)
2. Get the guests' name and phone number (if they are calling in an order)
3. Offer a specific starter
4. Repeat back order and steak temperatures
5. Offer any add-ons to their entrée (soup, salad, mushrooms, shrimp, etc.)
6. Offer a specific dessert
7. Offer a specific beverage
8. Ask if the guest would like some fresh baked rolls with their order (1 per entrée and 1 extra for the order)
9. Offer condiments (ketchup, mustard, steak sauce) and utensils
10. Give a quote time that the order will be ready
11. If a guest is calling tell them where to pick up the order/park

## PACKING OF THE ORDER

- Label all boxes with correct menu name ( do not abbreviate)
- Include the temperature of the steak on the labeling
- List special instructions (ex. No onions or peppers, no seasoning) on the labeling
- Place all hot squat cups in a separate brown bag
- Place all cold potato toppings, cinnamon butter and condiments in a separate brown bag
- Ask if guest would like a bag of peanuts included. (Small bag filled with one scoop of peanuts, stapled with a to go menu attached)
- Place bread rolls in paper bag
- Always place cold items (salads) in the bottom of the bag and hot food on top (heat rises)
- Place Garlic Ranch Dressing in 3 ounce soufflé cup with a lid
- Write the name of the guest in the upper left hand side of the bag
- If multiple bags are required write (1 of 2 or 2 of 2) with the name on each bag
- Staple receipt to the right hand side of the bag
- Go through entire order with guest to ensure accuracy
- Don't forget silverware, napkins and condiments

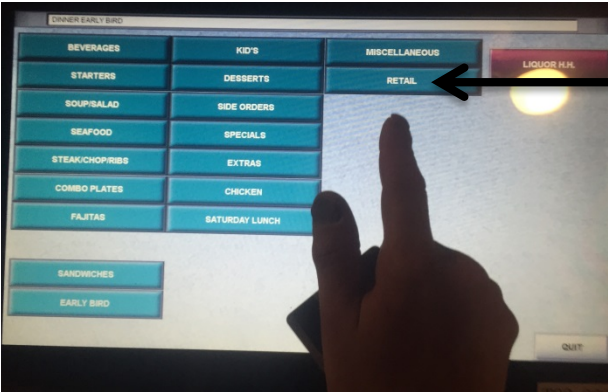
## GIFT CARDS

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 run 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.

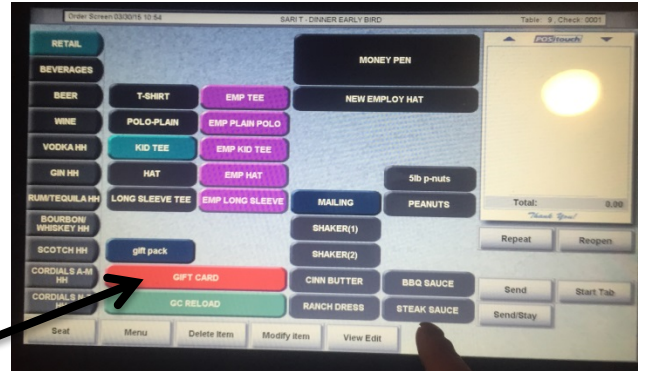


# Authorizing a Gift Card:

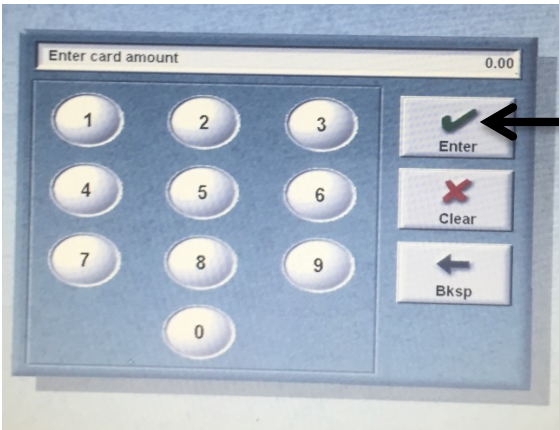
1. Start at your main screen. Click on RETAIL.



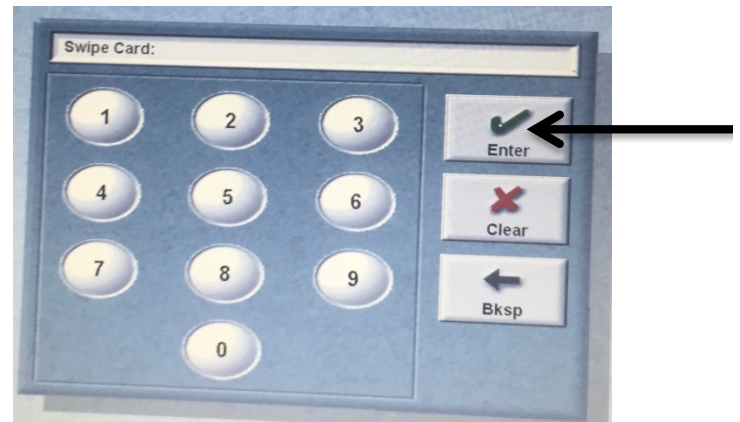
2. Click on Gift Card button



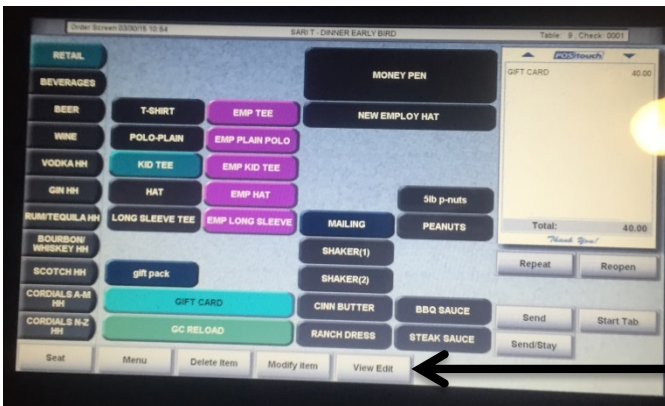
3. Enter the amount you want to authorize and hit enter.



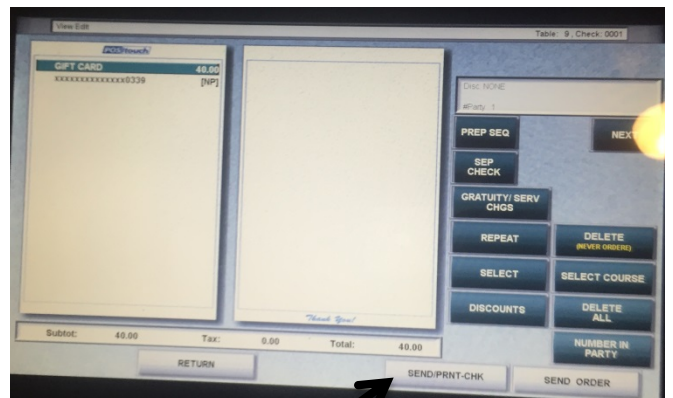
4. Swipe gift card(s) to add the amount to the card. Hit Enter to get to next screen.



5. On order screen, select View Edit

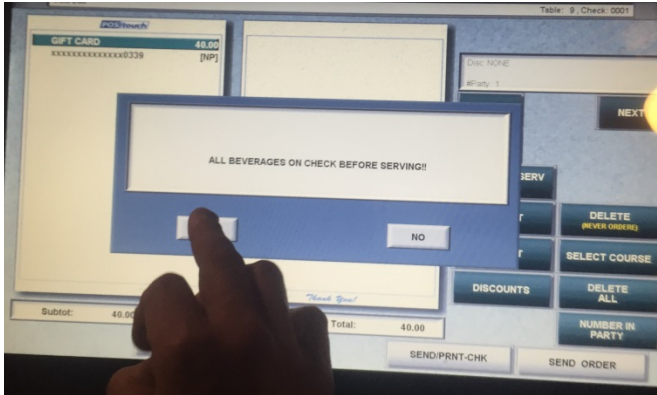


6. Select SEND/PRNT-CHK

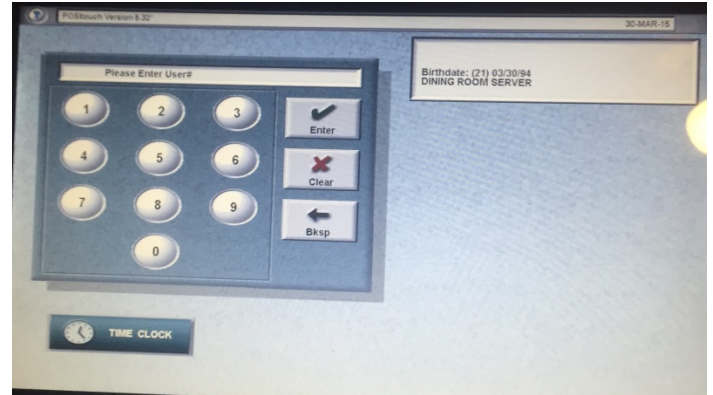




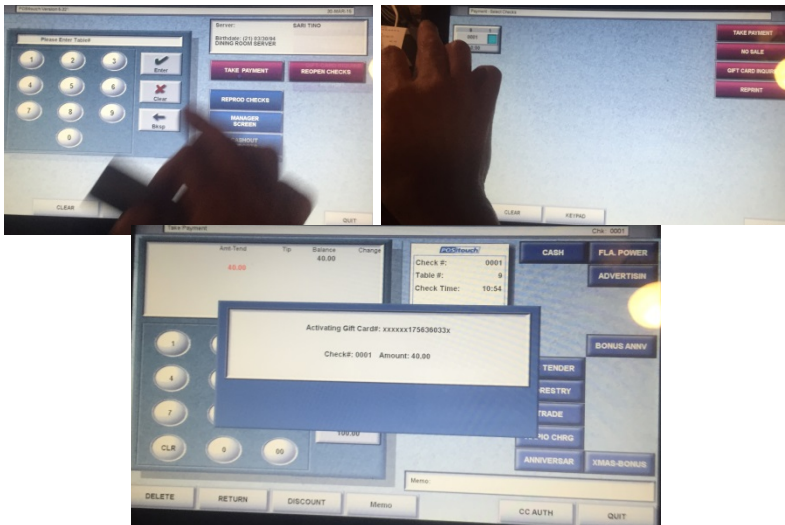
7. When prompted "ALL BEVERAGES ON CHECK BEFORE SERVING?", hit YES.



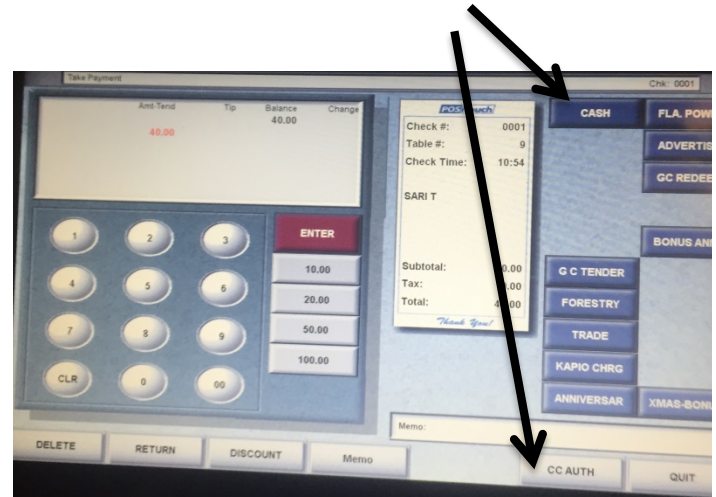
8. Once back at main screen re-enter your User # hit Enter.



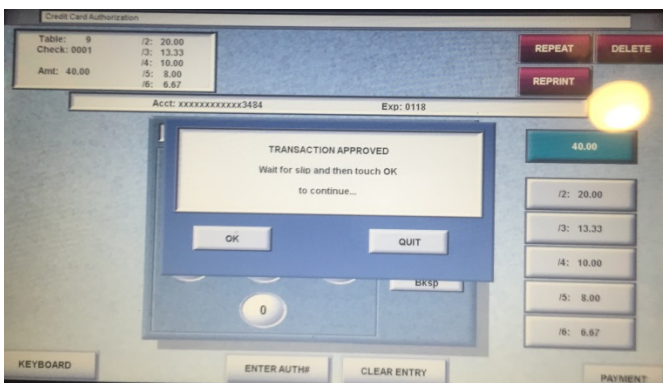
9. Enter Table Number, hit Enter. Once taken to next screen or select the check the gift card is on and take payment button.



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

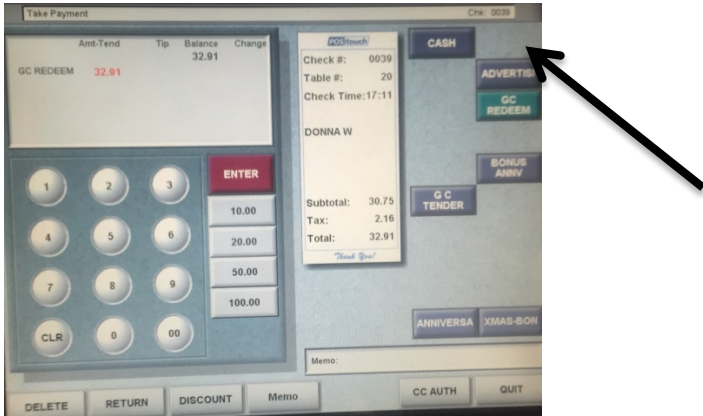


11. Follow directions on screen to authorize credit card transactions.

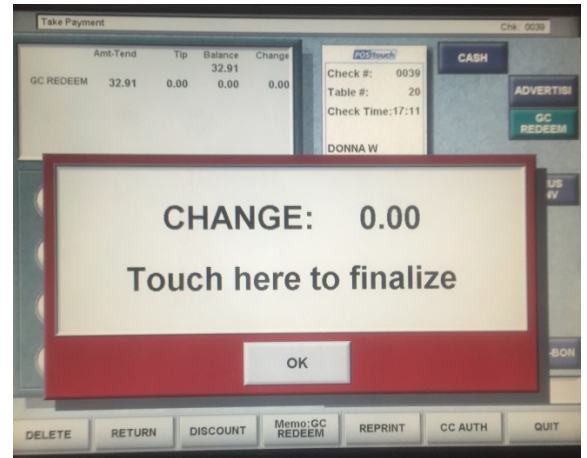


## Redeeming a Gift Card:

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 the server's sales are paid towards the assistance of 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 amount.

## BUDDY SYSTEM

At Cody's we want our guest to live our Principle of Guest Indulgence. We want every guest 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



## RE-BURN/COOK-UP CHECK PROCEDURES

### RE-BURNS ARE TOP PRIORITY

- ◆ When a guest's food is not prepared and served according to the order, it is top priority to solve this problem A.S.A.P.
- ◆ Return the food to the kitchen and explain the problem to the expo or kitchen manager. Ex. "I need this steak cooked a little more please" or "I need this steak re-cooked please."
- ◆ Give the food item to the cook and fill out Re-burn/Cook-up ticket with the correct information. Be sure the cook gets this ticket.
- ◆ Immediately make the manager aware of your problem, then go to the table and tell the guest that we are re-cooking or preparing the food item and approximate time it will take.
- ◆ Offer the guest something more to drink and ask if they would like their side item while waiting. It is very important you consistently let the customer know we have not forgotten about them.
- ◆ The manager should always return the priority food to the guest and make certain that everything is satisfactory before leaving the table.

ReBurn/CookUp Slip			
<b>Server:</b>			
<b>Table #</b>			
<b>Item:</b>			
<b>Temp:</b>			
<b>Side:</b>			
<b>Time In:</b>			
Please Circle			
<b>ReBurn</b>	or	<b>ReCook</b>	
<b>Special Instructions:</b>			

## LARGE PARTY PROCEDURES

We want to create a memorable experience for our large parties (parties of 11 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 the 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 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.
2. Large parties are split on the 11th guest. (1 to 10 guests equals 1 server, 11 to 20 equals 2 servers, 21 to 30 equals 3 servers, 31 to 40 equals 4 servers, and so on)
3. Parties with 2 or more servers must split the table evenly for ordering purposes. The server is responsible for the entire order for their share of the party (or their table). Each server takes their drink order and starter order. It takes half the time for 2 servers to take drink and food orders than 1.
5. Ring in any starters. Servers then make drinks and deliver them to the table.
6. After drinks are delivered, take entrée orders. (Again, each server is responsible for their share.)
7. Ring in entrée orders at same time.
8. Servers need to coordinate timing to ensure salads and rolls are delivered to the entire table at the same time.
9. Pre-bus and service the table at each visit.
10. Suggest dessert at an appropriate time using a dessert menu.
11. 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.

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.

<b>Large Party of 16 Steps of Service</b>	<b>1 Server</b>	<b>2 Servers</b>
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	5 Minutes
Ticket Time	14 Minutes	14 Minutes**
<b>Total Time to Get Hot Food</b>	<b>52 Minutes</b>	<b>33 Minutes</b>

\*\*Approximate time it would take the kitchen to send out the table's order

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' STUFF AND DESSERTS

### BURGERS & OTHER SANDWICHES

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

**Add grilled onions on sandwich- \$0.89 or Cody's Roadhouse Salad only \$3.98**

**No charge for a substituted side**

#### CODY'S STEAKBURGER ½ LB

**PLAIN BURGER-** ½ lb. burger patty

Abbreviation: Burger

Portion: 8 oz. burger

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter.

**Station: FLAT**

**WITH DOUBLE CHEESE-** ½ lb burger patty with 2 slices of American Cheese

Abbreviation: Amer Burger

Portion: 8 oz. burger and 2 slices of American cheese

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter.

**Station: FLAT**

**BACON WITH DOUBLE CHEESE BURGER-** ½ lb. burger patty with 2 slices of American Cheese

Abbreviation: Bac Amer Burger

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

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter.

**Station: FLAT**

**MUSHROOM WITH DOUBLE CHEESE BURGER-** ½ lb. burger patty with 2 slices of American cheese and sliced mushrooms.

Abbreviation: Mush Amer Burger

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

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter.

Station: **FLAT**

**BBQ BLUE CHEESE BACON BURGER-** Full ½ lb. burger patty seasoned with Blackening Seasoning, BBQ sauce, blue cheese crumbles and bacon strips.

Abbreviation: BBQ BC BAC Burger

Portion: 8 oz. Burger, Blackening Seasoning, BBQ Sauce, 2 oz. crumbled blue cheese, 2 bacon strips

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter.

Station: **FLAT**

### **FULL 1 POUND CODY'S STEAK BURGER**

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

Abbreviation: Lb Burger

Portion: 2- 8 oz. burgers, 4 slices cheese, 3 strips bacon, fried onion ring

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter.

Station: **FLAT**

### **TURKEY BURGER**

Grilled white turkey breast burger topped with Provolone cheese and guacamole.

Abbreviation: Turk Burg

Portion: 8 oz. turkey burger, 1 slice of provolone cheese and #24 scoop of guacamole

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 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: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter.

Station: **BROILER**

### **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 dressing.

Abbreviation: Fr Chic Sand or Fr Chic Sand (M) or (H) or (RRH)

Portion: 8 oz. chicken (Single Cubed)

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter and a 2 oz. soufflé of Garlic Ranch dressing

Station: **FRY**

### **FRIED PORK STEAK SANDWICH**

Our 8oz pork steak that is double cubed, hand breaded and deep fried. Served with white gravy on the side.

Abbreviation: CFP Sandwich

Portion: 8 oz. Pork Steak (Double Cubed)

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter with 3 oz soufflé of white gravy on the side.

Station: **FRY**

## **PULLED PORK SANDWICH**

8 oz of pulled pork tossed in BBQ sauce

Abbreviation: Pulled Pork Sand

Portion: 8 oz. pulled pork

Service: Pulled pork placed on top of bottom bun then topped with 3 pickle chips and fried onion straws. 4 oz. of fries to one side of 11 ½" platter.

Station: **EXPO**

## **FISH SANDWICH**

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

Abbreviation: FR Fish Sand or GR Fish Sand or BLK Fish Sand

Portion: 9 oz. Haddock

Service: Served with lemon and pico de gallo for the grilled sandwich and blackened sandwich. Served with lemon and tartar sauce with the fried sandwich. 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter.

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: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 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.**

**Sub any side for fries for an additional \$0.99**

Limit 2 kids per adult when ordering full dinner entrees

## **CHEESEBURGER**

Abbreviation: Kid Ch Burger

Portion: 4 oz. Burger, 1 slice American cheese

Service: Served with 3 oz. (wt) of fries or 3oz (vol) apple sauce in a lined basket. Must be grilled to MW or W.

Station: **FLAT**

## **KRAFT MAC & CHEESE**

Abbreviation: Kid Mac

Portion: 7 oz. pouch Kraft White Mac & Cheese

Service: Served in nappy bowl with 3 oz. (wt) of fries or apple sauce (3oz) in a lined basket with a spoon.

Station: **EXPO**

## **PULLED PORK SANDWICH**

Abbreviation: Kid PP Sand

Portion: 4oz pre-bagged with BBQ Sauce

Service: Served with 3 oz. (wt) of fries or 3oz (vol) apple sauce in a lined basket.

Station: **EXPO**

## **GRILLED CHICKEN SANDWICH with CHEESE**

Abbreviation: Kid Chic Sand  
Portion: 4 oz. chicken breast, 1 slice American cheese  
Service: Served with 3 oz. (wt) of fries or 3oz (vol) apple sauce in a lined basket.  
**Station: BROILER**

## **CORN DOG**

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

## **CHICKEN TENDERS**

Abbreviation: Kid Chic Tend  
Portion: 4 oz. chicken tenders  
Service: Served with 3 oz. (wt) of fries or 3oz (vol) apple sauce in a lined basket.  
**Station: FRY**

## **PEPPERONI PIZZA**

Abbreviation: Kid Pizza  
Portion: 7" pizza crust, pizza sauce, shredded Jack Cheese & sliced pepperoni  
Service: Served with 3 oz. (wt) of fries or 3oz (vol) apple sauce on an 11" platter.  
**Station: FRY/PANTRY**

## **SHRIMP ON A STICK**

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

# **DESSERTS**

## **NEW YORK STYLE CHEESECAKE**

With a load of strawberries, Hershey's chocolate syrup or plain  
Abbreviation: Straw Ch Ck Choc Ch Ck Pl 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**

## **RUSTIC APPLE TART**

Apples baked in a pastry crust served with vanilla ice cream. Topped with caramel sauce and cinnamon.  
Abbreviation: Apple  
Portion: 1 Piece  
Service: Serve in a large casserole dish. Top with oversized scoop of vanilla ice cream and caramel drizzle.  
**Station: PANTRY**

## **CODY'S CHOCOLATEHOUSE SLIDE**

Jumbo Fish bowl 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 6" plate lined with a bev nap with a chilled teaspoon.

Station: **PANTRY**



### Cody's Original Roadhouse Host/To Go 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. Gift cards may be purchased in \_\_\_\_\_ or \_\_\_\_\_ and can be used at any location.
  
3. \_\_\_\_\_ must be given to a manager to discount the check before it is presented to the guest.
  
4. The \_\_\_\_\_ is the only one who can take a "Re-Burn" 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) 44 guests
  
6. All of Cody's burgers are \_\_\_\_\_ oz. Each burger is garnished with \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ with \_\_\_\_\_ oz. of Road fries.
  
7. Which burger has two burger patties topped with crisp bacon, American cheese, pickles, tomatoes, onions, lettuce, and a fried onion ring? \_\_\_\_\_
  
8. The fish sandwich can be prepared \_\_\_\_\_, \_\_\_\_\_, or \_\_\_\_\_.
  
9. List all 8 Kids Stuff we offer

1. _____	5. _____
2. _____	6. _____
3. _____	7. _____
4. _____	8. _____
  
10. Describe Cody's Chocolate Slide  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

# HOST 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. What was the pre-meal focus of the week?

- 
6. Trainee spent allocated time on the POS? Yes/ No
  7. Was trainee involved and attentive to training procedures? Yes/ No
  8. Does trainee accept constructive feedback? Yes/ No

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

Trainer Signature \_\_\_\_\_

Trainee Signature \_\_\_\_\_

Date \_\_\_\_\_

Manager Signature \_\_\_\_\_

# DAY 5

(Saturday AM, Saturday PM, or Sunday AM)

## ***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-***

- Trainer follows trainee
- Trainee will ring in all To Go orders with trainer observing
- Trainee will package all To Go orders with trainer observing

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

- Order one food item (under \$15) not tried this week

## **CODY'S ROADHOUSE MENU DESCRIPTIONS: EARLY BIRD MENU**

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.

### **ROASTED ½ CHICKEN**

We marinate the chicken for 24 hours, then coat it with our seasonings, slow cook it and then finish it 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**

### **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**

### **ROADHOUSE CHOPPED STEAK, 10 oz.**

Pieces of steak that our steak cutter messed up and cut too small to serve so we chop it up in our grinder and serve it grilled and smothered with sautéed onions.

Abbreviation: EB Chpd Stk

Portion: 10 oz. ground beef patty

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

**STATION: FLAT**

## **CHICKEN FRIED CHICKEN**

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

Abbreviation: EB CFC

Portion: 8 oz.

Service: 11 ½" platter

**STATION: FRY**

## **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.

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

**STATION: BROILER**

## **GARLIC FRIED SHRIMP**

8 large 21/25 shrimp, hand breaded, deep fried and tossed in a garlic butter sauce and sprinkled with Garlic Romano Seasoning.

Abbreviation: EB Fr Shr

Portion: 8 Each

Service: 11 ½" platter

**STATION: FRY**

## **GRILLED SOUTHWEST CHICKEN**

Fresh BBQ chicken breast basted with BBQ sauce and topped with sliced bacon, pico de gallo and Jack and Cheddar cheese.

Abbreviation: EB 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: 11 ½" platter

**Station: BROILER**

## **CHAR-GRILLED TOP SIRLOIN STEAK,**

A flavorful steak from USDA Choice Top Sirloin Western beef.

Abbreviation: EB Top Sir

Portion: 8 oz. steak

Service: 11 ½ "platter

**STATION: BROILER**

## **½ RACK BABY BACK RIBS**

Abbreviation: EB Ribs

Portion: ½ slab of ribs (6-7 ribs)

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

**STATION: BROILER**

## **FRESH GRILLED SALMON**

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

Abbreviation: EB GR Salmon or EB BLK Salmon

Portion: 8 oz.

Service: Soufflé cup of 2 oz. dill sauce, lemon wedge & kale on 11 ½" platter.

**Station: FLAT**

## **SLOW ROASTED PRIME RIB OF BEEF**

Slow roasted and when it's gone, it's gone. A ribeye loin seasoned with our own blend of herbs and spices, then slow roasted. Served with au jus and horseradish sauce if you like.

Abbreviation: EB Prime

Portion: 9 oz.

Service: Au jus in 3 oz. soufflé cup (creamy horseradish in 2 oz. soufflé cup upon request) on 11 ½" platter

**Station: BROILER**

## EARLY BIRD SALADS AND SANDWICHES

Add Cody's Roadhouse Salad for \$3.98

### CHICKEN FRIED CHICKEN SALAD

Cody's Roadhouse Salad (or Caesar Salad if you prefer) topped with a hand breaded and fried chicken breast cut into strips.

Abbreviation: EB CFC Sal

Portion: 8 oz. salad portion (Roadhouse or Caesar) topped with 8 oz. fried chicken breast (1/2" strips)

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

Station: PANTRY/FRY

### 2 Skewers of GRILLED SHRIMP SALAD

Cody's Roadhouse Salad (or Caesar Salad if you prefer) topped with Fresh Grilled Shrimp.

Abbreviation: EB Shr Sal

Portion: 8 oz. salad portion (Roadhouse or Caesar) topped with 2 skewers (4, 21-25 ct shrimp on each)

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

Station: PANTRY/BROILER

### CODY'S STEAKBURGER

½ lb. burger patty

Abbreviation: EB Burger

Portion: 8 oz. burger

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter.

Station: FLAT

### CODY'S STEAKBURGER with CHEESE

½ lb. burger patty with choice of double American cheese

Abbreviation: EB Ch Burger

Portion: 8 oz. burger and 2 slices of American cheese

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter.

Station: FLAT

### GRILLED CHICKEN SANDWICH

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

Abbreviation: EB Chic Sand

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

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun. 4 oz. of fries to one side of 11 ½" platter.

Station: BROILER

### COUNTRY FRIED PORK STEAK SANDWICH

Double cubed, hand breaded and deep fried. Served on a bun with a side of white gravy.

Abbreviation: EB CFP Sand

Portion: 8 oz. pork

Service: 3 pickle chips, 1-2 slices of tomato, 1 full red onion slice and leaf lettuce on top of bun with 3oz soufflé cup of white gravy on the side and 4 oz. of fries to one side of 11 ½" platter.

Station: FRY

## Cody's Original Roadhouse Host/To Go Final Test

Name: \_\_\_\_\_

Score \_\_\_\_/50

1. When the guest is exiting you should \_\_\_\_\_ them and \_\_\_\_\_ them back.
2. All kids receive a \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ with \_\_\_\_\_.
3. Restrooms should be checked every \_\_\_\_\_ minutes and the \_\_\_\_\_ should be initialed.
4. The \_\_\_\_\_ controls the flow of the kitchen.
5. The \_\_\_\_\_ becomes a \_\_\_\_\_ when not on a wait.
6. The \_\_\_\_\_ escorts guests to the table and communicates open tables to the \_\_\_\_\_.
7. Describe Act 3 of the Host Acts  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. 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
9. The EB Center Cut Boneless Pork Chop is
  - A) 5oz
  - B) 6oz
  - C) 7oz
  - D) 8oz
10. Why are Cody's steaks different from other concepts?  
\_\_\_\_\_
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 three skillet items do we offer?
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_

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

- A) Broccoli, Squash, Zucchini, Carrot Coins
- B) Broccoli, Cauliflower, Snow Peas, Carrot Coins
- C) Broccoli, Cauliflower, Squash, Carrot Coins
- D) Broccoli, Squash, Snow Peas, Carrot Coins

18. List our sides

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

19. Black beans are rice is topped with \_\_\_\_\_.

20. Explain how rotation works.

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21. What 5 items do you need when you are going on a wait

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

22. When do we offer call ahead seating? \_\_\_\_\_

23. Explain how to give a quote time using the wait sheet.

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24. Call ahead seating guarantees a guest a table when they arrive. True or False

25. We accept reservations? True or False

26. All dinner entrées include our \_\_\_\_\_  
\_\_\_\_\_

27. The Early bird Special is available on holidays. True or False

28. What do you offer to each guest that orders a steak? \_\_\_\_\_

29. 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

30. List all of the ingredients in a Chicken Quesadilla

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31. What does the term "Re-Burn" mean?

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32. What are the first two things you should ask a guest placing a to go order?

1. \_\_\_\_\_ 2. \_\_\_\_\_

33. Match where the following information is written on the to go bag

_____ Name	A) Top right corner
_____ 1 of 2	B) Top left corner
_____ Guest check	C) Top left corner

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

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

35. A to go order of 4 entrées receives \_\_\_\_\_ rolls and \_\_\_\_\_ cinnamon butters.

36. Baked Potato soup is topped with \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_. A cup and bowl both receive \_\_\_\_\_ package of oyster crackers.

37. Describe Baked French Onion Soup.

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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 turning in your checkout all monies must be \_\_\_\_\_ and credit card slips must be in order by \_\_\_\_\_.

41. The Chicken breast entrées have an \_\_\_\_\_ oz. chicken breast.

42. What choice of sauces are given with the Chicken Tender Dinner? \_\_\_\_\_ and \_\_\_\_\_.

43. What is the difference between the Chicken Fried steak and the Chicken Fried Chicken?

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Both are served with \_\_\_\_\_.



44. List the correct portion size for each item listed

- |             |                          |             |  |
|-------------|--------------------------|-------------|--|
| ___         | Filet Mignon             | ___         | Cody Porterhouse Chop                  |
| ___         | Bacon Wrapped Filet      | ___/___/___ | Cody's Burger                          |
| ___         | Ribeye Steak             | ___         | EB Prime Rib of Beef                   |
| ___/___     | Roadside Chopped Steak   | ___         | Grilled SW Chicken, BBQ Chicken Breast |
| ___         | Chicken Fried Steak      | ___         | Chicken Fried Chicken                  |
| ___/___/___ | Top Sirloin Steak        | ___         | Grilled Salmon                         |
| ___         | Kansas City Steak        | ___         | Kid Burger                             |
| ___         | T-Bone Porterhouse Steak | ___         | Grilled or Fried Haddock               |
| ___         | Chicken Tenders          | ___         | Kid Grilled Chicken Sandwich           |

45. List all desserts

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

46. What makes our Veggie Burger different from other restaurants?

\_\_\_\_\_.

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

- |       |                                    |
|-------|------------------------------------|
| a. 5  | Porterhouse Pork Chop              |
| b. 12 | Jumbo Onions on a Stick            |
| c. 9  | Country Fried Pork Steak           |
| d. 3  | Thursday Steak Special             |
| e. 16 | Kansas City Steak                  |
| f. 10 | Buffalo Shrimp                     |
| g. 8  | Tortillas for Fajitas              |
| h. ½  | Shrimp Fajita & Shrimp Quesadillas |
| i. 14 | Fried Cheese Logs                  |

48. Circle the ingredients that are NOT 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 |

49. Name the 6 types of Fajitas a guest can order:

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

50. Completely write out what you will say when you properly greet the guest at the front door: