



SERVER ASSISTANT

TRAINING PACKET

NAME

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

Cody's Original Roadhouse Restaurant Information

1. MANAGEMENT STAFF:

GENERAL MANAGER: _____

MANAGER: _____

MANAGER: _____

KITCHEN MANAGER: _____

2. ADDRESS: _____

3. PHONE NO: _____

WEBSITE ADDRESS: www.codysoriginalroadhouse.com

4. HOURS OF OPERATION:

OPEN 7 DAYS PER WEEK

Monday thru Thursday: 3:00 PM - 10 PM

Friday and Saturday: 3:00 PM – 11 PM

Sunday: 11:00 AM - 10 PM

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

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

Training Schedule for the Week			
	Date	Time	Trainer
Day 1			
Day 2			

Server Assistant 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***)
- Clock in & Out Procedures
- Tip Share
- Server Assistant Standards
- Parking Lot Procedures
- How to Clean a Table

Follow Topics-

- Round Robin: 30 minutes in each area. SERVER ASSISTANT, HOST, EXPO
- Server Assistant- Observe bussing the table, proper table sanitation procedures, proper table set up, proper dish stacking procedures, restroom checks and trash runs
- Host- Observe phone procedures, proper menus handed out, walk and talk, catering to our kids, seating rotation using floor chart, interaction with guests, and phone procedures
- Expo- Manager and/or Food Runner in window out explains Picture Perfect Plate Presentations and menu descriptions

Clock In/Out Procedure/Tip Share

Clocking in: Touch the screen to bring up key pad. Enter employee number. Select server assistant button. Select Clock in button. Retrieve Chit sheet from printer. You may not clock in early or stay late without manager approval.

Clock out Procedures: Touch Screen to bring up key pad. Enter employee number. Select clock out button. Select clock out button. Retrieve chit sheet from printer (retain for your records). Do assigned side work before clocking out (men's restroom, empty trash).

Tip share: Tip share is a portion of your wage you receive that goes towards your pay. It is paid by servers based on their sales. At the end of each shift a manager will calculate tip share based on the hours you worked. You may pick up your tip share on pay day. All tip share amounts must be claimed.

Server Assistant Standards

- Be on time in a proper and clean uniform
- Check in with management for any 911 duties
- Set up bathroom station: Sani bucket, towels, toilet paper, paper towel, plunger, soap, sanitation bags (women's room), urinal screens (men's room), key for dispensers, wet floor sign
- Ensure trash cans are set up throughout the restaurant
- Ensure all paper towel and soap dispensers are full throughout the restaurant
- Check all sani buckets are set up throughout the restaurant
- Assist in any prep, silverware rolling, etc.
- Get a fresh, labeled sanitizer spray bottle, 1 wet towel, 1 dry towel, a dry seat towel
- Sanitize and dry entire table surface as well as the chair/booth
- Clean and reset table with within 60 seconds of guest departure
- Communicate open tables to the Host
- Completely scrape each dish before stacking in the dish area
- Stack plates and place silverware in the correct area
- Use a clean bus tub to carry dishes to the dish area (rinse often)
- Make sure condiments are set up correctly in the caddy and wiped down
- Check for trash on the floor and under tables
- When not bussing tables, assist servers by filling ice and stocking glasses, assist dish with trash runs
- Check restrooms every 15 minutes
- Help other server assistants with tables
- Always take bar glasses to the bar (they are fragile and must be hand washed)
- Help move tables for large parties or break apart when a party leaves
- Always walk the guest to where they need to go (restroom, to go area, meet their party)
- Always acknowledge a guest by saying hello
- Recognize regulars
- Wash your hands

Parking Lot Procedures

- Always check parking lot at the beginning of your shift and throughout your shift every hour
- You will need a broom, dustpan, gloves and a trash bag
- Remove all trash around the building (including rocks and flower beds)
- Sweep up/ pick up cigarette butts
- Check ashtrays by front door

How to Clean a table

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

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

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

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

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

After wiped, allow all areas to air dry.

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

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

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

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

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

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

Cody's Original Roadhouse Server Assistant Day 1 Quiz

Name: _____

Score _____/8

1. What items do you need to properly sanitize a table?
 - A) Sanitizer Bottle and Paper Towel
 - B) Sanitized Towel, Dry Towel, Bus Tub
 - C) Sanitizer Bottle, Sanitized Towel, Dry Towel, Bus Tub, Seat Towel
 - D) Sanitizer Bottle, Damp Towel, Bus Tub

2. What items do you remove from the table?
 - A) Dishes
 - B) Dishes and Trash
 - C) Silverware and Cups
 - D) Any used cups, dishes, napkins, utensils

3. When do you claim tip share?
 - A) When you clock out
 - B) Never
 - C) When you clock in
 - D) At the end of the week

4. When can you pick up tip share?
 - A) Anytime
 - B) During dinner rush
 - C) On payday
 - D) After your shift

5. How long do you have after a guest leaves to reset a table?
 - A) 30 seconds
 - B) 60 seconds
 - C) 90 seconds
 - D) 3 minutes

6. When do you check the parking lot?
 - A) When it snows and every 15 minutes
 - B) Before your shift and every hour
 - C) After your shift
 - D) When it rains and every 20 minutes

7. What items do you need when checking the parking lot?
 - A) Broom and dustpan
 - B) Broom and trash bag
 - C) Gloves and a trash bag
 - D) Broom, dustpan, disposable gloves and a trash bag

8. List the steps to properly sanitize a table:
 - ___ Step 1 A) Wipe booth seat/chairs with paper towel
 - ___ Step 2 B) Wipe the tabletop with a paper towel
 - ___ Step 3 C) Spray table with sanitizer
 - ___ Step 4 D) Set bus tub aside
 - ___ Step 5 E) Place any POS material, crayons and peanut buckets on the table
 - ___ Step 6 F) Wipe all highchairs/ booster seats with your seat towel
 - ___ Step 7 G) Remove trash and dishes
 - ___ Step 8 H) Return highchairs and booster chairs to storage area
 - ___ Step 9 I) Reset condiments making sure they are clean
 - ___ Step 10 J) Cover table with white butcher paper

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. Was trainee involved and attentive to training procedures? Yes/ No
5. Does trainee accept constructive feedback? Yes/ No

Does trainee exhibit knowledge and understanding of clocking in/out procedures, how to claim tip share, parking lot and the process of cleaning a table procedures?

Trainer Signature _____

Trainee Signature_____

Date _____

Manager Signature_____

Day 2

Class Topics-

- Proper Table Set Up
- FOH Cleanliness
- Stacking Dishes
- Restroom Checks
- Daily/Weekly Cleaning Chart
- A Day in the Life of a SA's Shift

Follow Topics-

- Table Number Test
- Sanitizing the table
- Stacking dishes

Proper Table Set up

Condiment bottles clean and full.

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

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

Peanut Bucket Clean and full of fresh peanuts

Any form of Table Point of sale

Bucket for crayons



FOH Cleanliness

Server Assistants 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 200 PPM - 400PPM if it is a quat based sanitizer. (Some restaurants use disposable sanitizer towel which may be used also. These are a one-time use towel and must be thrown away after it is used). A third option is a Contact Surface Cleaner Sanitizer. Test strips are available through your managers.

The sanitizer 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.

Stacking Dishes

Dishes must be stacked with like items to enable the dishwasher to be more efficient. Please remember to completely scrape all dishes completely and empty all cups.

- App plates with app plates
- Rounds with rounds
- Ovals with Ovals
- Salad bowls with salad bowls
- Bread baskets with bread baskets
- Place all red cups and coffee cups in correct cup rack
- Place all silverware in bus tub filled with silver soak
- Check trash Lexan frequently to ensure no silverware is being thrown away before emptying into trash can

Restroom Checks


- Restroom checks completed every 30 minutes.
- Initial the restroom log at the host stand 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. Fill if empty.
- 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.

HOST BATHROOM AND SIDWORK CHECK LIST

Initial Res Before Value Completed			
Men's	Women's	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 lollipop
- Review floor rotation according to manager's floor plan
- Check levels of wait shelves, 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 Menu
- Fill out specials board
- Quick check restrooms
- Check outside of front doors for trash and empty ashtrays
- All games wiped down and clean
- Unlock doors 15 minutes to posted opening time



Closing Duties

1st Cut

- Fill Lobby/Outside
- Dust all surfaces in the lobby/oyer area
- Wipe all windows, glass, display cases with glass cleaner
- Wipe off all benches
- Empty all urinals/trash receptacles outside
- Pick up any glassware or peanut buckets outside and in lobby
- Empty ashtrays around facility

2nd Cut

- Doing Floor Maintenance
- Collect all mess
- Wipe down all mess
- Wipe off high chairs and booster seats
- Stock toothpicks, call ahead cards, wait sheets, and To Go menu

3rd Cut

- Detail Bathrooms
- Fill soap, paper towels, toilet paper
- Empty trash cans including women's vanity receptacles and replace bag
- Wipe sinks, faucets, and mirrors
- Clean and stock baby changing station

4th Cut

- Sweep Floor
- Rest Stand Area
- Organize host stand area
- Stock kids' menus and trays
- Roll 30 kids' silverware
- Lift peanuts and clean out trough. Place peanuts in container with lid

Close

- Check out all hosts previously cut
- Is staff responsible for sidewalk if not completed
- Bring in special board from outside
- Organize and clean up gift shop or retail area
- Get checked out by manager

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Daily/Weekly Cleaning Chart

When checking in for your shift, check this chart to tell you what the SA's 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 Vails	Detail Mixer (if applicable)	Detail all bins and dry storage	Detail all Small Equipment	Detail Kente
	PM							
Dish	AM	Prevent Bleeders Fall Detail all Bleeders	Detail all Bleeders Lobby/Paper	Detail all Bleeders Vails	Detail all Bleeders Breadcases and Rollers	Detail all Bleeders Bread Cases	Detail all Bleeders Bread Cases	Detail all Bleeders Bread Cases
	PM	Check Pressure of Bleeders Call for Parts			Detail all drains in BCH	Check all Cook Case Inside outside	Detail Dish Machine	
Expo	AM	Detail All Of Plate Window	Detail Toaster	Detail All Vails on Line Side	Detail the hood all above expos	Detail Porato Warmer	Detail Microwave Left	Detail Microwave Right
	PM	Detail Area Around Back			Detail the hood below expos	Detail Hot Vail	Detail Seling Window	Detail & Organize Walk in Cooler
Fry	AM	Detail outside of all fryers	Detail App Freezer	Detail All Vails on Line Side	Detail Light Globes	Detail wall behind Fry	Detail Fry Breeding Station	Detail Fry Station
	PM	Detail Fryer 2	Detailing side hand sink	Detail Fryer 1	Detail Exhaust Hood	Detail Fryer 3	Detail Seling Window	Detail & Organize Walk in Freezer
Pantry	AM	Break Down & Detail Flat Top	Detail Chip Warmer(s)	Detail All Vails on Line Side	Detail Light Globes	Detail the floor behind the flat top	Detail Lowboy Drawers	Detail Cold Vail
	PM	Detail Mop Sink Area			Detail Exhaust Hood	Detail Cheese Melter	Detail Seling Window	Detail all Bread Rack
Grill	AM	Break Down & Detail Grill	Detail all Grill Shelving	Detail All Vails on Line Side	Detail Light Globes	Detail Hand Sink and Restock	Detail Lowboy Drawers	Detail Franch in Grill Cooler
	PM	Detail Rib Drawers			Detail Exhaust Hoods	Change out all pick holders	Detail Seling 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 Antifacts	Detail all Antifacts Pillows & Boxes	Detail All Vails	Detail all windows and Doors in	Detail all high chairs	Organize Host Stand	Detail Benches inside & Outside
	PM	Clean all Thrash holder/kick plates			Dispose of Old & Vom Menus	Detail Booster Seats	Sanitize all Peanut Buckets	Empty Peanut Barrels and V'sh
To Go	AM	Detail all Espresso Machines	Detail and Organize All	Detail All Vails	Detail all windows and Doors in	Detail Benches inside & Outside	Organize To Go Area	Detail all Espresso Machines
	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 Vails on outside expo	Detail & Restock All Hand Sinks	Detail Ice Machine	Detail All Speakers & TVs	Detail Partitions in Ladies Room
	PM							
Server	AM	Detail all Table Covers	Detail all Table Covers	Vipe all Chair Plunge	Detail Blinds	Detail all Booths	Detail all Booths Detail all Booths	Vipe all Table Covers
	PM				Blow all ice wells, sanitize and refill	Detail all Booths Detail all Booths	Detail all Booths Detail all Booths	Vipe all Table Covers
Bar	AM	Detail & Organize Liquor Storage	Detail Hand Sink and Restock	Detail all Bar Stools	Clean, Sanitize & Restock Beer	Detail all Booths Detail all Booths	Clean & Sanitize Any Juice	Detail & Organize Beer Vails in
	PM	Detail all Speed Racks and Lignit		Detail all Beer Taps	Detail all Booths Detail all Booths	Detail all Booths Detail all Booths	Detail & Organize Beer Vails in	Detail & Organize Beer Vails in

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

A Day in the Life of a SA's Shift

Before the Shift

Make sure you arrive on time in proper uniform. Clock in: Touch the screen to bring up keypad. Enter employee number or swipe card. Select S/A button. Select Clock in button. Retrieve Chit sheet from printer. You may not clock in early or stay late without manager approval.

During the Shift

Follow proper table cleaning and set up procedures. Complete bathroom checks every 15 minutes. Check the parking lot every hour. Provide assistance to fellow team members, make sure all areas in the FOH are clean and guest ready.

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. Pull bus tub from bar. Take any garbage out as needed/side stations, dish drop off area. Check restrooms/stock clean counter tops dry. Break down sanitizer bucket in bathroom station and restock towels and paper. Break down any boxes in the back dock. Have your side work checked out by the manager. Clock out: Touch Screen to bring up keypad. Enter employee number or swipe card. Select clock out button. Retrieve chit sheet from printer (retain for your records).

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. Was trainee involved and attentive to training procedures? | Yes / No |
| 5. Does trainee accept constructive feedback? | Yes / No |

Trainer Signature _____

Trainee Signature _____

Date _____

Manager Signature _____

Cody's Original Roadhouse Server Assistant Final Test

Name: _____

Score _____/8

1. What should you do before, during and after your shift?
____ Before A) Complete All Closing Side work
____ During B) Assist fellow Team Members
____ After C) Arrive in Proper Uniform

2. How many rolled silverware go a table?
A) The amount the table/booth seats
B) 2
C) 4
D) 6

3. Explain proper stacking procedures:
A) Like with Like
B) Wherever they will fit
C) Rounds with Ovals
D) Soup Cups with Salad Bowls

4. How often should you check the restroom?
A) Every 5 minutes
B) Every 10 minutes
C) Every 15 minutes
D) Every 30 minutes

5. List 5 things you check in the restroom:
A) Paper Towels, Soap, Toilet Paper, Trash Levels, TV Channels
B) Counters, Trash, Mirrors, Toilet Paper, Cell Phone
C) Paper Towels, Soap, Counters, Trash, Toilet Paper
D) Paper Towels, Soap, Trash, Lottery Numbers, Toilet Paper

6. Where is the restroom log located?
A) The Host Stand
B) The Manager's Office
C) In the Restroom
D) At the Bar

7. What is a way you can assist a server?
A) Rub Their Feet
B) Help Pre-bus Their Table
C) Sweep Their Section
D) None of the Above

8. What is something you can do to assist the guest?
A) Open their car door
B) Walk their dog
C) Walk them to the restroom or to go area
D) Pull out their chair for them