

Welcome to the Studio Movie Grill Team (Server training manual)



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Introduction

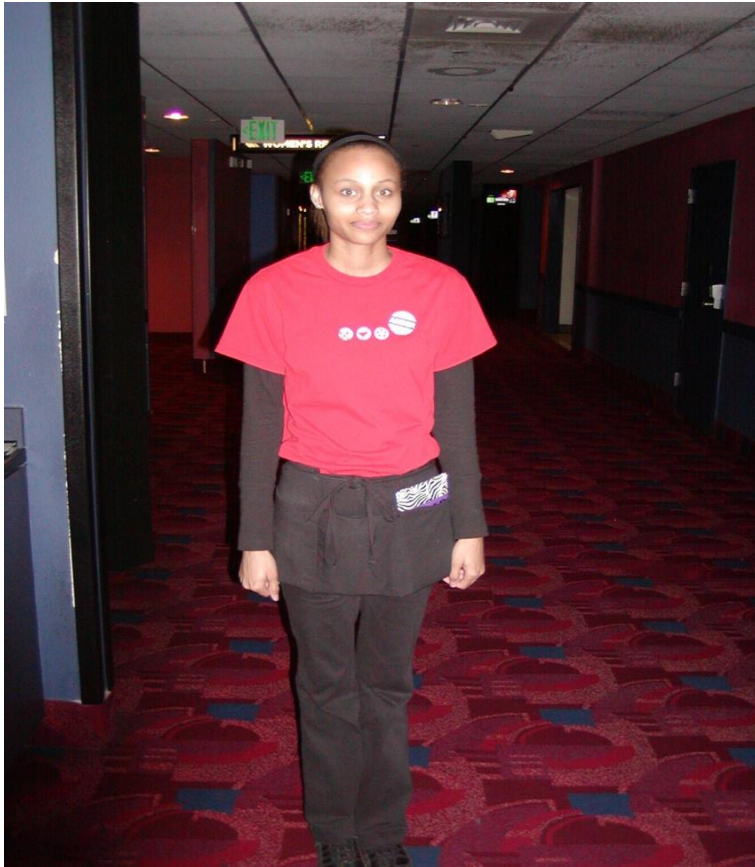
You did it! Welcome to the Studio Movie Grill team. Over the next week you will be walked through this manual explaining how we operate here at SMG. You will be placed with a different trainer each day who will review what you have gone over on the previous day, and then will continue on to the next subject to be covered that day. If you have any questions don't be afraid to ask. The only dumb questions are the questions never asked. The trainers are there for your every explanation, question, and clarification. We look forward to having you around, and are so excited you choose to join our team.

Classes you must take

Before you can official become a server you will need to take two classes. The first class is a **Food Handler's** class. This class covers basic food handling information and will instruct you on how to correctly handle food, the proper way to set food down in front of a customer, along with the correct way to wash your hands.

The next class you will need to take is the **Texas Alcohol Beverage Commission** (TABC). The TABC class goes into great detail about alcohol, and explains the correct way to carry drinks to customers. The class also instructs you to card ANYONE younger than 40. The TABC employees can come into any restaurant or bar, and attempt to purchase an alcoholic beverage regardless of their age; they usually send people who are under the age of 21 to make sure you card them. A TABC employee must tell you if they are with the TABC if asked. You may never have someone from the TABC attempt to buy alcohol from you, but if you do and you do not card an underage TABC employee you can be looking at an expensive fine for yourself and the company. Another requirement by law is that you may not server alcohol to anyone if you are under the age of 18. We do not server to underage young woman, men, or children. Make sure you listen in your Food Handler's class and Texas Alcohol Beverage Commission class, because the information you learn in the class will be used on a daily basis as a server.

Chapter 1



Chapter 1

Uniform

When you come to work you are representing Studio Movie Grill, and your appearance is very important. We are not asking you to show up ready for a fashion show or that you need to have a suit and tie on. All we ask is that when you show up to work you are ready to work, which means correct uniform from head to toe.

- Red server shirt
- Black workpants (no jeans)
- Shirt tucked into workpants
- Black belt
- Black socks
- Black shoes (slip resistance)
- Black shoe laces
- Name tag
- Hair up (if longer than shoulder length)

Not allowed

- No piercing are allowed for men
- No piercing are allowed on the face for women (nose, eyebrow, lip)
- No excessive jewelry
- Tattoos cannot be visible

Safety

There are many safety rules that have been put in place. As stated above we require our employees to wear slip resistant shoes. The reason for this is because the drink station, kitchen, and bar can be very slick at any time during your shift. You will also need to be aware of the people around you. People are coming and going in and out of the bar and kitchen many times during the night and you will have to pay attention for people who are carrying trays. We request that people say “corner in” or “corner out” depending on which way they are going from the kitchen and bar.

Chapter 2



Chapter 2

Foundation of Our Success

Five Pillars

People

We assume the best of people – trusting and appreciating them, and having high regards for their well-being, individuality.

Caring

We anticipate wants and needs and enjoy every opportunity to help others. We are generous in spirit, sharing, and excited about assisting our team members, as well as our guests. We give for the sake of giving rather than for the sake of gaining.

Quality

This is a state of mind, a belief in perfection. It's our unrelenting attention to detail and our continuous pursuit of excellence.

Fun

We love our work, have a sense of humor, and take ourselves just short of seriously. It's being with good people, being good people and being part of winning team. It's an attitude of "Work hard, laugh, succeed and celebrate".

Courage

This is having the concentration, discipline, reach and spirit of a champion. It's sticking to what made us great and understanding and living every aspect of our Principles and Promises. It's being balanced, centered and challenging, particularly when silence and compromise would do. It's an attitude of "I'm accountable for the success Studio Movie Grill and its people".

Service Core Values

Eleven Elements

Smile

It lets people know you're happy and care about them.

10 Foot Rule

Make eye contact and verbal communication. Be friendly in the lobby/hallways. If the customer can see you, you should already

Guest Right Of Way

Step Aside. Let the guest go first. "I insist".

Kneeling and Ducking Down

The guest is here to see a movie.

Quiet Voice

When the lights go down, so should our voices – and the lights are always down in the halls.

One Man Left Behind

There should always be at least one server in the auditorium.

Pre-Bussing

Our guest deserve a clean environment and it speeds up our turns.

Always Return the Change

Even if it is a penny, take it back. The guest will choose what to tip.

Immediate Greet

Servers should be in the theaters to greet the guests and escort them to their seats. At that time the server can begin their personalized greet.

Proper Greet

Make it unique to you and own it. Offer our specials and help navigate the guests through our menu and bar drink selection. Plant the seed for dessert tool.

Cell Phones

If you are talking or texting, somewhere in the building, a guest is needing assistance.

Chapter 3



Chapter 3

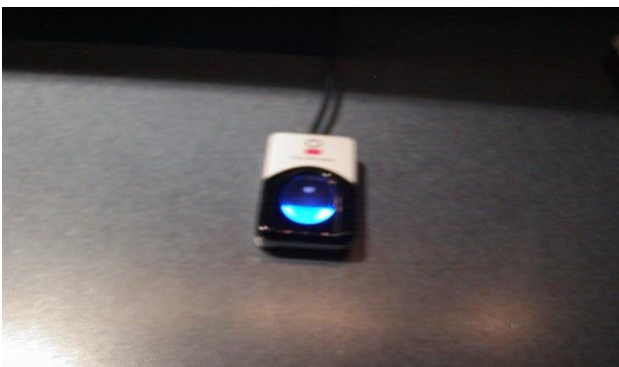
Basics

Scheduling

- Our scheduling process goes through hot schedules (hotschedules.com).
- If you are unavailable at any time during the week you will need to login to your hot schedules account, and change your availability.
- The server schedule is sent out weekly.
 - The schedule goes from Friday-Thursday.
- A new schedule is sent out every Wednesday for the following week.
- On the schedule it will tell you what day you work, and what time you are to be at work.
- Because we operate around the times of the movies we play we will not have the same off time every evening.
- If something comes up, and you are unable to make a shift you must release your shift on hot schedules.
- Your shift must then be picked up, and approved by a manager.
- If no one picks up your shift you will need speak to a manager or come in to your shift, and request to leave as soon as possible.

How to clock in

- When you are scheduled you can place your finger on the finger print scanner connected to the computer.
- The scanner registers your finger print, and will allow you to clock in



- If you are early the computer will not let you clock in early, and if you switched shifts you will need a manager's approval to officially clock in.

- You will have to be clocked in or you will not be able to take an order on your handheld or computer

How to showcase

Showcasing is something we do when we open in the morning, and after ever show. The simple way to explain showcasing is to straighten up tables, chairs, and make sure everything is clean and organized. If you were a guest would you like the way the theater looks? This question is always good to ask yourself, and it will also help you to double check and look for the small details.

Not showcased



Showcased

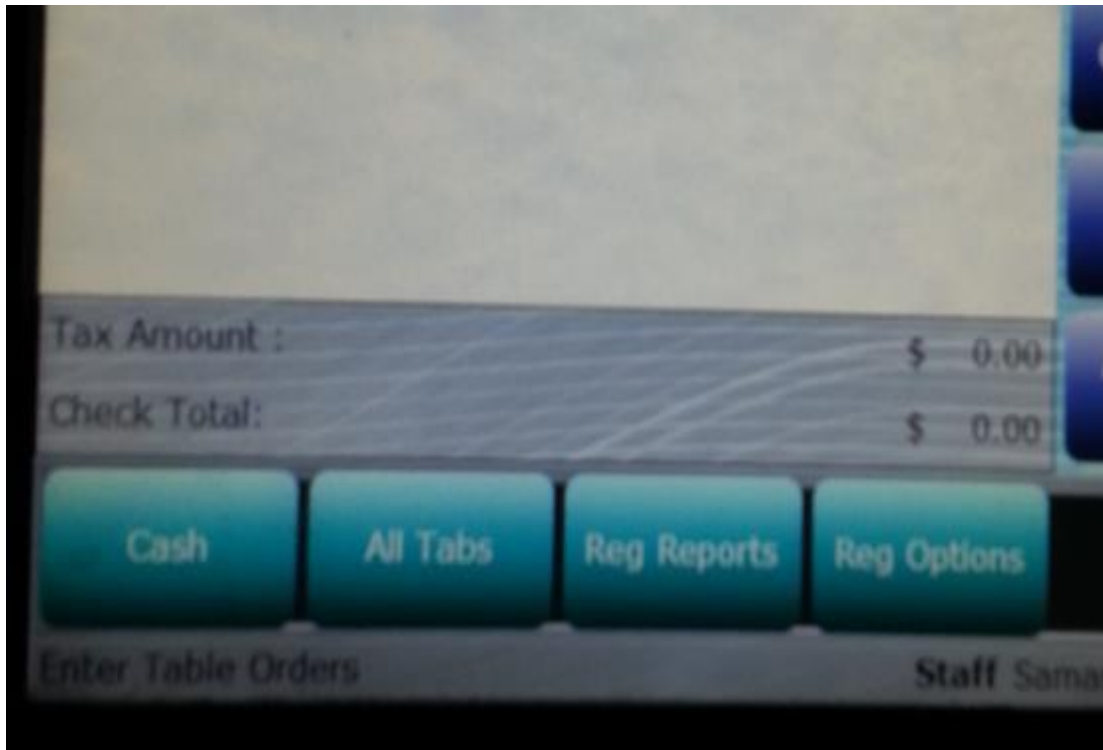


How to restock side stations

At the beginning and ending of each shift you need to make sure the side station has been restocked.

- Things to restock/take out
 - Trash
 - Beverage napkins
 - Side plates
 - Silverware
 - Napkins
 - Printer paper

Chapter 4



Chapter 4

Server Process

Taking an order

- Smile.
- Place beverage napkins in front of each guest.
- Greet table
 - Introduce yourself.
 - Ask if they would like a drink while they are looking at the menu.
 - After you receive the drink order ask if they would like an appetizer, if they are ready to order, or if they need a few more minutes.
 - If they need a few more minutes read back their order you have at that moment, and tell them that whenever they are ready they can push the service button on their table and a server will come to take the rest of their order.
 - Example of a Proper Greet
“Hey guys, how are you all doing today? My name is Samantha and I will be one of your servers for this evening. I know you guys are still looking over the menu, but can I get you anything to drink while you are looking; maybe a pepsi, strawberry lemonade, margarita, or beer. Just so you guys know today is our \$5 house margarita special along with our daily deal on the back of your menu called our 2 for \$25 which is an appetizer and two entrees. (Usually people will order a drink from you and before you leave try to up sell an appetizer) Can I get you guys any of our handmade tortilla chips and salsa, or even some freshly cooked queso as an appetizer?”
- Leave table and enter ticket number on your handheld.”
 - Remember:
 - First number is the theater (number)
 - Second number is the row (letter)
 - Third and fourth number is the seat number (number)
 - Example: 3h08
 - Theater 3, row h, seat 8
- As soon as the ticket number has been entered a second screen will pop up asking if you would like to hold any items. This page is only used for holding entrees so the appetizer can come out first if needed.
- If you do not need to hold an item you can simply click the exit button in the bottom right hand corner.
- Once you exit out of the hold screen or you choose to hold an item it will send your order to the appropriate stations.
 - Kitchen
 - Bar
 - Drink Station

How to enter tips

Tips can be cash or from a credit card. We only need to enter credit card tips, because cash tips do not need to be verified by the system.

- Place your finger on the finger print scanner. By doing this you are logging into the computer so the computer can register you into the system.

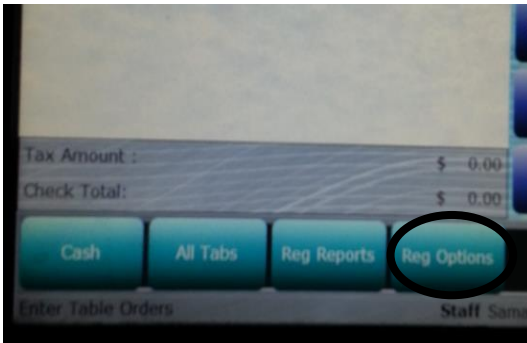


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- Next, click any theater on the screen.



- After you have selected any theater more options will display across the screen. Then click the register option button in the lower left hand corner of your screen.



- Once you have clicked register options on the right side of your screen there will be a handful of choices. Select the enter tips button.

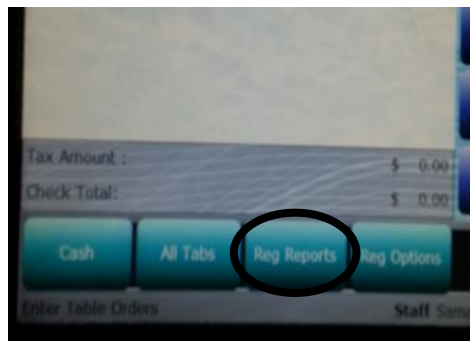


- Then enter the check number, which will bring up the correct receipt for the credit card, and will allow you to add the tip amount to the total.
- Make sure your totals match before you continue.

Remember: We go by the official total on the tip slip. If the bill was \$43.78 and they write 5.22 on the tips slip line the total at the bottom should read \$49.00. If the total line does not say the correct amount whether it is higher or lower than the official total we must go by the official total written on the total line.

Running a Check Out

- Running a checkout is very simple.
 - Make sure you have entered all of your tips into the computer.
 - You will then need to transfer any open tables under your name to someone else. The system is set up in a way that it will not let you run your checkout or even clock out with open tables under your name. This just helps to make sure everything is closed out properly.
 - Once your tables have been transferred you are ready to run your server report (checkout).
 - You will then click a button on the bottom of your page that says register reports.



- There will be a server report button that pops up on the top of the screen (You will need a manager to help with the next step).
- You can click on the server report button and it will ask for a managers fingerprint. The manager's fingerprint is what allows the system to run your checkout.



- When the system has compiled your report you can click print and a detailed report will print.
- Once it has printed you staple all of your tips slips to the back and see how much you owe to the company or vice versa. If you owe the company you place it in between the checkout and the stapled tip slips.
- Place the rest of the money you have on top and give your director or person in charge of the checkouts your checkout.

What is a checkout?

A checkout is a detailed print out of anything you “closed out” during your shift. If you swiped anyone’s credit card or received any cash to pay out a person’s bill it will appear on your checkout. On the checkout it will inform you how much you may owe the company.

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