



BIRD SERVICE AT GoodBird Kitchen

****All responsibilities & etiquette apply to all positions. Please read each position carefully to understand how to best “play” your part and how to best HELP each other on the floor.**

Counter Server

Acknowledge Guests Immediately

- “Welcome, come on in! I’d be happy to help you right here”. Presence is key; your voice should be heard, have fun, smile, make it fun for our guests. Bonus points for making people laugh, we dare you!
- Read your guests: have they been in before? Do they look confused? Do they need explanation on how to work this crazy place?
 - Guests order at the counter, ask any questions they may have, we’ll get them a cold bevvv and bring them to a table. They will have a server from that point forward to assist with additional orders, drinks, dessert, the bill and clearing of the table
 - Some guests may find the process a little confusing at first, but have fun with it. We’ll walk them through everything they need to know. Adults don’t always appreciate learning new tricks, but patience and understanding goes a long way and everyone appreciates that.

****NOTE: During high volume times the Greeter/Guest Runner will provide explanation of the whole process, obtain party-size information and assist counter with table assignments.**

Assign a table

- If guests have waited “thank you so much for joining us, we appreciate your patience”
- If there’s no greeter let guests know you’ll be assigning their table and that once they’re seated they’ll have full service from there; someone to get them more food, more drinks, dessert, the bill and clear the table. When a greeter is in position they will provide this information.
- In an effort to minimize table transfers please provide table options, offer most desirable tables first, and allow guests to choose. Of course, everyone wants a booth.
- What happens when there’s a runner, they’re MIA and you have guests in front of you??? Greet them; let them know that we’re confirming table availability and that you’ll be right with them. Communication is key. If the guests know what’s happening they’re more likely to be patient and stay happy. Feel free to get a drink order started just remember to ring “no make” if you’ve already prepared them.

Take the Order

- Do we have a tab started for them? If they’ve been given a number then they have a tab. Pick up tab>>edit details>>table>> change table number. Continue with order.
- In an effort to expedite “drinks in hand” encourage drink orders to be given first & send those to the bar immediately. “If you’d like to give me your drink order I can get those going right away.
- Product knowledge is key to assisting our guests and selling additional items. The more you know the better you can help navigate and provide suggestions
- Take the opportunity to upsell or get tasters for people. We want everyone psyched about what they’re ordering.



- Each chicken dish comes with an option of our original recipe or a choice of sauces: mustard BBQ or Nashville HOT. Next, they can choose a side

****NOTE: Separate Checks Request...Of course, we can do that!**

As you'll notice when you order items, the POS will request a position number. If guests have not requested separate checks then you may select "table" on each item. If guests have requested separate checks then you will ring each "check" under a different position. When servers see position numbers they'll know to separate checks according to position number

Drink Preparation

- When time allows we'd love you to help with drink preparation [N/A beverages and beers]; however, communication is key. If you prepare a drink you must **FIRST** grab the drink ticket so the drinks are not made twice. Even when it's slow. Capice?

The Dismount

- Once guests have completed ordering they may move to the end of the counter. "Stacey will be your server tonight, if you'd like to move to the end of the counter "Claire" will take you to your table in just a moment". Ideally, these guests have drinks in hand, but if we have tables available and guests in line then you should take orders first.
*If there's no greeter then you may need to assign the table and seat guests. This will depend on volume.

Transfer the Ticket

- BEFORE exiting the screen.
- Double check the floor map to & transfer to the correct server

Large parties or Short Wait-Time Tables - important during HIGH volume

****Large parties take longer - get their ordering started ASAP. You may even have 2 people ringing the same order. Be careful not to send it incomplete.**

- If we do not have a table available immediately, but the designated table will be available shortly you may take the order. Please limit the number of orders "waiting" to 5 or so
 - Name the TAB under the "[wait number]"
 - You may send drink order, but please HOLD all food items until the table becomes available.
- Once you have finished taking the order
 - Provide the guest a wait stand with their designated number. Ask them to keep it visible
 - Print the receipt and write the wait number on it.
 - Ask guests to have a seat on the bench and that "Claire" will seat them shortly.
- The runner [Claire] will pick up the ticket.
 - Once it becomes clear where the guest will be seated
 - >>edit details>>table>>select table number>>
 - Unhold all items & send
 - Transfer to the correct server.
 - Get the food cooking before the table is even bussed so when they sit the food will be soon to follow.



Guest Runner/Greeter

Greet Guests upon Arrival

- If they need the low down on the process, now's the time.
 - Welcome, step in line, you'll order with "Ahti", we'll get you some cold beverages then we'll take you to a table. You'll have a server for all of your needs after that"
- Get the name of the party and the number in the group. Write it down
 - "Hi folks, in an effort to get everyone seated as quickly as possible, I'd love to take your name and number in your party". NEVER say "guys" unless you're speaking to guys aged 40 & under.

Table Status and Communication

- Orchestrate the flow of the dining room; who's going where as quickly as possible
- Provide cashiers with table assignments for each party.
- If you have a table for two, but the next 3 parties are groups of 4 then you can allow a table of 2 to cut the line. Unlatch the rope to make it easy for them to approach the counter.

Table Preparation

- Make sure the table is READY [chairs neat and pushed in, table top spotless & dry w/ all necessary items [dessert stand & menu, S&P shakers, chicken seasoning], floor clean.
- What do they need??? - Highchair, booster, extra seat, kids menu w/ crayons? Get it first. **Please do not flip highchairs to accommodate a baby carrier. Unfortunately, the highchairs are not made for that. They are top heavy and can spill over. Baby on floor= very bad. Please try to seat guests with baby carriers along the banquet or instruct guests to place the carrier in the chair and push chair securely against the table.

Seating the Guest

- If you know their name, use it. "Kelly, ready for your table? Right this way!"
- LEAD them to the table - take your time, thank them for waiting, thank them for joining us. Walk at their pace, not yours.
- Allow guests to seat and make sure they look happy. Let them know that "Stacy will be their server and she'll be over with water momentarily, Enjoy!"
- Tables should have correct number of roll-ups and have been checked for wobbling before you leave.
- Extra roll-ups should be removed and placed in the proper basket

Change of tables

- It happens, it's not a problem. Your response: if possible your response is "absolutely". If it's not possible, please let them know why. I.e., "I'm so sorry I have a large group headed to that table"
- If the table changes make any necessary adjustments at the cashier immediately; change of table number and server
- Provide expo with table change information "81 went to 55"

What to do When There are No Tables & Lots of People

- Communicate! Let guests know that we're holding the line until we have tables available. Give them an approximate wait time.
- ***Get 'em a drink***



- When time allows and the line starts to slow, offer to get guests drinks while they're waiting
- Please start a tab under the card number and ask them to give the card to "Ahti" or whomever is working the counter

Talkin' to the Line

- Open seats at the bar are first come/first serve. Encourage guests to grab a seat
- Get them a drink
- Answer questions
- Get name and party size information

The Dismount

- Hold the door when you can. Big smile. "Thanks for joining us today!"



Dining Room Server

Get Informed!

- What are your guests drinking, what food do they have on the way?
- Are they still waiting on beverages from the bar? Don't ask them, you should know.
- Will they have separate checks? Look for position numbers. Any additional items will need to be ordered under the correct check.

Greet your Guests

- Walk on over and introduce yourself. You should have water in hand 'cuz we told them you'd bring it.

Maintain the Table/Pre-bussing

- Your guests should have everything they need and nothing they don't
 - Remove napkin tabs, pick up straws, grab wipe wrappers
- Check back - happens within 2-3 bites. If they don't love it, you got to fix it
 - Always let a manager know if there is a problem and ALWAYS communicate all feedback to the MOD.

Sell a Round of Drinks

- May I get you another "Meathooks" or would you prefer to try something different [*note: know what they have, mention by name, offer up more information on something else. This is sales, folks]
- Always ask before their drink gets to ¼ full. The chance of them ordering another once they've finished is much lower than before they've reached the end.

Packaging Food

- We package leftovers; we do not drop containers to the table unless they have specifically asked to package themselves. Most guests will ask for a container, your response "may I wrap that for you?"
- Tell tale signs of needing a wrap: a neat little pile of food to the side of the plate w/ utensils to the side.
- The integrity of the dish should be maintained when packaging. Do NOT ever touch their food with your hands. Use utensils.

Sell Dessert

- Really, you're gonna let someone get outta here without pie???
- Select a dessert to describe while you're clearing the table. Gives you something to talk about while you're hovering around them.

Drop the Check

- Separate checks if necessary.
- After you've offered dessert or as guests are finishing dessert please deliver a printed check to the table. This allows guest to confirm the receipt before paying
- The check should drop with a comment similar to this: "I'd be happy to take this whenever you're ready, no rush" Please drop with a comment card and politely ask guest to leave comments and an email address.
- Guests are your guests until they're gone. Waters stay full



Payment

- Credit card payments can be made at the table using the handheld minis
- Slide the guest card. When the tip screen appears please slide the bar to “no tip”, let the guest know they can slide the gratuity slider to their preference then give them some space to tip and sign. Don’t leave, but back off a little. If everyone has done the BEST job they can and has sincerely provided an experience for our guests, the tip will reflect.
- Please offer a “mile fry club” card and punch for every \$10 spent

The Dismount

- Always say “goodbye, thank you, hope to see you soon” to your guests
- Open the door for them when you can. Go the extra mile to show our appreciation.

Reset

- The faster that table gets cleaned and re-set, the more butts you will have in your seats and the more money in your pocket. URGENCY.



TO-GO

ChowNow

Creating the Order

- Check ChowNow Time (Time that order is requested)
- If within 30 minutes, accept the order and enter it into Breadcrumb. (If not, ignore it as ChowNow will ring again)
- Please use Correct To-Go Cashier Login (2525 for AM, 5050 for PM)
- Start a ticket in Breadcrumb by going into “Checks” and hitting the (+) plus sign
- Select TOGO on the right
- In the “First Name” field, enter the full guest name
- In the “Last Name” field, enter “Chow” and the pickup time. (i.e. Chow 1:25pm)
- Ring in the items EXACTLY as they appear. Pay attention to the quantities on the left of the ChowNow ticket.
- Verify that the Amount with tax but before tip in Breadcrumb and ChowNow match EXACTLY.
- Send the ticket to the kitchen

Closing the ChowNow ticket:

- Select “Payments” > “Other Tender” > “Chow Now”
- When adjusting the tip (after applying the payment) make sure to select “Online Order” and NOT “Cash”

Phone To-Go

- Phone rings
- “Thank you for calling GoodBird Kitchen, this is “Jen” how may I help you?”
- Start TO-GO tab using full name. Please request guest phone number
- Take order
- Provide total and expected time.

Before They Leave

- Confirm the order & full name
- Ask if they’d like utensils or extra napkins
- Have a great day. Thank You!!



Bussers

Re-set Tables Like it's Your Job. Oh wait, it is!

- Each table has a S&P shaker, chicken seasoning, bucket of wipes & menus, ketchup
- Please make sure that all items are wiped clean and replenished after each seating. A clean dining space is important. It may take an extra minute to make it right, that's ok.
 1. Please use a tray to remove all remaining service items from the table unless you can do so without stacking glassware or sticking utensils in glasses
 2. Wipe table clean, use a dry towel to dry the table before replacing silverware
 3. Wipe chairs, remove debris from under/surrounding table, neatly push chairs in

Full Hands Always

- Empty buss tubs
- Pre-buss
- Refill water pitchers
- Fill water glasses
- Replenish/stock server station with all necessary items

Dish-Pit Etiquette

- Glasses should be sorted by type as marked on the railing
- All plates scraped and stacked with like items
- Silver goes in the silver bin
- Help keep the area neat, pick up trash that may have missed the basket

Restock/Replenish

- Polish silverware
- Empty glass racks – bring to the bar or the service station

Etiquette

- Guests always have the right of way. ALWAYS
- Never put your fingers in glasses
- Use a tray

Bathroom Up-Keep

- Please check the restroom every 30 minutes
- Make sure the toilets are in working order
- Check paper/soap supplies, refill if necessary
- Pick up trash
- Wipe sink and mirror



BAR

Make Drinks

- A full knowledge of the drink recipes is a MUST. Delicious, consistent preparation is the standard
- Run drinks. If drinks are made and ready and you have time, please run the drinks
- If counter server gets drinks they are required to mark it off on the ticket or take the ticket from the printer.

Bar Guests

- Bar guests will not order at the counter. They will come to you with expectation of full-service.
- Provide waters, menus, answers, smiles, laughs, FUN

Stocking and Replenishment

- Stock glassware, straws and garnish
- Replenish garnishes
- Check iced tea, lemonade supply

When you have time

- Overhear drink orders at counter service and start making them.
- Communication is key. If you've made it then make sure it doesn't get made again. Let the counter server know



Expo

Read the ticket thoroughly and keep an eye on order times to track timeliness of order. We are shooting for less than 10 minutes.

- Never take run food until you receive the white ticket from the chef
- Only run complete tickets
- Make sure biscuits are on all chicken entrees and pork platter
- Make sure all chicken tenders orders receive ranch + a biscuit
- Before running compare order with food for subs, add-ons, allergies and changes
- Make sure all kid's platters have a cookie
- Make sure all chicken + waffles get a side of syrup
- If a ticket is approaching 10 minutes let hot line know they need to expedite the plating
- When speaking to the line always start with, "chef, may I call?"
- Always send a food runner with one copy of the ticket
- If a table number is changed, do not tell the line, simply change the number on the yellow copy for your own use

To-Go

- Is it To-Go?
 - Is it to go right now, or for later? If for later mark it and remind line 10 minutes out
 - Is it to go for the pick-up window, or to go for a table?
- All to-go orders of chicken platters get a wet wipe per person
- Always tape a copy of the order to the to-go bag
- Don't forget ketchup on fries for to go orders

If There's An Error

- If possible, fix it.
- Find the MOD immediately.
- Never verbal an order, always provide a ticket with order and table number



Food Runners

You are the last set of eyes to see the food before the guest does. Please make sure the plates are complete and the presentation is on point. Know your table number and know what you're delivering

Delivery

- When you arrive at the table say hello. Fully name the dish as you hand them our “roasted ¼ dark with Nashville hot and mashed potatoes”, “el rancho salad, dressing on the side”
- Deliver with an open-arm service. If you don't know what this is, ask!
- **STOP!** Do they have everything they need? silver, full waters, do they need another drink? If they need something, please tell the MOD or server immediately. If they need silverware, get it!

Full Hands In & Out

- Help to pre-bus tables or grab the server station bus tub on your way to the kitchen
- If you see a server engaged with a table, take the dishes or glassware out of their hands.

When There's No Food to Run

- **FIRST** - Check the dining room; refill waters, clear tables, reset tables, stock wait-station
- Clean & Replenish sugar caddies
- Polish silverware
- Do roll-ups
- Stock coffee cups
- Ask the bar if they need tea made
- Does Coffee need to be made?