Williamson Dining Room
SERVER TRAINING MANUAL

[Fall Semester 2015]
Table of Contents

INTRODUCTION

SERVER FUNCTIONS & RESPONSIBILITIES

- Server Job Guidelines And Responsibilities
- Williamson Dining Room Front of the House (FOH)
- Personal Appearance
  - Uniform
  - Dining Room Dress Code
- Server Opening Procedures
- Server Closing Procedures

QUALITY CONTROL

- Things to look for before leaving the kitchen

TABLE INTRODUCTION

- Ordering Procedures
- Cooking Times & Handling Timing Problems

CLOSING OUT A TABLE

- The Farewell
- Methods of Payment
- Handling Cash

SANITATION

SAFETY

- Major cause of food borne illness
- Always wash your hands after you
- Dispose of waste properly
- Keep insects and animals out by
- Handle ice and tableware properly
- Avoid cross contamination from one food item to another
- Store foods and equipment properly
- When cleaning stationary equipment
- Preventing falls
- Preventing electric shock
- Lift Properly
Moving a cart properly
Preventing Cuts
Preventing burns
Preventing fires
Safe chemical handling
Reading the MSDS (Material Safety Data Sheets)

GLOSSARY

CONCLUSION
**Introduction**

Congratulations on being selected to perform one of the most important, challenging and rewarding jobs at Williamon Dining Room! As a Server, you will set the stage and have a direct impact on each guest's experience. You will determine whether each guest feels welcome, appreciated and well cared for.

We will provide you with the training you need to be successful. We take great pride in our quality food and friendly, responsive service. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day.

As a server, it is essential that you maintain an energetic, friendly and caring attitude at all times. It is your responsibility to see that each guest is made to feel special and enjoys our fun atmosphere and great food and beverages.

The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to questions you may have regarding your tasks, responsibilities and operating procedures for Williamon Dining Room.

Once again, welcome to the Williamon Dining Room Team!

**Server Functions & Responsibilities**

Successful sales and service result from confidence, which can only be developed through knowledge. We will provide you with ample material to develop the necessary knowledge and confidence in relation to service techniques, the menu. You, as a server for Williamon Dining Room, must learn it.

**General Job Guidelines – Dos and Don'ts**

- When taking an order, always look the guest directly in the eyes, and stand erect. Never lean or write on the table. Never crouch down on your knees.
- Never handle a glass by the rim with your hand over the drinking surface.
- Never handle silverware with your hand over the eating surface.
- When handling plates or food, never let your hand touch the eating surface or the food.
- Help your guests as much as possible.
- Know your schedule for dinner and events. You are required to sign up for a total of 12 events. You will have to pick which dinners and events you want to work throughout the semester. If you have fulfilled your quota and want to work more events, you will receive 10 extra bonus points for each event you work over your expected 12.
- Know what time to be here for each shift.
- Punctuality is very important. If you get to dinner or the event late, you start out behind. BE ON TIME. If there is a scheduling conflict and you know that you will be later than what the set-up time is please communicate this to the Professor.
- Know what the daily specials are and what they cost.
- Know the history of the dining room.
- Avoid any long conversations at any particular table. This will only upset your other guests.
- Clear your mind of everything except work when you walk in the door. When you’re at the table make sure your mind is at the table too. Guests can tell when their server is not totally mentally present with them at the table and it has a negative impact on the guests' experience and the server’s tip.
• If you get behind, ask for assistance. You'll never get in trouble for asking.
• Keep yourself geared up so that you are ready for any rush. We get most of our complaints during the slow period.
• Don't ever stand around or lean on anything. You can always be cleaning; helping bus other team members’ tables, putting clean dishes away, refilling other tables drinks, taking bus tubs to the back, etc.
• Always be sure that all your food is secure when you leave the kitchen. Never attempt to carry too much. Two safe trips are better than one catastrophe. Utilize the tray jacks and other team members who might not be serving at the time. When there is a table larger than 6 it is recommended to use the tray jack and another server to assist in getting food to guests.
• Always ENTER the kitchen keeping to the right.
• If an order is delayed in the kitchen, tell your guests and apologize for the delay. Never hide from your guests.
• Learn to use your time wisely. When in your station, check all the tables before going back to the kitchen. Don't go to one table then go to the kitchen. Consolidate your trips. Fill up all glasses in your whole station, clear all plates, and then go on to something else. This is the secret to running volume.
• Always try to take out complete orders. If the entire order is ready except for a side order, like a vegetable, take out the entrees and have someone follow you in a few seconds with the side order. Don't let the entrees get cold because of a side order. Everything goes out hot.
• If your entire section clears at one time, don't take orders from four or five new seats at once. You'll end up running yourself to death for twenty minutes, and then have nothing to do for ten. Take one order, then go to the next table and tell them you will be right back to take THEIR order. Take drinks and appetizers out to the first table, and then go to the others. Never take three or four tables their salads at one time. This only means that you will have three or four orders of hot food coming out at the same time, which would be impossible to get out all at once. Think ahead.
• You won't believe how patient people will be if they just see you. Don't hide from your guests. If you use this method in taking orders, you will find that your food will be out more consistently on time, and you will give much better service over all. You will have more time to converse with your guests. People look for more than just good service and food when they go out today. They want a total dining experience. They look for that little extra personal touch which only you as their server can give them. Never spend more than two minutes away from your station. If you have to, at least acknowledge the table and let them know you will be with them shortly.
• Anytime you wait on a guest, put yourself in their place and ask yourself if you would be happy with the job you did at that table.
• If one person asks for something at a table, make sure you ask everyone at the table if they too would like that item. For example, if after dinner a guest requests coffee, you can ask the other guests if they would like a cup too.
- When serving coffee or hot tea, always turn the coffee cup so the handle is facing the guest. Place the cup on the right side. Ask people if they would like cream when they place their order for coffee instead of making an extra trip later.
- When pouring tea or water, never handle the rim of the glass and always take the glass off the table and pour in the aisle.
- Whenever you are reaching across someone or serving in front of someone, excuse yourself.
- Always keep your fingers and thumb off the plates you serve.
- NEVER SIT DOWN WITH A GUEST or friend while on duty, even if they ask you to.
- If you must go to the bathroom during the shift, ask someone if they will please watch your station while you are gone, and inform the dining room manager that you are leaving.
- Always check your glassware for cracks and dried food before filling them.
- No eating or drinking in front of the house during operating hours. No gum chewing EVER. Never eat or drink in front of our guests. Make sure to eat before you arrive. You are allowed to have a tea, water, or soda but it needs to be in a to-go cup with a lid, straw, and your name labeled on the cup. The drink needs to be stored in the kitchen by the coffee and tea service.
- For any event or dining room meal, servers get one meal. This will be served after the event and after guests have left the dining room.

**Serving the Guests**
- Serve food from guest's left (in some cases you may not be able to serve the guest on the left because of table arrangement and that is ok. Please tell the guest if you have to reach across them or are serving them from the traditional left side).
- Serve beverage from guest's right.
- Clear everything from guest's right.

**Serve women and children first, then men.**
- Whenever you serve a course, ask if there is anything else you can do for the table.
- Whenever serving a course, position the plate so that the "meat" of the course is closest to the guest.
- Remove soiled china, flatware, sugar wrappers, or trash after each course.
- Top off with offer of additional beverages whenever anyone is getting low.
- Bring condiments to the table before they are needed.
- Never walk away from a table without acknowledging its requests.

**Williamson Dining Room Front of the House Responsibilities**

As front of the house (FOH) our team is responsible for serving the guest and giving them the best possible service while they dine with us. There are things specific to FOH that you will be expected to know. There are items that you are expected to clean, prep, and take care of when the dining room is open or there is an event. The rule of thumb in the dining room is make sure to place items back where you got them because there are a lot of people who use the dining room. Items are located in a specific spot for efficiency and use. Remember, the appearance of the exterior of the building, the greeting of the host, the cleanliness of the restrooms, the appearance of the staff, the quenching taste of our beverages, the flavor and freshness of our food, are all equal quality points. WE must control for the experience of our guests.
• Setting the tables
  ▪ It is the FOH responsibility to set the tables for dining service and events. In the dining room there are times when we will be using table cloths. During fall dinners and most evening events tablecloths are required and need to be pressed before they are placed on the tables.
  ▪ How to Press Linens
    ▪ Linens are kept in the laundry area that is next to the kitchen and dry storage
    ▪ There is an iron, steamer, and table steamer. You may use whichever one you prefer, the goal is to get the wrinkles out of the table cloths before setting the table. We have two sizes, square and rectangle
    ▪ Please inspect linens and make sure there are no spots on them. If the linen is soiled please do not use and place in laundry area.
  ▪ How to wipe tables
    ▪ Before the tablecloths are put on the tables, FOH needs to clean the tables
    ▪ Get 1 part sanitizer to four parts warm water and put into a cambro storage container. Get a dishcloth (located on the kitchen metro shelving by the three compartment sink) and submerge in container, wring out and wipe the surface of all the tables, including the chair seats and backs.
  ▪ Table setting
    ▪ During fall dinners the tables will be set with a formal place setting and the linen napkin will be placed on the table, where the entrée plate will go (FOH can choose which napkin fold they would like to use for the dinner).
    ▪ Formal place setting consists of salad fork, entrée fork, soup spoon, dessert spoon, dessert fork, knife, teaspoon, coffee cup, butter knife and bread and butter plate (you will receive a diagram with the proper formal table setting we will use)
    ▪ It is the servers’ responsibility to remove flatware, trash, dirty plates during meal service.
• Making coffee: We offer regular or decaf
  ▪ Use two coffee bags to one pot of coffee. Place bags in the filter basket. Turn on the warmers. Do not leave an empty carafe on the warmer because it will melt. At the end of dining service or an event make sure the warmer is turned off and the carafes are cleaned.
  ▪ Measure out 8 ounces of water. Before pouring it into the coffee maker, make sure there is an empty carafe under the filter basket. Once the water is poured into the machine it starts to brew.
  ▪ TROUBLESHOOTING: Be aware that the coffee machine is not always in use so when the first pot is brewed it is important that the server watch to make sure that it runs the full cycle with the full amount of water. If not, add another 8 ounces of water and watch to make sure it does not brew over.
  ▪ Storing Hot Coffee for Service
    ▪ We use the airpots to keep coffee in while we have dining service or an event.
    ▪ We put hot water in the airpot to warm it before we place our hot coffee in for service. Make sure to dump the water before you pour the coffee in the airpot. This keeps the temperature higher than if we put it in a cold airpot.
• Making Ice Tea
  o The ice tea maker is always on. The red button should never be turned off.
  o Use two tea bags, place the bags in the brew basket and select brew. Make sure that the stainless steel tea pitcher is under the basket before you hit brew. Once the tea is brewed we place this on the drink service station and fill up pitchers to serve to guests.

• Dishes
  o FOH assists with washing and putting dishes away during dining service and events. All dishes need to be put away in the correct area. Flatware is stored in gray storage shelves underneath the bar in the dining room. Plates are stored in the kitchen in a standing covered plate holder. Coffee cups and soup cups are stored in dry storage in the holder. Ice tea and water glasses are stored in the kitchen, in the holders, on a stand.
  o Most items can be washed in the dishwasher with the exception of cutting knives. These are placed in a bucket of sanitizer solution and washed by hand with regular dish soap.
  o In addition to putting items back in their respective places, some items have a specific tray that we place the items in and the put through the dishwasher. The following items have a tray: water glasses, tea glasses, coffee cups, and soup cups. All other dishes will either go in a flat tray or slotted tray for the dishwasher.

Personal Appearance
Your overall image is our image. You make a distinct impression on each of our guests. The image you create can enhance or detract from our overall concept and the way our Restaurant is perceived in the minds of the guest. You are entrusted with handling our guests' needs and must, therefore, reflect cleanliness and wholesomeness at all times. Always remember . . .

  You are responsible for keeping your uniform neat and clean at all times. There is no excuse for reporting to work out of uniform.
  Do not wear scented lotion on your hands, as it clings to glassware.
  A smile is part of your uniform.
  At no time will employees chew gum or eat while in the public areas of our store.
  Do not report to work with an un-pressed or dirty uniform, or un-kept hair.
  Have your name tag too.
Uniform
When you walk through the front door of the Restaurant, “YOU ARE ON.” You will be informed of the uniform requirements when you start with us. Your designated uniform also includes a CONTAGIOUS, ENTHUSIASTIC ATTITUDE. You are required to wear your uniform during meals and events. Sometimes students are required to help prep in the kitchen. When you are in the kitchen you are required to wear a chef coat, hat, and chef pants. The chef coat, pants, and hat are provided for you.

Your uniform also includes the following, without exception:

A smile

Dining Room Dress Code

- **Shoes** - Black shoes only with non-slip soles that permit walking safely on wet or greasy floors. Shoes must be clean. Socks must be dark, preferably black.
- **Pants & Belts** - Black pants only. Pants must be long enough to touch the top of the shoe. Black belt only. No Leggings.
- **Shirts** - Oxford style, long sleeve black dress shirt with ATU and Jerry the Bulldog logo (This shirt can be purchased in the bookstore). Shirts must be in good condition, not soiled or stained.
- **Appearance** - Clean and well-groomed hair. Hair pulled back off the shoulder. Well-groomed hands, fingernails and no fingernail polish. Facial hair should be neat and well-trimmed.
- **Accessories** - No excessive cologne, perfume, make-up or jewelry. No earrings longer than 1 inch. No hat or unauthorized buttons can be worn. You will be provided a name tag.
- **If you show up and your uniform is not complete you will be asked to go and change.**
Server Opening Procedures

At the Beginning of Each Shift (Before Guests arrive)

1. Check to see what section or job responsibility you are assigned (host, dish pit, drink service and busser, server)
2. Check the Daily Service Board for specials, soup of the day, "86'd" items, etc.
3. Dining Room and Service Readiness (each server will take an item and complete the task)
   a) Wash dining room tables
   b) Iron table cloths and place on table (if the event requires linens)
   c) Vacuum dining room
   d) Setting the table with formal table setting (make sure that the flatware is wiped down and has no water spots)
   e) Check the host station and register area and make sure there are guest checks and pens
   f) Check the dining room’s entry glass door and wipe down the glass, make sure there are no fingerprints on the glass
   g) Wipe down serving trays with a damp cloth
4. Perform opening sidework
   a) Making coffee and tea
   b) Cutting lemons (putting lemons in ramekins and place on table)
   c) Placing butter packets in ramekins and set on table
   d) Place sugar packets in the ramekin on the table (these should be full, if not please make sure that they are full)
   e) Place salt and pepper on tables (if they are low please fill the shaker)
   f) Place black linens in bread baskets and put the baskets in the warmer
   g) Get drink service station set up
   h) Fill ice bin (do not leave the ice scoop in the ice machine or bin)
   i) Fill up tea and water pitchers with ice (this will be done closer to opening because the ice will melt in the pitchers)
   j) Check bathrooms and make sure there is toilet paper and soap and that it is clean

Server Closing Procedures

At the End of Each Shift

1. When dining room closes and the guests have left, perform the following
   a) Remove linens from the tables and place in the laundry room (there are separate bins for white rags, and the napkins. Table linens can be placed on the floor in front of the shelves)
   b) Wipe tables
   c) Clean chairs - seats, seat back and legs
   d) Fill and wipe down Condiment ramekins
   e) Fill and wipe down Salt & pepper shakers
   f) Vacuum Dining Room
   g) Check the bathrooms for guests and take the trash out
   h) Replenish to go boxes
   i) Place all clean flatware in correct tub
   j) Place black linens in laundry area in the blue basket
k) Make sure all dishes, baskets, glasses are clean and put away
l) Wipe down serving trays with a damp mop
m) Drain dishwasher
n) Sweep and mop (this is FOH responsibility during an event, not the weekly meal)

Quality Control
Quality control is a primary responsibility of every employee serving food and drinks to the guest. You are the last person to come in contact with the food before the guest does. If something does not look right or is not presentable, DO NOT SERVE IT! The saying "People eat with their eyes" is very true. Make sure all of your products look good on the plates.

Things to look for before leaving the kitchen:
1. **HOT food.** Few things are more basic but more important. Check to see if your food is hot. If it is not hot, DO NOT TAKE IT OUT. Tell the manager. NEVER yell or argue with a cook. Go directly to the manager. This will alleviate a lot of problems.
2. **Clean plates.** Always check any plates, mugs, silverware, and napkins before you present them to the guest. Check food basket for grease spots, spilled food, etc. If a plate is dirty run through the dishwasher.
3. **Call for back-ups.** If something in the kitchen looks low and you are about to run out, TELL SOMEONE. If you take one of the last bowls of soup, call for back-ups. If the salad is warm or wilted, do everyone a favor, and say something before the guest is served.
4. **When bringing out drinks,** be certain the glass is clean, filled to the proper level, and that the garnish is correct, fresh and attractive.
5. **Cold food is as equally important as hot food.** Make sure cold foods are going out cold, not warm or cool, but cold.
6. **Bring necessary condiments with order:** i.e., ketchup, mustard, Parmesan cheese, etc.
7. **Check back . . .** within two bites to make sure everything is perfect. Don't say, "Is everything o.k.?" Guests here this trite saying so often it's meaningless. Say something like, "How's your filet cooked?" Be specific and sincere in wanting to know the answer.
8. **If the guest is not satisfied . . .** or there is obviously something wrong at the table, i.e., cracked glass, foreign object in food, not cooked properly, etc., use the following steps:
   - Apologize.
   - Remove the items immediately.
   - Get a manager. Management will take the necessary steps in making sure that the problem is corrected and that the guest is 100% satisfied.

Table Introduction
**CRITICALLY IMPORTANT!!** - Immediately acknowledge all new parties in your section. Regardless of how busy you are; you are never too busy to let your guests know you see them. They come here to be taken care of, so don't start out their dining experience by ignoring them. All new guests should be greeted within one minute.

If your hands are full, the guest knows automatically that you can't take their order, at that minute. You can pause, smile, and say "Hi, I'll be with you in just a minute." This will satisfy the guest so that they feel important and will be able to relax until you return.

When approaching a table your objective is to make you guests feel welcome and confident in knowing you're there to take care of them. You may develop your style and manner of accomplishing this but here are some suggestions to help you get started:
1. **Greeting.** Once the guests are seated you want to greet them. Some examples are Good Evening and Welcome to the WDR, my name is... or Good Evening and welcome, my recommendations for the evening are and while you look over the menu can I get you started off with some tea or water. Focus on THEM. Make them feel welcome; that they've made a good decision to be at our restaurant and give them a sense they're in friendly, competent hands. Be observant, not scripted. It's o.k. to pay someone at the table a sincere compliment or try to open up some friendly rapport. If you know your guest personally make sure to greet them by their name and if you know what they will be drinking tell them that you will bring out their tea shortly.

2. **After delivering food to the table,** give the guest a few minutes to try the dish, and then return to the table. "How is your steak cooked?" When checking on food items, always accentuate the positive, and eliminate the negative. Do ask, "Did you like the way your steak was cooked?" Don't ask, "Was everything ok tonight?" Ask an intelligent, specific question and show you're concerned about the answer you get. If something isn't right, do what you can make it right.

3. **Each time you take an order,** be aware of what might elevate the guests' experience. Be relaxed and friendly, polite and professional. Have an idea what extras (appetizers, sides, etc.) you are going to suggest based upon what you genuinely think will enhance your guest's dining experience. "May I suggest the (POPULAR MENU ITEM)? It's a one of our most popular dishes." If they still hesitate, you might say something like, "Would you like to have a little longer to decide? Take your time and let me know if I can answer any questions."

4. **Know everything on the menu** in terms of what is in it, and what would go well with it. This will be covered in detail in your initial training and will be enforced often in our pre-shift meetings.

5. **Get your guests' drinks** to them within five minutes from taking the order; no longer.

6. **Suggest specific appetizers** before you leave the table to get their first drinks. It saves you time and steps.

7. **Learn and use guests' names** when appropriate. Always use "Mr." or "Ms." unless you're told or you're absolutely sure it's proper to use a guest's first name.

8. **Make specific suggestions** at every step of the meal if you think it's appropriate: drinks, appetizers, sides, and desserts. Always keep in mind, your first objective is to show your guests a marvelous time. Use your best judgment here. Sure we want to sell, but more importantly, we want our guests to leave delighted so they RETURN!

**Ordering Procedures**

When approaching the table, be ready. Ask the guest if they have any questions concerning either the specials or entrees. After answering all the questions, if there are any, ask if you can take their order.

Through either eye contact or verbal address, you may start to take their order. Be sure to gather all information from each guest before proceeding to the next. If possible, you should take the order from women and children first, and then the men.

Taking the order is the time for making recommendations. Suggest appetizers that will complement the guests' meal.

Always get the cooking temperature for meats. Our cooking temperatures are as follows:

- Rare - Bloody cool center, touch of rawness
- Medium Rare - Bloody red, no rawness of meat
- Medium - Pink warm center
Medium Well to Well - Fully cooked with no redness

You will be provided a guest check presenter to hold your guest checks and take their order. It looks better and makes it easier for you. Begin taking the order at the same spot at each table. Start with the person closest to you on your left, and work around clockwise.

Example:

```
2  3
1  4
YOU
```

Cooking Times & Handling Timing Problems
With our ordering system, once an order is brought back to the kitchen, preparation of that item begins. It is imperative that appetizers are first. Once an order has been placed, you can expect to receive lunch items within six to twelve minutes, and dinner items within eight to twelve minutes. This time may lengthen during a busy rush. Your tables' experience is dependent upon your awareness and service to the guests from the time they are seated; to the time they receive their order. If, by chance, you have a long time ticket, do not hide from your table.

When a table has to wait longer than they should for their food, apologize and make sure their drinks are full and that you are attentive and not ignoring. Keep them updated on the timing and when their food will be brought out.

Closing Out A Table
At Williamson Dining Room we do not present a guest check to the table. When your guests appear to be completely finished you can ask them if they need anything else, refills or to go boxes. When they are ready to pay their bill you can direct them to the cash register and explain that the host/hostess will check them out when they are ready. At the present time we can only take cash or check. Checks are made out to ATU Hospitality Department.

The Farewell
When your guests are departing, we have four distinct objectives:

1. To make sure their experience in our restaurant was pleasurable.
2. Thank them, by name, for their patronage.
3. To invite them back for another visit soon.
4. To make sure their last impression is a positive one.

Methods of Payment
Approved methods of payment are cash or checks. When accepting personal checks, include the following information:

- Driver's license number
- Current address
Sanitation
The responsibility of management and staff to protect the public from food borne illness is fundamental. A food borne illness is simply a disease that is carried, or transmitted, to human beings by food. Throughout your training, you will receive information concerning proper temperatures of food storage and serving, as well as, cleanliness standards, proper use of chemical cleaning, and disinfectant products. It is our objective to operate the Dining Room at the highest level of cleanliness and sanitation for the benefit of our guests and employees.

Safety
In addition to a clean and sanitary environment, Williamson Dining Room provides a safe environment. One of our goals here at Williamson Dining Room is to operate an accident-free restaurant. A safe restaurant takes teamwork and effort on everyone's part.

Whenever you see a potential hazard, or something you notice as unsafe, notify someone immediately.

Here is a list of guidelines to follow for safety and sanitation:

Major cause of food borne illness
- Food left in the danger zone of 40° to 140° for four or more hours. Keep all foods out of the danger zone of 40° to 140°.
- Keep hot foods hot, and cold foods cold.
- Handle foods quickly during delivery, and put refrigerated and frozen foods away as soon as possible.
- Sloppy personal hygiene habits will not be tolerated.
- Do not prepare food a day or more before serving.
- Do not serve food that is not completely cooked.
- Thaw foods in refrigerator, microwave, or under cold running water for not more than 2 hours, followed immediately by cooking.
- Only use sanitized equipment and table surfaces.

Always wash your hands after you
- Eat, use the restroom; touch money, raw foods, or your face, hair or skin; cough, sneeze, or blow your nose, comb your hair, handle anything dirty
- Before and after taking a break

Dispose of waste properly
- Take garbage out frequently.
- Keep garbage areas clean and sealed.
- Clean and sanitize garbage cans regularly.
- Store soiled linen in a laundry bag or non-absorbing container.

Handle ice and tableware properly
- Use clean scoops or tongs to pick up ice, do not use hands or glass.
- Store scoops or tongs in a clean container, not in the ice.
- Do not store any food or beverage in the ice.
- Avoid touching food contact surface with dishes, utensils, etc.
Avoid cross contamination from one food item to another
  Keep separate cutting boards for raw and cooked foods.
  Never mix leftovers with fresh food.
  Store fresh raw meats, poultry, and fish on lowest racks.
  Sanitize thermometers after each use.
  When thawing raw foods in the refrigerator, place them on the lowest shelf.

Store foods and equipment properly
  Cover, label, and date foods in storage.
  Do not store food in open cans.
  Store new foods behind old ones.
  Store food off the floor and away from the wall.
  Check temperatures of refrigerators and freezers daily.
  Keep storage areas clean.
  Store chemicals and pesticides separately from food.

When cleaning stationary equipment
  Unplug equipment, and make sure hands are dry.
  Disassemble.
  Wash removable parts in dish machine, or three-compartment sink.
  Wash and rinse stationary parts.
  Sanitize food contact surfaces with sanitizer.
  Air dry before reassembling, without touching food contact surfaces.

Preventing falls
  Wipe up spills immediately.
  Use "wet floor" signs.
  Wear shoes with non-skid soles and heels.
  Walk, and do not run.
  Do not carry anything that blocks your vision.
  Keep drawers closed.
  Use ladders properly; never use chairs, tables or boxes. Do not stand on top of ladder, and do not over reach.
  Turn lights on to see.
  Never run in the kitchen. The floor may be wet.
  Never leave anything on the floor including ice from the ice machine.

Lift Properly
  Plan it. Do you need help? Could you use a cart? Where is it going? Which route is best?
  Get ready. Spread feet apart, shoulder width. Put one food slightly in front of the other for a good support base. Squat down with back straight and head up. Do not bend over from the waist! Grip the object firmly with both hands. Keep elbows and arms close to body. Tuck in chin. If lifting a tray, squat down alongside the tray and slide the tray onto your shoulder and hand.
  Lift it! Straighten your knees slowly and smoothly to a stand. Avoid doing this in a quick or jerky manner. Do not lift and twist at the same time.
Move it! Keep object close to you. To change position, move your feet and entire body. Do not twist from the waist. Look where you are going and call out "coming through" as needed.

Set it down! Bend your knees slowly and smoothly. Slide load into place; watch your fingers and toes.

Preventing Cuts
Know how to operate equipment.
Pay attention when using sharp equipment. Never touch edges of sharp blades.
Use guards when provided on equipment.
Use tampers to push food into equipment.
Turn equipment off before adjusting.
No loose sleeves, ties, or dangling jewelry should be by equipment
Use knives carefully.
Carry dishes and glassware carefully.
Sweep up broken glass; do not use your hands.
Use special container to dispose of broken glass, dishes, and other sharp objects.
Remove can lids entirely from cans, then dispose of them.

Preventing burns
Pay attention when working around hot equipment.
Use dry potholders or towels when handling hot equipment. Wet or moist towels will serve as conductors of heat.
Keep pot handles turned in from the edge of the range and open flames.
Avoid overfilling containers with hot foods.
Get help lifting heavy pots of hot foods.
Open lids of pots and doors of streamers away from you, and do so slowly, to avoid a steam burn.
Stir foods with long-handled spoons.
**Warn others of hot surfaces, pots or pans.**
Let equipment cool before cleaning.
Do not put icy frozen foods into the fryer. Put foods slowly into the fryer and stand back to avoid being splattered.
Strike match before turning on gas equipment, to avoid a flare-up.
**Wear closed-toe and closed-heel shoes that do not absorb liquids.**
Warn guest of hot dishes.

Preventing fires
Do not turn your back on hot fat, as it may burst into flames.
Keep equipment and hoops from grease build up because grease causes many food service fires.
Do not set the fryer at too high a temperature.
Store matches in a covered container, away from heat.
Keep garbage in covered container, away from heat.
Store chemicals away from heat because many chemicals are flammable.

Safe chemical handling
Do know where the material safety data sheets are posted, and read them.
Do read the labels of all products, before you use them.
Do follow the directions for proper storage, handling, and use for all chemicals you use.
Do ask your supervisor any questions or concerns you may have about using a certain product.
Do know how to call for medical help, in case of an emergency.
Do not ever mix chemicals together.
Do not store chemicals in unmarked containers.
Do not store chemicals in or close to food storage, preparation, or serving areas.
Do not leave aerosol spray containers near heat or spray close to an open flame.
Do not dispose of any empty chemical container until you have checked on the label for how to do so.

Reading the MSDS (Material Safety Data Sheets)
Read product name.
Fire hazard - explains if the product can catch fire or explode.
Health hazards - explains effects of over exposure and first aid procedures.
Spill precautions - explains steps to take in case of spills.
Special protection - describes any special measures, such as goggles and rubber gloves, used to decrease exposure and risk.

Glossary
- Airpots – stainless steel pots that coffee or hot water is stored.
- BOH – Back of the House – these are the people who are in the kitchen cooking and washing dishes
- Dry Storage – storage area in Williamson next to the kitchen
- FOH – Front of the house – servers and dining room managers
- Flatware - another term for knives, forks, spoons
- Material Safety Data Sheets (MSDS) – sheets that provide information about a chemical or cleaning product. Some information included in the MSDS is toxicity, health effects, first aid, storage, and first aid. MSDS outline handling, disposing of, and working with the product. These are stored in a three ring binder in the kitchen.
- Pass through – this is the cold refrigeration in the dining room that the BOH uses to store items that servers may need throughout the event of meal
- Warmer – this is the warmer unit in the dining room where the BOH will store food to keep up to temperature that will be used during an event or meal.

Conclusion
There is a lot of information contained in this manual! Believe it or not, however, there is even more information that is not.

We have given you the basics, as we view them, and how we would like them to be conducted. There is no section in this manual concerning "Teamwork." The reason for this is that we feel this topic falls under the "Common Sense" category. We expect the host and staff at Williamson Dining Room to possess this common sense from the word "GO."

We want you to use the service tips in the manual, along with your common sense, and above all, YOUR individuality, to help create an atmosphere that will encourage good times for our guests, and yourself. If this happens, you will be ensuring the success of not only Williamson Dining Room, but also yourself.

GOOD LUCK!!!