

## **Busser**

The first priority you have is to ensure that **EVERY** single guest is greeted immediately upon arrival and seated in a timely fashion. It is likely you will also be the last to say, "Thank You" and "Goodbye". You will be the first and last face a guest sees, so making an amazing impression is crucial.

When opening the store your job is to set all the chairs and tables up. This will require you to wipe all tables and chairs. The tables must look uniform (i.e., tables are all straight, napkin holders face the same way, and salt and pepper shakers are on the same side.) You will also need to put the floor mats in their respective places. After this is done, you must check to make sure all bathrooms are clean and well stocked. Stocking soaps and paper towels at every sink (even hand sinks) will also be performed when you open. All picture frames, windowsill, counters, and any area where dust could settle should also be wiped down. Look for any area that needs cleaning! Your final indoor opening duty is to wash all the utensils used by the Food Preppers.

Next make sure the front of the restaurant is sparkling! To do this, you must canvas the parking lot, bushes, benches, and outdoor trashes, basically anything the customer will see at first glance. Curb appeal is very important for a restaurant.

Your daily duties will be to serve our customers primarily by assisting the Servers. The first thing you will do for a guest is to seat them with menus! You will then assist the waiter with drinks, taking food out, and taking out ice cream. Manicuring (constantly cleaning) and patrolling the Server's tables is crucial. It is your job to help the Servers remove dirty dishes, empty glasses, and even ask if customers would like refills. Make sure you are actively participating because, at the end of the day, the better your service has been, the happier our customers will be, the more money the Servers make, and the greater will be your reward!

Bussing and cleaning the table after the guests have left must be done quickly. Dirty tables are unsightly and are an eye sore to guests dining. However, it is imperative that you take the time to clean the table properly. Not many things are worse than seating a customer at a dirty table. But working quickly is the key to success, since the more open tables there are, the more people we can seat!

### **Washer**

As a washer you are very important to making sure the restaurant is running smoothly. Your main responsibility is to wash dishes, but you are all in charge of ensuring that dishes, glassware, silverware, or any utensils are washed at all times. You will need to periodically check the floor to see if the Busser needs help. Assisting the Busser in seating and bussing when busy is also something we expect you to do. Do not merely stay in the back and wash, be an active member to the team. Throughout the day and at closing it will be your duty to make sure all trash cans are emptied. Just because you might not be always on the floor the usage of cell phones is not permitted. You must also always conduct yourself as if a guest can see you.

### Questionnaire Answers

1. In your opinion, what can we do to improve speed on the floor?

Eyes need to be up/Quicker to the door/Needs to be more productive during down time (refilling water, pre-bussing, etc.), Directing one another, Ask for help

2. Besides a late rush, what is it that causes our bussers to get out so late? What can we do to improve the closing process? Speed & efficiency?

Not pre-bussing/Leaving things off until after close (bus carts, bus tubs, i.c. tubs, grill items, putting food away, etc.)

3. What can you personally do when you are on the floor to improve our customer service?

Smile, speak with enthusiasm, ask questions (first timer?), Hurry to the door, Hurry to get servers waters & drinks, Take food out for the servers, etc.

4. In your opinion, what are our buss boys/girls doing well? What are the areas we can improve on?

Wiping tables, picking up trash on the floor- Buss cart area, Attitude, Closing, learn to close quickly by yourself

5. If a customer walks through the door and says, "It's my first time at Leatherby's," would you treat them differently? If so, what would you say or do differently?

Get them samples, tell them they are in for a treat, Let the server know they are "newbie's", Thank them for coming in, Be extra generous, Tell the Manager, etc.

6. If a table of 15 walks through the door on a Friday night, and we are jam packed, what would you say to the customer?

"Folks, the wait is only going to be a few minutes, but I will do my best to get you seated as soon as possible."

**Review Priorities:** What is most important? Greeting? Seating? Bussing? Waters? Pre-Bussing? Restrooms? Wash Dishes? Restock Dishes? Carry out Food for Servers? Sweeping/Wiping up Floor? Listening to the Manager? the Server? etc.

### **The greeting**

- Need to get to the door faster, look people DIRECTLY in the eyes and smile!
- Need to be more upbeat, enthusiastic, creative in your greeting
- Menu can come after the greeting
- Who is the designated seater?

### **The table**

- The tables are often wiped extremely poorly (filmy, sides, chairs) especially in the back section.
- The floor around/under the table is very dirty...trash is all over on a busy night (keeping our floor clean is essential!)
- Chairs at the table slide in up to the black part only

### **Server Interaction**

- The attitude. When the server asks for something he/she is your boss, (unless you received conflicting directions from the manager). However, you must let the server know what you are doing. If you can't get to something, please speak up...However, he is the one paying you at the end of the night.
- If they are busy bring their food out.
- They get extremely frustrated when you come out from the back, look around, and then turn straight around. Always ask: "Is there anything you need...how can I help you?"

### **Be prepared for the next rush**

- Waters should be ready, the floor should be swept, buss carts should go to the back, Clean Menus should be at the door, ask waiters what they need.

### **Closing Procedures**

- Always be preparing to close during the last hour or two

### **Coming in to work impaired**

Coming to work under the influence—whether that's being stoned or otherwise impaired—is not acceptable, whether you're on or off the clock.

As your managers, we care about you and work hard to treat you with respect and friendship. When you arrive to work in this condition, it's disappointing and feels like you don't value the trust we place in you or the team around you.

You are the face of Leatherby's. Each of you was chosen to be here because we believe you're capable, responsible, and ready to represent this business with pride.

Please remember that working while impaired doesn't just affect you—it creates safety risks, impacts our guests' experience, and can damage the reputation of the entire team.

This is a serious matter. We ask that you always show up ready to give your best, respect yourself, and respect the people who count on you. If you ever need support or are struggling, please reach out. We are here to help.

## **Daily chores Bussers**

### **AM shift**

Monday- Scrub sidewalk with soap and bleach

Tuesday- Scrub vents and hoods.

Wednesday- Clean and disinfect bathroom. (Walls, partitions, doors, ETC.)

Thursday- Vacuum ceiling vents slow side

Friday-Vacuum ceiling vents fast side.

Saturday- Scrub dishwasher from top to bottom.

Sunday-Hose and scrub dumpster area.

### **PM Shift**

Monday-Scrub walls in washroom. (Including under running boards).

Tuesday- scrub bus carts.

Wednesday- scrub all garbage cans.

Thursday- scrub bus stubs

Friday- Clean door frames and wet floor signs

Saturday- wash out all floor sinks with bleach.

Sunday- Scrub outside garbage cans, inside and out including lids.

## **What can BUSSERS do to improve customer service and give customers the best experience possible?**

### **1. Our Greeting**

- Up-beat?
- Do we give the impression we are happy?
- Smiling?
- Do we make them feel invited?
- Speed? Quick?
- Be professional – address people as “sir” rather than calling everyone “guys”
- Gabe receives more compliments than any other team member! “Hey folks, welcome to Leatherby’s!”

### **2. Our Appearance**

- Towel in Hand or hanging out of pockets
- Are we clean shaven?
- Shirt tucked in.
- Velcro strap under pants to hold shirt in

### **3. The Table**

The Arden store as a whole frequently receives reviews of being dirty, and of slow service!

- Busser at Arden named Nick. One of the best we have. When I started managing, I could not get this guy to do the little things... He was quick but lazy.
- First it was the side of the table, then he wouldn't go under the napkins...etc. Now he follows the.....

#### **The Five Step Process**

1. Top of the table including napkin holders
2. Edges (Sides of table often get missed)
3. Seats (back, bottom, cushion)
4. Floor (a dirty floor makes the whole restaurant look dirty)
5. Step back (look at the table through a customer's eyes)

As bussers we tend to move too quickly, and we miss what's really important: what the customer sees!

### **4. Working with Waiter**

- Ask what they need.
- Refilling drinks. Waiter should be on top of this but need help doing so.
- Pre bussing
- Helping waiters do their job increases their tips and yours!

### **5. Making sure the restaurant is CLEAN!**

- Bus Cart area
- Napkins/trash on floor
- Bathrooms
- Booths
- Most importantly our consistency throughout the night. At the end of the night, we often get lazy and our service goes way down.
- End of the night cleaning is worse than beginning
- Citrus Heights waiter Ryan says "it's a dollar off" if he finds his table dirty with new customers