

Greeter/ Seater/ Washer/ Busser

As the seater, you are the first impressions that our customer has with our creamery! Your mood and demeanor have an impact on our guests visit and you set the tone for their experience at Leatherby's. THAT'S A LOT OF POWER! Make sure you are smiling and upbeat. You need to know our Do's and Don'ts of guest interaction, and meet our guest service requirements at all times. As a seater, you need to make sure you are taking the following into account when you seat a table:

Seating guests: When a party enters the restaurant, you need to meet them at the entrance and in a clear, loud, joyful voice say: "Welcome to Leatherby's". Allow the guest a moment to respond. Ask them how many people are in their party. If you question the age of the children present, you can ask, "How many children do you have under 10?" Take the appropriate number of menus and guide them to the table that best fits their group. You want to be sure to select a table that provides enough space for the party and accommodates any special needs that they might have. If they have a young child/baby, ask them if they need a highchair or booster seat. Due to the speed of our creamery, it is easy to want to drop the menus on the table and run off to your next task...do not do this. You need to wait until the guest have been seated and then hand out the menus to each person or set a menu down at each seat. Look the guest in the eye and say, "Your server is XXXXX, will be right with you." It this time if they needed a highchair or booster seat you would go get it for them. It is the server's job to try and sell the guests beverages, so we do not want seaters/bussers to immediately get every table water. However, if the guest asks you for a drink you need to either get it for them or tell the server so that they can get the drinks for the customer.

If there are two people in a party you need to seat them at a table for two, not at our largest booth/tables. Try to seat the max number of guests at each table to maximize our seating area. If a customer requests to be seated at a particular table, then go ahead and accommodate their request, otherwise it is your responsibility to be sure that groups are sat at the correct size table.

Sometimes guests will ask to sit in a section that is closed. In general, we try to accommodate all guest requests, so you can say something like, "We don't have a server in that section right now, but we can make this exception for you. I'll let the server know that you are sitting here." Be sure to let the server and manager know if you end up sitting someone outside of the open section. Servers tend to be so focused on their section that they miss the things going on beyond it. If there is something out of the ordinary going on with a table, let the server/manager know so that they can be sure to take care of the guests.

Staggering seating: You will also need to make sure you are staggering seating. This means you are alternating between servers. Try to seat one server, and then the next. Try to make sure each server has approximately the same number of guests in their section. If you seat one server with six people, try to make sure the other server gets the next large party. The servers depend on your seating to make money; we also do not want any one server being overwhelmed with too many large parties or guests. The more stressed your servers the more their customer service worsens which means less \$ in your pocket!

ADA Compliance: American Disabilities Act (ADA) has strict laws requiring that there be appropriate space for a wheelchair to be able to pass through an aisle at all times. It is imperative that there not be an obstruction in the path of a wheelchair accessing the restrooms or cashier area. In order to make sure there is always enough space, you should NEVER place a highchair (or stroller) in a main isle and you need to be sure that tables are pulled in enough to allow room for guests to sit in their seats yet still allow an appropriately sized isle. At times, this may mean that you need to pull a table in a little to allow enough space for a guest/party.

Accommodating Special Needs/Requests: You will find that often times you need to accommodate the special needs of a guest when taking them to their seat. The list below are some examples of guest that may need accommodation:

- Perhaps you are seating an older guest who is slowly walking with a cane. Offer them a seat close to the door.
- If a guest is in a wheelchair, create a space large enough to accommodate the chair directly off of an isle. There should still be enough room for our teammates and customers to walk around the wheelchair. This may require pulling up a second table or scooting a table in to allow room for the wheelchair.
- A guest with a broken leg will likely need to have their foot elevated or at least in an area where they have the space to situate it comfortably. Once they are sat, make sure that their crutches are not sticking out in the aisle creating a tripping hazard.
- Sleeping babies, high chairs and strollers often require moving chairs around to create the needed space for our miniature guest. You always want to seat a highchair, especially if it has the baby seat sitting in it, in the inside isle. It can be dangerous for the baby if they are close to a busy isle where they may be bumped or there is the potential for something to fall on them. If the baby is asleep, ask the parents if they would like to sit in a quieter area of the restaurant. The parents will appreciate that you showed concern for their babies' wellbeing.

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 utensil is 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 on the floor at all times the usage of cell phones is not permitted. You must also always conduct yourself as if a guest can see you.

Notes about the washer position:

- If you think about it, if our dishwasher stops or breaks down, the entire restaurant will come to a screeching stop. It is vitally important that you communicate any concerns with the dishwasher or any other problems in the washroom with your manager. The dishwashing machine is an incredibly expensive piece of equipment. DO NOT ever bang or slam the unit. If you see nuts stuck in the spinner you need to remove them properly, never hit the spinner on the ground. If you notice a problem, please let the manager know ASAP. They will either contact the owner or the maintenance company to make sure that the machine is running correctly.
 - Note that if you are spraying off the dishes correctly you will not have issues with nuts. For over 30 years we have been serving the same nuts with our sundaes and washing the dishes the same way. If there is a problem, it is most likely because you are doing something wrong. The lead busser or a manager is there for your guidance and will be happy to help!
- It is imperative that you check the dishwashing chemicals every shift. We must never run out of the solution or sanitizer. If the tub is low, you (or the lead busser) need to replace the tub or notify the manager on duty.
- It is incredibly important that you communicate with the manger/busser about the need on the floor for dishes. There are busy summer nights where we will find that we have run out of silverware and/or dishes. This can be avoided if we are all communicating with each other. If someone comes back to tell you that we are out of dishes, we expect you to treat this need as an emergency. Also, if you notice that you are consistently out of a certain item, communicate with the manager that you think they should open more dishes. It is important that a manager is aware if dishes are opened, as they will be communicating with the GM that the stock needs to be replaced.

- At times drains will get clogged. You must unclog the drains immediately when this occurs. Standing water is a problem that could cause an instant shut down by the health department. Additionally, standing in a puddle of water is dangerous. If a floor drain ever clogs inform your manager ASAP.
- You must switch out carts before they are spilling over the tubs. It is not okay to see how high you can get the cups to stack. When you allow the tubs to get too full, the dishes will eventually start falling on the floor and breaking. Replacing broken dishes is a significant cost to our creamery, and often this cost can be avoided. We once had an employee who liked to play “Jenga” with our dishes. He no longer works here.
- When you switch out the carts you also must check to be sure that the floor and walls surrounding the cart are picked up and clean. If necessary, you will need to clean the way or sweep the floor around the cart area. Keeping your washroom clean will make you feel better all shift!

Busser

***** Bussers need to read and understand all of the information in the “Greeter/Seater” and the “Washer” sections of this manual.**

Congratulations on your promotion to Busser! The first priority you have is to ensure that **EVERY** single guest is greeted immediately upon arrival, and sat in a timely fashion. (Before cleaning tables, helping waiters, etc.) Accordingly, 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 absolutely crucial.

Shift Duties

Your daily duties will be to assist the servers. The first thing you will do for a guest is to seat them with menus! It is your job to help the servers remove dirty dishes, empty glasses, and even ask guests if they would like refills. Make sure you are actively participating in the guest experience, because at the end of the day the more money the waiters make, the more you will get tipped out!

Bussing and cleaning the table after the guests have left must be done quickly. If you (and the server) have done a good job pre-bussing dirty dishes, bussing a table will be fast and easy. When pre-bussing, always remember to ask, “May I take your dish” before clearing the table... you never know if they were saving that last fry for a special reason.

Dirty tables are unsightly and are an eye sore to guests dining. The more open tables there are the more people we can seat! Watch experienced bussers to see how they stack dishes and grip glasses in order to maximize their trips. We ask that you make two trips and clear about 3-4 dishes & cups at a single time. This is faster than spending minutes at a time trying to grab everything at one time trying to balance each item. Making two trips is faster and allows you to pick up the last few items off the table and wipe it down at the end of the second visit. When you wipe down a table start at the top and work your way to the floor. Wipe the napkin holders, salt and pepper shakers, tabletops, table edges, chairs/booths and then look under the floor for spills and trash. Your eyes are the only ones that will see the table before the next guest sits down. It is VERY important that you clean the table thoroughly... nobody wants to sit down and get their arm stuck in old caramel residue or grab a salt shaker that is covered in chocolate. To bus a table, follow these 5 steps!

The Five Step Process

1. Top of the table including napkin holders are clear & clean
2. Table Edges cleaned (Sides of table often get missed)
3. Seats cleaned & free of sauce drips (back, bottom, cushion)
4. Floor is free of trash or debris (a dirty floor makes the whole restaurant look dirty)
5. Finally, step back (look at the table through a customer’s eyes)

It is very important that you change your towel out often. Leatherby's is a "1 use" towel restaurant. If your towel touches the floor, or a chair, you will need to replace it with a new one. Our towels are washed in bleach and left damp after the wash. Therefore, we do not need to spray chemicals all over the place when we clean a table. If your towel is dirty, toss it in the dirty towel tub and grab another towel. Putting towels in your apron pockets is not allowed per the state health code. If you remember in the SERV Safe class, bacteria will grow on damp towels that are shoved in your pockets. Plus, your aprons will get all wet and be stinky by the end of your shift.

Making sure that the floor is constantly clean is also one of your top jobs. Be sure to pick up trash as you walk past it and you must sweep under tables any time there is any debris. Being a family restaurant, often the sweet little guests that we adore will turn their floor under their highchairs into a pig pen!

As a busser you have more interaction with our guests than nearly any other position. It is imperative that you follow all of the uniform and grooming policies as outlined in the Employee Handbook. If you look clean and professional the customers will notice and you will help them have a memorable experience! If you do not look clean, clean cut/shaven and well pressed you will not be able to work on the creamery floor and will receive a write up and/or be moved to another position for the shift or sent home.

Leatherbys spill policy:

Also, you need to be aware of any water or anything else on the floor that might cause someone to slip and fall. You should never leave a water spill unattended until a wet floor sign is placed, or the area completely dry. If you find a water spill, stand over it & get the attention of a teammate! Let your teammate know that you have a water spill and they should grab towels and a wet floor sign. While waiting for your teammate make any passing customers aware of the water spill and direct them around it. Once the area is completely dry & the wet floor sign is present you can now continue your normal duties. This is very important, if necessary, ask your manager or another teammate to assist you. We need to be sure that our floor is safe at all time.