

EMPLOYEE DUTIES AND RESPONSIBILITIES

SERVER'S + BARTENDER'S JOB DESCRIPTIONS

SCOPE AND GENERAL PURPOSE

- To provide our guests with memorable dining experience
- To ensure full delivery of steps of service
- To promote the La Vecchia brand
- To achieve sales goals as set out by the management team

REQUIRED KNOWLEDGE

- Understanding of all food and beverage menus
- Food and beverage products knowledge
- Restaurant policies
- Dining etiquette
- Kitchen etiquette

OVERALL DUTIES

- Arrive in full readiness prior to your shift
 - Clean uniform
 - Waiters' tools [pen, paper, corkscrew etc.]
- Complete daily opening and closing duties
- Light cleaning duties
- Hosting and expediting duties as required
- Serving guests utilizing steps of service
- Participate in scheduled staff meetings
- Promote the La Vecchia brand on and off duty
- Use selling strategies to upsell guests

STEPS OF SERVICE

La Vecchia restaurant has been in business for over 25-years. Part of the longevity of this success is the continuous strive for excellent guest service by our employees.

Through our service standards we aim to provide genuine, attentive and friendly service to all guests of the restaurant. All service staff should work towards ensuring that our guests have a memorable dining experience leading to repeat business.

An essential step towards creating a memorable guest experience is participating in our pre-shift meetings. Please pay full attention during the pre-shift and ask any questions that may assist you during your shift. This is the time to ask questions! You will be informed about specials, featured wines or cocktails, items that are running low or are on the 86-list. We hope that you always have a successful shift.

The steps below are a guideline to service Steps 1-3 should take 2-5 minutes in times. They may also be altered within a reasonable manner if the service/situation dictates different approach.

The Steps Of Service

1. *Welcome / Greeting*

- a. Greet guests with a warm welcome upon arrival
- b. Offer to hang up coats or store large personal items
- c. Escort guests to their seats – (if host/hostess is not working)
- d. If the table is not ready offer bar seating (if host/hostess is not working)
- e. Remove extra place settings/glassware (if host/hostess is not working- Not Mgmt.)
- f. Present menus once guests are seated (if host/hostess is not working)
- g. Inform server and or MOD of any reservation details (if host/hostess is not working)
- h. Follow Covid Policies.

2. *Initial Engagement*

- a. Acknowledge guest(s) within 2-min of being seated – Management to approach if server busy
- b. Present yourself to the client introducing yourself.
- c. Water service – offer flat, sparkling, regular + initial beverage.
- d. Split Payments can be done up to 6 guests, after that it is total Bill Divided by number of guests or 1 person pays. Very Large groups(buy out etc) will already have discussed with management as to payment.

3. *Beverage Service*

***** If a guest is not enjoying an alcoholic beverage please suggest one of our mocktails***

a. *Cocktail Service*

i. *Cocktail Service*

1. Offer pre dinner cocktail, a featured cocktail
2. When ordering drinks always practice premium upgrade. Ex I'll have a vodka soda. Will that be Gray Goose?
 - a. Deliver beverages using a clean tray within 5 minutes. Tray should be carried in one hand and never placed on a table.
 - b. Cocktails should be properly garnished, served in clean glassware and have adequate amount of ice (if necessary).
3. When a guest is almost finished with their cocktail please inquire whether they would like another one.

ii. *Wine Service*

***** Upselling wine must be conducted politely. We encourage staff members to bring featured wine to the table – labels sell *****

1. Present wine bottle to the guest with label facing the guest who ordered the wine repeating the name, grape and vintage. With white wine allow the guest to touch the bottle to check for temperature
2. Wait for acknowledgement
3. Cut foil from the lip of the bottle and remove debris
4. If the wine is capped with a cork please present it to the guest
5. Offer a taste and wait for approval

6. Pour wine in a clockwise direction
7. Adjust pours according to the number of guests drinking from the bottle. Do not over fill glasses. The first pour should be about 4oz.
8. Inquire what are the guests interested in, are they looking forward to a specific dish etc. while serving drinks
9. For white wine place a brown napkin under the chiller
10. Remove the wine cork from the table.
11. Top up wine accordingly
12. If switching to a different wine replace glassware
13. When ordering new bottle please offer taste test
14. When drinking reserve wine and ordering another bottle please offer new glassware.
15. Unconsumed wine can be resealed as long as the cork is fully inserted into the bottle.

4. Recommendations / Features / Dining

- a. Explain specials as described during the pre-shift
- b. Guide meal selection – suggesting the best item from our menu
- c. Propose appetizer if one was not selected
- d. Repeat full name of the dish and indicated on the menu to ensure order accuracy. (number of dishes are similar ex. Rigatoni Romani & Rigatoni Gorgonzola).
- e. Ring in orders immediately, with seat number reference, in a table-by-table manner.
- f. Present bread, olive oil and vinegar once the order has been taken
- g. Ensure proper mise en place in place for upcoming course and take away any cutlery if not required ex. a soup spoon

Allergy

- h. Communicate with MOD to ensure the dish has no allergens
- i. Communicate all allergens through POS – **even if allergen is not typically found in this item.**
- j. Communicate verbally with the Chef to ensure allergy modified has been noted by all kitchen staff
- k. Wash hands before serving client with allergies
- l. Dishes that have allergy modifier should be delivered separately

Kitchen Etiquette

- m. Before you communicate with the Chef check if the MOD can answer your question.
- n. When communicating with the kitchen you are only to speak with the person in charge of the kitchen.
- o. Please limit any conversation in the kitchen, as they are distracting to the kitchen staff.
- p. Listen carefully when the Chef is calling out table numbers
- q. Servers should not stand in the Kitchen unless they are required to do so.

5. Meal Presentation

***** Serving guests is a team effort! Servers are expected to assist food running to guests during service, as their section permits. Food running is a priority! *****

- a. Ensure that proper mise en place is in place before dishes arrive this includes bowl for the shells and hot peppers for pizza.
- b. Except for orders with allergies plates should be carried 3 at a time
- c. Always communicate to inform others of your presence, say “Behind” or “Corner”
- d. Appetizers/desserts should arrive within 10-15 minutes of being picked up, main courses should arrive within 15-20 minutes of pick-up time.
- e. Serve from the right and clear from the left if possible.
- f. Announce dishes with proper Italian pronunciation
- g. Meals should be delivered according to position numbers – not auctioned off.
- h. If the customers ask please explain the dish ex Tagliatelle al ragu – egg noodle pasta in a veal ragu, topped with Pecorino cheese.
- i. Offer ground pepper and cheese
- j. Say “buon appetitio” or “enjoy your meal” to the guest before you leave the table

6. Quality Checks

- a. Perform two quality checks throughout the meal, first after couple of bites into the course and second mid-course.
- b. Pay attention to any facial expression that may indicate whether the guest is enjoying their dish.
- c. Pay attention to any unfinished items and inquire to see if anything was wrong if dish was not fully consumed.
- d. Ask if the guests are still enjoying their meals before clearing plates.
- e. Unless requested otherwise please wait until everyone is finished eating before clearing dishes.
- f. Clear from the left whenever possible
- g. **Servers are responsible for communicating food delays –**
 - i. Appetizer must arrive within 10-15 minutes – Manger must be notified is this is surpassed.
 - ii. Main course must arrive within 20-25 minutes of pickup & if not must notify the manager.

7. Table Maintenance

- a. Unless the guests are stacking dishes, wait for all guests to finish eating before clearing plates. This applies to tables up to 6 people. Otherwise take plates when it’s clear the guests want them to be removed from the space.
- b. Clear all plates at the same time – only exception is large groups
- c. Remove glassware as they become unnecessary
- d. Decrumb the table after each course.
- e. Engage with guests to ensure memorable experience

8. Dessert / Coffee / Digestive service

- a. Always try to drop a dessert menu after dinner is cleared, but also read the table, if they look like they are in a rush then ask, “would you like to see the dessert menu”.

- b. During Unless it's a Saturday night or very busy service, deliver dessert menus once guests had few minutes to digest their main courses. Otherwise ask the guests, "would they like anything else, Dessert, Coffee?" otherwise drop the bill.
- c. Always recommend a dessert, either our Tiramisu or Dessert special.
- d. Always suggest a digestivo with their dessert – barrel aged grappa, recioto or amaro

9. Farewell

**** Bill Payment & Final Remarks**

- a. Unless it's busy service wait for the guests to request the bill.
- b. Follow through with service even after the guest has paid the bill; make sure that water glasses are always topped up.
- c. Clear as many items from the table as possible
- d. Once guest have departed assist in clear the table
- e. Report any relevant dining details to the host and MOD.

SERVICE DISRUPTION – ADDRESSING COMPLAINTS

When things go wrong it is important to recognize that compassion and understanding go a long way. When a guest is waiting too long for the food or if something is prepared not to their satisfaction always strive to resolve the problem.

ACKNOWLEDGE

Recognizing and acknowledging that something has gone wrong is the first step in our interactions to ensure that we meet expectations the second time around. There is nothing worse when a guest has their dish/drink remade and it's still not satisfying.

It is important to recognize the nature of the problem. Is the dish too salty, or is it the entire flavour profile, or maybe the way it's presented?

APOLOGIZE

Showing empathy is key to winning the guests trust. Personalize the experience to ensure the guests knows that they matter to you and our establishment.

ACT

Inform the MOD about the existing issue. If you haven't done so already ensure that the guest is provided with an alternative choice. Offer alternatives to ensure guest expectations will be met. Request the MOD check on the table once the new item has been delivered. Inquire whether complimentary support will be offered (meal, discount etc).

SERVICE EXCELLENCE

Each shift at La Vecchia restaurants starts with a mandatory preshift meeting. During the preshift the Chef and management team will discuss specials, items which we want to sell, items on the 86-list, or those that are running low on. You must offer you undivided attention to ensure that you understand the information shared with you at that time, and to ask any questions you may have in regards to the information being shared.

1. Start with a smile
2. Be Respectful
 - a. Treat Customers with Empathy and Understanding
3. Respond promptly
 - a. Respond to guests request in a timely manner. Ex if a guest is asking if you extra potatoes, make sure you deliver on time.
4. Be Organized and work Strategically
 - a. Be efficient at performing your tasks. This will allow you to accomplish more with less time and. Don't walk empty handed. Punch orders one at a time.
5. Communicate
 - a. Please communicate in a clear and concise manner.
6. Be the expert
 - a. Know the menus, understand what substitutions you can and cannot make and why, offer alternatives
7. Anticipate Customer needs
 - a. Ex. if you have a regular client who drinks expensive wine have large glasses ready on the table. Read the guest to find out what he/she is looking for.
8. Follow-up
 - a. Check on the guest multiple times during service.
9. Own up to your mistakes
 - a. If you make a mistake, report it and apologize to the guests.
10. Build customer loyalty and elevate our brand
 - a. Consider yourself an ambassador of the restaurant by taking pride and ownership in what you do as a person and what we do as an organization.

TELEPHONE ETIQUETTE

- When speaking over the phone always smile as if you were speaking to a guest who was in front of you.
- When answering the phone please say “Buon Giorno” – in the morning, or “Buona Sera” in the evening, La Vecchia restaurant ‘_(your location)_’, this is ‘_(your name)_’ speaking.
- Know the address and telephone number of both locations
 - Uptown - 2405a Yonge st. 416.489.0630
 - Etobicoke - 90 Marine Parade Dr. 416.251.5999
- Know driving directions to the restaurants
- Ask if the guest knows where to park, if not share parking instructions with them

- Be familiar with policy information regarding large party booking
- Be familiar with our gift card policy
- Be able to assist with takeout orders
- If required, please take detailed message for owners or management. Including name, contact number and the best time to call back.

Thank you for taking the time to familiarize yourself with duties and responsibilities associated with your position. If you have any question or concerns with the above please contact your MOD to discuss in greater detail.

SERVER - LUNCH OPENING DUTIES

- Check the reservation book, Open Table ensure all reservations are accounted for (**if host not present**)
- Report any large groups and special reservations to the MOD (**if host not present**)
- Check for milk and cream
- Assist is setting up the patio if necessary
- Polish glasses, cutlery and plates
- If necessary prepare a list for the bus person for any items to be brought up from downstairs
- Ensure tables are set up according to the plan
- Check candles
- Fill-up the cheese
- Check specials – Kitchen 86 list
- Check the 86 bar list
- Clean all menus
- Clean all bill folds
- Confirm dinner reservations of groups of 4 or more.

SERVER LUNCH - CLOSING DUTIES

- Assist in resetting tables throughout the restaurant
- Refill pepper grinders, olive oil & balsamic bottles, hot peppers and spicy oil bottles
- Fold napkins
- Refill server stations
- Prior to cashing out check the printer & Interac machines for paper

- Wait until all your tables have left the restaurant to do your cash out
- Prior to cashing out ensure that all tables have proper set-ups
- Prior to cashing out check with the MOD if any additional closing duties are required
- Prepare cash-outs – ensure all credit cards slips are present (mark on staff report)

SERVER - DINNER OPENING DUTIES

- Please arrive on time – with a clean and pressed uniform
 - Hair should be neatly trimmed and or tied if long
 - Facial hair should be neatly trimmed
- Turn on all lights outside
- Light candles
- Polish glasses, cutlery and plates
- Set up tables according to the reservation plan
- Check all the service stations and replenish cutlery
- Prepare parmesan cheese or top up setup cheese graters
- Check specials, 86-lists kitchen, 86-list bar on the White board in the kitchen
- Wipe down computer screens
- Make sure all tables are leveled and spaced correctly
- Check what section you are in at the host.

SERVER – DINNER CLOSING DUTIES

- Assist in resetting tables throughout the restaurant
- Change and print lunch specials

- Refill pepper grinders, olive oil & balsamic bottles, hot peppers and spicy oil bottles and wipe them clean
- Check for printer paper, both terminals and stationary printers.
- Floor staff is to completely empty oil and balsamic bottles to predesignated containers and put the bottles to be washed. This is a monthly duty 1st Sunday of every month.
- Put away the cheese and wipe down mise en place area
- Ask if you can start with closing duties
- Fold napkins
- Wait until all tables have left the restaurant – ask the manager on duty if you can begin closing duties
- Sweep and mop the floor moving the chairs out
- Blow-out any candles
- Prepare cash-outs – ensure all credit cards slips are present.

- Waiters leaving first and second are responsible for the following.
 - Wipe down the front workstation, replace any missing cutlery, if necessary change the napkin on the mise en place plate.
 - Fold napkins
 - Make sure all tables they served have been reset
 - Check for lunch specials if necessary
 - Refill black pepper
- Waiters leaving third and fourth sections are responsible for the following
 - Refilling olive oil and balsamic
 - Refilling spicy olive oil
 - Refilling salt and pepper containers
 - Refilling dry hot pepper containers
 - Reservations for the following day should be entered into the Guest Centre system and if necessary setup tables according to the plan.
 - Leave the tablet plugged in to charge for the next day.
 - Assist with setting up tables
- The two servers that are closing are responsible for:
 - Closing the patio if necessary
 - Sweeping and mopping
 - The final inspection and completing any leftover duties that have not been completed.
- If there are less than 6 servers the duties have to be divided by the number of servers working, ensuring fair distribution of work. Opening servers do less duties as they already opened the restaurant and closing servers to do a bit more.

BAR OPENING DUTIES

- Sweep and mop the floor and mats
- Stock wine if necessary
- Stock beer if necessary
- Stock teas
- Stock coffee reg/dec/esp/dec esp
- Stock and cut limes, lemons and oranges - please wash before cutting
- Clean and fill-up sugar carts
- Check for milk and cream stock buy more if required
- Stock juices: white grape/ cranberry/ clamato/ oj/ fresh lime/ apricot/ apple
- Stock San Pellegrino: Limonatta, Aranciata, Pompelmo

- Stock mineral water lrg sparkling/sml sparkling/flat
- Stock cocktail napkins
- Stock stir sticks
- Stock Caesar garnish – olives, peppers, cherry tomato
- Stock mint and gooseberry
- Line coffee saucers with napkins
- Polish large wine glasses
- Prepare boxes for empties
- Review and update the 86-list
- Let the manager on duty know if any orders need to be placed

Bar ordering schedule and Weekly cleaning duties

- Sunday: Lunch - Bartending stock inventory Dinner - Wine inventory
- Monday – LCBO order – Coffee
- Tuesday – Beer – Pepsi – CO2
- Wednesday – clean behind fridges, and wipe all bottles
- Thursday – bleach coffee cups and teapots, decanters, clean water jugs. Check on stock (water, milk, cream, juices), wipe down all shelves and wash plastic placemats

BAR CLOSING DUTIES

- Ensure all glasses have been washed and polished
- Stock white wine and beer fridge
- Stock red wine
- If necessary, cut limes and lemons for lunch shift
- Clean all fruit containers and put away fruit in the fridge

- Empty and clean the coffee pots
- Empty and clean the bar rail
- Empty the ice bin and clean the well
- Windex the glass fridge doors
- Clean the stainless-steel fridges
- Dispose of any espresso grinds
- Stock sparkling and flat water
- Ensure enough milk and cream is left in the fridge for lunch
- Refill espresso grinder
- Stock regular coffee and tea
- Clean espresso and coffee machine pour at least one glass of hot water down the espresso machine
- Clean and refill the sugar carts
- Take out the recycling and garbage bins to the back
- Pour bleach down all the drains
- Take all empties down to garbage room
- Wipe the bar
- Clean wine decanters
- Check if there any missing items and place orders accordingly
- Line all saucers with black cocktail napkins
- Restock straws and stir sticks
- Remove the sink lining, remove any garbage or debris and clean the sink.