



# SUPPORT SERVER MANUAL

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## Introduction

Congratulations on being selected to perform one of the most important, challenging and rewarding jobs at the Whistling Kettle! As a member of the support staff, 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. Support staff consists of greeters who acknowledge customers who walk in the door, seater/runners who help seat customers at tables, clear tables, run food and fill in on the floor wherever possible, tea tenders who prepare beverages (and sometimes deliver them) and cashiers who ring out customers. Some days these positions might be assigned to one person (i.e. tea tender/cashier) or later in the day, the tea tender becomes greeter. We adjust staff base on business levels, so support staff need to know each area, even if they are not always assigned to it.

We will provide you with the training you need to be successful. We take great pride in our quality food , selection of teas 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.

Being part of the support staff, 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 the Whistling Kettle. The Whistling Kettle's mission is to enrich the lives of our guests, our employees and owners. We do this through superior quality food and beverages, legendary customer service, sales growth, cost controls and treating our employees like family. We believe that our employees are our most important resource and our success depends upon creating and retaining a staff capable of delivering an exceptional dining experience to every customer, every time. Our Mission statement simply put!

### **C.A.R.E.S.**

☑ **C**ustomers are our focus

☑ **A**ttitude affects everything

## Whistling Kettle Support Training Manual

- ☑ **Respect others-have fun**
- ☑ **Earn profits for everyone**
- ☑ **Service is EVERYTHING!**

Once again, welcome to the Whistling Kettle Team!

## Support 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 and the tea list. Our support staff is broken down into certain areas of responsibility. You may be trained on one or more of these responsibilities. All support staff work as a team. There are times when one station may get overwhelmed, and other staff members may be required to assist.

Each support position (greeter, runner, tea tender) has a training guide with essential knowledge and responsibilities. You, as support team member for the Whistling Kettle, must learn these responsibilities.

### General Job Guidelines and Responsibilities

- 📖 You will be given one or more training guides. Make sure you know all aspects of the guides.
- 📖 P.P.P.P. – Proper planning prevents poor performance. Check your stations and supplies so that you do not run out of anything in the middle of service.
- 📖 When handling plates or food, never let your hand touch the eating surface or the food.
- 📖 Know your schedule.
- 📖 Know what time to be here for each shift.
- 📖 Know what the daily specials are
- 📖 Know the history of the restaurant. (in catalog)
- 📖 Know the menu
- 📖 Know the managers.
- 📖 Avoid any long conversations at any particular table. This will only upset your other customers.

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- ☞ Clear your mind of everything except work when you walk in the door. Guests can tell when an employee 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 Restaurant's slow period.
- ☞ Don't ever stand around or lean on anything. You can always be cleaning. Running clean-up, wiping shelves or the sales station, taking bus tubs to the back, etc. A server never goes into, or leaves, the kitchen empty handed. Full hands in, full hands out!
- ☞ 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.
- ☞ If an order is delayed in the kitchen or tea bar, first inform the manager, and then tell the servers so they may update customers.
- ☞ Learn to use your time wisely. If you are a runner, pick up dishes, check for food that can be run and circulate throughout the floor. Tea tenders should use lulls to check for iced tea levels, etc. Always be prepared and try to maximize your efficiency.
- ☞ During service, ask yourself if you would be happy with the job you did.
- ☞ If one person asks for something at a table, make sure you ask everyone at the table if they too would like that item. This will save you a lot of extra trips. If one person requests more iced tea, asked everyone else.
- ☞ 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.
- ☞ Punctuality is very important. If you get to work late, you start out behind. **BE ON TIME.**
- ☞ We know that servers work for tips. The tips they make flow down to the support staff. If they make less tips, you'll get less tips. Strong support staff ensures happy customers and better tips for everyone.
- ☞ **NEVER SIT DOWN WITH A CUSTOMER** or friend while on duty, even if they ask you to.
- ☞ The most neglected customer in the restaurant is the late customer. People who come in the last few minutes of the evening are usually the best tippers. They don't care how busy it was or how tired you are. They are here to enjoy themselves. Restaurants are noted for hurrying along late coming customers. We are not rushing them, but we must get their order because the kitchen is closing. They may sit there and enjoy their meal for a reasonable amount of time. Treat them as though they are the first customers of the day.

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- ☞ A tip should never be removed from a table while the customer is still there. Unless, however, the customer hands it to you or motions for you to come and get it. If you are clearing a table, give the checkbook directly to the server or a manager. Do not remove it.
- ☞ If you are having a problem with a door hostess or another employee, go directly to the manager. Do not harass the employee.
- ☞ 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 a manager so that they are not looking for you.
- ☞ Unauthorized persons are not allowed in the kitchen. If one appears, politely but firmly escort them out and get the manager, or whomever it was they wanted to speak to.
- ☞ Always check your glassware for cracks and dried food before filling them. Wipe off water spots.
- ☞ Eating should be done only during an approved break.
- ☞ No gum chewing
- ☞ Serve food from customer's left – when possible.
- ☞ Serve beverage from customer's right – when possible.
- ☞ Clear everything from customer's right – when possible.
- ☞ Serve women and children first, then men.
- ☞ Whenever you serve a course, ask if there is anything else you can do for the table.
- ☞ Remove soiled china and silver when the customer is finished.
- ☞ Top off with offer of additional unlimited beverages or water whenever anyone is getting low.
- ☞ Bring condiments to the table before they are needed.
- ☞ Never walk away from a table without acknowledging its requests.
- ☞ Always make sure the front of the house, outdoor tables are cleaned first, since that is the first thing new customers see.

## Opening Procedures

### At the beginning of each shift -

1. Attend to all essentials (restroom, clothing adjustments, grooming) before work.
2. Clock in no sooner than 5 minutes before the start of your shift unless told otherwise from a manager.
3. Check your station assignments – based on your color code.
4. Know your specials.

## Closing Procedures

### At the end of each shift -

1. Make sure your section is cleaned, with all tables and chairs wiped. Follow your color guide. The manager may have additional tasks to perform before you leave.
2. Complete assigned closing side work duties
3. Begin check-out procedures
4. Clock out

## The Guest

### Never underestimate the importance of a guest!!!

- ☞ A guest is not dependent upon us -- we are dependent upon him (or her).
- ☞ A guest is NEVER an interruption of our work - he is the purpose of it.
- ☞ A guest does us a favor when he comes here -- we are not doing him a favor by serving him.
- ☞ A guest is part of our business -- not an outsider.
- ☞ A guest is not a cold statistic -- he is a flesh and blood human being with feelings and emotions, like our own.
- ☞ A guest is a person who brings us his wants -- it is our job to fill those wants.
- ☞ A guest is deserving of the most courteous and attentive treatment we can give him.
- ☞ A guest is the lifeblood of the Whistling Kettle.

### I Am Your Guest

*"You often accuse me of carrying a chip on my shoulder, but I suspect this is because you do not entirely understand me. Isn't it normal to expect satisfaction for one's money spent? Ignore my wants and I will no longer appear in your restaurant. Satisfy those wants and I will become increasingly loyal. Add a little extra personal attention and a friendly touch and I will become a walking advertisement for you."*

*"When I criticize your food and service to anyone who will listen, which I may do whenever I am displeased, take heed. I am not dreaming up displeasure. It lies in something I perceive you have failed to do to make my eating experience as enjoyable as I have anticipated."*

*Eliminate that perception or you will lose my friends and me as well. I insist on the right to dine leisurely or eat in haste according to my mood."*

*"I refuse to be rushed as I abhor waiting. This is an important privilege that my money buys. If I am not spending big money this particular time, just remember, if you treat me right I will return with a larger appetite, more money and probably with my friends."*

*"I am much more sophisticated these days than I was just a few years ago. I've grown accustomed to better things and my needs are more complex. I'm perfectly willing to spend, but I insist on quality to match prices. I am above all, a human being. I am especially sensitive when I am spending money. I can't stand to be snubbed, ignored or looked down upon."*

*"Whatever my personal habits may be, you can be sure that I'm a real nut on cleanliness in restaurants. Where food is concerned I demand the strictest sanitation measures. I want my meals handled and served by the neatest of people and in sparkling clean dishes. If I see dirty fingernails, cracked dishes or soiled table clothes you won't see me again."*

*"You must prove to me again and again that I have made a wise choice in selecting your restaurant above others. You must convince me repeatedly that being a restaurant guest is a desirable thing in the first place. I can, after all, eat at home. So, you must provide something extra in food and service. Something so superior it will beckon me from my own table to yours. Do we understand each other?"*

## Service

**Definition of "service" according to Webster:** To work for. To minister to. To set on a table for a meal. To manage or work. To deliver or transmit.

**The Problem:** Webster never worked in a restaurant or took care of "our" guests.

**The Whistling Kettle's definition of service:**

***"The manner in which the customer is treated."***

If you think we are in the restaurant business, you are wrong! We are in the business of retail sales. We manufacture a variety of products and merchandise in our kitchen and bar. Then, we offer it for sale to customers in a display service area known as counter tops, tables, and dining rooms. Unlike most retail operations, such as department stores, our product has a limited shelf life, due to potential spoilage.

There is a greater sense of urgency for selling, moving, and serving our products. Our Restaurant is not merely a place to eat or drink, but rather a building designed to accommodate, facilitate, and promote the retail sales of food and beverage to customers through service. We provide service as a way of making sales to our guests.

## To Serve Is To Sell

***You don't buy coal; you buy heat***

***You don't buy circus tickets; you buy thrills***

***You don't buy the paper; you buy the news***

***You don't buy glasses; you buy vision***



***You don't buy dinner; you buy sales and service.***

**The difference between a restaurant and other retail sales organizations:**

1. In a restaurant, we manufacture AND sell our product under the same roof.
2. In a restaurant, we know our guests are here to buy, not browse
3. In a restaurant, our guests may return as many as two times a day. Although this is unlikely, some guests may be regulars, day after day. No one buys the same shoes, pants, or socks three days in a row.
4. Department stores provide service. Restaurants provide hospitality: a warm feeling from feeding both the body and the soul.
5. More entertainers open restaurants and bars than department stores. Why? Because this is showbiz!

Our function as a **Restaurant** is to acquire and maintain business, to turn casual customers into loyal, repeat guests.

**Five basics of service excellence:**

1. Look at me.
2. Smile at me.
3. Talk to me.
4. Listen to me.
5. Thank me.

**Remember, every restaurant owes its existence to its customers.**

When a customer forms an opinion of any food establishment, service and food presentation stand-alone. No matter how beautiful the surroundings or how delicious the food; **poor service will certainly ruin the entire dining experience.** When developing good service, promote these qualities: promptness, courtesy, good manners, enthusiasm, and teamwork. In short, project a professional attitude. Unless you attain this goal, you will not be able to provide the high quality of service we expect here at the

Each time you service a table; our reputation rests in your hands. You have the power to influence the opinion of those people. If they are happy with you and your service, they will probably return. They may also recommend the restaurant to their friends. However, if they are not happy...

In order to be properly efficient, service people must be constantly aware of their customers' needs. Anticipate what they will want. Learn to read expressions and body language. If a customer is frantically rubber necking, waving his arms, or nodding, chances are he needs something. The more he must ask for service, the less enjoyable his evening will be. The tip he leaves you will reflect his feelings.

**You will be trained,** by our most experienced qualified people. The more attentive, enthusiastic, and patient you are, the sooner you will develop the work habits which make you an excellent support staff person, capable of taking great care of our guests and be rewarded financially too.

**Servicing the public**, in any business, requires a vast amount of humility and patience. Always maintain a friendly, but professional attitude. If you need help, ASK FOR IT. Even if you become an excellent support staff member, there will be times when you will get behind. Have enough consideration for your customers, and the house, to get assistance. WHEN NECESSARY. Remember - Teamwork - no business can survive without it. We have provided you with a service manual. In it we have outlined some helpful suggestions to make your job here more profitable and enjoyable. These are the tools of your trade. Use them wisely and they will help you prosper.

**Arrive on time** for your shift properly dressed, with scrubbed hands and nails, uniform on, and clean shoes. If your appearance is sloppy, your performance will be sloppy. Your appearance, dress, posture, and expressions broadcast to everyone how you feel about YOU. Take pride in yourself, and others will be proud of you. If you wish to change at the store, please make sure you do so BEFORE your scheduled arrival time and not on the clock.

**Don't be afraid of customers.** 90% of the people dining out won't notice a small mistake. Be relaxed, but alert, and efficient. Always be in control of a situation. Be strong, yet polite.

**Always be yourself.** Develop your own tableside manner. Avoid using repetitious phrases or seeming "plastic." Your customers will know you are faking it, and they will resent your attitude.

### **Customer service turn offs:**

- ☞ "Do you know what you want" versus "May I take your order"
- ☞ Not knowing what they are drinking, i.e., "I think this is the Plain Iced Tea special..."
- ☞ "Discussion Groups" of three or four idle employees. All discussions should be held in employee break area, during approved break period.
- ☞ Not acknowledging waiting guests.
- ☞ Answering the phone with "Hold please."
- ☞ Greeting guests with a number, i.e., "Two?" instead of a smile and "Welcome! Will anyone be joining you for lunch today?"




## Quality Control

Quality control is a primary responsibility of every employee serving food and drinks to the customer. You are the last person to come in contact with the food before the customer 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. 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 customer.
3. **Correct portions.** Always check to see that the product is in the right portions. Make sure you are taking YOUR order. This can be very embarrassing at the table. Always ask yourself if you would eat that item if it were brought to you.
4. **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 customer is served.
5. **When bringing out drinks,** be certain the glass is clean. Make sure the tea pot is clean, wipe down water spots with a towel. The china marker should be wiped clean and be in small letters.
6. **Cold food** is as equally important as hot food. Make sure cold foods are going out cold, not warm or cool, but cold.
7. **Bring necessary condiments** with order: i.e., dressings, sides, simple syrup
8. **If the customer 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 customer is 100% satisfied.
10. **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.

## 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 clothing neat and clean at all times. There is no excuse for reporting to work out of dress code.
-  Do not wear scented lotion on your hands, as it clings to glassware.

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- ☞ A smile is part of your dress attire.
- ☞ At no time will employees chew gum or eat while in the public areas of our store.
- ☞ Make sure you were deodorant and smell clean
- ☞ Do not report to work wearing un-pressed or dirty clothing, or unkept hair.

### Dress Code

When you walk through the door of the Restaurant, "YOU ARE ON."

You will be informed of the dress requirements when you start with us.

Your dress attire also includes a CONTAGIOUS, ENTHUSIASTIC ATTITUDE. You are required to enter the building for your shift in FULL DRESS ATTIRE. You are also required, when you leave the building, to be in FULL DRESS ATTIRE.

Your dress attire also includes the following, without exception:

- ☞ At least two pens
- ☞ 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. Solid color black belts must be worn with pants that have belt loops. Black skirts are also ok. (must be knee length)
- ☞ **Shirts** – Uniform shirt.
- ☞ **Appearance** - Clean and well groomed hair. Hair pulled back off the shoulder. Well-groomed hands, fingernails and 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.
- ☞ **Apron** –Black, waist tie with pockets.

## Suggestive Selling

People don't like to be "SOLD." Effective suggestive selling is subtle. You are doing the guest a favor, looking after his best interests by offering your knowledge and expertise and making honest recommendations.

Many of our guests are not familiar with our daily specials. As their intermediary, you are in the position to smooth the way for a confused guest. Above all, be sincere and honest. Always do what you truly

believe is in the "guest's" best interest. Recommend items you know are superior and you are certain they will enjoy.

NEVER OVER SELL! Always allow the guest to finish ordering before you start suggesting. Be aware of what the guest is ordering and make sure he understands what he is getting.

Don't ask the guest a "yes or no" question. This requires him to make a decision. Remember, people come here to relax, not think. If you display confidence and complete product knowledge, the guest will trust your judgment and allow you to take care of him. To sell effectively, you must sometimes bring a need or desire to try something to the surface. Make sure you use the right type of language.

## ***People like to buy, but hate to be SOLD!***

### **For example:**

☞ *"Do you need a tea infuser?"*

If the guest responds, "No," your suggestion is over before it got started.

☞ *"Our Mist iced tea makers use cold brewing which makes for a smooth easy drinking tea."* With this approach, you have exhibited your knowledge and the guest has now developed confidence in you. This will greatly enhance your opportunity to make this sale and make other recommendations.

Not every guest is going to buy tea and merchandise, but we know that:

### **Every Customer:**

☞ Is planning to spend money.

☞ Wants to have helpful service, no matter if they are coming in to buy loose tea or take out.

If you keep these two facts in mind, you will be amazed at how easy it is to sell, providing, of course, you possess the necessary knowledge and confidence.

### **Through suggestive selling you can:**

☞ Often a customer who you go out of the way to help will tip for your assistance.

☞ Expose the customer to a new and different product he may not have tried, if you had not recommended it. Thus, he may return with friends and has more reasons to tell others about the Whistling Kettle. Learn a new tea in detail each week and talk about it with your guests.

Suggestive selling and making personal recommendations is another aspect of good service. Eventually, it will come easily as you build your self-confidence. If a customer loves a tea you recommended, suggest a tin or 4oz bag – let them take the tea home with them! If you don't have time, have a manager or a support staff member talk more about tea. We want the customers to learn as well as have a good time.

## Specials & Features of the day

Each day at pre-shift meetings, that day's Specials will be discussed at the Whistling Kettle.

### **We offer daily specials for two reasons:**

1. To limit the amount of time having to tell each customer what the specials are. Our quiche, soups, scones types change daily.
2. To allow us to test items for future menu development.

When presenting the specials, you should start with drink specials, then soups, and entrees. In describing the specials, you must use adjectives, which will entice the customers.

**Bad Example:** "Our iced tea is Shaolin's Grove"

**Good Example:** "Our featured tea is Shaolin's Grove which is a combination of 3 premium green teas, white tea and a hint of jasmine and Citrus"

## **Beer - Coffee - Tea - Desserts**

### **Desserts**

It is a good time to remind guests to save room for dessert, when you return to their table to check on the entrees. At this time, you may want to suggest a few dessert items, to plant the thought. Later, when clearing the table, ask your guests if they are ready to try dessert. You can then begin to describe a few of your favorite dessert items. In today's health-conscious fat-free society, customers stay away from desserts...NOT TRUE. We will try to offer some low-fat desserts, but you, the server, can always suggest splitting a dessert and bringing out additional forks or spoons. This is effective salesmanship that will increase your check, and also enhance your guests' experience.

## Closing Out A Table

### **Presenting the Check**

Before presenting the check, look it over to make sure you have charged for everything correctly.

To go orders should be checked for accuracy.

After you have determined that the check is correct, give the check in a booklet to the host of the table (if known), or place it in the center of the table and say "*Thank you*"

**REMEMBER**, the process of closing out the check is the time when the guest is deciding on the tip amount. A bad impression here can undo all previous good impressions, and have a direct effect on your gratuity.

## Methods of Payment

Approved methods of payment are cash, VISA, Master Card, and American Express. All other methods of payment, i.e. Travelers Cheques, require management approval.

- ☐ Be certain that all of your side work and closing duties are done.
- ☐ Make sure that you are in full dress attire at all times, while in the front of the house.
- ☐ Have a manger do any deletions of voids, over rings, and promo tickets. You never sit down to eat, drink, or smoke until all of the above are completed. Starting your checkout before all your customers are finished is grounds for termination.

## Over Rings Or Voids

Any time you make a register mistake of an item you did not want to ring up. Get a manager immediately to correct this on the register, and notify the kitchen or bar **NOT TO PREPARE THAT ITEM**. Over rings and voids are register mistakes of items never served or prepared.

### Now You Are Ready To Check Out!!

1. Arrange your credit cards receipts (signed copies)
2. Print out your readout.
3. Confirm your adjusted cash/net deposit and your tips balance.
4. Have all money counted and faced.

## 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 restaurant at the highest level of cleanliness and sanitation for the benefit of our customers and employees.





## Safety

In addition to a clean and sanitary environment, the Whistling Kettle provides a safe environment. One of our goals here at the Whistling Kettle 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 a manager immediately.





### **Always wash your hands after you -**

-  Smoke, 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.
-  Report any holes where an animal can enter.


### **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.

### **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.














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-  Use "wet floor" signs.
-  Wear shoes with non-skid soles and heels.
-  Walk, and do not run.
-  Follow established traffic patterns.
-  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.

### **Preventing electric shock -**

-  Never touch electrical equipment with wet hands, or while standing in water.
-  Unplug equipment before cleaning or disassembling, to avoid shock.
-  Do not yank plugs out by cord. This can cause damage to the cords, which may then cause shocks.
-  Report damaged and worn plugs and cords to your supervisor.

### **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.

## 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 our staff at the Whistling Kettle 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. When this happens, you will be ensuring the success of not only the Whistling Kettle, but also yourself.

**GOOD LUCK!!!**