

Rhythm Kitchen



SEAFOOD & STEAKS

RHYTHM KITCHEN TRAINING MANUAL

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HOSPITALITY

“Hospitality and service should come in the form of taking a breath. It is natural, empowering and silent. It should be something that is so real and sincere that you want to go back to the place that does it well again and again and again.” – Charlie Trotter

RHYTHM KITCHEN APPEARANCE STANDARDS

You are responsible for your professional appearance while you are in your uniform or wearing your name badge. This includes the image you present any time you are on restaurant property, before and after your shift. You are a visible advertisement to the standards, quality and professionalism of our restaurant. Your manager is responsible for ensuring that you follow all appearance standards and may not permit you to work if you violate any of these standards. Violation of these standards may result in disciplinary action up to and including termination. Remember to maintain your uniform properly. Notify your manager if your uniform requires additional cleaning for stain removal, tailoring or repairs, or a change in size. Always strive to look your best. Aprons should have only two pens visible. Always be sure to be in a full crisp uniform while on property or in your work area.

General Grooming Standards for all Rhythm Kitchen Staff

General Uniform

- Uniform must fit properly and be pressed and clean.
- Uniform may not be frayed, torn or faded.
- You must wear your proper uniform at all times.
- You must contact your manager immediately if your uniform has been damaged, torn, or if it does not fit properly.

General Personal Hygiene and Grooming

- Bathe or shower *daily*.
- Use deodorant *daily*.
- Breath and teeth must be clean at all times.
- Fingernails must be clean and neatly trimmed.
- No chewing gum.
- Perfume or cologne is recommended to be worn, but should be worn conservatively so as not to overpower the aroma of any menu items. A light, mild, fragrance, applied before your shift, is acceptable. Remember, strong scented colognes interfere with the aromas (and taste) of food.
- No smoking is permitted while in uniform before, or during your shift.

Tattoos and Piercing

- No facial piercing is allowed during shift (i.e. nose, tongue, eyebrows, cheek or ear piercing on the upper lobe).

General Grooming Standards for Women

Clothing

- You must wear your proper uniform at all times while visible to guests even during opening and closing responsibilities.

Shoes, Stockings and Undergarments

- Shoes must be appropriate to your attire and be polished and clean at all times.
- Socks and/or hosiery must be free of holes and appropriately toned.
- Sandals, clogs and tennis shoes are not permitted.
- Undergarments such as a bra and underwear must be worn at all times and not be visible through outer garments.

Accessories and Jewelry

- Excessive jewelry is not permitted.
- Earrings may not be larger than a half-dollar and must be conservative in length.
- No broaches, pins or logo pins, may be worn at any time while in uniform unless distributed by Rhythm Kitchen.

Hair

- Hair must be neatly trimmed, styled and appear combed at all times.
- Hair must be worn in a neat, professional style.
- Hair must be worn in a style away from your face and so that it does not come into contact with food.
- Hair that cascades longer than the back shoulder blade must be worn up or pulled back in a neat and attractive style.
- Legs and underarms must be clean shaven regularly if appropriate for your uniform.
- No facial hair is allowed.

Make-up

- Wear all make-up in a conservative, professional style.
- Extreme colors or application of make-up is not allowed.

Fingernails

- Nails are not to exceed a length of longer than one half of the length of the nail bed.
- If nail polish is used, wear colors that are conservative and softer in tone. No extreme color or designs are allowed.

General Grooming Standards for Men

Clothing

- You must wear your proper uniform at all times while visible to guests even during opening and closing responsibilities.

Shoes and Socks

- Shoes must be appropriate to your attire and be polished and clean at all times.
- Socks must be appropriate to your uniform and may not have any holes.
- Sandals, clogs and tennis shoes are not permitted.
- Undergarments such as underwear must be worn at all times and not be visible through outer garments.

Accessories and Jewelry

- No more than one watch may be worn.
- Only two rings on each hand, including wedding bands, are allowed.
- No leather bracelets or ankle bracelets may be worn.
- No more than one bracelet may be worn.
- Excessive jewelry is not permitted.
- No broaches, pins or logo pins, besides your name badge, may be worn at any time while in uniform unless distributed by Rhythm Kitchen.

Hair

- Collar length hair or above is required.
- Sideburns may not extend below the bottom of the ear lobe.
- Beards are not allowed.
- Mustaches must be neatly trimmed and not extend past the corner of the mouth.

RHYTHM KITCHEN MEAL POLICY

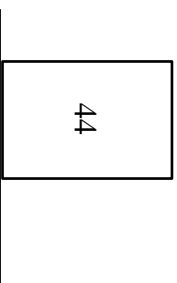
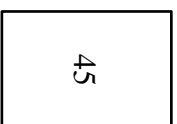
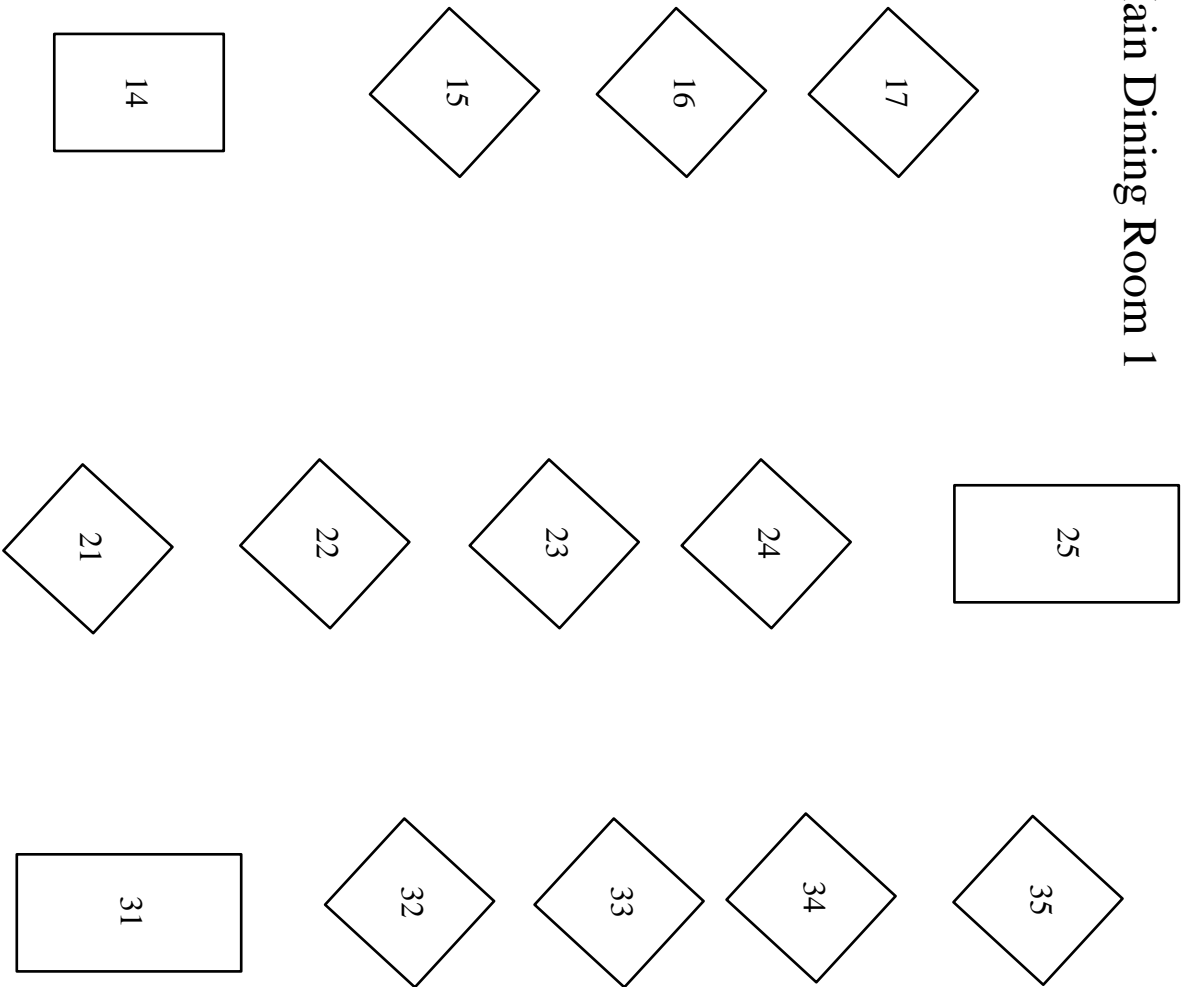
Outside of approved meal times, team members are not to eat while on duty, in uniform, in side stations, or in view of guests unless specifically approved by the Chef or Manager on Duty for training purposes.

Violations of this policy will be subject to progressive discipline up to and including termination of employment.

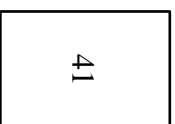
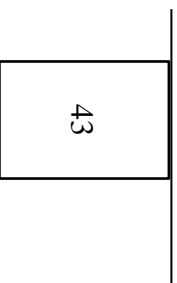
Rhythm Kitchen Cellular Phone Use Policy

The use of personal cellular phones while on duty is prohibited. Team members found to be texting; using social media or talking on their personal cellular phones while on duty will be suspended for the shift and will be subject to progressive discipline up to and including termination of employment.

Main Dining Room 1

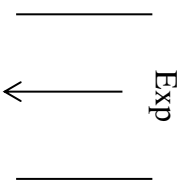
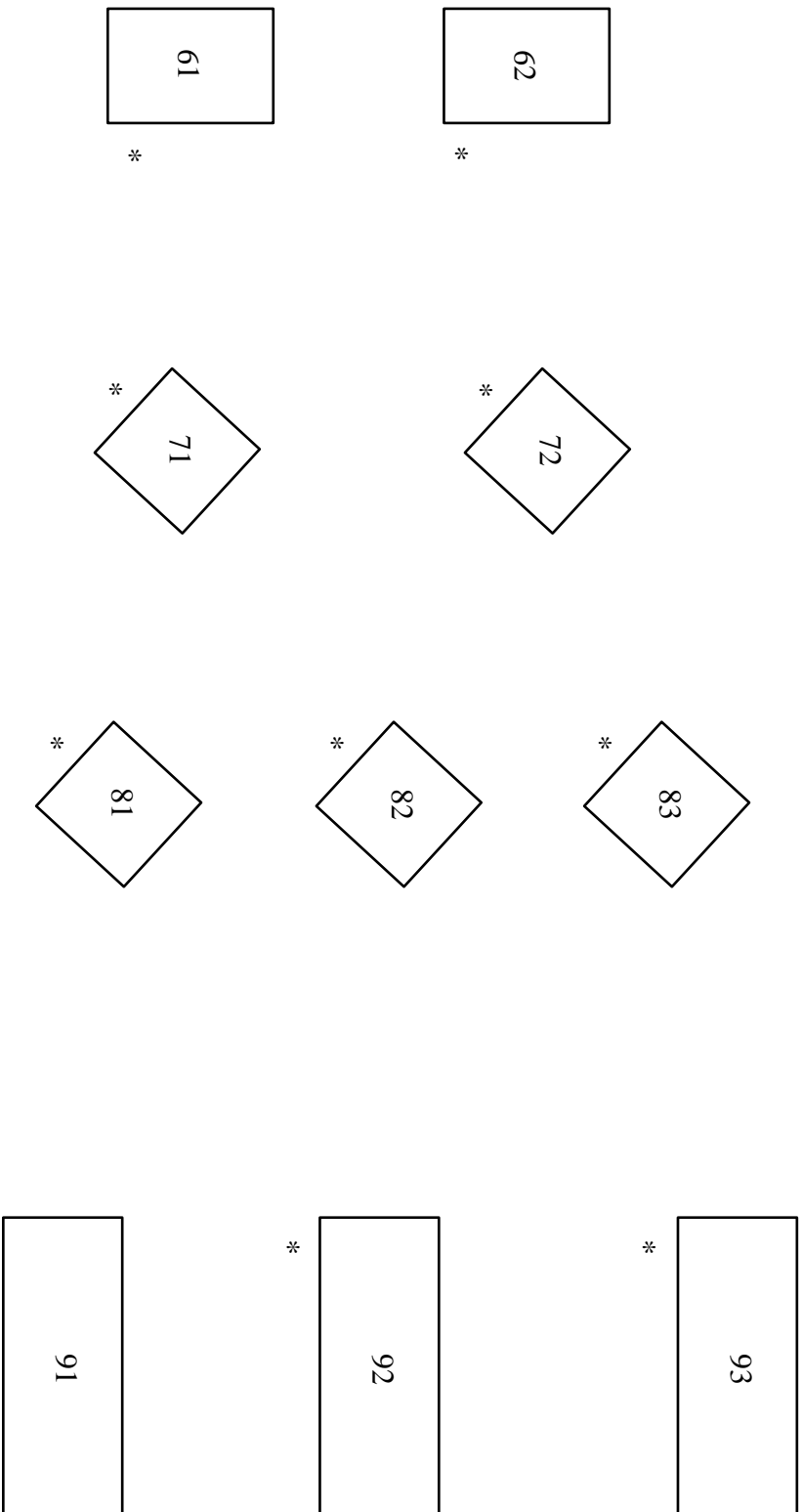
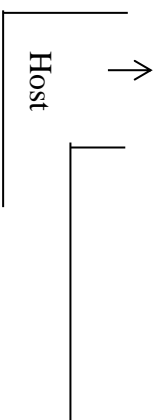


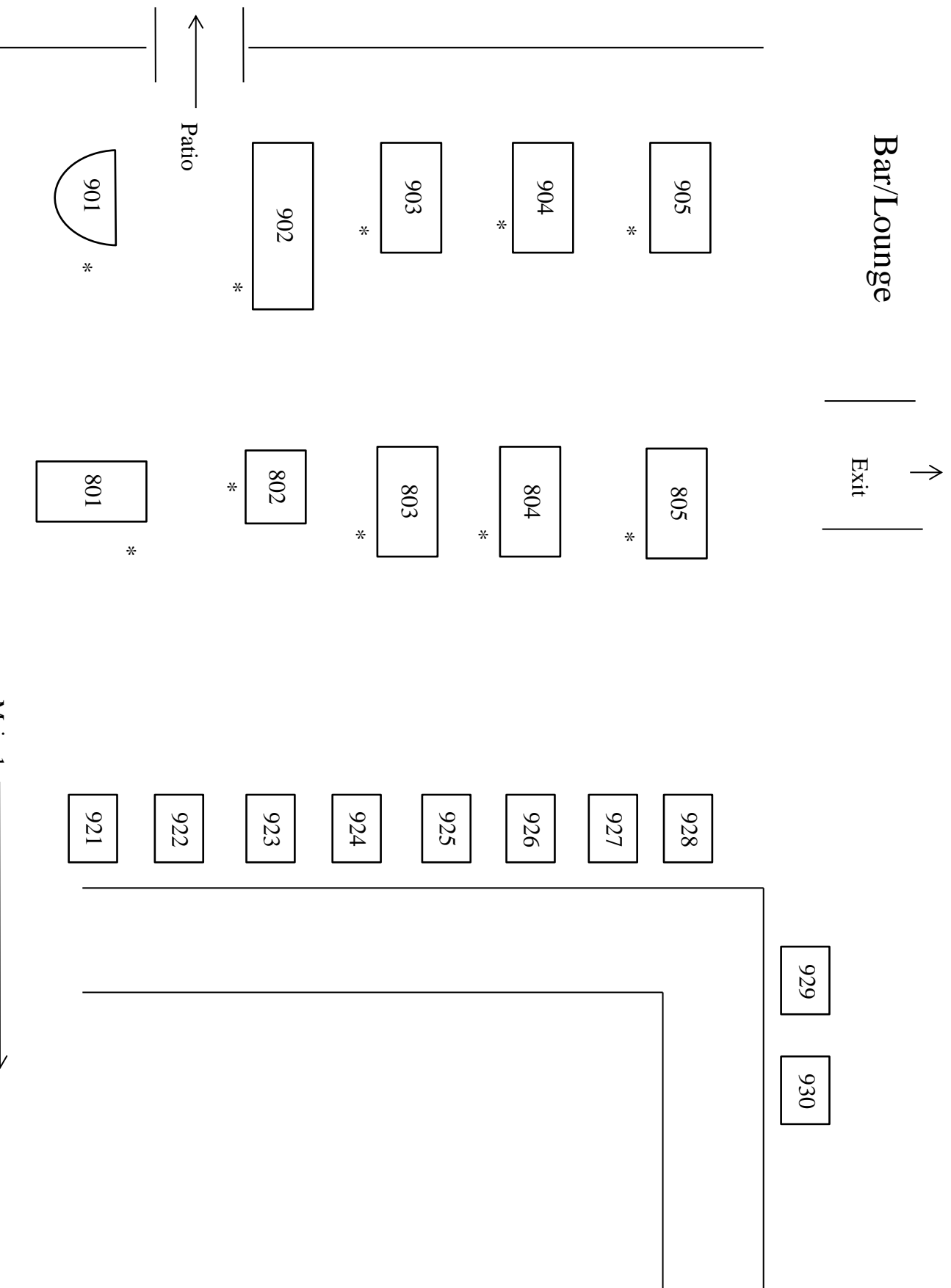
Host



Exp

Main Dining Room 2





Main 1



RHYTHM KITCHEN ALLERGY POLICY

As a member of the Rhythm Kitchen Team, it is your responsibility to safeguard the restaurant and its employees from potentially damaging situations. This includes being aware of and communicating guest allergies.

Food allergies are very common and can be physically devastating if not DEADLY to any allergy sufferer. The restaurant and its employees can be held financially liable for serving a guest an allergen after being informed of the allergy. For that reason, all team members will follow the policy outlined below:

- 1) The moment that any team member is aware of a guest allergy, it will be noted on the order pad and highlighted by circling.
- 2) The team member receiving the information will immediately inform the Manager on Duty and the Chef on Duty while being as detailed as possible.
- 3) The team member receiving the information will inform the rest of the service team responsible for serving the guest.
- 4) The allergy will be noted on the order when it is placed in the P.O.S. system.
- 5) The Chef on Duty will ensure that the appropriate dish/es are served to the guest and will ensure that the Food Runner is aware of the allergy.
- 6) The Manager on Duty will follow up with delivery.

RHYTHM KITCHEN FRONT AND BACK SERVER JOB EXPECTATIONS

- Maintains Rhythm Kitchen grooming standards at all times, explained in this manual.
- Greets guests warmly, using the 10/5 rule. At a distance of 10 feet, smile and make eye contact. At a distance of 5 feet, greet with a warm verbal greeting.
- Acknowledge guests within 30 seconds. Server greets within two minutes using the guest name.
- Check with Manager on any VIP or frequent guests, or reservations, in the private dining rooms.
- Has thorough knowledge of products and specifications.
- Server informs guests of menu specials. Drink and appetizer orders taken and delivered.
- Check with Manager on any VIP or frequent guests, or reservations in the private dining rooms.
- Serves to the guest with a smile, is professional and courteous at all times with guests and coworkers.
- Assists guests with chairs and napkins.
- Offers and serves bottled water or non-bottled water.
- Suggests, sells, describes, opens and serves wine by the standards described in this manual.
- Answers questions about the restaurant, the outlets, events and entertainment.
- Able to customize an order for the guest.
- Able to accommodate the guest's questions or concerns.
- Knows and uses service and up selling techniques described in this manual.
- Server delivers entrees within one minute of preparation
- Treats hot food as top priority. Maintains teamwork with the rest of the team.
- Pre-busses tables as necessary.
- Server checks back on food quality within two bites or two minutes. Additional guest request provided quickly. Drink refills are consistent and timely.
- Checks for table setting completeness before, during and after each shift.
- Picks up, garnishes, and serves food prepared in the kitchen, and liquor prepared at the bar – offers and provides condiments.
- After serving each course, checks back with guest for satisfaction.
- Picks up food orders from the kitchen & serves to table according to procedures

RHYTHM KITCHEN FRONT AND BACK SERVER JOB EXPECTATIONS

Continued

- Serves coffee, tea, or other beverages and removes dishes and cutlery as party is finished eating.
- Assists and supervises service assistant and back server in keeping station supplied in condiments, sugar, coffee, tea, etc.
- Makes sure that the guest check is completed properly and presented promptly to the guest with a “thank you”. Ensures that change or charge slip is returned to the guest in a timely manner.
- Assists service assistant in clearing and re-setting tables.
- Performs assigned side work opening, closing, and running and will check out with a manager prior to departing each shift.
- Informs management of guest reactions and comments.
- Serves alcoholic beverages only to guests over 21 years of age.
- Controls the amount of alcohol service, so that guest does not become intoxicated.
- Helps promote a safe, clean environment for co-workers and guests.
- Performs other restaurant duties as requested by management.
- Maintains a positive relationship with management and other team members and guests. Is a team player that assists with tasks not normally his/her own.
- Attends meetings and is always aware of local and restaurant events.
- Assists in delivery of food to every guest regardless of station assignment.
- Knows emergency exits.
- Knows fire extinguisher locations in the area.
- Knows the first aid kit locations in the area.

RHYTHM KITCHEN SERVER ASSISTANT JOB EXPECTATIONS

- Maintains Restaurant grooming and appearance standards at all times explained in this manual
- Has knowledge of all menu products and specifications
- Server assistant delivers bread and “upsells” water
- Serves to the guest with a smile
- Assists guests with chairs and napkins
- Offers and serves bottled water or non-bottled water
- Answers questions about the resort, the outlets, events and entertainment
- Able to accommodate the guest’s questions or concerns
- Checks for table setting completeness before, during and after each shift.
- Greets guests warmly, with a smile and eye contact.
- Server assistant offers refills and pre-busses the table details.
- Serves coffee, tea, or other beverages and removes dishes and silverware as party is finished eating
- Resets tables promptly after the guest departs.
- Bids a fond farewell to all departing guests.
- Performs assigned side work opening, closing, and running and will check out with a manager prior to departing each shift.
- Informs Server or management of guest reactions and comments
- Helps promote a safe, clean environment for co-workers and guests
- Performs other restaurant duties as requested by management
- Maintains a positive relationship with management, guests and other team members. Is a team player who assists with tasks not normally his/her own.
- Attends meetings and is always aware of events in his/her department
- Recognizes that delivery of hot food and cold drinks is his/her top priority.
- Assists in delivery of food to every guest regardless of station assignment.
- Fire Safety Orientation.
- Know your emergency exits.
- Know the fire extinguishers in your area
- Know the first aid kit in your area

RHYTHM KITCHEN HOST PERSON JOB EXPECTATIONS

- Maintains Restaurant grooming and appearance standards at all times explained in this manual
- Maintains full knowledge of all menus, wine lists, drink recipes and garnishes
- Greet the guests using the 10/5 rule. At 10 feet, make eye contact and smile. At 5 feet, greet with a warm friendly greeting using the guest name if known.
- Assists guests by opening the door.
- Recognizes guests who return frequently and uses proper judgment in handling special needs that may arise
- Has a working knowledge of all menu products and operating procedures.
- Oversees restaurant ambience: temperature, and lighting
- Identifies VIPs and utilizes VIP procedures
- Assists in seating by pulling chairs and offering napkin.
- Offers to carry drinks for guests moving to a table from the bar.
- Answers questions about the restaurant, events and any entertainment
- Able to customize requests for the guest
- Able to accommodate the guest's questions or concerns
- Has working knowledge of Atlanta area and streets
- Able to accommodate the guest's questions or concerns
- Knows and uses techniques described in this manual
- Maintains restaurant-grooming standards according to the manual at all times
- Maintains front reception area and work area in an organized, clean manner – continuously checks Rhythm Kitchen front door to be free of fingerprints.
- Maintains awareness of the station rotation and keeps the Management and the Chef informed of the status of the dining room and reservations (gives daily a breakdown of the reservations prior to pre-shift briefing)
- Performs assigned side work opening, closing, and running and will check out with a manager prior to departing each shift
- Informs management of guest reactions and comments immediately
- Checks with guest for satisfaction upon their departure from the restaurant and invites the guest to return using the guest name.
- Attends and hosts promotional events for the restaurant
- Helps promote a safe, clean environment for co-workers and guests
- Performs assigned side work opening, closing, and running and will check out with a manager prior to departing each shift.
- Informs management of guest reactions and comments
- Maintains a positive relationship with management, guests and other team members. Is a team player that assists with tasks not normally his/her own.

- Performs other restaurant duties as requested by management
- Attends meetings and is always aware of events in his/her department
- Answers phone in an expeditious manner using the verbiage described in this manual.
- Organizes and takes ownership of the reservation system
- Know your emergency exits.
- Know the fire extinguishers in your area.
- Know the first aid kit in your area

RHYTHM KITCHEN BARTENDER JOB GUIDELINES

- Maintains Restaurant grooming and appearance standards at all times explained in this manual
- Maintains full knowledge of all menus, wine lists, drink recipes and garnishes.
- Responsible for maintaining an organized and clean bar area at all times, including set up and breakdown.
- Provide courteous, efficient and professional service. Greets guests with a smile, uses surname when possible. Is able to answer any questions from the guest concerning the menu, our hotel, and other outlets of the Hotel.
- Completes all side work duties.
- Responsible for cash bank and proper cash handling procedures.
- Assist fellow team members in their operational duties when and where needed.
- Attend all scheduled departmental meetings.
- Informs the Manager on Duty of any guest complaints, guest dissatisfaction or other disagreements with a guest no matter how trivial the complaint may seem.
- Bartenders will be responsible for completing all assignments and projects by the management and meeting standards.
- Perform Opening and Closing Procedures.
- Checks out with manager before leaving
- Know the first aid kit in your area.
- Know your emergency exits.
- Know the fire extinguishers in your area.

RHYTHM KITCHEN BARBACK JOB GUIDELINES

- Maintains Restaurant grooming and appearance standards at all times explained in this manual
- Maintains full knowledge of all menus, wine lists, drink recipes and garnishes.
- Responsible for maintaining an organized and clean bar area at all times, including set up and breakdown.
- Prepares garnishes, fill and refills ice supply when needed, stocks beer, wine, is responsible for changing bibs and kegs.
- Provide courteous, efficient and professional service. Greet guests with a smile, uses surname when possible. Is able to answer any questions from the guest concerning the menu and our restaurant.
- Complete all side work duties.
- Assist fellow Team Members in their operational duties when and where needed.
- Attend all scheduled departmental meetings.
- Informs the Manager on Duty of any guest complaints, guest dissatisfaction or other disagreements with a guest no matter how trivial the complaint may seem.
- Barbacks will be responsible for completing all assignments and projects by the management and meeting standards.
- Perform Opening and Closing Procedures.
- Know the first aid kit in your area.
- Know your emergency exits.
- Know the fire extinguishers in your area.

RHYTHM KITCHEN FOOD RUNNER JOB GUIDELINES

- Maintains Restaurant grooming and appearance standards at all times explained in this manual
- Maintains full knowledge of all menus, wine lists, drink recipes and garnishes.
- Responsible for maintaining an organized and clean work area at all times, including set up and breakdown.
- Provide courteous, efficient and professional service. Greet guests with a smile, uses surname when at all possible. Be able to answer any questions from the guest concerning the menu and our restaurant..
- Complete all side work duties.
- Responsible for assisting the Chef in expediting orders from the kitchen
- Responsible for accurate and timely delivery of food following the service standards in this manual.
- Assists fellow team members in their operational duties when and where needed.
- Attend all scheduled departmental meetings.
- Informs the Manager on Duty of any guest complaints, guest dissatisfaction or other disagreements with a guest no matter how trivial the complaint may seem.
- Food Runners will be responsible for completing all assignments and projects by the management and meeting standards.
- Perform Opening and Closing Procedures.
- Know the first aid kit in your area.
- Know your emergency exits.
- Know the fire extinguishers in your area.

Physical Requirements

Definitions:

Rarely

Occasionally

Frequently

Continuously

Time Spent:

less than 10%

up to 33%

up to 66%

from 67% to 100%

- Standing – continuously
- Walking – continuously
- Strong physical stamina – occasionally
- Ability to work a fast, efficient pace with style – continuously
- Ability to maneuver around dining area with dishes – continuously
- Simple grasping: holding onto condiments, containers, tableware setting - frequently
- Power grasping: lifting and carrying ice buckets, bus tubs, etc – occasionally
- Fine Manipulation: writing, inputting orders into Infogenesis – frequently

Lifting and Carrying

10 lbs. Or less – frequently

11 lbs. To 25 lbs. – frequently

26 lbs. To 50 lbs. – occasionally

50 lbs. To 75 lbs. – rarely

- Pulling: moving a carpet sweeper, pulling a 30 gallon trash can, pulling a glass rack from storage rack – rarely
- Stooping: picking up debris from under tables, low counters and storage areas- occasionally
- Reaching: above and at shoulder height – occasionally, below shoulder height – frequently

Environmental Conditions

- Exposure to music
- Exposure to cleaning chemicals
- Exposure to cold (refrigerator at 40 degrees F)
- Exposure to heat and steam (coffee pot, refill pot, tea water, smoke and fumes from kitchen)

IT IS EVERYONE'S JOB TO SEAT GUESTS AND TAKE RESERVATIONS

How to Make a Reservation

When taking a reservation the following information is necessary:

- First and last name of the guest
- Date of reservation
- Number of people in the party (2ppl, 3ppl. And 1pl, etc.)
- Time preferred
- Phone number
- Email address
- Any special request information (birthday, anniversaries, etc.)
- Thank guest for their call and inform them that we look forward to seeing them.
- Record and print this information in the reservation book legibly.

RESERVATION OF 8 OR MORE MUST BE APPROVED BY A MANAGER

Proper Greeting and Seating Sequence

- When the guest is at least 10 feet away, smile and make eye contact
- Open the door for all guests.
- When the guest is at least 5 feet away, say the appropriate greeting "Good Afternoon/Evening, Welcome to Rhythm Kitchen "
- Always smile. Make the assumption that the number of people present is who will be dining with us: "Party of 4 for dinner?". If there will be more guests, the guest will let you know.
- Ask for a last name of the party and enter it in to Open Table if there is no reservation. This will give us the guest's name to be used throughout the dining experience. It can be also utilized if another guest is looking for someone and will assist the servers to use the guest's name as well.
- Tables will be pre-assigned to reservations whenever possible. Please check with the host or manager before seating.
- Take the amount of menus and wine lists needed and determine where you are to seat the party. Indicate where you are going by saying, "follow me please". Indicate the direction by using an open palm and extended arm. **NEVER POINT.** Look over your shoulder to assure that the guest is following you. **DO NOT JUST WALK AWAY FROM THE GUEST AND ASSUME THAT THEY WILL FOLLOW.**
- If you are escorting guests from the bar, offer to carry their drinks on a cocktail tray. Remember who gets which drink.
- Be aware of the guests' attire. If the guests are wearing dark clothing, be prepared to place a black napkin on their laps.

- Upon arriving at the table, pull the chair out for the guests. As they seat themselves, present menus open, ladies first. Assist guests with placing napkins on their laps.
- Make a reference to wine list.
- Indicate that a seat will not be occupied by placing the dinner knife diagonally over the napkin. The server assistant will remove the extra settings.
- State: "Please enjoy your meal with us. My name is _____. If I can assist, please don't hesitate to ask."
- **Promptly** return to the front gathering used menus from storage slots on your return trip.
- Inform kitchen, server, or manager of special events or allergies mentioned. "I have an anniversary party on table 10."
- Inform kitchen of all VIPs.
- Anticipate our guest's departures as well; open the door and bid a fond farewell.

SUGGESTIVE SALES TECHNIQUES

As an Rhythm Kitchen Team Member, you play a major role in whether the guest decides to dine in your outlet or not, and how much a guest will spend in the Restaurant. Our menu offers many choices and can be intimidating, especially to a first time guest. It is your responsibility to expand the guest's awareness of what we have to offer so they can make decision to come in and dine. As you are walking the guest to their table, you can always suggest items using such phrase as "Make sure you leave room for Dessert, our pastry chef makes an apple pie to die for..." or suggest such things as appetizers, using such words as "everyone's favorite" or "my personal favorite".

But remember you have to **S.P.E.A.K.** to get the sale.

Suggest Specifics

Be ready with specific suggestions throughout the Sequence of Service. Guests will often ask for a description or your opinion of a food item, even though it is described in detail on the menu, they are looking for reinforcement of their choice. Use adjectives to describe items, relate how well they sell and expand on the menu description where possible.

Patience

Always be patient with a guest who may be undecided or unsure of their decision. We do not want to make a guest feel rushed by our suggestions, but only wish to help them in deciding on something they will like. If guests indicate that they are undecided, help them to narrow their choices. Do they like garlic? Would they like a hearty meal, or a lighter fare? Are they in the mood for meat, chicken, or seafood? Offer the guests a few choices in the categories they are considering, and allow them to decide. Remember, the more complete and enthusiastic your description, the more you are enabling the guest to make a terrific choice.

Enthusiasm

Your enthusiasm and excitement about the menu can and will sell the items to guests. Pick your favorite items from each category of the menu. If you can describe items to the guests in an appealing and enthusiastic manner, you can get the guest excited about ordering the item. If you mentally taste the dish as you are speaking about it and your mouth is salivating, the guests will be also. Avoid negative terminology such as bland, sour or bitter. At Rhythm Kitchen we pride ourselves on quality products. If you personally do not care for such an item, it does not mean that others feel the same way. Welcome back regular guests and encourage them to try different things you know they will enjoy. You will often hear "I always have bowtie pasta". Suggest other items and always inform them of any new additions to our food and wine menu.

Avoid Pushiness

It is a myth that salesmanship begins when the guest says “No”. If a guest says “No” accept that. It is your responsibility to discover the guest’s needs and wants and help them spend as much as appropriate to satisfy their wants. **By offering too many suggestions at one time, or by appearing rushed and impatient, you risk turning the guest off entirely, and spoiling any possibility of a successful suggestion further into a meal.** Show that whether the guest says yes or no, it is just as much as a pleasure to serve them.

Knowledge

Knowledge of the items on our menu is the most important aspect of suggestive sales. **You must know the product and menu descriptions in full detail to help guests make a decision.** It is very embarrassing to be unable to answer guest questions about the food or wine we offer. The guests are relying on you to be the expert. They expect that you know the menu better than they ever will. Your confidence in knowing the menu will allow you to make the appropriate suggestions based on specific tastes or dietary needs.

Remember, a cheerful and helpful attitude will ease your communication with guests, and set the mood for a positive dining experience. Suggestive selling puts everyone in a winning situation. The restaurant wins because suggestive selling increases the check amount, and thus increases the restaurant’s check average and profits. The guests win because when they try special new items, their enjoyment is maximized. And last, but not least the server wins by making better tips!

Suggestive Selling Tips

- **Suggest many things throughout the course of the meal.**

Specific beverages	Grilled items	Specialty coffee drinks
Cocktails	Salads and soups	Specific deserts
- **Be ready to offer additions to items to enhance the meal, and the check average.**
 - Add grilled shrimp to a salad for example

- **Give good service in general.**
Always try to satisfy your guests and make their dining experience as enjoyable as possible. Make suggestions sincerely and honestly, as part of your good service and thoughtfulness.
- **Know your menu.**
Know what items you have to offer, the ingredients in them, their preparation, and the way to describe them to your guests. Also, know the wines to suggest with different meals.
- **Suggest items you like.**
Suggest what you think is delicious, and which represents a good value.
- **Be Specific.**
Instead of asking the guest if he/she wants “something to drink” or “anything else,” mention specific items.
- **Suggest the unusual.**
Unusual items are attention getters and bring guests back.
- **Mention any new items.**
If there are new items, mention them. Many of our regular guests do not look at the menu anymore and therefore may not be aware of new items.
- **If a suggestion backfires.**
Occasionally a guest may complain about an item you suggested. If you get in the habit of describing things in detail, complaints will be very rare, because people will know what to expect. If you do get a complaint, whether you suggested the item or not, ask the guest if they would like to try something different, and notify your manager. There are ways of correcting situations so that the guest is satisfied, so don't let the fear of the guest or liking the item stop you from suggestive selling.
- **Selling Wine**
The first step to selling wine is to know the specifics of products that you have to offer in full detail. The color, body style, flavor profile etc. of each wine.
 - Pick three wines from each category at different price points
 - When a customer is considering a wine at a certain price point, affirm their choice. “That’s an excellent choice.” This makes the guest feel that they are knowledgeable
 - Offer a wine that you’ve chosen in the same category at the next higher price.

- Say, "That's an excellent choice. Have you ever tried_____?"
- The guest will probably say no.
- Explain briefly the suggested product and say, "Try it. If you don't like it I'll drink it and bring you something else."
- Invariably, the guest will laugh and 99.9% of the time will choose the wine that you've suggested at the higher price.
- 99.9% of the time the guest will truly enjoy your selection and you become the hero of the evening.
- .1% of the time the guest will not like your suggestion and we will need to replace the bottle with something else.
- Replace it without question. We will use it for wine by the glass, training etc.

COMMUNICATION SKILLS

To communicate effectively with guests and fellow team members, use these three communication skills: Observing, Speaking and Listening.

Observing

Looks and actions often say more than words. Observing unspoken messages means paying attention to what guests tell you by what they do and how they act by their facial expressions and by their gestures. Just by looking, you may be able to tell that someone is frustrated or angry. If you notice unspoken messages, you have a chance to offer help before it's requested and to add value by going beyond what the guest expects.

Speak slowly and clearly

Once you begin talking, how you speak makes a difference. Much of what you are saying is new to the guest. It is easier to understand when you speak slowly and clearly. Avoid using words guests might not understand. Don't expect guests to know the terms and abbreviations of our business. Don't assume guests know our restaurant, our policies, or our community. Avoid talking to guests as though they should know that things aren't done that way in our restaurant. We are supposed to know how we do things here; our guests aren't. After you give an explanation or directions, check to make certain that the guest understood what you said.

Guests will be referred to by their sir name only unless specifically requested otherwise. At no time is, "Honey, baby, darling, sugar, sweetie-pie, punkin', sugar britches etc." acceptable.

Listen

When guests or other team members talk to you, use the third communication skill - listening. Give your full attention. Don't interrupt or plan your response while the person is still talking. Concentrate on what they are saying. Say and do things to let the guest or Team Members know you hear them and are interested in what they have to say. Get in the habit of nodding, "Yes." This will help with your sales as well. When they have finished, check to be sure you understand correctly by repeating. "So, let me be sure I understand..."

Work as a Team with your fellow Team Members.

When a guest comes in contact with you or your work inside or outside of the restaurant, for that moment you are representing Rhythm Kitchen. Representing Rhythm Kitchen is a tremendous responsibility for any person. Fortunately, none of us is really alone on the job. We all have a cast of Team Members around us to help. Each individual on your team has

special skills and knowledge. When we work together, all those skills and knowledge combine to make Rhythm Kitchen greater than any one of us working alone.

To be an effective team member, you need to know two things:

When to ask for help

Ask for help when you don't have the necessary information, skills, or time to serve the guest well yourself. Do not try to impress fellow team members by taking on more than you can handle. This only serves to disrupt service and create guest dissatisfaction.

When to offer help

Offer help whenever you can. Look out for coworkers who may need the information, the skills, or the extra person power you can offer.

Handle Difficult Situations Effectively

Handling normal guest situations will soon become routine. Practicing good communication skills will seem like second nature to you, too. Working as part of the team at Rhythm Kitchen will be both fun and productive.

Your guest service skills are tested when you face a difficult situation. The time it's most important (and takes the most effort) to use these skills is also the time when you will be under the most pressure to do the right thing. But, remembering guest service skills and handling the guest's problem can be easy as ABC.

Remember that INTEGRITY is doing the right thing even when no one is looking.

NON – VERBAL COMMUNICATION

Team Members should always express themselves in a positive, helpful way. Positive expression can be verbal or non-verbal. Non-verbal expression includes facial expressions, body language and hand gestures.

Non-verbal cues from guests can help the staff anticipate potential problems:

Non-Verbal Cue:	Response	Possible Meaning:
*Disgusted look	“Is everything ok?”	*Disliked meal
*Wave of the hand	“May I get you anything”	*Needs assistance
*Tapping silverware	“Would you care to order”	*In a hurry
*Staggering/Swaying	Follow alcohol guidelines	*Over-consumption

Guest Perception

Non-verbal communication is a two way street. Team Members should be aware of the fact that they are consciously and unconsciously being observed at all times.

Avoid standing around in a group. This behavior leaves guests with a poor impression and can make them feel as if they are intruding or being ignored. Team members should remain in their sections as much as possible.

Never lean or rest on restaurant furniture. Leaning or resting during service hours gives the impression that the staff is not attentive to the needs of the guests. Professional stance calls for straight posture with hands held down to the side or clasped behind the back.

Keep your voice low and pleasant. Always speak with a moderate tone and rate when providing service to the guests. Loud voices that carry two terminals away are distracting as well as unprofessional. Do not touch your face during service. You may know that your hair and skin are clean, but a guest does not. Never run or weave through the tables. Move through the restaurant with grace and poise. **Elegant staff members set the tone for an elegant dining atmosphere.**

ROOM AND TABLE MAINTENANCE

Properly maintaining a table is just as important as properly serving a table. Remember, the worst service that you've ever received in a restaurant. Almost definitely, your table was left a mess and you weren't able to enjoy the food or beverage once it finally got to the table. Yet, great service usually is unobtrusive and happening in the background. Avoid interrupting your guests if possible. Quality table maintenance also helps the restaurant run more smoothly since tables are more quickly reset for the next guests.

Table maintenance is the ongoing cleaning of the table during the meal without being overly intrusive to our guests (clearing unnecessary items, changing ashtrays, crumbing, clearing soiled cutlery, etc.)

Before your shift

Always check your table before your shift for the following:

- Are tables clean, stable and balanced? If not, get table balancers from the manager.
- Were tables set properly from previous shift? If not, alert your manager.
- Ensure all condiment presentations are full and clean.

Clearing a Table

- Clear from the most comfortable position always "hugging" the guest. Never have the back of your hand or elbow facing the guest. Try to clear at a clockwise rotation.
- Clear main course plates first. This will usually be a larger plate.
- Pick up the main course plate and step back.
- Transfer the plate from the right to the left hand holding it with the first two fingers underneath and palm on top, not with the thumb on the plate.
- Push debris to one side of the plate; place all cutlery at a vertical angle.
- Use the fork as a base and place other silver underneath it so that they do not slide and fall.
- Pick up the next main course plate. The other two fingers and the palm form a platform on which you place the 2nd plate.
- Turn away from the guest. Transfer the cutlery to the lower plate beside the first ones.
- Continue to clear all main course plates and side plates the same way.
- Remove the butter ramekins and breadbasket and put them on top of the plates.
- Table to remain with water glass, current beverage glass and teaspoon.
- Remove salt and pepper presentation.
- Ask for assistance with larger tables.

Use of a Service Plate or Marking Tray

A service plate or marking tray is utilized to replace cutlery for additional courses such as a dessert or if a guest drops a piece of cutlery. Cutlery should be kept in a pocket fold napkin on a service tray or large plate.

- Bring the cutlery plate presentation to the guest and pull out what the guest will need for their next course. Do not allow the guest to service themselves, because they do not know what the handle of our cutlery looks like.
- Place the cutlery to the guests left or right depending on the utensil (forks go to the left; knives and spoons go to the right. See the table top presentation.)

Clearing an ashtray (applicable to Rhythm Kitchen patio only)

We clean an ashtray when there are **two** butts in the ashtray and at the change in courses regardless of the number of butts.

- Approach table with 2 clean ashtrays (upon a cocktail tray.)
- A clean ashtray is placed on top of the dirty one (to avoid ashes or debris being spilt).
- Both ashtrays are removed from the table onto the tray.
- The second clean ashtray is placed onto the table.
- Trainer to demonstrate.

SIDE WORK DUTIES

On the following pages you will find details describing your duties as it relates to side work. It is important that you maintain your responsibilities to ensure the operation runs clean and organized.

We have three types of side work.

Opening: Those details you perform prior to attending pre-shift briefing.

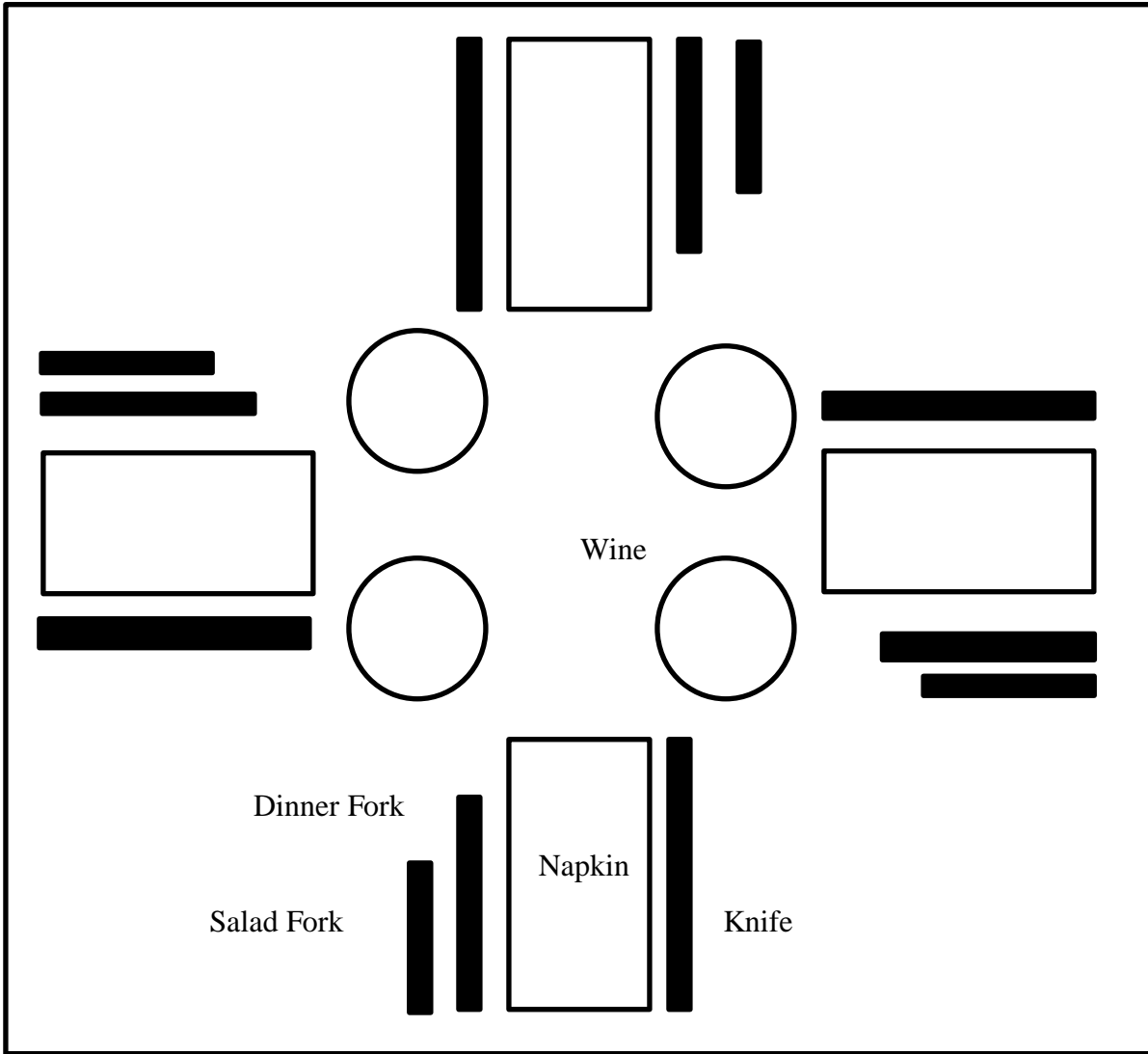
Running: Those duties you perform throughout your shift. You are not limited to performing these duties alone, but should assist wherever cleanup is needed. Managers will focus on your running side work to ensure you are maintaining your assigned area. Failure to handle your duties will be considered as not contributing as a team player.

Closing: Those duties you perform before leaving your shift. Your manager will need to “check you out” prior to your departure.

Note: It is always helpful to start the shift with the proper equipment and adequate amount of supplies. Always think about your team players when performing your closing side work. Are you set up for a busy shift?

**Example:
Food Server Sidework**

Rhythm Kitchen Table Setting



Rhythm Kitchen Dinner Napkin Fold

RHYTHM KITCHEN SEQUENCE OF SERVICE (ALL STAFF)

Greet and Seat

Team members should stay in their stations as much as possible. No loud or boisterous talking. Side-work is to remain out of sight lines of the guest. Do not complete side-work while visible to guests. **Remember, our focus is always on the guest's needs and their experience.**

Guests should be greeted at the front door by a smiling, friendly greeter, "Good evening, (guest name if known) welcome to Rhythm Kitchen." Whenever possible the greeter or any team member close to the door will open the door for the guest. In the event that the greeter is not at the front of the restaurant, the nearest Team Member will go to the door and reassure the guest that the greeter will be with them shortly.

Greeter proceeds at a pace that the guest is able to follow to the table, engaging in light conversation. As they arrive at the table the greeter pulls out the chairs. The guests are seated and the greeter presents the menu to the guest and places the wine list to the right of the host. If the host cannot be identified, then the wine list is placed on the right corner, closest to the entrance, of the table. Before leaving the guests at the table, the greeter states "My name is _____, if I may be of any further assistance please don't hesitate to call me."

If the guest is being seated from the bar, the Host or other team member will offer to carry cocktails for the guest using a cocktail tray. Remember whose drink is whose.

If the guest is wearing dark clothing, the Host or other team member will offer black napkins instead of white.

The Host indicates place settings that will not be used by placing the dinner knife over the napkin.

The Approach

Within **thirty seconds** the server assistant approaches the table and states, "Would you care to start off with a bottle of still or sparkling water?" If the guest says, "Sparkling," the S.A. brings and serves the bottle. If the guest says, "Still," the S.A. asks, "Would you care for Vero or iced water?" If the guest orders bottled water, the server assistant will serve the water with a serviette. If the Guests decline, then the server assistant will bring ice water to the table. Before leaving to retrieve water, the S.A. will remove unneeded place settings that have been indicated by the host.

Within **two minutes** the front server will approach the table. If the server is busy with another table, the server will acknowledge the table by **stopping** at the table, smiling, and saying, "Good evening, I will be with you shortly." The server will not say this in passing nor will any team member communicate with any table while walking by. You must stop to address a table. Team members will use the guest's name whenever possible. Upon arriving at the table, the server will take the drink order offering specialty cocktails to begin. The front server will enter it in to the Aloha system and deliver the cocktails using the appropriate seat numbers. **A cocktail tray will always be used to deliver cocktails and other drinks. Hand carrying drinks is not permitted in Rhythm Kitchen.** After delivering the drinks to the guest, the front server will return to the table to ask if they have any questions about the menu. If the guests are having trouble deciding, begin by asking whether the guest may be in the mood for beef, chicken or seafood in order to get the conversation started and recommend items from the menu that you believe will suit their tastes. After answering all questions, the server will ask, "Are you ready to order or do you need a little more time to look over the menu?"

Taking the Order

When the guest is ready, the server takes the order remembering to stand up straight never leaning or crouching and always utilizing "up sell" techniques and suggestive selling. A great example of this would be offering to start the guest with soup or salad if no appetizer is ordered. Another technique for "up selling" would be make sure that you recommend that the guest save room for a specific desert that you feel is fantastic.

The front server will ensure the accuracy of the seat numbers using the seat numbering system described in this manual. The front server will accurately note food temperatures and preparation as well as any notes such as allergies. **(See the "Allergy Policy" portion of this manual)** The front server will always repeat the order back to the guest to avoid mistakes. No order is to be memorized without writing it down. This is unprofessional and causes many time consuming mistakes.

When finished taking the order, the server removes all menus from the table and places them in the menu box. If the box is full, all menus will be returned to the greeting area and the greeter. This is a form of teamwork that assists in smooth seating. The front server will give the order to the back server who will enter the order in to the Aloha system.

The server assistant will be responsible for helping to refill any refillable beverages such as water, soda, and coffee. If a guest should ask you to bring them another beverage, relay the message to the server and help whenever possible. The entire restaurant is your station. If a guest asks for their server, the fellow Team Member will volunteer to get anything that the guest needs.

After the order is taken, bread will be served by the server assistant. Announce bread types.

The Delivery

The back server then delivers any necessary utensils and condiments prior to serving the food. Both the back server and the server's assistant will pre-bus at this time and ongoing throughout the meal. All through the dining experience, it is important to consolidate and organize trips to and from the dining room. Never walk in or out of the back of house empty handed. Remember full hands in, full hands out. Treat the dining room and your station as one table. Prioritize your station, but help out whenever possible. Take care of all of your tables in one trip.

When the food is ready, the food runner will ask for help delivering the food to the table. Everyone in the party must be served at the same time. Food is never served unless it is perfect; this includes portion, appearance, temperature, garnish and presentation. The entire staff will help run food remembering that hot food is everyone's priority. If the food is coming out of the kitchen slowly, the staff will alert the manager immediately. With the food at the table the server will remember who ordered what food using the Seat Numbering System. Rhythm Kitchen staff will never "auction off" orders to the table. **"IF YOU DON'T KNOW, DON'T GO."**

The server will always announce the item ordered when placing it in front of the guest. Food items will be served while "hugging" the guest with the entrée portion of the plate facing the guest. **Your elbow is never to cross in front of the guests face.** Each item will be named as it is placed in front of the guest. **These principles apply to any team member who is delivering the order to the table.**

Appetizers should be delivered within five minutes. Bring share plates and service utensils if guests are sharing. Offer fresh ground pepper with all salads. The table will be crumbed after each course as needed and specifically before entrée service. Steak knives and pasta spoons and all other silverware and shareware needed will be pre-set after appetizers.

Checking on Food Quality

The server will then ask, "Is there anything that I may bring you before you begin?" Within two minutes or two bites, the server will check to see that everything has been prepared to the guest's satisfaction. Address the guest "is your (food item) prepared to your satisfaction?" Ask specific questions, make eye contact and wait for the guest's response. If dissatisfaction is expressed, graciously remove the plate from the table. **Do not argue with the guest or try to justify the problem.** Inquire specifically as to what is unsatisfactory. Ask, "May I take it back to have it corrected or would you prefer another item from the menu?" Inform the manager on duty who will then alert the kitchen to remake it immediately because re-fires have top

priority. **The manager or chef on duty will deliver the food back to the guest as soon as it is ready.** The server will maintain running side work responsibilities all throughout the shift.

Clearing the Table

At the finish of the meal the proper clearing procedure is as follows: It is customary to wait until all of the guests seated at the table have completed their meal. However, there are some exceptions to this rule. If all of the ladies are finished with their entrees and the gentlemen are just about done, then it is okay to clear starting with the ladies. Also, if any guest at any time pushes their plate away from them, then clearing the plate is appropriate. Always try to follow the general guidelines, changing them slightly whenever you feel it is appropriate.

After the meal the server assistant will be responsible for clearing the plates, utensils and crumbing the table. Everything on the table that is not being used should be removed. **This is true throughout service.** The server will then present the party with the dessert menu and offer any suggestions. The server will “up sell” by offering specialty coffee drinks that complement the desserts selected. At dinner the check will be presented after the dessert presentation.

To crumb the table, use a bread plate to store the crumbs. Not the floor, not your pocket, and not your hand.

Dessert and After Dinner “Up selling”

The server will begin by presenting table with an after-dinner specialty drinks assisting with selection if needed. After clearing everything off of the table except for beverages the process of presenting the check begins. If you hurry this procedure this is a clear sign of unprofessional service. If the guests decline desserts and after dinner drinks, then the server will present the check to the obvious host of the party. If this cannot be determined, present the check in the center of the table, **letting the guest know that you will be back to take care of it for them.** Not letting them know that you are the cashier may cause some confusion, sending them walking around the restaurant trying to find someone to help them take care of it - this will allow the guest the opportunity to pay quickly. It is very critical not to drop the check and abandon the table. Remember to always use a check presenter. When the guest is ready to pay out, the server always steps away from the table whenever computing or calculating the guest check. **Never** make change at the table.

Service After the Sale

It is very important to remember that service is not complete until after the guests have left the restaurant. This means that you will take care of them, returning with water, iced tea and coffee until they have left the table.

As the guest gets up to exit the restaurant all staff members who are near will assist in pulling out chairs. Every Team Member the guest passes will say “Good bye and thank you” and when the guest reaches the door, the manager and greeters will **invite the guest to return**.

Guests dining at Rhythm Kitchen expect quality service along with quality food. If any of this is compromised, then it could possibly tarnish the reputation of the entire restaurant. Remember a guest will tell 10 people about a bad dining experience and only tell 2 about a pleasant one.

Standards

Service of Beverages

You must use a small round cocktail tray, and should serve all beverages at the same time. Serve the beverage over the Guest’s right shoulder. Handle the glasses and cups as far from the lip of the glass for sanitation and appearance reasons. Additionally, coffee, cappuccino, and espresso cups should only be handled by the handle – that’s what it’s there for. Start with the ladies first and observe the following placement guidelines:

- Water glasses at the tip of the knife.
- Wine glasses are placed to the LEFT of the water glasses, at a 45-degree angle, going down toward the center of the table.
- Cups and saucers for hot beverages are to the right of the water glass, at a 45-degree angle going down the table.
- Tea pots, cappuccinos and espressos are served on under-liners and placed above and to the right, slightly, of the beverage cup
- Cold beverages are served to the right, and below the water glass
- Refills should be made by lifting the cup or glass off of the table, turning slightly away from the Guest, fill the beverage, and place it in the exact spot that you lifted it from.
- As with food, **never auction off drinks to Guests**. Use the Seat Numbering System.

Mineral and Bottled Water Presentation

- Glass is placed to the right at a 45-degree angle to the edge of the table. The mineral water will be offered and poured 2/3 full.
- Drinks are always served from the right of the Guest from a round tray.
- Every effort should be made to ensure that all beverages are served at the same time.
- **ABSOLUTELY NO ICE** is served with bottled water unless there is a Guest request.

Coffee Presentation

All coffee and cappuccinos will be served in a coffee cup with a saucer. Coffee will be brought over in a thermal pot with ½ and ½ in a small creamer-style pitcher. Our Rhythm Kitchen sugar presentation will always be taken to the table with ALL coffee or tea drinks. Café lattes will be served in coffee mugs, along with any flavored coffee

Iced Tea and Lemonade and Soda

Traditional iced tea will be made every day. Like the traditional tea flavor, lemonade will served with a lemon wedge. Iced tea will be served with an iced teaspoon. The iced teaspoon will be placed in spot normally reserved for the teaspoon. Refills on iced tea will be with an entirely new glass brought out on a cocktail tray. If a Guest is seated on the patio, bring a sugar presentation out along with the iced tea. Soda will be served in a large iced tea/water glass. Always serve soda from the right of the Guest over their shoulder. We will utilize Club service where appropriate.

Juice

All juice will be served in a highball glass. Ice will not be served unless requested by the Guest. The following juices are available: orange, grapefruit, pineapple, and cranberry.

Service for side of...

A side of butter, sauce mayonnaise, dressing, etc... that is requested by a Guest should be properly presented in the following way.

- Using a ramekin put the appropriate side into the ramekin ensuring the lip is clean.
- Place the ramekin on a bread and butter plate.
- Place a teaspoon to the right of the ramekin with the handle at 4 o'clock on the bread and butter plate.
- Serve from the Guest's right side and place the side dish to the top right hand corner of course setting. Any side item should be brought out immediately.

How to Listen to Guests

- Maintain good eye contact with the guest.
- Do not interrupt.
- Do not think about your next comment while listening to the guest.
- Give your full attention to listening.
- Encourage the guest to continue talking by nodding your head or saying "yes".
- Focus on what the guest is saying and concentrate on the main issues.
- Ask questions at an appropriate time about any unclear points.
- Repeat to the guest what he/she has said in your own words to confirm understanding, if necessary.

- Do not judge what the guest is saying, just accept his/her point of view. Be guided by this saying: The guest may not always be right, but he/she is never wrong.
- Control any emotional reactions you may have to what the guest is saying. Don't take personally any comments a guest makes. To the guest, the server is the restaurant – the chef, the manager, the host, and everybody else – so the server hears everything.

Seven Steps for Serving Safe Food

- **Avoid contaminating the food-contact surfaces of tableware.**
 - Hold plate with thumb on top outside edge and other fingers under plate for support.
 - Hold goblets and wine glasses by the stem.
 - Hold glasses by the base, keeping fingers away from top edge.
 - Pick up coffee cup by the handle or base.
 - Hold flatware by the handles only.
- **Handle ice properly.**
 - Use clean scoops or tongs to pick up ice; don't use your hands or a glass as your hands carry bacteria and a glass might chip in the ice.
 - Store scoops or tongs in a clean container, but not in the ice, so as to minimize contamination.
 - Don't store scoops or tongs in a clean container, or in the ice so as to minimize contamination.
 - Don't store any food or beverage in the ice to prevent contaminating the ice.
- **Keep hot foods hot and cold foods cold.**
- **Keep your work area clean.**
 - Keep tables, serving trays, and counters clean with a cloth rinsed in a sanitizing solution.
 - Keep chairs, floors, menus, and so forth clean.
 - Check tableware for cracks, chips, streaks, film, and dirt.
- **Prevent reusing of contaminated tableware.**
 - Bring a clean utensil to replace one that has fallen on the floor.
 - Provide guests using self-service bars with a clean dish when they return for additional portions.
- **Dispose of waste properly.**
 - Discard food that was served but not eaten (unless it is wrapped), falls on the floor, is outdated, does not meet quality standards, was exposed to hazardous chemicals, or was otherwise mishandled.
 - Store soiled linen in the designated, color-coded laundry bag or nonabsorbent container.
 - Maintain lids on garbage cans at all the time.
 - Remove garbage regularly to prevent odors and to discourage attracting pets.
- **Keep insects and animals out.**

- Keep work areas clean and uncluttered.
- Keep garbage sealed and trash areas clean.

To-Go Procedures

It is very important to ask the Guest when they are finished with their entrees whether or not they want to take the leftovers home. If the answer is no, and all guests at the table are finished eating, you can clear all the dishes. If the Guests decide to take their food to-go the procedures are as follows:

- If the guest wants you to wrap it for them, take all the plates to the back; handling left over food appropriately without stacking plates on top of it.
- If the guest wants to box their own food, you can, at that point provide a box for the guest.

It is very important to ask the guest how they want the food boxed as some guests would rather do it themselves or want the process to take place in front of them.

LIQUOR INFORMATION

Liqueur / Cordials

A liqueur is a specially sweetened drink created from a ready-made spirit base. It is infused with macerated or re-distilled flavoring agents such as roots, barks, flowers, fruits or seeds.

The term in America is referred to as cordial. Here are some principle favorites:

- Amaretto- The reigning queen of nut flavored liqueurs. Made in Italy from apricot kernel and a few almonds. Amaretto de Saronna - Saronna, Italy is said to have been the birthplace of Amaretto. The artist Benadina Luini created it in 1525 for his favorite model.
- Anisette-Liqueurs flavored with anise seeds, reminiscent of licorice. Proofs range from 60 to 100. A most famous producer is Marie Brizard.
- Apricot Brandy - Approximately 60 proof based on the pulp and pits of apricots.
- Banana Liqueur - Marked as a "true fruit flavor" and is known for its fidelity to original banana flavor. Most brands are quite sweet.
- B&B - "Benedictine and Brandy" - Benedictine is based on Cognac and is sometimes taken with brandy. Since Benedictine and Brandy has been requested together so often, the Benedictine Company combined the two and bottled them this way in 1938.
- Bailey's Irish Creme-60 proof-A distinctive chocolate-flavored whiskey and heavy crème.
- Crème de Cacao -Liqueur with a base of cacao, (chocolate and vanilla) and is made from cocoa beans of Venezuela.
- Chartreuse-110 proof for green, 80 proof for yellow. Of the herbal liqueurs, this is the most sophisticated.
- Cointreau - worlds best-known brand of triple sec. A French liqueur made by the maceration and double distillation of bitter (green) and sweet orange peels. The House of Cointreau pioneered Curacao, which is also one of their specialties.
- Curacao-A liqueur made of dried peel of small green oranges, grown in the West Indies. Best known is triple sec and although appears in many different colors has nothing to do with the taste, only decorative purposes.
- Drambuie-the oldest and most famous whiskey liqueur, said to be produced by Bonnie Prince Charlie's own recipe. This liqueur made from Scotch whiskey is at least 10 years old and means "the drink that satisfies."
- Galliano- A mild, spicy but extremely smooth liqueur from Salarno, Italy with flavor overtones of anise and vanilla.
- Grand Marnier-A cognac based orange liqueur. Aged in Oak Cask.
- Irish Mist- Irish Whiskey, honey and orange.
- Kahula-Mexican coffee liqueur, richly sweet with a vanilla overtone. Taken as an after dinner drink and employed in many mixed drinks (Black Russian).

- Crème de Menthe -This liqueur made of mint leaves may be white, green, pink or gold. Small amounts of menthol in this drink give a refreshing coolness.
- Midori-Japanese liqueur with the flavor of honeydew melon.
- Crème de Noyaux -Pink liqueur made of the stones of fruits as plums, cherries, peaches and apricots.
- Opal Negra-Black Sambuca.
- Peppermint Schnapps-60 proof made from mint but less sweet and lighter bodied than crème de menthe. Rumpelintz, German imported schnapps, is available in 80 or 100 proof.
- Sambuca-Italian liqueur, 80 proof, made from the Sambuca plant whose fruit is close to the anise flavor
- Sloe Gin-This red liqueur, made from sloe berries (plums) of the blackthorn bush is not a gin at all, though juniper berries are used in manufacture.
- Southern Comfort-One of a few American liqueurs and certainly the oldest derived from a whiskey base and peaches, invented in New Orleans. In addition to peaches, it has a hint of orange and herbs.
- Strawberry Liqueur-Called fraise de bors (wild strawberries). If imported, usually low proof, but made from “true fruit.”
- Tia Maria-60 proof. An established coffee liqueur based on rum and flavored with Jamaican spices. Made in Jamaica with Blue Mountain coffee, slightly drier than Kahlua.
- Truffles-White and dark chocolate crème liqueur.
- Vandermint-Mint chocolate liqueur from the Netherlands marketed in Delft-style bottles.
- Wild Turkey - An American 80 proof (or 101) liqueur in which the base flavor-bourbon clearly dominates the mild spicy overtones.
- Yukon Jack-80-100 proof liqueur with Canadian Whiskey base, moderately sweet, citrus with herbal overtones.

Garnishes

We strive for quality products, so it is necessary that everyone understands and follows proper policies and procedures. Our goal is the freshest product of the highest quality.

Garnish rotation is as follows:

- Fruit must be cut to specifications listed in this manual. No variations or over cutting.
- Fruit is to be cut behind the bar or in the kitchen with proper equipment. Place the fruit in health department approved containers. Use the first in, first out rule. Older stock stored in front and used first.
- All containers must be labeled with the date, time and name of person who stocked the item. Keep it rotated and dated daily.

- No fruit cardboard boxes are allowed to be stored in the restaurant.
- When fruit is restocked at the bars, it is rotated into the stock. Always remember first in is the first out.

Glassware

Acceptable glassware is clean and spot-free. Guests are disturbed when glassware appears to be previously used or overly handled.

- Serve by handling by the stem only.
- Polish regularly with a lint-free cloth.
- Check for lipstick and other marks.

Mechanical Impact occurs when glassware is touched by another object. This contact can produce minor scratches in the surface that are invisible to the eye. Glasses that have undergone mechanical impact are more susceptible to thermal shock.

- Never use a glass to scoop ice.
- Do not place cutlery inside of glassware.
- Do not touch the top of a glass to the beer tap.

Thermal Shock occurs when there is a radical change in the surface temperature of glass. This change can produce enough stress to cause cracking and breaking. Glassware that has been exposed to temperature extremes should be monitored and given enough time to stabilize.

- Preheat glasses before pouring hot drinks.
- Set chilled glasses/mugs aside before pouring.
- Let glasses from the dishwasher sit before use.

COMPUTER TRAINING

System Crash Procedures

Aloha system crashes happen. You know how sometimes you get loaded down, so does the computer. The following steps take place during a system crash:

- Manager will retrieve the Computer Crash Survival Kit.
- If the manager on duty is unable to get the computer up and running, then a series of guest checks will be given to you. The serial numbers from start to finish will be recorded. It is your responsibility to return all checks used and unused to the manager at the end of the shift. Checks will be hand written utilizing Aloha abbreviations. It is very important to write legibly.
- Checks will be written and delivered to the expeditor in the kitchen. A time must be put on a check when turned in utilizing time stamp.
- The hard check on the bottom you will retain and turn in with your server report at the end of your shift. The perforated receipt at the bottom is the receipt that you will give to your guest.
- The two soft copies are used for the guest's bar order and kitchen order. If appetizers are ordered or you have to order items from both the pantry and hotline, then it may be necessary to write them down on a separate piece of paper after you have written the order of the soft copy of the guest check.
- The check should be written as follows:

Rhythm Kitchen
Appetizer
Entrees
Side Dishes
Desserts
Drinks
(guest copy of check)

The kit shall contain the following:

- Individual packets of 10 pre-issued NCR checks (the manager will issue these checks on the pre-issued check logs recording server name).
- 6 hand-held calculators
- 1 dozen ink pens
- 3 manual credit card machines
- 1 package MasterCard/Visa credit card forms
- 1 package Amex/Diners Club/Carte Blanche, etc.
- 3 staplers

ACCOUNTING AND CASH HANDLING PROCEDURES

Server Banking

- Each food or cocktail server will be required arrive at work with a personal bank of \$50.00. This bank will be included in the “Full Dress” for all servers.

- The \$50.00 will consist of the following: 1x \$10.00
4x \$ 5.00
17x \$1.00
\$2.00 Quarters
\$1.00 mixed change down to pennies
- All servers reporting to work without this standard bank, will be subject to progressive disciplinary action.
- Bartenders will be provided a “House Bank” for bar transactions and to provide change to servers during the shift.

Server Cash Drop Procedure

- Print open check report. Close any open checks.
- Print server **shift detail report**.
- Separate closed checks by method of payment: Cash
Travelers Check
Credit Card
Gift Certificate
- Identify all denominations of the cash drop on Rhythm Kitchen deposit envelope.
- Locate manager to inspect table station, closing side work, and for the reconciliation of cash drop.
- Manager and server will verify deposit cash drop together in the back of house area. (**Monies are never counted in public areas or in front of guests**). Manager and server **both initial** drop envelope across the seal.
- The manager on duty will be responsible for depositing the drop and recording the transaction on the master ledger.

Bartender Cash Drop Procedure

- Print Open Check report. Close any open checks.
- Print bartender **shift detail report**.
- Separate closed checks by method of payment:
 - Cash
 - Travelers Check
 - Comp
 - Credit Card
 - Gift Certificate
- Cross verify totals of each payment type against bartender **shift detail report** totals.
- Count bank to initial dollar amount.
- Identify all denominations of the cash drop on deposit envelope and attach calculator tape showing total, to envelope.

- Locate manager to inspect bar station, side work, and for the reconciliation of cash drop.
- Manager and bartender will verify deposit cash drop together in the back of house area. (**Monies are never counted in public areas or in front of guests**). Manager and bartender **both initial** drop envelope across the seal.
- The manager on duty will be responsible for depositing the drop and recording the transaction on the master ledger.

Menu Descriptions

Appetizers

Big Easy Sampler – Combination of frog legs, alligator tail, oysters and crab cakes all southern fried. Served with three sauces (Sweet Chili Sauce with Horseradish, Remoulade (**Remoulade:** tarragon, capers, green onion, mayo, tobasco, Worcestershire, lemon juice), Chili Sauce Based Cocktail Sauce **22**



Big Bayou – Shrimp brochette, Cajun grilled scallops, charbroiled oysters and Rhythm Kitchen Oysters **26**

(**blackening seasoning:** paprika, cayenne, white and black pepper, salt, oregano, thyme, granulated garlic, granulated onion)

Shrimp and Crab Cocktail – Served with Lemon **12**



Ahi Poke Tuna – Fresh ahi tuna tossed in a soy (soy sauce and corn starch) poke (chili sauce, soy sauce) reduction served with wonton chips **13**



Alligator Tail – Served southern fried or blackened (served with sweet chili-horseradish sauce) **13**



Shrimp Brochette – Wrapped in bacon and grilled (lightly seasoned with blackening spice and drizzled with Rhythm Beurre Blanc) **12**

(Rhythm Beurre Blanc: butter, white vinegar, white wine, lemon, tarragon, shallot, thyme, black pepper corn, cream)

Cajun Grilled Scallops – Andouille Sausage and vegetables with Rhythm Beurre Blanc **14**



Calamari – Fried or la plancha (grilled) served with sauce piquant **12**

(Creole Sauce: diced tomatoes, tomato paste, chicken stock, onions, peppers, celery, herbs de provante (*french herb blend with lavender*) garlic, bacon, red wine)

Fried Crawfish Tails – served with cocktail sauce and lemons **12**



Charbroiled Oysters – Gulf Coast oysters with a garlic parmesan cheese compound butter (**compound butter:** blackening spice, garlic, bbq spice, old bay, butter) **12**



Lump ‘Bleu Crab’ Cake – (Lump and claw meat, remoulade, garlic, lemon, Worcestershire, panko bread crumbs, green onion, egg, Dijon, old bay and blackening spice) Served with Remoulade sauce **13**

(**Remoulade:** tarragon, capers, green onion, mayo, tobasco, Worcestershire, lemon juice)

Barbeque Oysters – Gulf oysters, southern fried and tossed in buffalo sauce. Served with Bleu cheese dressing **12**



Rhythm Kitchen Oysters – Gulf coast oysters topped with spinach and blackened Alfredeaux **12**

(**Alfredeaux:** heavy cream, half and half, grated and shredded parmesan, garlic and butter with blackening spice)

New Orleans Fried Oysters – Served with cocktail sauce **16**

Oysters on the Half Shell – Raw fresh shucked, served with cocktail sauce, horseradish & lemon wedges Dz **18**, ½ Dz **11**



Baby Back Ribs – Slow cooked Memphis style **11**

Firecracker – Spicy Ahi Tuna layered with spicy guacamole (**guacamole:** red onion, tomato, jalapeno, cilantro, lime, salt and pepper), served with wonton chips **13**

Spinach Artichoke Dip with Barbequed Crawfish – Spinach and artichokes topped with barbequed crawfish and mozzarella cheese **13** without crawfish **9**

Salads

Caesar Salad – Fresh romaine lettuce with our own Caesar dressing, parmesan cheese and croutons – Half **4**, Full **9**

Cashew Vinaigrette Salad – Mixed greens tossed in a spicy cashew vinaigrette (**cashew vinaigrette:** sesame oil, peanut oil, cashews, sesame seeds, green onion, soy, cayenne, rice wine vinegar, sugar) topped with red onions, red peppers and crispy wonton strips – Half **4**, Full **9**

Seafood Cobb Salad – Mixed greens topped with crab, shrimp, carrots, tomatoes, bleu cheese crumbles, bacon and egg. With your choice of dressing (ranch, bleu cheese, 1000 island, spicy honey mustard, white balsamic, red wine Italian, Caesar) – Half **7**, Full **15**

House Salad – Mixed greens with cucumbers, carrots, tomatoes, and croutons. With your choice of dressing – Half **4**, Full **9**

Garden District Spinach Salad – Spinach, Red Peppers, mushrooms, red onions, tomatoes, bacon and egg. With balsamic vinaigrette – Half **5**, Full **11**

Top Your Salad with one of these favorites: Grilled or blackened chicken **9** – Salmon **12** – Jumbo Shrimp **10**

Gumbo & Soups



Louisiana Seafood Gumbo – Andouille sausage, okra, fish, crab and shrimp – Cup 7, Bowl 12



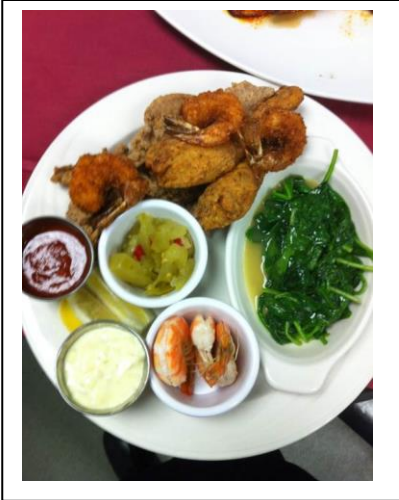
New England Clam Chowder – Cup 7, Bowl 12
Have your gumbo or chowder in a **garlic toasted bread bowl** with lump crab and mozzarella cheese 16

Southern Fried

Served with Chow-Chow Relish (**chow-chow relish**: green tomato, onion, pepper, vinegar, sugar, pickling spice, granulated garlic, onion) and your choice of side dish



Seafest Platter – Combination of farm raised catfish fillets, oysters, fried shrimp, crab cake and cold boiled shrimp (Served with lemon, chow-chow, cocktail sauce, and tartar sauce) 22



Rhythm Kitchen Platter – Deluxe combination platter of farm raised catfish fillets, oysters, fried shrimp, cold boiled shrimp and frog legs (Served with lemon, chow-chow, cocktail sauce, and tartar sauce) **24**



Catfish Fillets – Farm raised catfish fillets, golden fried in southern (corn meal, corn flower dredged) tradition (served with lemon, chow-chow and tartar sauce) **18**

New Orleans Fried Oysters – Plump shucked oysters fried in a cornmeal crust **19**

Chicken Tenders – Chicken tenders seasoned, hand breaded and southern fried. Buffalo Style also available **18**

Bayou Black Alligator – Blackened or hand breaded and southern fried **24**



Frog Legs – Seasoned, hand breaded and southern fried (sauce?) **19**

Gulf Shrimp – Gulf Shrimp hand breaded and southern fried **19**



Cajun Fried Crawfish – Crawfish tails seasoned and golden fried (served with chow-chow and cocktail sauce) **19**

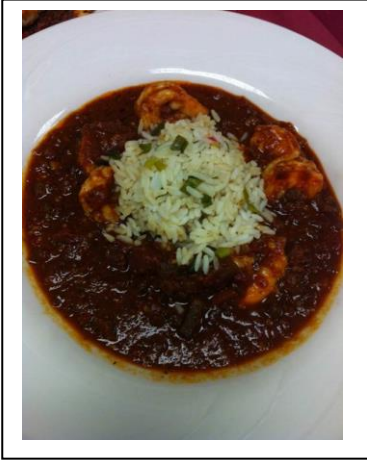
Side Dishes

Asparagus 5, Broccoli 4, Spinach 4, Burgundy Mushrooms 4, Cajun Rice 4, Rice Pilaf 3, Red Beans and Rice 5, French Fries 4, Baked Potato 5, Mashed Potato 4, Coleslaw 3, Chow-Chow Relish 3, Truffle Macaroni & Cheese 6

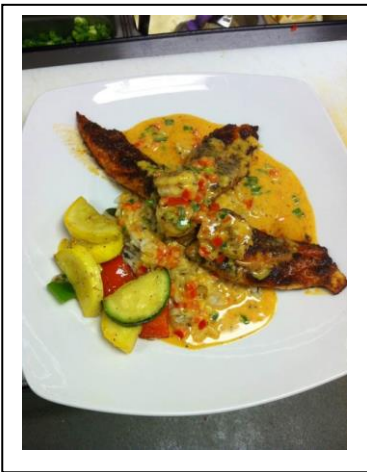
Cajun Classics



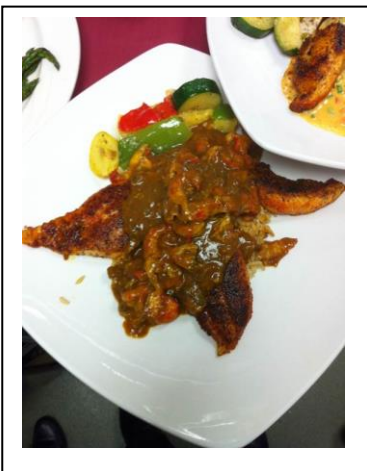
Jambalaya – Andouille sausage sautéed with onions and peppers in a spicy Cajun sauce (creole sauce and Cajun compound butter). Topped with rice. Served with Chicken **18** – substitute for shrimp for an additional **2**



Shrimp Creole – Jumbo shrimp sautéed in a traditional sauce piquant (creole sauce) loaded with tomatoes, peppers, onions, and spices topped with rice **19**



N'Awlins Seafood Delight – Blackened farm raised catfish over rice covered with a rich and creamy Cajun alfredoaux (brunoised red peppers and green onion garnish) with blackened shrimp. Served with a seasonal vegetable medley **21**



Atchafalaya Crawfish Delight – Blackened farm raised catfish over Cajun rice covered with crawfish etouffee served with a seasonal vegetable medley **21**

(Etouffee: fish stock, lobster stock, brown roux, garlic, onions, peppers, celery, butter, crawfish spice, blackening spice, bacon)



Crawfish Etouffee – A classic Louisiana dish. Crawfish tails in a brown roux based sauce. Seasoned with garlic and spices. Served with a Cajun rice (with Italian sausage and ground beef). Also available with shrimp **19**

Crawfish Duet – Half fried crawfish, half crawfish etouffee served over Cajun rice and with a seasonal vegetable medley **21**

Catfish and Shrimp Creole – Blackened farm raised catfish served over rice topped with shrimp creole **21**

Crab Cake Elaine – Pan fried crab cakes over Cajun rice covered with crawfish etouffee served with a seasonal vegetable medley **21**

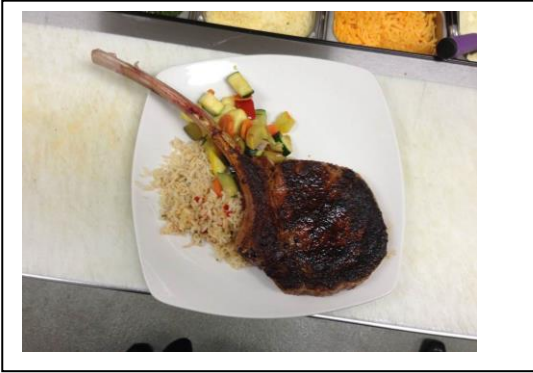
From the Grill

Rhythm Kitchen steaks are prime cuts selected from aged beef. Satisfaction guaranteed! Served with a seasonal vegetable medley and your choice of side dish.

Sauce Choices: Bearnaise or Cabernet Peppercorn Demi



Filet Mignon 12oz 42
Petite Filet Mignon 6oz 28



Tomahawk Ribeye 22oz 42



Rib Eye 14oz 28

Chicken Breast 8oz 18



Barbeque Baby Back Ribs – Full Rack Memphis Style, Your choice of wet or dry 26

Chef's Cut of the Day – Ask your server for today's fresh prime cut selections (**Market Price**) Any Steak can be served **Oscar style** topped with crab cake and covered in béarnaise sauce with asparagus tips for an additional **9**

Blacken your steak for some additional Cajun flavor at no additional charge.

Beverages and Specialty Coffees

Tea 3, Soft Drinks 3, Lemonade 3, Juice 4, Coffee 3 Café Du Monde Chicory 4, Cappuccino 5, Espresso 5, Café Latte 5, Hot Tea 3, Bottled Water LTR 6, 750 ml 4

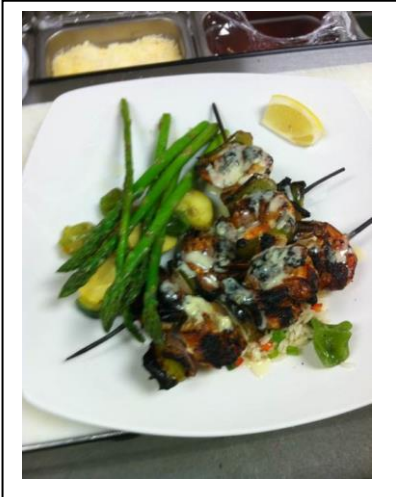
Fresh Catch

Features the freshest seafood available. Served blackened or char-grilled with a seasonal vegetable medley and your choice of side dish

Build your own Surf and Turf – Pick one “From the Grill” item and one “Fresh Catch” item. (**Market Price**)



Lobster Tail – Single or double tail baked to perfection. Cold water lobster served with drawn butter. (**Market Price**) Stuffed with **Crab Cake** and topped with **Beurre Blanc** for an additional **9** per tail.



Shrimp Brochette – Bacon wrapped (seasoned with blackening spice) with green peppers and onions with Rhythm Beurre Blanc **24**

Cajun Grilled Scallops – Andouille sausage with vegetables and Rhythm Beurre Blanc **28**

Peel and Eat Shrimp – Cajun Barbeque (blackened butter) or lemon pepper **24**



Salmon – Served with Piquant (creole) sauce **19**



Alaskan Snow Crab – Served steaming hot with drawn butter **32**

Cajun Pasta

Whole wheat pasta is available and can be substituted on any dish at no additional charge



Shrimp Scampi with Linguine and Spinach – Linguini tossed with shrimp sautéed in butter, olive oil, garlic lemon and spinach **21**



Blackened Chicken Pasta – Blackened chicken breast tops a bed of pasta swirls tossed in a creamy Cajun alfredeaux with green onions and red peppers **18**, substitute shrimp for an additional **2**



Shrimp Creole – jumbo shrimp sautéed in a traditional sauce piquant loaded with tomatoes, peppers, onions and spices; served on a bed of pasta? **19**



Crescent City Pasta – Linguini tossed with crawfish, shrimp, scallops, mushrooms and spinach in a Cajun lemon herb garlic butter **21**

Desserts

Bananas Foster Bananas lightly sautéed in butter and a special dark rum sauce, over a scoop of vanilla ice cream 10

Hot Fudge Brownie Chocolate brownie topped with vanilla ice cream, hot fudge and whipped cream 8

Strawberry Shortcake Pound cake topped with strawberries, vanilla ice cream andf whipped cream 8

Bread Pudding with bourbon sauce 7

Ice Cream a scoop of vanilla ice cream 3

Fried Ice Cream topped with honey, hot fudge and whipped cream 8

Beignets French doughnuts deep fried and topped with powdered sugar 9

Key Lime Pie home made with real key limes and topped with fresh whipped cream 7

Wine List

Champagne and Sparkling Wines

- 2000 Dom Perignon, Brut Champagne, France 249
- 2007 Nino Franco, Prosecco Brut, Italy 59
- NV, Charles de Cazonove, Brut Rose, Champagne, France 82
- NV, Villa Sandi, “Valdobbiadene” Prosecco Superiore, Italy 32
- NV, Cielo Prosecco, Semi Sparkling, Italy 28
- NV, Flor, Rose Prosecco, Italy 33
- NV, Freixenet, Brut, Blanc de Blancs, Premium Cava, Spain 9 – 24
- NV, Freixenet, “Corta Nevada”, Premium Cava, Spain 29
- NV, Veuve Clicquot, Brut “Yellow Label”, Champagne, France 99
- NV, Veuve Clickquot, Brut Rose, Champagne, France 155

Chardonnay

- 2010 Flora Springs, Napa Valley, California 375ml 29
- 2011 Hess Select, Monterey County, California 375ml 21
- 2011 Louis Michel & Fils, Chablis, France 375ml 25
- 2009 Moillard, “Bourgogne” Cote D’or, France 38
- 2011 Far Niente, Napa Valley, California 42
- 2013 Meiomi, Santa Barbara/Sonoma/Monterrey County, California 12 – 42
- 2012 Beringer, Luminus, Oak Knoll District, Napa Valley, California 42
- 2012 Stag’s Leap Wine Cellars “Karia”, Napa Valley, California 54
- 2012 Murphy-Goode, California 10 – 36
- 2010 Silverado, Napa Valley, California 12 – 42

Sauvignon Blanc & Viognier

- 2012 Ferrari-Carano, Fume Blanc, Sonoma Valley, California 10 – 36
- 2012 CMS, Sauvignon Blanc, Columbia Valley, Washington 42
- 2010 McPrice Myers, Terre Blanche “Dinner Vineyards” Paso Robles, California 62
- 2010 Les Deux Tours “Touraine”, Sauvignon Blanc, Loire, France 10 – 36
- 2013 Matanzas Creek Winery, Sauvignon Blanc, Sonoma, California 42
- 2014 White Haven, Sauvignon Blanc, Melbourne, Australia 38
- 2013 Slingshot, Sauvignon Blanc, Napa Valley, California 9 – 36

Riesling

- 2009 Breggo, Gewertzraminer, Anderson Valley, California 38
- 2013 Dr. L., Riesling, Mosel, Germany 10 – 36
- 2013 August Kessler, Dry Riesling, Qualitätswein, Pfalz, Germany 39
- 2013 Covey Run, Riesling, Columbia Valley, Washington 7 – 28
- 2013 Leitz, Dragonstone, Riesling, Rheingau, Germany 39
- 2012 Anew, Columbia Valley, Washington 36

Pinot Grigio, Pinot Gris & Pinot Blanc

- 2012 Italo Cescon Veneto, Pinot Grigio, Italy 10 – 36
- 2013 Skyfall, Pinot Gris, Columbia Valley, Washington 32
- 2013 Dopff & Irion “Cuvee Rene Dopff”, Pinot Blanc, France 33

Rose & Moscato

- NV, romer du Hayot, Sauternes (2 oz glass pour) 12
- NV, Sutter Home, Moscato, California 8 – 28
- NV Beringer White Zinfandel, California 8 – 28
- 2013 Saracco, Moscato D’Asti, Italy 32
- 2011 Eberle, Syrah Rose, Paso Robles, California 42

Merlot

- 2008 Rutherford Hill, Napa Valley, California 375ml 30
- 2010 Shafer, Napa Valley, California 375ml 43
- 2012 Deloach Vineyards “Heritage Reserve”, California 10 – 36
- 2009 Nickel & Nickel “Harris Vineyard”, Napa Valley, Oakville, California 85
- 2011 Prologue by Andersons Conn Valley Vineyards, North Coast, California 42
- 2003 Atalon, Napa Valley, California 34
- 2012 Columbia Crest “Grand Estates”, Columbia Valley, Washington 31
- 2009 Tobin James “Made In The Shade”, Paso Robles, California 48
- 2012 14 Hands, Columbia Valley, Washington 42

Pinot Noir

- 2009 Breggo “Savoy”, Pinot Noir, Anderson Valley, California 99
- 2012 Cambria “Julia’s Vineyard”, San Maria Valley, California 55
- 2007 Etude, Carneros, California 100
- 2013 Solena, “Grand Cuvee”, Willamette Valley, Oregon 15 – 56
- 2011 Champ De Reves, Anderson Valley, California 58
- 2012 Hartley Ostini, “Hitching Post Sierra Madre”, Santa Madre, California 51
- 2008 Fiddlehead Cellars, “Fiddlestix Vineyard”, Santa Rita Hills, California 78
- 2005 Ovene Winery “The Puzzle”, Santa Rita Hills, California 14 – 48
- 2013 Meiomi, Santa Barbara/Sonoma/Monterrey County, California 42

International Red Varieties

- 2001 Vinalcasta “Tinta de Toro” Reserva, Spain 42
- 2011 Bere “Super Tuscan” Tipica, Italy 36
- 2010 Catena “Vista Flores”, Malbec, Mendoza, Argentina 12 – 42
- 2010 Le Rival “Grand Vin De”, Bordeaux, France 99
- 2002 La Fleur Jonquet “Graves”, Bordeaux, France 87
- 2011 Chateau de la Gardine, Chateauneuf du Pape, France 89
- 2009 Chateau Soleil “Grand Vin De”, Bordeaux, France 79
- 2013 Fantini “Farnese”, Montepulciano D’Abruzzo, Italy 36
- 2006 Lassegue Saint Emillion Grand Cru, France 72
- 2011 Pasquale Pelissero, Barbaresco, Italy 42
- 2007 Campo Viejo, “Grand Reserva”, Rioja Spain 49

2004 Cantiga, Tempranillo, Rioja, Spain 36
2009 Il Fauno di Arcanum, Toscana, Italy 58
2010 Stopman “Estate Grown”, Sangiovese, Santa Ynez Valley, California 48
2013 “Sexual Chocolate”, Slowdown Vineyards, Napa Valley, California 14 – 52
2010 Tobin James, “Chateau Le’Cacheflo”, Paso Robles, California 42

Syrah, Shiraz & Grenache

2008 Charles Smith “Motor City Kitty”, Syrah, Walla Walla, Washington 58
2008 Chateau Tanunda “Noble Baron”, Shiraz, Barossa Valley, Australia 62
2011 Eberle “Steinbeck”, Syrah, Paso Robles, California 48
2010 Falille “Perrin” Reserve, Cotes Du Rhone, Orange, France 10 – 36
2011 Two Hands “Gnarly Dudes”, McLarenvale, Australia 79
2010 McPrice Myers “L’Ange Rouge”, GSM, Alta Mesa Vineyards, CA 75
2009 First Drop, “Mothers Milk” Syrah McLaren Vale, Australia 36

Zinfandel

2009 Tobin James “Fat Boy”, Paso Robles, California 90
2009 InZinerator, Saint Helena, California 31
2010 Tobin James “Ballistic”, Paso Robles, California 12 – 42

Cabernet Sauvignon & Blends

2009 Atlas Peak, Napa Valley, California 59
2012 Caymus Vineyards, 40th Anniversary, Rutherford, California 130
2011 Conn Creek, Napa Valley, California 69
2011 Girard “Artistry”, Napa Valley, California 72
2009 Cliff Lede “Stags Leap”, Napa Valley, California 120
2007 Eberle “Reserve”, Paso Robles, California 101
2010 Frank Family Vineyards, Napa Valley, California 79
2010 Hess 19 Block, Mount Veeder, Napa Valley, California 59
2013 The Federalist, Lodi, California 16 – 58
2012 Joel Gott “815”, California 14 – 48
2010 Jordan, Sonoma County, California 79
2012 Justin, Paso Robles, California 16 – 58
2010 Le Pich, Napa Valley, California 99
2007 Silver Oak, Alexander Valley, California 140
2010 Tobin James “Notorious”, Paso Robles, California 48
2009 Turnbull “Estate Grown”, Napa Valley, California 79
2011 Two Hands “Sexy Beast”, McLaren Vale, Australia 79
2006 Venge “Family Reserve”, Napa Valley, Oakville, California 155
2012 Faust, Napa Valley, California 99
2013 Las M’ulas, Familia Torresulas, “Reserva”, Chile 34
2006 Cliff Lede Meritage “Poetry”, Napa Valley, California 155
2007 Trincherro “Haystack Vineyard”, Napa Valley, California 120
2009 First Drop “Mother’s Ruin” McLaren Vale, Australia 42
2010 Corvidale “The Keeper”, Cabernet Franc, Columbia, Valley, Washington 42
2012 Josh Cellars, “Legacy” Red Wine, Napa Valley, California 51
2010 Joseph Phelps “Insignia”, Estate Grown, Napa Valley, California 315

2011 Lyeth, Meritage, Sonoma County, California 42
1984 Opus One, Meritage, Napa Valley, California 295
2007 Joel Gott “7”, Saint Helena, California 110

Sweet Reds

NV Crane Lake, California 8 – 28

Ports

Sandeman’s 30 Year Tawny - 25
Sandeman’s 40 Year Tawny - 35
Cockburns Fine Tawny - 11

Specialty Cocktails

Larry’s Mint Julep – 9

Crown Royal Black, Simple Syrup and Fresh Mint Leaves

Sazerac – 10

Bulleit Rye Whiskey, Sugar, Bitters and Lucid Absinthe

Mai Tai – 9

Light Rum, Dark Rum, Fresh Lime Juice, Orgeat Almond Syrup and Cointreau

Mardi Gras Punch – 9

Light Rum, Peach Schnapps and Fresh Lime Juice

Bayou Bell – 9

Malibu Coconut Rum, Blue Curacao, and Fruit Juices

Lapu Lapu – 10

Light Rum, Peach Brandy, Blackberry Brandy, Apricot Brandy, Orange Curacao and Fruit Juices

Hurricane – 9

Light Rum, 151, Fruit Punch, and Fruit Juices

Jazz City Tea – 8

Firefly Sweet Tea Vodka and Lemonade

Specialty Martinis

Lemon Meringue Tini – 8

Sobieski Lemon Meringue, Fresh Lemon Juice, Pineapple Syrup

Thrilla In Vanilla – 8

Sobieski Vanilla, Dry Vanilla Bean Soda

Orange Crush – 8

Sobieski Orange, Aperol, Orange Slice

Raspberry 43 - 9

Sobieski Raspberry, Licor 43, Fresh Lemon Juice, Fresh Raspberry

Key Lime Pie – 9

Sobieski Cytron, Sobieski ;Vanilla, Agave Nectar, Fresh Lime Juice

Sobieski Passion – 8

Sobieski Original, Passion; Fruit Liqueur, Sweet n Sour

Kittie's Coconut Cake -10

Sobieski Vanilla Vodka, Malibu Rum, Godiva White Chocolate Liqueur, Nocello Walnut Liqueur

Chocolate Covered Cherry – 10

Godiva Dark Chocolate, Vanilla Vodka, Crème Yvette, Amaretto

TELEPHONE ETIQUETTE

Guests have their first experience with Rhythm Kitchen over the telephone. Using proper telephone etiquette shows respect for guests and gives an excellent first impression. Talking to guests while on the job is different than talking to friends in a social situation. Always be professional and polite in business situations. You are responsible for following the telephone guidelines listed below at all times.

Greet the Caller

- Telephone will always be answered within three rings.
- Always use this example of the BRR&C standard telephone greeting. "Good morning/afternoon/evening, thank you for calling Rhythm Kitchen, this is _____ speaking. How may I assist you?"
- Speak clearly and learn to make your voice upbeat and friendly no matter how you feel. Put a "smile" in your voice.
- Do not speak too fast; control your pace.
- Always be polite, courteous and patient, even though you may be extremely busy.
- Avoid using restaurant slang or jargon. Be a professional.
- Use the guest's name whenever possible, not "y'all" or "you guys".
- Do not chew gum, drink or eat while on the phone.
- If you are dealing with a guest face to face and the phone rings, excuse yourself, answer the phone and ask the caller to wait. **Remember, the guest in front of you takes precedence over a caller.** When you are through dealing with the guest in front of you, get back to the phone quickly and immediately thank them for waiting.
- If you must place a call on hold, explain what you're doing and why you need to place the call on hold before you do so. Ask "Would you please hold?", then wait for the caller to answer, say "thank you" and then put the caller on hold.
- When transferring to another extension, wait for that extension to answer and introduce the call giving as much information as possible. The guest should not have to repeat their conversation with you to another person. Pass along the guest's name if possible.

If You Are Busy

- Offer to call the caller back so that he may avoid waiting a long time. Write the phone number down and return the calls as quickly as possible. Never ask a guest to call you back.

If the Person Is Unavailable

- Tell the caller "he/she has stepped away for a moment" or "he/she is with a guest." Never say, "I don't know where he/she is or "He/she is in the restroom."

Be an Active Listener

- Concentrate on what the caller is saying and limit your distractions while on the phone.
- Never interrupt the caller.
- Focus on what the caller is saying, not how it is being said. Always repeat phone number when a message is given. Never assume the person who the caller is looking for will have the phone number.
- Use active listening phrases such as “yes” and “I see” to acknowledge to the guest that you are listening.
- Ask questions for clarity if you’re unsure what the guest needs.
- Repeat the fact for verification, such as “Mr. Jones, I have a lovely table reserved at 7:00 for a party for two in the non-smoking area at Rhythm Kitchen on Wednesday, March 10.” Repeating the situation as you understand it will eliminate misunderstandings.
- Whenever possible use the caller’s name.
- Pass along messages in a speedy manner.

Personal Phone Calls

- Except in the case of an emergency, personal phone calls are not accepted for Team Members, nor will messages be taken.

Proper and Improper Phrases

Proper Phrases:	Improper Phrases:
Good Morning/Afternoon/Evening	Hi/Hello/Hey
Certainly	OK/Sure thing
Certainly, I will personally take care of it	No problem
Excellent choice	Good idea
How may I assist you?	Can I help you?
I beg your pardon?	What?/Excuse me?/What did you say?
Please allow me.	I'll get to it/I'll get right on it
That's a good question, I will find out for you.	Hold on a minute
Thank you for holding.	Are you still there/I'm back
Yes or no	Yeah or nah
Sir/Ma'am	Honey, Hon', Sugar, Sweetie, Darlin' etc.
May I ask who's calling please?	Who's calling?
Is there anything else I may do for you at this time?	How's everything?

LINEN PROCEDURES

Dirty linen pick-up and clean linen drop-off will occur once a day, at the same time every morning. To insure the best care and operational efficiency of our linen program, refer to the following guidelines.

Pick-up:

- All clean linen will be delivered to the outlet.
- Stock linen neatly on shelves.

Handling:

- Never use napkins or tablecloths to clean or wipe up spills. Blue striped towels are provided for those purposes. Never use linen to line work areas. Bar mats will be provided for this. Tabletop linens are to be used only for guests.
- Green and/or Blue Microfiber towels are to be used for polishing glassware and silverware only. Microfiber towels are not to be used to clean.
- When you come across linen that is torn or otherwise un-usable, tie it in a knot and put it in the dirty linen hamper.
- Check linen for flatware and trash before putting it in the hamper.
- Separate dirty linen from dirty towels. Color-coded bins will be provided.
- Notify manager of ongoing linen problem or abuses.
- Never recycle previously used linen.

Remember:

Proper care of linen is a team responsibility. When linen is not cared for the result is an eventual reduction in available needed linen and therefore a need for supplies for your guests. Cherish your supplies so that you always have enough to provide smooth, efficient service on a daily basis.

HANDLING SPECIAL GUESTS

Although all of our guests are equally important to us, some require specific arrangements to ensure their satisfaction and our enjoyment in serving them.

CHILDREN

To insure children are handled properly and made to feel welcome, be aware of the following techniques we use. Remember, children's safety is our top priority.

- At any appropriate opportunity make children feel welcome, important and comfortable.
- Insure the table size and location is appropriate for adults and children in the party. Never seat children in high traffic areas.
- Attempt to pre-set high chairs and boosters prior to walking the party to the table.
- Distribute crayons, coloring books and toys upon seating.
- Offer to **bring crackers and bread immediately** to appease the child.
- **Offer to take child's order with the initial drink order. Notify kitchen to "rush" the child's order. Delivering food to the child quickly satisfies and quiets them.**
- Never serve a child a hot plate!
- Be sure to provide the smallest eating utensils available. Also be sure to clear all stemware and unnecessary flatware.
- Assist parents in making suggestions should they desire to order from the regular menu instead of the child's menu.

HANDICAPPED GUESTS

- Seat handicapped guests in areas where traffic is limited and access reasonably easy.
- When seating guests be sure to be more aware of their potentially difficult path to the table.
- Do everything possible to insure that the handicap guest's experience is positive. Consider the challenges faced by each situation and be even more aware.

DIETARY NEEDS

Today's guests have a variety of special dietary needs, some of which can have dramatic negative ramifications if linked to a medical condition or history.

Therefore, it is important to respect all dietary requests with the utmost sincerity. We will customize any menu item to please our guests.

- Communicate all special requests verbally to the chef or expedite.
- Do not feel compelled to answer a question if you are unsure about a menu item. It is better to excuse yourself and return with an accurate answer to a menu question.
- When picking up your food, be sure to “double check” that you have the proper items. Mistakes could have serious consequences.
- Items not available in your restaurant may be located in the main kitchen. Explain to the guest the possible delay in service, but our willingness to accommodate.

VIPS

Certain guests require our concentrated efforts as they may be potential hotel clients or have the ability to pass on positive comments and impressions to others. There will also be times we want to insure our best performance is evident.

- VIP guests will be seated and identified with a specially designed **seating card** that is passed on to the server. The manager is notified and he will notify the kitchen verbally. Server submits the card to the kitchen when the order is placed.
- Management will personally pre-inspect all VIP designated tables prior to seating.
- Server will notify management when a check back on food quality is due. Manager will then personally check with guest on food quality and the dining experience to date.
- It is VERY IMPORTANT that VIP guests are referred to by name.
- VIPs will be highlighted at all the service briefings.

SENIOR CITIZENS

- Be respectful and extremely sensitive to senior guests.
- Avoid making them wait to have to be seated.
- Often senior guests may need to eat at scheduled times. Offer a snack or drink if they are waiting to be seated.
- Do not hesitate to bring out an additional chair to offer senior citizens a place to set if all waiting areas are “packed”.
- When eating, be more aware of the need to walk slower and to assist with pulling chairs and making senior guests comfortable.

STANDARDS FOR SERVING ALCOHOLIC BEVERAGES

The legal drinking age varies from state to state. In Nevada, the legal drinking age is 21. It is against the law to serve or sell alcoholic beverages to minors. Check the identification of anyone who looks as if they are 30 years of age or younger. If there is a question in your mind as to whether or not the guest is 21, ask for a second identification. Do not rely on the statements of other individuals in the party, including statements of parents. Do not allow parents in the party to order a drink for the purpose of giving it to a minor. Remember that the licensee and each Team Member involved in the decision may be liable for service to a minor. It is all of our responsibility to serve alcohol with care and concern for the law and our guests. On the next few pages are guidelines to help you in dealing with this critical subject.

Acceptable forms of identification:

- State issued driver's license, with photo
- State issued identification card, with photo
- Passport, with photo
- Military identification, with photo
- Federally issued immigration identification, with photo

Identification is only acceptable if all of the following requirements are met:

- It has been issued by a state or government agency
- Includes a physical description with a photograph
- States the date of birth
- Is within the dates of validity (not expired)
- Is checked in good light to ensure that the description matches the picture as well as the person presenting the ID.

What to look for when checking ID:

- Make sure that the person hands you only the ID itself. If they present an ID to you in a wallet or purse, have them take it out to show you.
- Check the date of birth and know the birthday of someone who turns 21 years old every day.
- Check the expiration date. Request to see an additional ID if the card has expired. We cannot accept an expired ID.
- Inspect the photo closely. Photos should be clear, crisp and cut straight.
- Feel the ID for bumps, splits or roughness. Proper lamination is not only neat and smooth, but will also stand up to the bend test. Any ID that splits, cracks, or has obvious indications of altering should not be accepted. **NO EXCEPTIONS!**
- Call your manager and/or security if you have any questions regarding an ID.

Rhythm Kitchen Policy and Procedures Manual Signature Page

I _____ have read, had explained and been given opportunities to ask questions that are pertinent to the information contained within this policy and procedures document. By signing below the team member indicates that they understand all the information that is found within this document. The team member further understands that they must abide by ALL the policies and procedures dictated by this program document. The student understands that failure to follow ALL policies and procedures will result in disciplinary action up to and including termination of employment.

Signature

Date

Print Name

Date