

FOOD RUNNER

Learn all about it

Only the Highest Quality Food • The Highest Personal Standards • Out-of -this World Hospitality
A Healthy, Growing Company • A Great Place to Work



Employee Training Schedule

DAY 1

- Questions?
- Do a line check with the manager (taste all product on the line and Salad Bar)
- During shift, observe trainer, assisting when comfortable

DAY 2

- Questions from first day?
- Do a line check with the manager (taste all product on the line and Salad Bar)
- With trainer observing, work the Dining room solo on during the rush
- Certified trainer completes observation checklist on trainee
- Take test

OUT-OF-THIS-WORLD HOSPITALITY

- We will do whatever it takes to make a customer for life.
- Jason's reputation for family-friendly hospitality depends on every shift.
- We treat every customer as a guest in our home.
- Any customer complaint must be handled promptly and professionally.
- Every Jason's Deli must be extraordinarily clean, inviting, functional and visually exciting.
- We will quickly serve customers a consistent product every shift, from store to store and region to region.

“Our Mission is to make every customer happy.”



HEALTH IS IN YOUR HANDS

- In order to keep our customers and families safe, you must memorize and follow all the procedures in the Food Safety Pop.

- Use a professional and sincere voice when speaking to customers.
- Listen carefully and be aware of customer's needs.
- Create positive memories for our customers.

INTERACTING WITH CUSTOMERS

Hospitality is a key component of your job. The most crucial aspect of any Food Runner's job is making sure our customers are happy. As a Food Runner, you must be able to read, write, and communicate in English effectively. When interacting with customers, always:

- Follow the 5 hospitality rules and provide Out-of-this-World Hospitality to all customers.
- Be energetic, enthusiastic, patient, and honest.

BEFORE RUNNING FOOD TO A TABLE

Step 1: Check the ticket to ensure that all of the food is on the tray(s). Always use a tray to run food to the customer.

Step 2: Check to ensure that all food



meets our Highest Quality Food and presentation standards. If there are any issues, ask for it to be fixed before running the food out to the customer.

Step 3: Ensure that all required silverware and napkins are on the tray.

Step 4: Identify the table number on the ticket. Bring the ticket with you when you deliver the food to the table.

RUNNING FOOD TO A TABLE

Step 1: When you arrive to the table, make eye contact and greet the customers with a smile.

Step 2: Place the entrees in front of each customer. Repeat what they ordered, using the menu name, to confirm it is correct. For example, say "Here you are, sir. I have a California Club with no mayo."

- If you deliver food to a table and the customer doesn't have a drink, offer to get it for them.

Step 3: Place one napkin and the appropriate silverware in front of each customer.

Step 4: Let the customers know that we have free ice cream for their enjoyment.

Step 5: Give the customers your name and ask if there is anything that you can get for them. If they request anything, get it for them.

Step 6: Remove the number from their table and thank them for coming in.

Step 7: Return the number to the designated 1/9th pan and throw away the ticket after dropping off the food.

Step 8: Alert a manager of any mistakes, special requests, or late ticket times from the customer.

FLOATING THE DINING ROOM

When there is no food to be run, time should be spent floating the dining room. Floating the dining room means that you are working in the dining room and available for any customer needs. While floating the dining room, rotate through the following tasks:

- Open the front door for customers who are arriving or leaving, making sure to greet customers when they come in or thank them as they are exiting.
- Give direction and offer menus to customers and explain menu items and specials.
- Offer high chairs or booster seats to customers with small children.
- Check in with customers periodically to ensure that they are enjoying their meals and take action to correct any problems. Offer to refill drinks or get any To Go items they may need. Clear any empty plates off of the customer's table.
- Look for "wandering" customers. If you see a customer that seems confused, offer assistance. If a customer is looking for something, such as the ice cream machine or the restrooms, walk with them to the location, rather than just gesturing to the location.

- Assist with putting tables together for large groups.
- Be aware of customers who have been waiting for a while. Follow up with the End employee for any orders taking longer than 6 minutes. Let the customers know that the food will be out shortly, and make a manager aware of the situation.
- Remove empty trays from tables.

HANDLING COMPLAINTS

You actually want a customer to complain! If they don't, they may just take their business elsewhere and tell their friends not to do business with us. Think about what happens when you are treated poorly: do you usually complain? Most people do not. They just say to themselves, "I'm never coming here again!"

How you handle customer complaints will determine if the customer comes back to your restaurant. Here are some tips to help you take care of your customers and send them home with a smile:

1. **Listen** - Listen to what the customer has to say. The important thing is to try and please the customer and send them home knowing that the problem they encountered is not typical of your deli. Let them know that you, the Food Runner, value their comments and their business. Allow the customer to finish speaking before you respond.
2. **Body Language** - The way you stand and look at a customer can speak even more than words. Maintain eye contact and don't cross your arms over your chest. Your facial expressions will show the customer how much you value their concern, opinion, and business.
3. **Apologize** - Offer an apology by saying, "**(Sir / Ma'am) I apologize. I understand that you are not happy about _____ . I will work on getting that fixed for you right away.**" You demonstrate that you completely understand their frustration and are working diligently on a solution.
4. **Get a manager** - If a customer has a concern that you cannot resolve, get a manager involved. Occasionally, you will have a truly angry customer who declares, "I'm never coming back!" Calmly assure the customer you understand their frustration, offer an apology, and let them know that, if they change their mind, you would love to see them again. By sending them off on a courteous note, there is a very good chance that, once their anger has cooled, they will try your restaurant again.

"The best idea I can share with you on customer hospitality is **SHOWING YOU SINCERELY CARE** in any effort you extend to the customer. Whether it is solving a problem or just serving their food at the End and saying, 'Enjoy your meal,' **MEAN IT...** Any time we come across as just doing our job or just trained to say certain words, it could be recognized as phony. All of this comes naturally from someone who loves his or her job and sincerely loves serving the customer.

Pete Verde

Giving great hospitality is part of the Jason's Deli culture; it is what sets us apart from the rest. The owners have Empowered all of us to do "Whatever it takes!" to take care of our customers and to make them a part of the Jason's Deli family.

"We often view our customer's feedback as something we have to do rather than as a beautiful opportunity to **WOW** that customer and build their loyalty to your deli and the Jason's Brand. They are creating a priceless opportunity to make an emotional connection that can turn them into loyal evangelists for growing your business. Let's take every comment that we get and make it an opportunity to **WOW** the customer. Make the interaction memorable with the care you use to handle them; make a connection that you know they won't get from any other company; and they will come see you more often and spread the word about the brand."

Ragan Edgerly

OBSERVATION CHECKLIST

To be completed by a manager

- Practices proper sanitation procedures and washes hands often
- Handles all guest interactions correctly, following the 5 hospitality rules
- Communicates needs with other positions and managers
- Understands how to handle customer concerns

To be completed by the certified trainer

- Properly greets customers at their table
- Delivers food and silverware properly to each customer
- Informs customers about free ice cream
- Floats the dining room when not running food

I understand all of the above, and agree to complete these on every shift

Trainee Signature _____

Manager Signature _____