

CUSTOMER HOSPITALITY AND GEN. INFO. FOR POS AND NON-POS

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?
- Trainer to discuss menu products
- Do a line check with the manager (taste all product on the line and Salad Bar)
- Complete pre shift duties with a trainer
- During shift, observe trainer taking orders and assist when comfortable
- After shift, complete post shift duties with a trainer
- With the trainer, discuss tickets from the shift, looking at prices, abbreviations and organization

DAY 2

- Questions from first day?
- Complete pre shift duties with a trainer
- Do a line check with the manager (taste all product on the line and Salad Bar)
- During the shift, with the trainer, take orders
- After shift, complete post shift duties with a trainer
- With the trainer, discuss tickets from the shift, looking at prices, abbreviations and organization

DAY 3

- Questions from the 2nd day?
- With trainer observing, complete pre shift duties
- Do a line check with the manager (taste all product on the line and Salad Bar)
- During the shift, with the trainer observing, take orders
- After the shift, with the trainer observing, complete post shift duties
- With the trainer, discuss tickets from the shift, looking at prices, abbreviations and organization
- Certified trainer completes observation checklist on trainee
- Take test OR, if necessary, add more training days

****Note: This POP is to be used in conjunction with the menu.**

You must know the menu completely to perform your job.**

**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.

SETTING UP YOUR STATION

Step 1: Set up your sanitizer bucket and towel. Check sanitizer PPM with a test strip.

Step 2: Observe while the manager counts your drawer down in the office, verifying that you have the correct amount.

Step 3: Wipe down sneezeguards using a paper towel and glass cleaner. Spray window cleaner onto the paper towel, not directly onto glass, to keep from contaminating food.

Step 4: Unwrap cookies.

Step 5: Wipe down and sanitize area, including numbers. Numbers should be stored in a 1/9th pan.

Step 6: Stock kid's items. Kids crayons and coloring books will be stored under the order counter or on a shelf behind the order counter. Crayons should be stored in a black toothpick holder.



Step 7: Stock and organize gift card rack.

Step 8: Stock and organize menus.

Step 9: Administrative items – make sure that you have a pen at your station.



ORDERS

TAKING AN ORDER IN PERSON

Step 1: Greet the customer

- Smile and make eye contact with the customer.
- Welcome the customer to Jason's Deli and direct them to a menu.
- Remember Out of this World Hospitality. Be friendly and helpful. Tailor your service to what the customer seems to want. If they're in a hurry, politely speed up your service and don't ask unneeded questions. If they seem confused or don't know what to do, be patient with them. Let them know how our system works and offer suggestions.

Step 2: Take the Order

- Assign a number for the order. Every ticket should get a separate number to prevent confusion.
- When the customer orders an entrée, inform them of what side items automatically come with that entrée as stated on the menu.
- Offer the customer a drink by saying, "**Would you like a coke or tea?**" If they say yes, ask what size they would like. If they ask for a water, say "**Would you like a bottled water?**"
- Repeat the order back to the customer.
- Accept payment.
- See the "Helping Customers with their Orders" section for more info on taking orders.

Step 3: Direct the Customer

- If the customer is dining in, give them their receipt, their drink (24, 32 oz) or water cup and their number. Give the customer direction by saying, "**Help yourself to your drink at our drink station, and place this number on the holder on your table.**"
- In delis with POS, if the customer is taking their order To Go, tell the customer that their receipt will be stapled to their bag, and direct them to the To Go waiting area. Place their receipt on the C&P To Go ticket rail. (NOTE: if you deli has a printer at C&P To GO, give the receipt to the customer.) If the customer orders a drink, give them a drink (24, 32 oz) or water cup. Give the customer direction by saying, "**Help yourself to your drinks at our drink station. After you get your drink, come back to the To Go waiting area and we'll have your order ready shortly.**"
- If the customer has a Dine-In Salad Bar or an One Trip Salad, tell them where to pick up their salad plate. If they have a To Go Salad Bar or an One Trip Salad, give them the appropriate container with a bag, and offer them a red/beige tray. Let the customer know that you would be happy to bag the salad for them if they prefer.
- When a customer orders a managers special with a sandwich that comes with a choice of baked chips, fresh fruit, blue corn chips and salsa or steamies, they still receive their choice of side item and they get a cup of soup.
- If the customer ordered any Kid's Meals, offer them a kid's cup, crayons, and a coloring sheet.

- If the customer placed part of their order for Here and the other part To Go, let them know that we will have their To Go order waiting for them at the To Go counter when they are ready to leave.

Step 4: Thank the customer for coming in.

Step 5: Pass any necessary items down the line.

- If applicable, pass any salad bases, fruit, or desserts ordered by the customer to the Make person. Desserts for here should be served on a small 6-inch plate.

HELPING CUSTOMERS WITH THEIR ORDERS

- If a customer orders a Build-your-Own sandwich, ask these 4 questions to help them customize their sandwich. (They may also add any other ingredients they choose):
 1. What type of bread would you like?
 2. Any mayo or mustard?
 3. Any lettuce or tomato?
 4. Would you like to add cheese?
- Build-your-own sandwiches come in 3 "sizes":
 1. Whole - A full portion of meat on two pieces of bread
 2. Half - A half portion of meat on 1 piece of bread cut to make half of a sandwich
 3. Lighter - A half portion of meat on two pieces of bread
- If a customer orders a hot sandwich, there are 4 possible options:
 1. "Heated" - Inside of sandwich hot, bread not toasted
 2. "Toasted" - Inside of sandwich cold, bread toasted
 3. "Grilled" - Inside of sandwich hot, bread toasted
 4. "Panini Grilled" - Whole sandwich pressed on the Panini grill
- If a customer tells you that they are sensitive to gluten, offer them a Gluten Sensitive Menu. When a customer orders a gluten-sensitive item, point out the gluten-sensitive disclaimer in the menu. Identify the order as Gluten Sensitive by writing it on the ticket or ringing it up through the Special Menus button on the POS.
- If a customer orders a 32 oz fountain drink, refills are permitted during the initial visit only. It is against health code to bring the cup back on a future visit for a refill.
- If a customer orders something that isn't on the menu, check with your manager to see if we can accommodate the request. We will make every effort to fulfill the customer's request.

PHONE ANSWERING PROCEDURES

- Answer the phone by the second ring. Answer the phone with a smile and say, "**Thank you for calling Jason's Deli (location). This is (your name). How may I help you?**"
- Only ask who is calling if you are taking a message for someone who isn't there.
- Always find out what the customer needs before putting them on hold. Their question may be very simple.

ORDERS

- If you need to place a customer on hold, ask them, "**May I put you on hold for a moment, please?**", then put them on hold after they respond. A customer should never be placed on hold for more than 30 seconds. Alert your co-workers that a customer is on hold.

TAKING AN ORDER OVER THE PHONE

Step 1: Answer the phone using the procedures outlined in the "Phone Answering Procedures" section.

Step 2: Take the order

- Ask the customer if the order being placed is for Pick-Up or Delivery.
- Ask the customer, "**Is this your first time dining with us or have you dined with us before?**"
- If the customer has dined with us before, say "**Welcome back, please let me know if you have any questions. May I get your phone number?**"
- For Pick-Up orders, make sure that you have the customer's first and last name and phone number. For Delivery orders, make sure that you have all of the customer's contact information, and delivery information, including date, time, location and email address.

For POS Delis Only:

- If this is the customer's first time, create a new delivery profile.
- For First Time Delivery Customers, capture the customer's email address at this time. The email address is necessary for a follow-up survey that is automatically e-mailed to them. If the customer asks why we would like their email address, say, "**We would like to send you a survey to get feedback on your first time delivery experience.**" If the customer does not want to provide an email, type "DNA," which stands for "do not ask," in the email field.
- For First Time Delivery Customers, ask "**Do you have any questions about the menu or delivery services?**" and answer any questions the customer may have. Label the ticket as a "First Time Customer". This will ensure that all line positions, Delco employees, and managers know which tickets belong to our first time customers.
- When talking to the customer about the delivery time, all same day catering orders should be quoted a delivery time of 1 hour and 15 minutes at the most from the time of the call. If you are unable to quote this time, alert a manager immediately. We deliver in 30 minute windows. For example, 11 - 11:30 am means we will arrive as early as 11 or as late as 11:30. Be sure to ask the customer which delivery window they would like.
- When the customer orders an entrée, inform them of what side items automatically come with that entrée as stated on the menu.
- Offer the customer the promotional item by saying, "Would you like to add...?" (If that entrée automatically comes with the promotional item, move on to offering beverages.)
- Offer the customer a drink by saying, "**Would you like a Coke or Tea?**" If they ask for a water, say "**Would you like a bottled water?**"

- If the customer has any drinks, salad bars, or side salad on a pick up order, offer to prepare those items for them if they would like them to be ready for them when they arrive. If the customer would like us to prepare that for them, note that on the ticket.
- Repeat the order back to the customer.
- Let the customer know how long it will take for their order to be ready. (For example, "**Sir, your order will be ready in 10 minutes.**")
- See the "Helping Customers with their Orders" section for more info on taking orders.

Step 3: Thank the customer for ordering.

Step 4: Pass any necessary items down the line.

- If applicable, pass any salad bases to the Make To Go person.

SELLING AND HANDLING ALCOHOLIC BEVERAGES

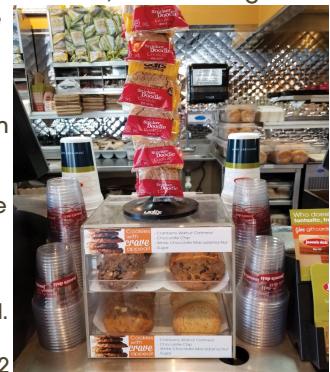
- You must be 21 years old to handle and serve alcohol. This means: You must be 21 to take an order for, ring it up, and / or serve alcohol. You must be 21 to touch any beer or wine bottles. If you are not 21, you may take the order excluding the alcohol and then call somebody that is at least 21 to take and / or ring up the order.
- If you are at least 21 you must card everyone who looks under 30 with no exceptions.
- You can be ticketed, fined, and even arrested for a felony offense if any of the above violations occur.

POST SHIFT DUTIES

Refer to the Daily Checkout POP for a breakdown of cleaning and restocking duties.

When restocking desserts, follow these shelf lives when rotating product:

- Thawed pastries, brownies and dessert bars – 5 days.
- Baked cookies – 2 days. Stock 6 of each type of cookie. Cookies should be displayed in this order, when looking at the case from the front: Chocolate Chip (top left), Cranberry Walnut Oatmeal (top right), White Chocolate Macadamia Nut (bottom left), Sugar (bottom right).
- Udi's Gluten Free Snickerdoodle Cookie - Thawed 7 days. Stock cookies in cookie stand and place on top of the cookie case. Store frozen until needed. Thaw an estimated 2/3 day usage and rotate. Takes up to 2 hours to thaw.
- Strawberry shortcakes – 1 day



OBSERVATION CHECKLIST**To be completed by a manager**

- Practices proper food safety procedures and washes hands often
- Sets station correctly and resets the station after the shift
- Handles all guest interactions correctly, following the 5 hospitality rules
- Communicates needs with other positions and managers

To be completed by the certified trainer

- Properly greets customers
- Offers the current promotional item to every customer
- Takes orders accurately with no mistakes
- Directs customers properly after taking their order
- Follows the correct procedures when answering the phone

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

Trainee Signature

Manager Signature