



2024

FABIO VIVIANI HOSPITALITY

**I AM A PROFESSIONAL
SERVER ASSISTANT/RUNNER**

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JOB DESCRIPTION

TITLE: **SERVICE ASSISTANT /RUNNER**

REPORT TO: **RESTAURANT MANAGER**

Summary of Position

Polish glass and silver. Remove used tableware between courses. Clear and reset tables after guests leave. Bring food from the kitchen to the guests. Assist servers throughout the shift.

Duties & Responsibilities:

- Obtain service area assignments at the beginning of each shift.
- Remove used tableware between courses and provide tableware for the next course.
- Clear tables after guests. Take tableware to the dishwasher and place silverware, dishes, glassware, etc. in appropriate areas for washing.
- Between seating, promptly clean table tops, chairs, and booths. Check the floor and clean as required. Reset and arrange the tabletop.
- Inspect assigned restroom every 30 minutes and clean as needed.
- Respond appropriately to guest requests. Communicate guest requests to the server as needed.
- Communicate with server and hostess to ensure efficient seating, table utilization, and customer service.
- Assist server as needed, especially with large parties and during peak hours.
- Thank guests as they are leaving.
- Be available to fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by the restaurant manager or immediate supervisor.
- Assist in stocking.
- Have full knowledge of how plates are presented and make sure mistakes are corrected immediately.
- Empty linen bins and refresh them with new linen bags.
- Bring food from the kitchen to the guests.

- Respond appropriately to guest requests. Communicate guest requests to the server as needed.
- Communicate with the kitchen and the front of the house to ensure all guests receive the best service.
- Be available to fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by the restaurant manager or immediate supervisor.

Qualifications:

- No previous restaurant experience is required.
- Have a working knowledge of the predominant language(s) of our guests.
- Be able to lift, reach, bend, and stoop.
- Be able to work in a standing position for long periods of time.

SERVICE CREDO

1. We work as a team

Everyone working at the restaurant is working to make sure every guest, not just the guest in our particular section, has a terrific experience. We achieve this goal by working as a true team. We are ready to help each other whenever necessary. We never say, "I'll get your server." Downtime in your station is an opportunity to help a teammate in their station. If it happens that a cleared table remains un-set during service, we spring to action. We never sit back and wait for someone else to do "their" job, particularly when a guest is waiting for a table.

2. We are always looking to do more

If we find ourselves with a "free" moment, we find something that needs to be done: a table whose setting needs to be adjusted, a table that needs to be cleared, etc. There is always something to do or someone to assist; we don't congregate and socialize.

3. We constantly communicate with one another

Whenever we answer the need or request of a guest who is someone else's prime responsibility, we communicate what we've done immediately to the responsible party. We do not want to undermine or disrupt the server's work. Communication of counted or 86'd items is crucial.

4. We are careful

Regardless of how busy we get, we cannot afford to be careless. Mistakes, no matter how minor they seem, always have a ripple effect and complicate things for our co-workers and our guests. We always make the time to double check what we've done and we always ask, "have I forgotten anything?"

5. We treat one another with respect

We all have our own priorities, but we recognize that our fellow team members (at the bar, in the kitchen, etc.) also have priorities. We aim to strike a cooperative balance among the staff so that our guests' needs are our main focus.

6. We leave our personal problems at the door

We recognize that we are professionals and that no one, especially our guests, benefit when we allow our personal problems to hinder our performance. If you're having problems and you need to take some time off, we will do our best to accommodate you. We need and want you to feel good when you are at work.

7. We recognize that we are not working alone

Everything we do has effects on the restaurant around us. When you take the last towel, someone else may be left without it. Pour the last bit of coffee and someone will have to make more. The person might be too busy and skip it. Do not let the pressure knock you over. Use preventative measures to ensure excellent service. Set yourself up for success.

RESPONSABILITIES

Service Goals

- To create a world-class experience for our guests
- To provide our guests with the highest level of product knowledge
- To reach the highest level of teamwork
- To create new customers

Basic Role of Bussers/Runners

- "Right hand" of servers
- Polishing and distribution of all clean silverware/glassware before, and during and after each shift
- Set and re-set tables
- Water tables (at the request of server)
- Remove soiled plates, silverware, and glasses
- Perform opening/closing side work
- Stocking side stations
- Empty trash cans
- Maintain the cleanliness of the floor and work area
- Keep runner station fully set up and stocked at all times.
- Constantly restock line with china and share silver (fork placed inside serving spoon).
- Deliver food quickly, correctly, and accurately. Serve from the left whenever possible. Never backhand a guest when delivering food, i.e. put your elbow in their face.
- Ensure food arrives at the table cleanly and in the condition that it left the kitchen.
- Describe the delivered food to the guest in detail.
- Attend to immediate guest needs (i.e. proper silverware, another cocktail, clearing, etc...)
- Clearing whenever possible to make that trip back to the kitchen more productive.
- The closing runner must depart with the station clean and fully stocked with plates and silverware.
- The chef running the expo line should know your whereabouts throughout your shift. Do not disappear.

Clearing Plates

- Wait until the whole table is finished before you start clearing
- Clear from the right and with the right hand whenever possible
- Make sure silverware is in the middle of the plate so that the plate won't tilt when you lift it
- If used silverware is on the plate, remove both the plate and the silverware. Never have the customers kept the dirty silverware for their next course
- Never stack plates on the table. Never scrape food from one plate to another
- Only carry what you are comfortable carrying
- At the end of a meal, clear everything except beverage glasses that are still being used
- Clear soiled dishes and glasses in the kitchen

Stacking Trays

- Neatly stack all trays
- Carry with one hand
- Only carry what you are comfortable carrying
- Put pint glasses around the outside of a tray
- Put utensils and straws standing up in pint glasses, put knives upside down
- Put unstable items (beer bottles, wine glasses, etc...) in the middle of the tray
- Do not stack pint glasses higher than one level and only stack glasses if you are comfortable carrying a tray
- Make your tray efficient so you can clear more tables as you head to the dish pit. Taking the extra second to stack your tray will save you trips back and forth from the dish pit.

Setting

- Immediately following your teammate's clearing, you should arrive with all the settings for the table: settings should be carried or, if necessary placed on a tray.
- Properly place plates, napkins, silverware, and glasses on the table. Settings should be placed symmetrically on the table.
- After setting the table, double-check the seats and floor for cleanliness.
- Then properly align the table.
- Be sure that any free-standing chairs are straight and pulled close to the table.
- Remember to properly position condiments on the table.

Building a Table

- Good communication with the chef on duty is essential to being a successful runner.
- Never take plates out of the window that do not have a ticket with them.
- The chef on duty will tell you when a table is ready and what food to take out. Look to the chef on duty for your direction.
- When the chefs have finished cooking every dish from a particular table, they will place the correct ticket on the dishes. Never take items from the window before the ticket is placed on them.
- No plate should leave the kitchen with a dirty rim.

Carrying Plates

- Never put your fingers all over the rim of the guest's plate.
- Place your thumb on the plate with the least amount touching the rim and the rest of your fingers on the underside of the rim.

Station Maintenance

It is important that your station be as clean, neat and well-organized as it can possibly be. Here are some key considerations: a sort of inventory you should be taking before and during the shift.

Expo Line

Restock throughout the shift to ensure cooks are never without proper china.

Silverware/Glassware

Polish throughout your shift. Use a damp rag and ensure all silverware and glassware are thoroughly polished before it goes onto the floor. A hurried job of polishing will create problems when the bussers are re-polishing while they are trying to get a table set for the next guest.

Floor

Sweep up fallen food whenever possible

Breakage

Avoiding breakage is very important. Breakage occurs when we attempt to carry too much, move too quickly, or are careless. Slow down, take an extra trip, and be aware of your surroundings!

Cleaning

When cleaning a table, move the full tray to the corner of the table (make sure the bottom of your tray is always clean). Be careful not to tip the table. Wipe down the table and table accessories with a clean rag. DO NOT scrape the crumbs onto the floor; wipe them onto your tray or a plate. Wipe down the chairs and the booths. Make certain the floor is clean, sweep/mop if needed. Do not leave the seats wet. Buff the table of any streaks or remaining moisture.

Resetting

Immediately following your teammate's clearing, you should arrive with all the settings for the table: settings should be carried by hand or, if necessary, placed on a tray.

Always completely set the table in accordance with table setting guidelines. Never leave a table half-set.

Hands Full

Your hands should always be full. When you go back to the dish pit you should have as much as you can carry at all times. Take things from the servers on your way to the dish pit to save trips. When you come out of the dish pit you should have as much re-stock as you can carry. When you are walking through the kitchen with a full load always say, "Coming through." Say it loud enough for everyone to hear you. Observe as you go to the tables what other tables need on your way back. Always look for items to be cleared as you return from a table.

Dish Pit

When entering the dish pit, make everyone aware of your presence. Always say "Coming IN/OUT." Scrape and stack all dishes. Stack like dishes together. The dishwashers are part of our team and we need to make their job as easy as possible. Don't throw away our silverware. If you do, fish it out of the trash. Put broken dishes and glasses in their appropriate locations.

Polishing

- Use only clean rags to polish.
- Check each plate, top and bottom, for cleanliness.
- When polishing use a slightly damp rag.
- Ensure all glassware/silverware is properly polished before it leaves the kitchen. We do not want to be wasting our time polishing on the floor while a guest is waiting for a table.

Side Stations

- Each side station outside of the guest view needs to have a broom and dustpan.
- Every side station needs to have a sanitizing bucket. There should be no more than two rags per bucket.
- Side stations need to be clean, neat, and fully stocked.

High Chairs and Booster Seats

Never leave a high chair or a booster seat in a walkway or doorway. Always wipe down the chair completely and immediately return it to the designated area.

Help the Servers

Know what needs to be done with all tables at all times in the restaurant. Prioritize and fill holes. Make certain you are communicating your needs to the servers and asking them about their needs. Teamwork with the other busser and with the servers is essential.

Be Efficient; Don't Rush

The key to being a good busser is planning and calculating your next move. Constantly be aware of your surroundings. Who is getting ready to finish their first course? Who is about to leave? Who is getting their entrees? Know where the tables in your section are in their meal so you can clear and reset efficiently.

Broken Glass

Broken glass takes priority over your regular duties. While you are cleaning it up, make certain someone is flagging the spot and alerting customers. Never use your hands to pick up the glass.

Space Awareness

Be aware of your personal space and that of those around you. Don't have trays extended away from your body. Don't swing trays. Walk like we drive in America, stay to the right. If you approach another employee from behind always say "behind you." Don't come around corners too quickly; be aware of blind corners in the restaurant.

Station and Table Maintenance

It is important that your tables and service stations be as clean, neat, and well-organized as they can possibly be. The specifics of the table set up will be explained to you during your on-the-job training. Here are some key considerations: a sort of inventory you should be taking before and during the shift.

Side Station

Clean and well-organized

Chairs and Banquettes

Always positioned properly and crumb-free even in the seams

Tables

clean and centered

Floor

Perfectly clean under tables and chairs in all general areas

What to be Aware of During the Meal

Pre-bussing tables will make your job of turning tables easier. Clear everything from the table after people are finished with their meals. If the table has crumbs on it, wipe it off. Only leave water glasses and full beverage glasses. The physical inventory you take during the meal itself should include the following considerations:

- Empty plates-empty plates should be removed as soon as all guests are finished
- Empty glasses and empty bottles should be removed immediately. Empty glasses should be removed if they are no longer being used
- The table should be clear of debris at all times. Pay special attention to crumbs, sugar packets, sip straws

OUR VOCABULARY

Things We Don't Say:

Let me get your server

No, or you can't

Are still working on that?

Are you finished yet?

I don't know

I don't like that menu item

There's nothing I can do
for you

Things We Say Instead:

Let me find out for you

Let me see what we can figure out

May I clear your table for you?

May I remove that?

Let me find out for you

Steer them to your favorites

Let me ask my manager/chef
what we can do about that

HANDLING SPECIAL SERVICE PROBLEMS

When We've Messed Up and the Guest May Have to Wait for a Long Time

Inform the floor manager so that he or she can decide on the appropriate response.

In Case of Spills

Regardless of who spills it, you or the guest here's what to do:

1. Get club soda, a napkin, or any other stain remover we use
2. Wipe up the spill
3. Get the person's name and address on the check
4. Inform the manager RIGHT AWAY

Guest Complaints

Our guests have a right to offer feedback, positive or negative are both equally valuable to us. Successful resolution of a guest complaint can almost ensure their return. This experience will then be relayed to friends as a positive one. At the first sign of trouble, inform your manager. Don't let a bad situation escalate. Trust your instincts. No potential problem is too small or trivial.

OTHER GUEST-RELATED ISSUES

Unruly or Intoxicated Guests

Inform the GM or manager, but handle it discreetly. Offer coffee or food. Serving alcohol to an intoxicated customer is in violation of state law and is grounds for dismissal.

Unruly Children

Tread with care. If the child or children are clearly disturbing guests, inform the managers, who will resolve the issue with the parent.

Stolen Items

When a guest reports an item that has been stolen, notify your manager immediately to call the police directly to report the crime.

If you see a purse left on the back of a chair, suggest that our guest put it somewhere safe. Never frighten a guest by relating negative experiences that have taken place in our establishment.

Lost Items

All items left behind by guests are to be handed over to the host or manager to log in to the lost and found.



**BE ALWAYS THE
BEST YOU CAN BE.**



ACADEMY