

Procedures

A1 Water Street LLC

Identification

The guidelines outlined in your Orientation Manual are our accepted procedures for checking identification. Remember that all guests entering the restaurant/club after 10 PM must be 21 years of age or older unless specified by your Manager for a certain event.

The following are our accepted forms of Identification:

- ☐ Valid State Driver's License
- ☐ Passport, Domestic or Foreign
- ☐ U. S. Armed Forces ID card
- ☐ Valid State ID card

Look for the following on an ID:

- ☐ Is the date of birth altered?
- ☐ Does the photo match the individual presenting the ID?
- ☐ Expiration date (ID must be current)
- ☐ Typing errors or typing out of place
- ☐ Is it a DUPLICATE? This is not acceptable.
- ☐ Examine all information on the license: height, weight, gender, race, etc.

If you are unsure about the validity of an ID, check with your Manager. There will also be ID books at each entrance for comparisons.

Lost and Found

All found items should be turned into a Manager immediately to be routed to the proper area for safekeeping. If a guest asks you about a particular item and you think that you have seen it, do not say that we definitely have it. The proper verbiage is:

"I don't know if we have an item matching that description. Let me get my Manager for you so that you may identify it with them."

If you do not follow this procedure, and say that we do have a guest's item, the company can be held liable for replacing the item even if we never had it to begin with. Remember, one description could apply to several different black purses!



Perimeter Checks

On a regular basis, you will be required to perform perimeter checks. These are never to be done alone-- at least two people should be in each group. The purpose of these is to check for potential hazards, such as loitering or suspicious people lurking near the establishment, or anything that the guest might trip over upon entrance. In the event that you do witness anything hazardous or suspicious, report it to your Manager immediately and enter it in a Log Book. You may also be occasionally asked by a Manager to walk a guest to their car.

Employee Safety

One of your responsibilities as a Host is to ensure the safety of your fellow employees. This applies during and after the shift, as you will be expected to walk employees to their cars if requested.

Opening/Closing Duties

Your opening duties may include the following:

- ❖ Be in full uniform and on time for your scheduled shift.
- ❖ Clock in and check in with the opening Manager.
- ❖ Assure cleanliness and organization.
- ❖ Spot-sweep front entrance (outside and in).
- ❖ Check daily railroad duties for your shift and complete.
- ❖ Read and know the promotional sheet. Make sure you are aware of any functions or parties happening that day.
- ❖ Assist in taking down chairs (if necessary) and in making sure the restaurant is properly set.
- ❖ Check broom/butler stations are stocked.
- ❖ Complete any special projects assigned by your Manager.
- ❖ Ensure main entrance(s) are unlocked at opening.
- ❖ HAVE FUN!

This is an abbreviated list of your opening duties. A complete one will be supplied for your use at the venue.



Closing duties will include the following:

- ✿ Assist with Last Call procedures specific to your restaurant.
- ✿ Assist in collecting and properly disposing of bottles and glasses around the restaurant.
- ✿ Make sure no one comes in after last call.
- ✿ Direct guests to exits after Last Call.
- ✿ Pull trashcans by pool tables to back hallway.

Once all guests have left the restaurant/club:

- ✿ Double check that all guests are gone and doors are locked (be sure to check all restrooms!).
- ✿ Ensure that doors are locked after all guests have departed.
- ✿ Assist servers with putting up all chairs and bar stools.
- ✿ Walk staff to cars (if needed).
- ✿ Make sure drink rails are clean and free of debris.
- ✿ Walk restaurant with Closing Manager and make sure all doors are locked.
- ✿ Ask your Manager if any special setup is required for the next day.
- ✿ Complete any special projects assigned by your Manager.
- ✿ Do a final walk through of the venue and correct any deficiencies.
- ✿ Check out with your Manager before leaving.
- ✿ Clock out.

This is not a complete list of closing duties; however, there will be a complete list available for your use at your venue.

