

Door Host Training Manual A1 Water Street LLC

Welcome to A1 Water Street LLC

The purpose of this manual is to give you all the tools and knowledge necessary for you to reach the highest level of success. This manual is also a tool used to relay the standards and expectations of A1 Water Street LLC Management.

We feel it is our responsibility to set you up for success by giving you information on all our policies and procedures, as well as our philosophy of entertainment. However, it is your responsibility to seek out and retain the information in an assertive manner. If at any time during your training, you are unclear about the material presented, or you feel you have not been given all the tools needed to perform your job, let a Manager know so that we can answer your questions and ensure your success!

The first and most essential requirement of you is to maintain a positive attitude and be able to interact well with all kinds of people. This will be invaluable as you deal with guests, coworkers, and management. Because you are on the "front line", the way you deal with guests directly affects their perception of us as a restaurant or club and as a company.

Providing great service is your goal. We want to exceed our guests' expectations and offer them the absolute best experience in the area. This requires anticipation of their needs and desires, and action on our part.

The training and experience you will gain in dealing with people and crowd behavior will be invaluable, and no doubt will serve you in your career and personal life.

Welcome aboard and good luck!



Door Host Training Priorities

A1 Water Street LLC

Because we have high expectations of all employees, we recognize that it is our responsibility to provide you with the training you need to meet and exceed those expectations. You will notice that we put a lot of emphasis on training, both initial and ongoing. Because there is quite a lot of information that you will need to know thoroughly, your initial training focus will be the following areas:

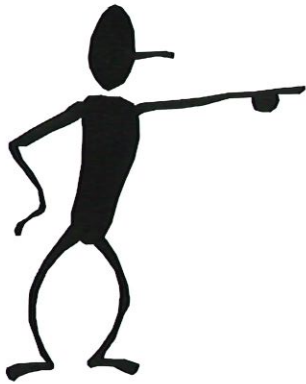
⊕ **Service Standards--** Know our expectations. Understand why these standards are crucial to the success of the restaurant, yourself, and the guest. And, of course, use them without fail.

⊕ **Functions and Procedures--** This includes cash handling procedures, guest relations, Identification policies and procedures, cleaning standards, opening and closing duties, and the like.

⊕ **Alcohol Awareness—**We prefer you to attend an Alcohol Service Certification Program. Your trainer will assist you in scheduling the next available session, and you should have a comprehensive knowledge of the section in your Orientation manual, as well.



Service Standards



Always remember that the guests are the most important people in our business. They are the ones who pay our salaries, decide whether we are successful, and give us an opportunity to impress them. This is why our goal is always to exceed their expectations - a guest who is impressed with our service will tell their friends, who tell their friends, etc., etc. One poor guest experience impacts us several times as much as a positive one, so it's very important to deliver that infinitely (and consistently) positive experience.

The guest's first impression is critical. Make sure that when greeting your guests, you use a pleasant tone of voice and smile. Even if you are busy, acknowledging them will put them at ease. Most people understand when you are busy as long as they don't feel ignored.

There are thousands of restaurants and clubs in which people can spend their money. Our goal is that they will want to spend it with us because of the **excellent overall service and product** that they **consistently** receive here.



Sequence of Service

A1 Water Street LLC

The following are key points that are considered the basic requirements of your position. Once you have mastered these, challenge yourself to go one step further and develop your own style of service:

- ✦ Acknowledge the guest immediately upon their entrance with a smile and a friendly greeting.
- ✦ Identification-- Ensure that all guests are 21 years of age or older and have acceptable identification before allowing them to enter the restaurant/club. It is our policy that all individuals who appear to be under 30 years of age must have proper and legal identification.
- ✦ Communicate any promotions, entertainment, or drink specials we are offering for the evening.
- ✦ Ensure a safe, clean, and organized environment in the restaurant/club.
- ✦ Be sure to speak in a clear, precise manner and project without yelling.
- ✦ If you encounter a difficult situation, involving yourself or another employee, remain calm and **get a Manager immediately**. Let the guest and/or employee involved know that a Manager is on their way.
- ✦ REMEMBER-- NO gum chewing, smoking, chewing tobacco, eating, or drinking in public areas!

OVERVIEW

Your greatest priorities as a Door host are to: check accepted forms of ID and monitor proper occupancy flow; ensure the safety of all guests and employees; sell and ring merchandise or food; assist other employees; complete any cleanup or stocking duties, and to complete any projects assigned by your Manager.



Functions

Seating: (if applicable)

Your ability to communicate and seat tables efficiently sets the restaurant's flow. You must have knowledge of your surroundings and be able to direct and communicate with those you work with. Your organization and speed will create a balance of guests entering and leaving. This balance will result in shorter waiting times for the guest and quicker service.

As you walk back to the host stand from seating you will have the opportunity to improve service. Refill iced teas, coffee, sodas, water, etc. Pull dirty plates off tables, pre-bus, and relay messages to servers. Your interaction with the guests you first greeted will leave a wonderful lasting impression as well as helping out your co-workers.

Our guests may request a table at any time for a meal, drinks, or just some coffee and perhaps dessert. You may suggest a bar seat, but we never refuse anyone. Each section of our restaurant has its own atmosphere. When seating a guest, choose an area where they will be most comfortable.

Guest Relations

As a Host, you will make the first and last impression on our guests. Your appearance and attitude affect the experience the guest will have. They must be greeted cordially and with the utmost respect. Treat them as though they were guests at your own home. Their safety, comfort, and satisfaction are our responsibility. Be aware of any and all parties or functions occurring on a daily basis. As guests enter the property, inquire whether they are with one of our parties or functions so that they may direct them to the appropriate location.

Minors

Under no circumstances are minors permitted on the premises regardless of relationship. (husband, wife, children, cousins, etc... **NO MINORS ALLOWED!**)



Station Assignments

When you arrive for each shift, check with your Manager for your station assignment. Stations may be rotated throughout the shift; follow your Manager's directives. Focus on the team effort and keep all stations clean and organized, as we all must work together to achieve the best results.

Cleaning Standards

Be familiar with the trashcan and broom/butler locations throughout the restaurant/club. It is everyone's responsibility to ensure that cleanliness standards are maintained. Empty bottles, cups, paper, bev/naps, and other debris should be picked up and thrown away continually through the night. Spills should be mopped up immediately, and wet areas of the floor should be marked with a CAUTION sign. Remember that providing for everyone's safety includes preventing accidents.

Rest Room Cleanliness

Rest Rooms should be checked for cleanliness several times throughout the night. The opening host will be responsible for posting a Restroom Cleanliness Checklist each day. Be sure to use this each time you check the restroom (which you should do at least once per hour). Make sure that the floor is clear of debris; the counters are wiped down, and that all stalls are functioning properly. This is a team effort-- if each person on staff checks frequently, we can hold ourselves to a higher standard and keep our guest's perception high!





Threatening Situations

NEVER use physical force unless someone, including you, is in immediate danger. If you encounter a difficult situation involving yourself or another employee, get a manager or send someone else to get them. Try to defuse the situation as best you can. Speak in a soft, firm voice, and treat the guest with respect. Listening and understanding the guest's point of view can prevent or lessen tension, which may cause a physical confrontation. Watch your body language: threatening gestures or stances may escalate a situation into the physical. **NOBODY WINS WHEN PHYSICAL FORCE IS USED.** The best solution is to remove the problem from the restaurant/club; however, no excessive use of force or vulgar/profane language will be tolerated. Both YOU and the company can be held liable if you do not act in a rational and professional manner. Once a person is removed from the restaurant, they are no longer our responsibility. YOU can be held criminally liable for any physical force used on a person not on our property. The potential for harm to you also increases. If the guest is continuing to cause a problem outside of the restaurant/club, notify your Manager so that they may recruit the proper help from any complex Security or the Police.

