



STARTING A CHECK

STANDARD OPERATING PROCEDURE (SOP)

Department: Member's Grill & Seahorse	Live Date: August 14, 2021
Position: All Food Servers and Bartenders	Created By: FOH Management Team

WHAT

- Starting a check with correct Member's Name, Member's Number & Cover Count.
- Using the Floor Map provided by the Management, record the proper seat positions on every food and beverage item accurately.

Definitions:

Cover/s: the amount of people seated in the table that will be eating a meal.

- Should any Members/Guests split a meal, this will be considered 2 covers, not one.
- Should any Members/Guests only join a party for a drink, this will **not** be considered a cover.

Seat Positions: The Floor Map provided by Management will indicate Seat 1. The Member who will be billed for the check needs to be indicated on their seat position on the check.

WHY

To ensure that every check is properly recorded with accurate information in order to be processed and sales collected are received and measured precisely. Proper seat positions will ensure that each person will receive the correct food/beverage item ordered when delivered by any Team Member/s.

HOW

Task/Scenario	Procedure
Greeting a table	<p>Each Server/Bartender must try to greet a table with the proper last name upon recognition of the Member seated. If not recognized, the Server/Bartender must:</p> <ul style="list-style-type: none"> - Ask the Member's last name AND Member's number politely upon greet. - If all the chairs at the table are not completely occupied, ask how many guest/s will be joining them to complete the party. <p>If the table is occupied by multiple Members, the Server/Bartender needs to ask the Member/s if they want separate checks.</p> <p>For example: "Would you like this to be on one member number?"</p> <p>If yes, then continue. If no, then ask:</p> <p>"May I have the other member number and last name?"</p>

Taking the food and/or beverage orders

The Server/Bartender must:

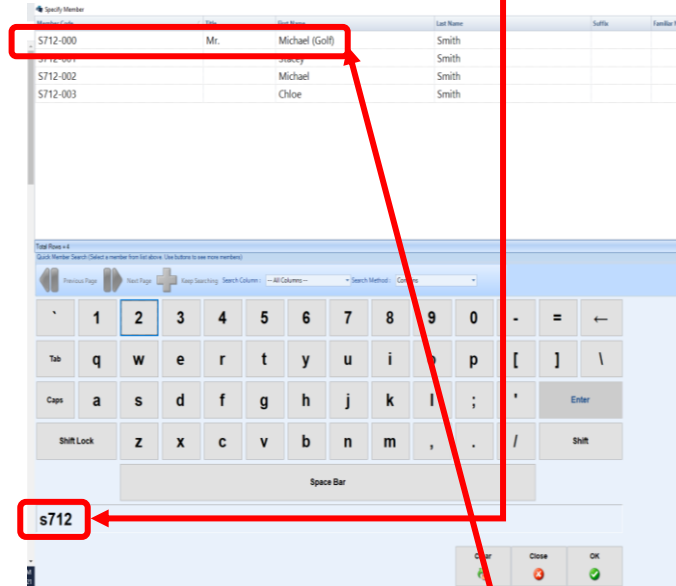
- Use a pad and pen
- Write down the orders with the Seat Positions using the Floor Map provided by Management as a guide.
- Accurately record any specific modifications.
- Repeat the order back to the Guest/Member with all the modifications, if any.

Starting a check on Jonas and entering the information given.

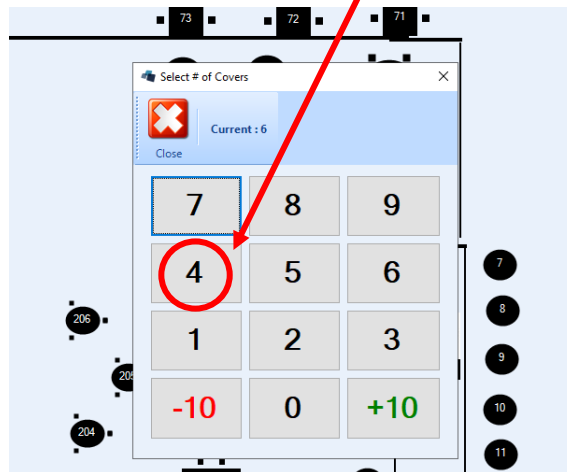
The Server/Bartender must login to Jonas POS and then choose the correct table that the Member is occupying.

The Server/Bartender must then:

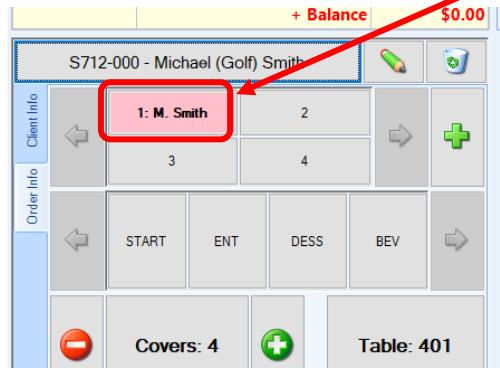
- Enter the Member's number



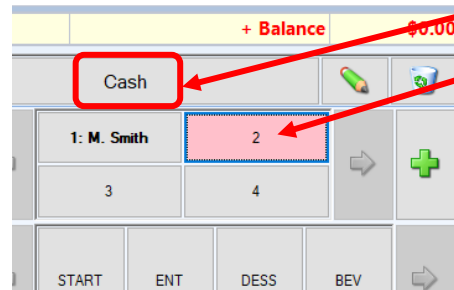
- Choose the proper Member's name
- Verify the member with the photo, if provided on Jonas
- Enter the number of Covers



- Choose the Seat Number that the Member is seated in. In the example below, Mr. Smith is in Seat 1



- The Server/Bartender needs to click on the other seat (ex: Seat 2) and then click above where it says “Cash”



then enter the other member's number and look up the name, and verify the photo.

Standard Policies and Guidelines:

Below are the department guidelines that should be followed while performing this job standard.

- MOD will be pulling tickets from the Expo line and setting them aside to check that proper Covers, Seat Positions and Member/s names are used.
- The Server/Bartender will be allowed only 3 tickets of mistakes per shift of within the first 30 days after implementation of this SOP.
 - More than 3 tickets of mistakes per shift will be considered an infraction of this policy and will result in Disciplinary Action/Documentation.

I, _____, have received the Floor Map provided by Management and

PRINT NAME

acknowledge and accept the Policy and Guidelines explained above.

Signature

Date