



WELCOME TO THE CABOOSE!!! ALWAYS, BRING YOUR WORKBOOK TO ALL TRAINING SHIFTS FOR THE 1ST WEEK OF YOUR TRAINING.

YOUR WORKBOOK MUST BE COMPLETED BY YOUR EVALUATION.

IF YOU ARE NOT ALREADY TABC CERTIFIED THEN YOU MUST GET CERTIFIED. YOU NEED TO BE CERTIFIED IN ORDER TO WAIT TABLES. YOU CAN GET CERTIFIED AT ONE OF THE FOLLOWING TWO WEBSITES.

WWW.LEARN2SERVE.COM OR WWW.TABCTOGO.COM

TRAINEE NAME: _____

Our goal is complete customer satisfaction. We always attempt to exceed our guest's expectations!

50th St. Caboose Birthday Song:

**Happy, happy birthday,
It's your special day, HEY!**

**Happy, happy birthday,
This is what we say, HEY!**

Happy, happy birthday...!

(Short pause)

**May all your dreams come true, true, true,
true!**

**Happy, happy birthday from the 50th Street
to YOU!**

Follow Progress Form

How is the trainee doing? Strengths, weaknesses? How far are they from completing their workbook?

Have this form signed by a MOD after EVERY FOLLOW!

Follow 1 Trainer _____

Trainer Notes _____

MOD signature _____

Follow 2 Trainer _____

Trainer Notes _____

MOD signature _____

Follow 3 Trainer _____

Trainer Notes _____

MOD signature _____

FOLLOW 1—OBJECTIVES

THINGS YOU SHOULD KNOW BY THE END OF THE SHIFT

Know all table numbers in the restaurant and sports bar.
Learn how to carry a tray and run food throughout the entire shift.
Always check QT line every time you leave the BOH.
Learn what C2S means and the 10 Steps of Service.
What is pre-bussing and how important is it?
Know happy hour times and prices.
What is side work and how important is it?
What do the following mean: FOH, BOH, “Fly,” MOD, F/C, C/S, ITC, SB?
Which items automatically come with guacamole excluding nachos and burgers?
How much does it cost to add the following: sour cream, guac, ranch, japs, or a small side queso?
Where do you find the following back-ups: croutons, sour cream, cheese, butter, milk, coffee, and tea?
Know half of the menu: starters, salads, burgers, and lunch menu.
Know how to change out the coke and where to put the empty box.
Know how many tortillas come with each Mexican entrée.
Know how to clean up a spill and realize how important it is to make it our #1 priority.
Become oriented with aloha while following trainer (attempt to put a few orders in under your training screen).

FOLLOW 2—OBJECTIVES

THINGS YOU SHOULD KNOW BY THE END OF THE SHIFT

What comes on the following nachos and their differences: big head, cincos, combo, and meat nachos.
How to take a to-go order
Know the managers’ names what schedule they are in charge of.
Whose responsibility is it if a customer is at the host stand unattended to?
Proper way to pre-bus entire table and section (with a big tray, separate silverware, take kids cups to bar).
Wait on a couple of your trainer’s tables with your trainer.
Know what “head wait” is and their responsibilities.
Learn how to transfer tables the correct way (manager permission, secured, agreed server, and greeting the table with the new server).
Be comfortable with the Aloha computer.
Know how to consolidate and work your section as one table.
Know how important it is to be able to use a big tray.
Know the rest of the menu: border, WTX, kids, desserts, and drinks.
If something is ordered as “before meal (tort soup),” whose responsibility is it to take to the table?
Know how to get a shift covered.
Define your job and specific responsibilities as a server:

QT 1—OBJECTIVES

Know ALL table numbers (in the restaurant and bar areas).
Meet all of the other servers who are working.
Know which items automatically receive toast, gravy, ranch and jalapenos.
Know what a relleno is and how it is prepared.
Know what a tray jack is for and where they are located.
Know how to place a tray on the tray jack.
Know where all the restock goes and how important restocking is.
Know how to change out the coke and where to put empty box.
Know what size portion cup comes with dinner salads and side salads.
Clear portion cups on everything except for dinner salads and dinner chicken strips.
Know how to pre-bus tables the correct way.
Know how important it is that all servers participate in running food, pre-bussing and restocking.

QT 2—OBJECTIVES

Know the difference between fajitas for 1 and fajitas for 2 setups.
Know how many tortillas come with which dinner entrée.
Know what size gravy and ranch come with what.
Know how to call for runners the right way (no yelling).
Know where to get back ups at, and which to pull first.
Know where steaks/ribs are and when to give them to the kitchen.
Know the difference between receipt paper for the kitchen and the Alohas .

QT 3—OBJECTIVES

Be able to pull tickets without help.
Know how to properly bag to-go food and what to-go orders require.
Help servers keep up with restock and side-work.
Check on every table when you run food.
Treat the entire restaurant like it is your own table, make sure all guests are completely satisfied.
When delivering food, make sure the table has all their food and check on refills.
Know who the front line guy and char cook is for the shift.
Know the proper way to ask for a queso, fajitas, bbq sauce, etc.
Make sure servers are keeping up with their side-work and help keep them focused.

THE TEN STEPS OF SERVICE

1. Acknowledgement – Made in 30 seconds or less – SMILING
2. Introduction – Leaves a lasting impression of our staff.
3. Offer a queso, popper dip , spinach dip, etc.. Be specific!!! Always ask if they would like chips. Only deliver on request.
4. Take Food Order – Write it down, Repeat the Order
5. Ring Up Food Order – Check Screen TWICE before sending order to kitchen
6. Deliver Food – Hot, Fast and Accurately - CONSOLIDATE
7. Initial callback – check drinks, chips – make sure table has everything
Ask Specific Questions (Did you get your quac, etc.)
8. Continued Service – Be Visible, thumbs up (Refilling Beverages, etc.) -
CONSOLIDATE
9. Prebussing/Teamwork – YOU Make the Difference (Running others food,
prebus yours and those around you, etc.), Full hands in Full hands out.
10. Presentation of Check – Always invite the guest to return, **NEVER** ask if they
want change, just offer to get it for them

CONSOLIDATION – Maximize efficiency by minimizing steps, each time you visit your section check on all your tables, limit the times of walking back and forth from the BOH to the FOH. Full hands in and out.

- **Don't run away from your tables! Get everything they need in one trip!**
- **Check all of your tables every time you enter your section**
- **MAKE LESS TRIPS TO YOUR TABLES AND MAKE MORE MONEY!**

ORIENTATION SECTION

- 1) When should you bring your workbook and when must it be completed?
- 2) What is the #1 goal of the Caboose?
- 3) Copy our current happy hour and daily drink specials:

MONDAY- FRIDAY 2PM -7PM

SUNDAY 4PM – 7PM

MONDAY - (MONDAY NIGHT LIGHTS)

TUESDAY - (TEJAS TUESDAYS)

WEDNESDAY - (WHISKEY WEDNESDAY)

WEDNESDAY SPORTS BAR EXCLUSIVE

**THURSDAY - (SVEDKA
THROWDOWN)**

FRIDAY - (FRIDAY GETAWAY)

**SATURDAY - (INTERNATIONAL
BEERFEST)**

SATURDAY SPORTS BAR EXCLUSIVE

SUNDAY - (SUNDAY FUNDAY)

4) Describe our game play for good grades promotion and how often does it occur?

5) Can employee redeem prizes for tickets at the Midway counter?

a) Yes

b) No

6) Can employees play video games?

a) Yes

b) No

7) What is included in each birthday package?

\$6.99 _____

\$9.99 _____

\$10.99 _____

\$13.99 _____

8) When answering the phone, one should ALWAYS be polite and smile! Circle the proper procedure for answering the phone.

a) Hello...?

b) Caboose, how can I help you?

c) Thank you for calling 50th St. Caboose, this is _____. How may I help you?

- c) After handling raw product
- d)
- e) After handling any trash
- f)
- g)

17) Remember to never raise your voice to the kitchen staff! Who should you ask to get something from the kitchen?

18) What does “full TRAYS in” and “full TRAYS out” mean?

19) List a few reasons “full TRAYS in and out” is important to the Caboose team.

- a) Keeps F.O.H. clean
- b)
- c)
- g)
- d) Helps dishroom
- e)
- f) Saves YOU steps

20) When bussing tables, never put dinner knives in the red cups! Why?

21) Where are TO GO Orders picked up?

22) Do you punch holes in the TO GO containers? Where? Why?

23) When taking a TO GO order do you need to confirm which location they are calling, if so why?

24) What are the phone numbers and addresses of both Caboose locations?

- a) 50th –
- b) Copper –

25) If you are running late to a shift, what should you do and to whom should you speak?

26) If you cannot come to work, what must you do?

27) What does 5 OC mean? What does 10 OC mean?

28) What steps do you take to handle an unhappy guest situation?

- | | |
|----|--------------------|
| a) | c) Notify the MOD. |
| b) | d) |
| | e) |

29) List SIX examples of teamwork.

- | | |
|----|----|
| a) | d) |
| b) | e) |
| c) | f) |

30) What is a power prebus, and when is it mandatory?

31) When refilling a product, should it be placed in a new container? (Ex. Ranch, Salsa, Butter, etc.)

32) The MOD must approve ALL smoke breaks or dinner breaks.

- True or False

- Where are you allowed to smoke on your break?

Our goal is complete customer satisfaction. We always attempt to exceed our guest's expectations!

- 33) What should you do before going on a smoke break?
- 34) What are the 3 places that you are not allowed to sit
- 35) Are you allowed to drink off-duty, out of uniform?
- 36) Hot skillets and plates are very dangerous! Name 3 things we do when serving food on a hot skillet/plate?
- a)
 - b)
 - c) Keep skillet handle away from children.
- 37) Where is the designated parking lot for employees?
- 38) Do you ever pull food from the QT line without a ticket?
- 39) When an item is dragging to complete the ticket, do you run the partial order?
- 40) What do you do with a ticket that is dragging items?
- 41) What happens if you ring something up wrong, and it is your fault?

**REMEMBER YOU MUST ARRIVE TO WORK 15 MINUTES
PRIOR TO YOUR SCHEDULED SHIFT!!!**

42) What should you do if you need something from the kitchen (i.e. queso, guac, etc.)

43) When you are serving food to a guest in the bar area(s), it is **YOUR** responsibility to make sure the table has silverware and menus.

- True / False

44) When serving chips to a guest, how high should you fill the basket?

45) When serving hot sauce, how high should you fill the salsa bowl?

46) When serving refills on chips, how high should you fill the basket?

47) It is UNPROFESSIONAL for servers and cocktails to be socializing at the host stand or service bar! What are the only four reasons they should be at the host stand?

- a)
- b) Checking the map to see what section you are in.
- c)
- d)

NEVER BE AFRAID TO ASK FOR HELP!

“THE RESTAURANT BIZ IS A TEAM SPORT”

ORIENTATION ANSWERS

1. Bring it to all training sessions and all follows. It must be complete before Saturday.
2. Complete Customer Satisfaction. For us to make money, each and every guest that leaves the Caboose must feel satisfied and have the desire to return and spend more of their money with us. Happy guests = repeat guests!
3. Happy hours and drink specials are found in our menu.
4. Game card amounts depend on their grades.
 - \$10 card for all A's
 - \$5 card for A's and B's
 - \$2.50 card for A's, B's, and C's
5. B. No, employees are never allowed to redeem prizes.
6. B. No, employees are not allowed to play games unless you have Manager permission.
7. \$6.99 – \$5.00 in game play, soft drink, ice cream, and invitations
\$9.99 – same as above with any child's meal.
\$10.99 - \$10.00 in game play, soft drink, ice cream, invitations
\$13.99 - same as above with any child's meal.
8. C
9. Stand up a menu on the edge of the table, also inform a bus boy that the table is still there.
10. EVERYONE CLEANS SPILLS IMMEDIATELY! If there is a spill, it becomes your number one priority to ensure customer/employee safety!
11.
 1. Put down a yellow wet floor sign
 2. Sweep

3. Squeegee
 4. Place floor fan over spill
12.
 1. Put down a yellow wet floor sign
 2. Sweep
 3. Mop
 4. Use paper towels to wipe up remaining spill, NOT NAPKINS!
 13. Ask for help.
 14. 5 inches or below the "Coca-Cola" trademark.
 15.
 - A. Wash hands with warm soap and water
 - B. Dry hands thoroughly
 - C. Use hand sanitizer
 16.
 1. Often
 2. After touching your hair
 3. After using the bathroom
 4. After touching raw products
 5. After sneezing
 6. After handling trash
 7. After pre-bussing dirty dishes
 17. QT or runner. If there isn't one, politely ask the finish cook. BE PATIENT!!!
(Try to learn kitchen staff members by name.)
 18. When leaving the kitchen, always take trays and drinks. When returning, pre-bus dirty dishes, bring empty trays back, empty tea pitchers, extra condiments, etc. Always bring clean items back from the dish room to the wait station.
 19.
 1. Keeps FOH clean
 2. Helps Bus boys
 3. Helps Dish-room
 4. Keeps Items Stocked
 5. Saves YOU Steps
 6. Makes us more efficient.
 20. It cracks the cups
 21. They are picked up at Bar1. Always tell a bartender you are setting it on the bar, and check to make sure to-go silverware and menu is included in the order.

22. Yes, there are holes in the corners of the boxes. This keeps fried food from getting soggy.
23. Yes you must confirm the location they are calling when taking all to-go orders.

24. 50th – 5027 50th Street
796-2240

Copper – 5609 Ave Q
744-0183
25. Call and speak to the MOD only.
26. Call and ask other servers to cover your shift. Do not rely on text or E-mail.
27. For a 5OC you call at 5:00pm and speak to a manager to find out if you are needed to come in and work a night shift. For a 10 OC you call at 10am to see if you're needed for a lunch shift.
28.
 1. Be Sincere
 2. Identify Problem
 3. Notify MOD
 4. Offer Solutions
 5. Follow Up
29.
 1. Filling Tea & Drinks
 2. Running Food
 3. Cleaning Other Servers Spills
 4. Birthday Song
 5. Power Pre-bus
 6. Fill drinks and pre-bus other servers' tables
 7. Run service bar drinks
30. After singing the birthday song, everyone pre-busses the ENTIRE restaurant, everyone has full hands. Remember to pre-bus every time you re-enter the BOH. The whole restaurant has their eyes on you. Be aware that you're on stage.
31. Yes, it is against health codes to use same container.
32. True, you may smoke in bar 2.
33. Check your section, sidework, the window to run food and with the front of house manager. Notify the hostess. Have someone watch your section.

34.
 1. Table 71
 2. At bar 1
 3. At bar 2

35. With manager approval ONLY!

36.
 1. Warn customers that the skillet is very hot.
 2. Keep skillet and hot plates away from children.
 3. Face handles to the inside when putting it on a tray.

37. The Westside parking lot behind Stanton Optical.

38. No, you must have a ticket no exceptions!

39. Yes. Don't wait around and let the food get cold.

40. Circle what you're missing and turn the ticket sideways on ticket holder. To remind yourself of what you're dragging.

41. Get the correct item rung up quickly and notify a manager. Ring the item up do not make if is already started.

42.
 1. Ring it Up
 2. Go through your QT do not YELL!

43. True

44. 2/3 full for 1st time (Remember chips and salsa are served by request only. Try to sell an appetizer first.)

45. 1/2 full

46. 1/2 full

47.
 1. Check In with hostess when you arrive and grabbing a FATT sheet
 2. Notifying the hostess that you are going to smoke, etc.
 3. Checking the map to see what section you are in
 4. To help seat guest

PRODUCT KNOWLEDGE AND POS SECTION

- 1) Name the Caboose manager associated with their titles:
 - a) Service Manager:
 - b) Kitchen Manager:
 - c) Bar Manager:
 - d) Bar Server Manager:
 - e) Game Room Manager:
 - f) Host Manager:
 - g) Bus Manager:

- 2) List five menu groups:
 - a) For Starters
 - b)
 - c)
 - d)
 - e) Satisfy Your Sweet Tooth

- 3) What appetizers can be ordered as a half order?

- 4) What are the items available on a combination appetizer plate and what are the prices for a Combo 2?
 - a) Items –

b) Combo 2 Price –

5) How many tortillas are served with the following items?

c) Fajitas for one–

d) Fajitas for two–

e) Triple Combo Fajitas for 1–

f) Triple Combo Fajitas for 2–

g) Ultimate Fajitas–

h) Fajita Lite–

i) Longhorn Enchiladas–

j) Steak Ranchero–

k) Carne Guisada–

l) Del Rio–

6) Describe the Ultimate Fajitas.

7) Name three add-on items that are easy to suggestively sell.

1)

2)

3)

8) Do we have a separate lunch menu? If yes, what are the times and days?

9) What is the difference between lunch strips and kids strips?

1) Lunch-

2) Kids-

NOTE: LEARN THE LUNCH MENU! GUESTS ARE IN A HURRY TO RETURN TO WORK. MISTAKES WILL AGGRAVATE THEM AND COST ALL OF US MONEY\$\$\$!

HAVE ALL GUEST CHECKS PRINTED AND READY FOR WHEN THE GUEST ASKS FOR IT.

10) How many chicken strips come with the adult dinner strips?

11) During lunch when should you present the check to the guest?

12) What items are on the lunch menu only?

- a)
- b)
- c)
- d)
- e)

13) Can you order off the lunch menu at dinner?

14) What are the regular prices for the following beverages?

- a) Domestic drafts-
- b) Domestic bottles-
- c) House margaritas-
- d) Import bottles-

15) Can you serve a bucket of beer in the restaurant?

16) What is a “well” drink and how can you up-sell if a customer orders one?

17) Name all beer we have on tap, and in which bars they can be found.

a) Bar 1:

b) Bar 2:

18) What is our birthday shot or drink?

19) Who sings the Birthday song?

20) How do customers become VIP members?

21) What are the rewards VIP members receive?

22) Why do you need to present the check earlier during lunch shifts than at night?

23) What four things do we serve on a side salad?

- a) c)
- b) Croutons d)

24) What are the guests topping choices with a hot baked potato?

- a) c) Butter
- b) d)

25) When do we put chips and salsa in with a TO GO Order?

26) What comes with every to-go order?

27) What is on the combo nachos?

28) How did Cincos get its name?

29) Describe the toppings on the following nachos:

a) Meat nachos:

b) Combination nachos:

c) Cincos nachos:

d) Big as your head nachos:

30) Describe the flavor of the following sauces?

a) Enchilada/Red sauce –

b) Sour Cream sauce –

c) Green sauce –

d) Ranchero sauce –

31) List the ingredients in the following drinks:

a) Ultimate Margarita-

b) Long Island Iced Tea-

c) Pink Elephant-

d) Blue Hawaiian-

e) Top Shelf Margarita-

32) What types of quesadillas do we serve?

33) What types of fajitaladas do we serve?

34) What types of chimichangas do we serve?

35) How is the plate marked so you can tell the difference?

PRODUCT KNOWLEDGE:

**“IT IS BETTER TO KNOW IT AND NOT NEED IT, THAN TO NEED IT
AND NOT KNOW IT.”**

36) Do we take any checks

37) Can you give cash back for a check?

38) What must be done before we can accept \$50.00 and \$100 bills?

39) If a manager approves a personal check, what four things must be on it?

- a)
- b)
- c)
- d)

40) All guest tickets with comps must be turned in when doing your checkout at the end of your shift.

True or False

41) Who must sign ALL guest checks with VIPs?

42) Who signs ALL guest comps and voids?

43) What % discount do the following employees get? (ALWAYS check with a manager before giving an employee discount!)

- a) Trainers:
- b) Cook & Dish:
- c) Midway:
- d) Books:
- e) Server:
- f) Host & Bus:
- g) Manager/Owner:

44) What is our chip policy?

45) When making back-ups, how full should you fill butter, sour cream, and tartar sauce? Why?

46) What items automatically come with sour cream?

47) What items automatically come with guacamole?

48) What is the limit on the number of orders you can ring up at one time?

“WHEN WAS THE LAST TIME YOU MADE TOO MUCH MONEY?”

49) What is the proper uniform?

50) When you are cut, what order should your priorities be?

- Do your condiments
- Clean FOH (i.e. Bus tables, sweep floors, etc.)
- Clock Out
- Take care of your customers
- Doing your cut work

51) How should your bank look before turning it in?

Left side – (Front to back)

- 1.
- 2.
- 3.

Right side –

- 1.
- 2.
- 3.

You MUST claim 100% of your tips!!

52) Servers are financially responsible for all negligent walked checks! What are three ways you can avoid being walked?

- a.
- b.
- c.

53) Who makes more money? A well trained intelligent sincere server or a poorly trained apathetic server?

PRODUCT KNOWLEDGE AND POS

ANSWER SECTION

- 1) Service Manager: Brian
Kitchen Manager: Kelly
Bar Manager: Brian
Bar Server Manager: Brian
Game Room Manager: Tiffany
Host Manager: Tiffany
Bus Manager: Josh

- 2)
 - a) For Starters
 - b) West Texas Favorites
 - c) South of the Border
 - d) On the Lighter Side
 - e) Satisfy Your Sweet Tooth

- 3) Mushrooms, Zucchini, and all Nachos

- 4)
 - a) Mushrooms, Zucchini, Potato Skins, Onion Rings, Fried Jalapenos, Fried Pickles, Zingers, and Hot Wings.
 - b) \$ 8.99

- 5)

a) 3	f) 3
b) 6	g) 2
c) 3	h) 2
d) 6	i) 2
e) 12	j) 2

- 6) The Ultimate Fajitas come are suggested to serve 4 guest, they come with chicken, beef, shrimp, and ribs. They also include guac, sour cream, and cheese. The sides are beans, rice, and papas.

- 7)
- a) Queso
 - b) Avacado ranch
 - c) Guac
- 8) Yes, Mon – Fri 11am – 2pm (Very important to learn them)
- 9) Both come with three strips, a side item, and gravy.
- a) Lunch—comes on a plate with toast, side of gravy, 3 hand breaded strips.
 - b) Kids—served in a basket with NO toast, side of gravy, 2 frozen strips.
- 10) Four!
- 11) You should have the check ready as soon as you get done ringing up their food. Guest need to get back to work, always have the check on you!
- 12)
- a) Create your own combo (soup, salad, baked potato)
 - b) Wraps
 - c) Lunch Strips
 - d) One Relleno Lunch
 - e) Turkey Supreme
 - f) Quesadillas
- 13) Yes, but at a higher price.
- 14)
- a) Domestic draft- \$3.25
 - b) Domestic bottles- \$3.50
 - c) House Margaritas- \$3.95
 - d) Import bottles- \$3.75
- 15) No, but you can get them the price of a bucket by ringing them up one by one until you hit 5, delete them and ring up a bucket "DO NOT MAKE"
- 16) Any drink made with any well liquor, suggest brand name liquors like crown royal.
- 17)
- a) Bar 1: Zigen, Ultra, Bud light, Budweiser, Coors Light
 - b) Bar 2: all of the above plus Goose Island 312 and Miller Light
- 18) Kazi blue, house frozen or rocks margarita.

- 19) Everyone sings the birthday song, enthusiastically. Remember to help as many times as possible, you will need singers too. Be careful to not scare the kids by singing too loud! FYI, always power pre bus after singing the birthday song.
- 20) Servers may make any customers VIPS! If you have a table that you enjoy offer them a VIP card (they are free).
- 21)
- a) Monday-Wednesday: 20% off the check
 - b) Thursday-Sunday: 10% off the check
- 22) Present the check earlier because most customers are on their lunch break and need to get back to work. You don't want a customer to have to wait to pay, let them know that it is for their convenience (have all checks printed and in your book ready to present).
- 23)
- a) Dressing
 - b) Croutons
 - c) Cheese
 - d) Bacon
- 24)
- a) Sour Cream
 - b) Bacon
 - c) Butter
 - d) Cheese
- 25) Only when the order was rung up "ToGo w/chips."
- 26) To-go silverware and a to-go menu with every item ordered.
- 27) Beef OR chicken, beans, and cheese
- 28) It has 5 major ingredients: beans, beef OR chicken, cheese, tomatoes, and 5 small scoops of guacamole (indicating 5 in Spanish is Cinco.)
- 29) All nachos are built off of MEAT nachos:
- a) Meat Nachos: Beef or chicken and cheese
 - b) Combo Nachos: Add beans to MEAT nachos
 - c) Cinco Nachos: Add tomatoes and 5 small scoops of guac to COMBO nachos
 - d) Big as your Head Nachos: Add lettuce and sour cream to CINCO nachos
- 30)
- a) Spicy red Mexican sauce
 - b) Mild creamy sour cream sauce
 - c) Spicy green chili sauce

- d) Spicy chunky tomato sauce
- 31)
- a) Ultimate Margarita- 1800 tequila, Patron Citron, Fresh squeezed limes, Agave, and Sweet & Sour
 - b) Long Island Iced Tea- Gin, Rum, Vodka, Triple Sec, Sweet & Sour, and a splash of Coke
 - c) Pink Elephant- Tequila, Rasmataz, Cranberry, Sweet & Sour, Sprite, and a Smirnoff.
 - d) Blue Hawaiian- Malibu, Blue Curaco, Pina Colada mix, Sweet & Sour, and Sprite.
 - e) Top Shelf Margarita- Jose Curevo, Patron Citron, Fresh squeezed limes, Agave, and Sweet & Sour
- 32) Beef, Chicken, Shrimp or combination
- 33) Beef, Chicken, Gusiada, or combination
- 34) Beef, Chicken, or Gusiada
- 35) Beef: Pico garnish Chicken: Tomato garnish
- 36) No. We do not take checks without manager approval. If it is the only form of payment you MUST inform a manager.
- 37) No.
- 38) Check with MOD. No checks are to be taken unless approved by a manager!!! Ever!!!! \$50 and \$100 bills are to be checked by a manager, bartender, or bookkeeper with a counterfeit pen.
- 39) 1. Customer Phone number 3. MOD signature
 2. Date of birth 4. Drivers License #
- 40) True. They must also be signed by a manager or customer.
- 41) The customer. If they leave before you have a chance to ask them to sign, as a manager to sign for them.
- 42) A manager when they approve the comp.

43)

- a) 60%
- b) WTX Meal
- c) 30%
- d) 12.50
- e) 30%
- f) 30%
- g) Manager Meal

44) Only serve chips and salsa upon request! When taking a drink order, always try to sell an appetizer first. Sell it by name, i.e. hot queso, zingers, jalapeno popper dip, etc. FYI, If they don't buy an appetizer, always offer them chips and salsa. If you do not offer them, they might assume you are not doing a good job.

45) 2/3 for butter/sour cream, 1/2 for tartar (to keep correct temperature when in the expo cart: 41* or lower).

46) Big as your head nachos, Flautas

47) Big as your head, Steak Ranchero, Relleno Dinner, Caboose Special, Del Rio Chicken, and Cincos.

48) 7 orders.

49) Red or black TTU shirts, Caboose shirts, or a black collared shirt with no logo. Clean black shoes, clean black slacks or clean black shorts. If your uniform is dirty, you will be sent home to change. (Yoga pants are only allowed in Bar 2)

50) 3; 2; 5; 1; 4

51) Left – Cash owed
Credit Cards
Checks
Comps

Right – Tip Out
Check out
FATT sheet
Auto Grats owed in back

(All should be in order listed on your Check Out. Make sure all CC tips are in and comps/checks over \$50 are signed)

52)

- a. Stay in your section and ask for help from management.
- b. Notify MOD if guests are acting strangely or moving around.
- c. Be observant if people order too much or very expensive foods or drinks.

53) A well trained competent server, so learn your menu and product knowledge. You are a salesman. You wouldn't buy a car from a salesman that doesn't know about vehicles.

LEARN YOUR MENUS WELL

PUT MORE MONEY IN YOUR POCKET SECTION

**THIS IS THE MOST IMPORTANT SECTION FOR YOU AND I.
THE MORE SATISFIED THE GUEST THE MORE \$\$\$\$ WE MAKE.**

1. What is the Sullivan nod?
2. During an intro, it is important to smile and make eye contact. List five of your best intros.
 - 1.
 2. Hello, have you ever been to the Caboose before.
 - 3.
 - 4.
 5. Hello, can you believe this weather? Perfect for hot Mexican food.
3. What is the best way to suggest add-ons to a guest?
4. When taking the drink order, it is a great opportunity to suggest a hot queso with the free chips and sauce. True or False?
5. When suggesting an item it is good to use props. What types of props can be used?
6. What are the two words to NEVER use during suggestive selling?

7. What do guests appreciate more – who serves the food or if the food is hot and received in a timely manner?

8. Make more money by helping the guest make their decisions. Offer ½ order apps and nachos as smaller portions to fit their needs. List 5 half order apps or nachos that a guest can select.
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.

9. Initial callback is the step to ensure COMPLETE CUSTOMER SATISFACTION. Which of the following is the correct time to make a callback?
 1. After taking the food order.
 2. While serving the food
 3. While pre-bussing
 4. After customer has taken a couple bites. (2 bite check back)

10. When you sell a dessert, you should always offer a regular or decaf coffee. (True or False).

How do you warm the coffee mug to keep the coffee HOT?

11. When a guest is eating or in conversation, is it more important to communicate verbally or visually?

**GOOD SERVERS MAKE GOOD MONEY.
GREAT SERVERS MAKE GREAT MONEY!**

12. It is best to offer desserts before the customer receives their meal! Why?

13. Describe five examples of Caboose teamwork and/or continuous sidework.

- 1.
- 2.
- 3.
- 4.
- 5.

DON'T PANIC; ASK FOR HELP.

THE RESTAURANT BUSINESS IS A TEAM SPORT.

14. When presenting a guest with the check during lunch, it is appropriate to deliver the check when the guests are almost finished eating, but before they finish. Timing is crucial. How will this put more money in your pocket?

15. Define consolidation and give an example at Caboose.

16. When leaving the dish room, what must you always do?

17. Introduce yourself with a _____ within 30 seconds. Remember to tell the guest your _____ no later than after taking their entrée order.

18. We acknowledge all guest within 30 seconds. (True or False)

19. If a guest is unattended in another section, what must you do?

20. It is important to be visible in your section, why?

21. What do you serve under ALL alcoholic beverages?

22. How can you put more money in your pocket?
23. Describe our two-spoon policy.
24. Getting in the weeds costs you money. How can you avoid getting in the weeds?

**“THE MAN WHO SAYS IT CANNOT BE DONE SHOULD NOT INTERRUPT THE
MAN DOING IT.”**

25. Continued service allows for the opportunity to make more money. List six examples of why.
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.
26. How can you make more money when you present a check?
 - 1.
 - 2.
 - 3.
 - 4.

27. When running another servers food, whose responsibility is it to make sure they have full drinks, chips, and silverware?
28. If you want to make more money, you should prebus all of the items guests don't need. (True or False)
29. Being a team player helps make you and your teammates more money. If you treat a guest, no matter whose section they are in, as your own, you will eventually make more money. WHY?
30. List the top three signs a table needs to be pre-bussed.
 - 1.
 - 2.
 - 3.
31. Always deliver matches with the guests' cigarettes. How often should you empty a guests' ashtray?
32. Ham it up with the kids. Happy kids make happy parents. Happy parents give better tips. List four examples of entertaining the kids.
 - 1.
 - 2.
 - 3.
 - 4.

**“GOOD SERVICE CAN SAVE A BAD MEAL, BUT A GOOD MEAL
CANNOT SAVE BAD SERVICE!!!”**

PUT MORE MONEY IN YOUR POCKET ANSWERS

1. When suggestively selling, nod head up and down and smile.
2. BE CREATIVE!!!
3. Be specific and use great adjectives! HOT queso. CRISPY zingers. HOMEADE guacamole. SPICY ranchero sauce. Sell them by name; try to never say "appetizer" or "dessert." BORING.
4. True
5. Table tents, menus, banners
6. Appetizer and Dessert BE SPECIFIC.
7. If the food is served hot and received in a timely manner. ASK FOR HELP IF YOU NEED IT!!
8. ½ mushrooms, ½ cincos, ½ zucchini, ½ combo nacho, ½ cheese nacho
9. 4
10. True, prior to filling with coffee warm mug with hot water for a few seconds
11. Visually, you don't have to talk just touch each table in your section.
12. So that the customer will have an appetite and can still save room for dessert. Pre-bus unused dishes.
13.
 1. Pre-bus and fill drinks in another server's tables
 2. Run food
 3. Help with side-work (chips & salsa, ITC, salad bar)
 4. Clean Spills
 5. Restock!
14. The guest is probably in a hurry to return to work, the guest will appreciate your concern. Make sure they know if they need anything else you will be happy to accommodate.
15. Consolidation is doing 2, 3 or more steps at once. (ie getting all refills, salads, and chips for all your tables at once as soon as you order the meal.) Always visually check ALL of your tables in your section when helping one of them.

16. RESTOCK
17. smile / name
18. True – If you're busy, **at least let them know you'll be right with them.**
19. Take care of them first! Second notify their server/MOD.
20. Take care of your guests. Not get walked. Make more money!!
21. Beverage Napkins or Coasters
22. Up-sell add-ons, add-ons help make food taste better increase ticket totals.
23. Always serve 2, 3, or 4 spoons with dessert! Your table may want to share!
24. Ask for help quickly, don't guess on orders, check screen, consolidate, stay focused. If you feel like you're "getting in the weeds," DON'T be afraid to ask for help! The management staff is MUCH MORE concerned with the customer's satisfaction than if you thought you could handle a rush. You'll get there in time. Please—put the customer first and ask for help.
25.
 1. Customer's drinks stay full
 2. Needs are met right away
 3. Customers feel they've been appreciated
 4. Suggested items may become a favorite dish
 5. Care for the customers turn so-so visits into VIP return customers
 6. Up-selling items creates a larger ticket totals and bigger tips.
26.
 1. Never ask if they want change. Say "I'll be right back with your change."
 2. Return change/CC slips with a pen promptly
 3. Thank them
 4. Invite them back. BE SINCERE!!! Change it up, no monotone
27. The runners, the servers, and the float. Every customer is your customer.
28. True
29. The customer will feel more appreciated and want to come back which means more tables coming in. More tables=more guests. More guests=more opportunities to make more money.
30.
 1. Plates stacked on table

2. Plates pushed to the corner of the table
3. Plates with napkins on them.

31. When it has three butts in it. Ideally, the ashtray should be emptied every chance you get. They smoking guests appreciate a clean ashtray.

- 32.
1. Use coloring sheets.
 2. If wearing a sports uniform, ask about the game.
 3. If they have a report card, talk about good grades.
 4. On Sundays talk about their pretty dresses.

FINAL REVIEW SECTION

1. Do we serve combo fajitaladas?
2. What comes in fajitaladas?
3. Can you order an extra fajitalada and if so how do you do it?
4. Do we serve combo fajitas for one? For two?
5. What do you do when a guest has ordered a meal 15 minutes ago and they are asking about their food?
6. Give seven examples of continuous sidework of a server?
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.
 - 6.
 - 7.
7. How many ounces are in our pint glasses? In our mugs?
8. What two margaritas are served on our happy hour?
9. How much are our virgin drinks and what type of glass are they served in?
10. Not being specific is the best way to suggest an item. (True or False)
11. If you are sick and miss work, do you need a doctor's note?
12. If you are running late, what should you do?
13. Where do you pick up a glass?
14. In case of injury, what should you do?
 - 1.
 2. Complete an accident report and return it to the MOD.
 3. Do not return to work until released by a doctor.
15. If you receive a personal check for over \$50 or a \$100 bill, what do you do?

16. If you are double sat, what should you do?

17. When a host seats a guest, it is their sole responsibility to notify the server or take a drink order. Give three reasons why.
 - 1.
 2. Because the server might be running food or doing sidework.
 - 3.

18. If a guest inquires about the ingredients of our products, what should you refer to?

19. If you need the ingredients for a bar drink, what should you do?

20. What key should you use to modify an order?

21. If a guest appears to be unattended to, what should you do first?
 1. Go find their server
 2. Tell them they are not in your section
 3. Get and deliver a drink order

22. Why is prebussing important to servers and bussers?

23. How much do we charge for a TO GO Order?

24. Always ring up appetizers 5 minutes before ringing up entrees! What appetizers require the most time to prepare?
 - 1.
 - 2.
 3. Combo apps.
 4. Potato skins
 - 5.

25. When a guest asks for a dressing on the side, what do you put it in?

26. Who and when do you ask for a queso (or cal beef, etc.)?

27. How do you ask?
28. How does a guest receive a VIP card?
29. What are the days and amounts for VIP discounts?
30. What days of the week do we honor PTA discounts and discount tokens?
31. What must be done before you pick up your tip from the table?
32. When is it acceptable to discuss tips and or customers?
33. It is never acceptable to discuss the quality of our clientele. (True or False)
34. If a guest wants to book a party and the manager is busy, what should you?
35. If you answer the phone, always ask who is calling. What are the most important pieces of information we need when taking a phone message, booking a party or taking a to-go order?
 - 1.
 - 2.
36. After each shift you work, you tip out 2% of net sales. (True or False)
37. Can you add gratuity to a white trade or advertising trade?
38. When is it acceptable to eat or drink in uniform?
39. When can an employee drink alcohol?
40. When is it acceptable for an employee to sit at the bar?

41. When refilling dressings and sauces, you must use a clean container. Why?
42. Who takes TO GO Orders and who is responsible for making sure they are correct?
43. What information should you get when taking a TO GO Order?
44. When a guest is placing a TO GO Order, should you verify which Caboose they think they are calling?
45. Why do we press the tabs in the top of TO GO Orders?
46. How many alcoholic drinks may one person have in front of them at one time?
47. When a guest asks for two alcoholic beverages, should the server ask for two valid Texas Drivers Licenses?
48. **Please help us with future trainees. In what ways do you think the Caboose training process can be improved?**
49. In what area do you feel that you needed additional time or information?

FINAL REVIEW

ANSWER SECTION

1. Yes
2. Fajita meat rolled in flour tortilla that is topped with fresh and hot queso
3. As you're ringing up the fajitalada plate there is an "Xtra Falada" mod. Order the appropriate fajitalada and continue with your order.
4. Yes, Yes
5. Tell them you'll check on their order, do it, and notify the MOD
6.
 1. Power Pre-bussing after the B-day song.
 2. Making sure cups/silverware/plates etc. are stocked.
 3. Stocking Salad Bar
 4. Stocking ITC
 5. Stocking Chips & Salsa
 6. Sweeping back of house
 7. Spot Sweeping
7. Pint –12 oz. Mug –10 oz.(for margaritas, and virgin bar drinks)
8. Frozen Lime and Lime Margaritas on the Rocks
9. \$3.50 in mugs
10. False
11. Yes
12. Call and inform the **manager** of your expected arrival time (only the MOD).
13. 3 inches below the rim or under the "Coca-Cola"
14. Notify MOD, complete accident form and return it to MOD, do not return to work until released by a doctor.

“IN EVERY SERVICE OPPORTUNITY, THERE IS A SALES OPPORTUNITY; AND IN EVERY SALES OPPORTUNITY, THERE IS A SERVICE OPPORTUNITY!”

15. Get Drivers License #, run the check through VeriCheck, then get MOD signature. MOD must check all \$50 bills, \$100 bills and all checks over \$50. You are responsible for forged bills or returned checks not ok'd by MOD.
16. Stay calm, ask for help from MOD or float, and consolidate.
17.
 1. Server may be busy with other customers.
 2. Because the server may be running food or doing sidework.
 3. Server may be helping other servers and not notice they were sat.
18. The menu, MOD, or kitchen trainer.
19. Highlight the bar drink and press recipe. Most recipes are in the computer.
20. Modify and/or the typewriter key.
21. (#3) Every guest is your responsibility. During their next visit, they might sit in your section.
22. Makes it easier on the bus boys and turns your tables faster. You make more money. Keeps the restaurant clean and looking better. It saves you steps. Helps the dishroom.
23. \$0.25 per item
24. ribs, zingers, combo apps, and potato skins, wings
25. small black portion cups
26. After it's rung up, ask the QT or the finish cook if there is no QT.
27. Very nicely, calmly, BE PATIENT
28. If a manager or server feels that these people are good repeat customers, the server or manager may offer them a VIP card. All VIP cards are given at a manager's discretion.
29. Mon-Wed 20%
Thurs-Sun 10 %
\$4 gets a \$5 game card
30. Mon-Wed 10%
31. Never pick up tip until table is gone, prebus well and offer To-Go drinks.

32. NEVER!!!
33. True
34. Please wait while I get a manager for you.
35. Customer name and phone #
36. False gross sales.
37. No
38. Never on the clock. Only just before or just after a shift.
39. Only with MOD approval.
40. Never.
41. It's against health code to put anything in a dirty pan.
42. Any server or manager, but it must be taken to the bartender to be put in. It is the bartender's job to make sure the order is put in correctly.
43. Make sure to write CLEARLY everything on the order, including any sides, dressings, or salads. You should also get a name, phone number, and any discount or coupon information. Also make sure to **verify the customer knows which location they are calling the 50th St. location or Ave Q location.**
44. Yes, sometimes the guests call the wrong location.
45. Yes, to let the steam out so the fried foods do not get soggy.
46. a total of two (2) in front of a customer at a time
47. YES, you need a separate ID for each drink.
48. Please notify server manager of any ideas.
49. In which section?

"GREAT SERVICE CAN TURN A BAD GUEST SITUATION IN TO A FUTURE VIP CUSTOMER"

Aloha Test

1. Under what button do you find the to go options? what are the choices?
2. If a customer ordered an item a la carte, what tab would you find it under?
3. How would you reprint a credit card receipt?
4. How would you reprint a closed check?
5. What are “comps” and how would you apply them?
6. What functions would you need a manager’s card for?
7. How would you put on item on hold and once done, how do you know it’s on hold?
8. How do you order an item that’s on hold?
9. How many items can be ordered at once?
10. What is the difference between “Sub shrimp” and “Add shrimp”?
11. How can you tell if there’s a second page of options?
12. How can you tell the difference between bottle and draft beers on the Aloha?
13. What section are our well drinks located in?
14. What is “trade out” and how do you apply it to tickets?

15. Which tab are game cards located on the Aloha?
16. What beverages are OK to ring up before the food?
17. How do you substitute a side for the salad on West Texas Favorites items?
18. Where could you find how many comps you have applied?
19. How do you add credit card tips?
20. What do you do if there isn't a button for something?
21. What are the "No", "Side", and "Extra" buttons used for?
22. What does "XX" mean on margaritas?
23. What sections of the Aloha are in alphabetical order?
24. How would you look up a recipe to a drink?
25. If someone wants to buy a gift card what tab do you ring it up under?
26. When is a 50 cent sub fee necessary and what tab is it located under?
27. If you run a credit card on the wrong ticket, how do you fix the problem?
28. What is the "Do Not Make" button used for?
29. If a table has split checks, how do you print all of them at once?

30. Do we accept checks? Are there any exceptions?

31. What information do you need if someone leaves a check?
 1. **Misc Mods- To Go w/ chips To Go w/o Chips**
 2. **Under "Sides"**
 3. **Highlight transaction hit reprint**
 4. **Adjust Payments, find ticket, hit OK, then hit Print**
 5. **When you take money off of a customer's ticket. Get a manager card, pick appropriate comp, then highlight necessary items to comp**
 6. **Split ticket, Add gratuity, Apply comps, Open closed check**
 7. **Highlight item and press hold**
 8. **Item MUST be highlighted then press order**
 9. **6**
 10. **Sub shrimp substitutes shrimp for selected meat and add shrimp has the original meat, plus shrimp**
 11. **Scroll buttons (purple with pink arrows) at bottom of page**
 12. **Bottles are listed as Btl and draft are listed as Pint**
 13. **Main Bar**
 14. **A form of a gift certificate, under payment type select type of trade out and enter amount**
 15. **Party & Gameplay**
 16. **Shakes, Alcoholic Beverages, Hot chocolate**
 17. **Use typewriter button and type " SUB _____ FOR SALAD**
 18. **Sales, then Comps tab**

19. **Tips, match card numbers, enter tip, hit OK**
20. **Use typewriter button, ask for help**
21. **Modifications to tell cooks if you want something on the side, not at all, or extra of it**
22. **On the rocks**
23. **Mixed Drinks, Shots & Liquor**
24. **Highlight drink, press recipe**
25. **Caps & Apparel, Red Gift Cert**
26. **Any substitutions that cost a substantial amount. For questions, ask a trainer or manager, Misc. Mods**
27. **Split the ticket, move all the items the card is supposed to pay for to the ticket with the card payment, move extra items to a separate ticket, and adjust the card total**
28. **Tells the kitchen the item doesn't need to be made, used for inventory purposes**
29. **Close, Print All**
30. **No. Exceptions: Business Checks and Old Customers with MOD approval**
31. **DOB and Drivers License #**

QT Test

1. How many tortillas do each of the following entrees receive? (12 point)

- i. Steak ranchero:
- ii. Fajitas for One:
- iii. Del Rio:
- iv. Longhorn enchiladas:
- v. Fajitas for two:
- vi. Bueno Relleno dinner:

2. a. What entrees **on the border menu** come with guacamole? (4)

b. What entrees **not** on the border menu come with guacamole? (3)

3. Who runs food? How do you call for runners? What does "Fajitas are dying," mean? (3)

- a)
- b)
- c)

4. a. Where do you get restock from? (2)

b. Where do you get the following if the QT line/ Kitchen runs out?: (10)

- i. Butter:
- ii. Cheese:
- iii. Ranch:
- iv. Tartar Sauce:
- v. Gravy or Toast:
- vi. Ribeyes:
- vii. Jalapenos and Sour Cream:
- viii. Bags of Fajita beef and Chicken:
- ix. Full and Half Racks of Ribs:
- x. Paprika:

5. If the kitchen asks for bowls, hot water, small baskets, or a cup of ice what do they want? Where can you get them? (2)

- a)
- b)

6. How do you prepare a small tortilla soup set up? How about a rib set up? (2)

a)

b)

7. a. List the sauces we use on the border entrees. (5)

b. List the different bbq sauces. (3)

8. Where should you look if you run out of trays on the QT line? (2)

9. What entrees need knives on the Border menu? (3) On the West Texas Menu? (3)

10. What items need to be added to kid's food by the QT. (4)

Corndog:

Mac & Cheese:

Chicken Strips:

Pizza:

11. What salad dressing does the kitchen have and what salad does this dressing go with? (2)

12. What does an upside-down black cup mean: (3)

On refried beans?

On a chicken fry steak?

On anything with chicken salad or queso on it?

13. How do you tell the difference between the different nachos, what key toppings for each one? (4)

Meat:

Combo:

Cincos:

Big Head:

14. Who talks to the kitchen when someone is on the QT line, and how can you identify them? (2)

15. Where would you look for things like guac sides, salads, and fruit bowls if not in the window? (2)

16. What does QT stand for? (2)

17. What does the QT add to the following entrees? (3)

a) Ribeye:

b) Baked Potato (all):

c) Fajitas for 2:

18. Which of the following get a side of ranch, and if they do, what size? (10)

i. Zingers:

ii. Ribs:

iii. Full order of mushrooms:

iv. Fried Cheese:

v. Regular order of wings:

vi. Chicken fried steak:

vii. Fried pickles:

viii. Half order of mushrooms:

ix. House salad:

x. Trainload:

19. What entrees/ starters get a side of lemons automatically?: (4)

a)

b)

c)

d)

20. What entrees get crackers? (2)

a)

b)

Lunch Test

1. What items are only on the lunch menu? And of these, which are not available after lunch?

i.

ii.

iii.

iv.

v.

vi.

vii.

viii.

2. What is the price difference for the Mexican Combo on lunch and dinner?

3. Which salads and soups are on the lunch menu?

i.

ii.

iii.

iv.

v.

vi.

vii.

4. What Mexican food items are on the lunch menu?

i.

ii.

iii.

iv.

v.

vi.

vii.

viii.

5. What do the lunch chicken strips come with? What size gravy?

i.

ii.

iii.

6. Which burgers come on the lunch menu?

7. What comes on the turkey club?

8. What comes with the flautas?

9. What days and times do we serve lunch?

10. What comes with either of our 2 wraps?

11. How often does the sanitizer need to be changed out?

12. Which items need:

- i. A spoon-
- ii. Tongs-
- iii. Scoops-
- iv. Covers-

13. During a health inspection do you pre-bus or restock?

14. Where do you go to refill

- i. Sour cream-
- ii. Jalapenos-
- iii. Butter-
- iv. Tartar Sauce-

15. Do the tea urns need lids? If so, where do you get them?

16. When you get drinks for the kitchen staff what kind of cup do they need to go in?

Server Progress Evaluation

1. Do kid's meals include drinks? (1 pt)

2. What desserts do we have? (4 pts)
 - a.
 - b.
 - c.
 - d.

3. What is a Caboose Special? (3 pt)

4. What two types of rellenos come with the relleno dinner? (2 pts)

5. What is a Mexican Flag? (3 pts)

6. What side item(s) comes with the Longhorn enchiladas? (1 pt)

7. How many sides come with border items? (1 pt)

8. What Mexican food items don't come with a choice of sides? (3 pts)

9. Do sour cream, guac, and cheese automatically come with our fajitas? (1 pt)

10. What are the differences between: (3 pts)
 - a. Kid's chicken strips:

 - b. Lunch chicken strips:

c. Dinner chicken strips:

11. What times and days do we offer the lunch specials? (2 pt)

12. What 3 items come with the West Texas menu? (3 pts)
 - a.
 - b.
 - c.

13. What is the number one question you should ask a customer when they order a Ribeye, Sirloin, or Ranchero? (1 pt)

14. What condiment coincides with which cheese on burgers? (1 pt)

15. What sauces are available for the zingers and hot wings? (3 pts)
 - a.
 - b.
 - c.

16. Which appetizers come on half price happy hour special? (9 pts)
 - a.
 - b.
 - c.
 - d.
 - e.

- f.
 - g.
 - h.
17. What appetizers come in half orders? (3 pts)
- a.
 - b.
 - c.
18. How much extra is it to add beef or chicken to potato skins? (1 pt)
19. What ingredients come on each nacho? (4 pts)
- a. Meat:
 - b. Combo:
 - c. Cincos:
 - d. Big as your Head:
20. What are happy hour prices and times? (2 pts)
- a. Monday-Friday:
 - b. Sunday:
21. What do all to-go orders come with automatically? (1 pt)

22. Which beers do we have on tap? (7 pts)

a.

d.

b.

e.

c.

f.

g.

23. What do you say when you answer the phone? (1 pt)

24. Can you use your discount without a beverage rung up? (1 pt)

25. Match the managers and their corresponding departments (Managers can have more than one department.) (4 pts)

Bar Manager:

Bus Manager

Cook/Dish Manager:

Host Manager:

Midway Manager:

Service Manager:

GM/Owner:

26. Describe the following items: (5 pts)

a. Awful Burger-

b. Kid Burger-

c. Philly-

d. French Dip-

e. California Burger-

27. Describe the following salads: (4 pts)

a. Trainload:

b. Santa Fe:

c. Caribbean Way:

d. El Grande:

28. How do you make a side Caesar salad? (1 pt)

29. Do you ever delete a credit card transaction? (1 pt)

30. Name all our enchilada sauces (5 pt)

a.

b.

c.

d.

e.

31. How do you tell if a chimichanga/fajitalada is beef or chicken? (2 pt)

32. Whose responsibility is it to get your shift covered? (1pt)

33. How do you request days off and how far in advance do you need requests in? (1 pt)

34. When do checks come in and what time can you pick them up? (1 pt)

35. What's our uniform policy? (1 pt)

36. What does "86" mean? (1 pt)

37. What is a power pre-bus and when do you do it? (1 pt)

38. Describe sidework. (1 pt)

39. What are our kitchen's hours? (1 pt)

40. What are the Sports Bar's hours? (1 pt)

41. What should you do upon arrival? (1 pt)

42. What's our gratuity policy? (1 pt)

43. Which 3 parts of Caboose do guests sit themselves? (3 pt)
44. How soon before your scheduled shift should you arrive? (1 pt)
45. When should **you** call for an OC shift (2 pts)
- a. 11 OC-

 - b. Split OC shift (ex. 11- / 5OC)

HOW TO MAKE MORE MONEY AT THE CABOOSE

THE BASICS

Smile, smile, smile!

When serving drinks always hold cup below the coke logo.

Always say would you like chips and queso or another tasty appetizers. Never start with chips and salsa.

Never serve chip crumbs or soggy undercooked chips.

Always ask if they want chips, never deliver chips without asking if they would like a hot queso and chips. it is considerably easier to sell them an appetizer if they don't eat free chips.

Appetizers and desserts raise your ticket totals and you will make more money.

Move condiments to side to make room for the appetizers.

Prebus dirty dishes, empty bottles, napkins, keep tables clean.

Consolidate your tasks, don't run away from the table, pause 10 seconds, don't let the table run you.

Be visible or talk to your tables every time you visit your section, make eye contact

Read your tables, deliver chip refills and drinks refills without asking, fill second basket of chips half full.

Stay off your cell phone in the FOH, customers want you to pay attention to them not your phone.

Always be considerate to all customers.

Get eye level with the table, being on their level helps you connect with the guests.

Have your tickets printed and in your book ready to present when asked (when the guest asks for their check, if you have it you will look very organized). Some guests are on a time limit.

Do not judge customers based on their appearance or their demeanor, some might surprise you.

Make sure your appearance is clean and professional, dress to impress. Always show up to work showered with clean clothes on

Always keep calm and ask for help. Even if you are panicking on the inside, never let the customer know.

Always acknowledge a table immediately. Even if you can't immediately take a drink order, at least they know you are aware of their presence. Customers GREATLY appreciate acknowledgment.

Use descriptive words when up-selling such as sizzling, fresh, steaming, and chocolate covered.

Offer specific items when pushing appetizers and desserts such as our Golden Fried Mushrooms or Steaming Queso.

Before you leave the table always ask "does anyone else need anything?"

Check on all your tables each time you visit your section

Consolidate, don't let your tables run you

Treat your section as if it were a big top

HOW TO KEEP FAMILIES HAPPY

Cater to the kids
Ring up kids meals first when ringing in multiple tickets
Always warn kids about hot skillets and hot plates, position hot items in safe places
Offer crackers to parents with infants, especially if they are fussy
Talk directly to the kids (respect the kids)
large groups order kids meals first
Find the safest location for high chairs and slings, don't reach over the kids
Power prebus after birthday songs
Take out wet naps to the kids
When waiting on couples, Women- do not show more attention to the male than the female.
Men- do not show more attention to the female than the male. You can give excellent service but get a lesser tip because of a jealous partner.
Offer Power Packs in place of regular kids meals – They get a discount on their food anyway!
Keep the kids happy – Bring crackers for small babies, make them laugh, etc.

HOW TO MAKE MORE AT LUNCH

Know the lunch menu, ring up the lunch specials correctly
Offer our guests lunch specials
Have tickets printed and in your apron ready to present to your guests when they ask for it
Ask if separate checks are needed as you take the order
Ring up food ASAP, so guests can return to work
Always prebus
Present checks early, so guests can return to work
Don't leave the table too quickly. Give the guest time to think about what they might need. Stay visible! This is VERY HELPFUL.
Present checks while guests are eating at lunch as they may be in a rush to get back to work.
Always let them know you're not rushing them, you're just trying to be sensitive to their time.

EXCEED OUR GUESTS EXPECTATIONS

Make guests that you like VIP's
Lemon or lime on the side and with to go drinks
Talk to tables – Be a salesperson as opposed to an order-taker.
Bring fresh lemons and limes with refills
Ask great guests to ask for you when they return, make sure they know your name.
Get to know the regulars, try to find something in common to talk about. Remember their name and what they order.
Every customer is important, however, do not let one table or customer take up all your time.
Spend the same amount of time and energy on every table.
Be kind to your guests, show them you care about their business. The money will come later.
Slow down! Check on every table in your section every time you visit your section! Even if you don't talk to everyone every time, you might see empty drinks, empty chips, pre-bus, and you are available to your guests.

Treat EVERY guest as if they are your own table. Even if they're not your table today, they may be tomorrow. Regular business is what helps to establish a business and keeps people coming. Offer great customers VIP cards.
Talk with and smile at tables when appropriate. Everyone loves a good laugh.
Suggest specific/popular items you love when taking an order. Boast about how great the entrée is.

MAKING MORE MONEY IN THE BAR

Know our bar specials, not knowing our specials will have a negative effect on your tips
Prebus bar tables. Keep them clear of dirty plates, napkins, empty glasses, and bottles
Offer happy hour and half price appetizers
Offer water to dinner guests drinking alcohol
When serving drinks in bar areas, use salt on bar napkins to prevent them from sticking to the bottom of the glass (bar areas only)
If there is too much foam offer a lime (bartenders only squeeze lime over foam if requested)
Garnish all bar drinks (fresh celery in bloody marys)
Inform the guest that you will keep bringing drinks until you are told to stop (stay within legal drinks served per hour)
Push premium liquors and higher priced drinks – Adding strawberry to a margarita is a great and easy way to up sell a drink.
Introduce yourself to your guests to help build a relationship with your table. Make them want to come back and visit you. Remember their favorite drinks.
Always, always, always check for silverware and napkins when delivering food to bar tables/bar. They appreciate not having to ask.
Be sure to pay attention to tables in the bar areas. Take care of them immediately so they don't sit in your section and then order from the bar.

HOW THE CABOOSE CAN MAKE MONEY

Fill all beverages full of ice, this saves product and makes a tastier drink
Large ranch dressing in large black salsa bowl fill half full and swirl
Charge for extra sides of ranch:

- clear portion cup .50
- black portion cup .99
- large black salsa bowl \$1.99

Don't make dinner salads like trainloads
Use more ice in all beverages alcoholic and non-alcoholic
Ring up all beverages alcoholic and non-alcoholic
Never deliver chips without asking if they would like them
Fill all refills half full ex. chips and hot sauce
Charge for large ranch and avocado ranch
Participating in contest that encourage ringing up items like coke, queso, and ranch
Don't waste time getting chips and salsa before greeting a table. You waste 30 seconds just getting them, they may not even want them, and you WASTE the opportunity to sell appetizers.

UP-SELL – Push higher priced items and add-ons such as guacamole, sour cream, or French fries with zingers.

TIPS FOR THE PARTY ROOMS AND LARGE PARTIES

When taking party rooms or large parties, always ask the person in charge about specifics such as who is on what check, when they want you to bring ice cream, if they need cake plates, if they want you to give THEM the game cards or the children, etc (if ordering packages).

Let the party know the time limit of the party from the beginning to avoid confusion or rushing at the end.

Pass out checks when there is 20 minutes left of the party.

Ring up kids orders first, steaks second, burgers and chicken breasts and Mexican food last.

Remember to have only 6 items on each ticket.

Always ask large parties how they want to split the check when taking their order. This will save you and the customer time while checking out.

TIPS ON MAKING "TIPS" IN THE 80'S

Read the Parents! Take pressure off the parents and ham it up with the kids. They will thank you later. (game cards work best)

Be Active: entertain the guest in the 80's. That's why they chose that table.

Freedom of the TV: make the area feel like their living room. Completely comfortable. Let them use the remote or change the channel for them.

Made a mistake? It could be as simple as making them a VIP. Whether it was YOU, the kitchen, or a misunderstanding, keep calm, apologize, and take care of the customer (while getting the order taken care of).

Know your games: Get the kids excited about winning tickets. Learn which games can give the most tickets in a short time. Make the kid happy, make the parent happy.

Be Seen: if the customer can see you, they won't call on you as much. Swing by. Its ten steps from one booth to another.

Carry yourself: fold your own kids menus, get tea and water pitchers. Less BOH time means more customer face time.

Red Alert: when the red bulb is turned on, it usually means two things: one, you have a table that has just sat down and is ready to be taken care of. Two, the customer is needing assistance immediately. Be aware of the lights and make the customer satisfied.

Feed the Children: If the parents are still deciding on what they need, see if you can get the kids taken care of. A full child is a happy child.

Keep your bus tubs organized.

Make sure to do a good job with the birthday song. And always power pre- bus after.

Don't forget to mention the power packs, Monday unlimited 3hr video game play, and Tuesday 1/2 price games 3-9

PARTY ROOMS	BARTENDERS	BAR 1 SERVERS	BAR 2 SERVERS	MANAGERS ON DUTY	
#1	BAR 1 HH/SB	80's		OPEN	
#2	BAR 2 SB				1
#3	BB				2 3 CLOSER 1 CLOSER 2

OPEN	61	68	54	46	37	31	21	25	15	11	
	62	67		41	45	36	31	22		12	
	63	66	53	42		35	32				
	64	65		43	44	34	33	23	24	14	
				51							
				52							

HOST	BUS MEN	RUNNER/QT	SERVERS CUT	ON CALL
				FLOAT

94

Pool Table

95

96

97

98

Pool Table

Pool Table

93

92

91

**B
A
R**

408

407

406

405

404

403

504

503

502

501

402

401

BAR II

MAP