AMBRIZA SERVER TRAINING

Day One

- How to clock in
- Orientation PowerPoint
- Proper uniform
- Pre-shift introduction to team

- **HOST STAND** (1 hour)
  - Table numbers
  - Bar positions
  - Seat positions
  - How to answer the phone
  - Address/phone number
  - Name of all managers/owners
  - Hospitality

- **EXPO** – (3 hours)
  - Tour of the kitchen, dish-pit, and cooler - know where to find items
  - Taste the line with Chef
  - Identify food items, ingredients, visually recognize plates (menu)
  - Discuss common allergies and how to handle
  - Server station/coffee station tour
  - How to read a ticket
  - Delivery of food to the guest using seat positions
  - How to handle to-go packaging
  - Silverware rolls
- **STUDY FOR FIRST TEST TOMORROW:** starters, soups, guac cart, table numbers and position points

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Day Two

- Clock-in
- Review table numbers and seat positions
- Review phone greet and basics of hospitality
- Pre-shift

- **Bar shift** (1 hour) *TAKE NOTES!*
  - Bottle and draft beers
  - Wines
  - Signature cocktails – what is most popular?
  - Tequilas (HOW IS IT MADE?)
  - Ambriza Margarita recipe (It's a secret - but know the basics)
  - Glassware for cocktails and proper garnishes for margaritas

- **Follow 1:**
  - Discuss what hospitality is to you and why it is important
  - Steps of service
  - How to handle a food allergy
  - The greet – what are the crucial points to mention?
  - What do we offer to first time guests to show them gratitude and how do you offer it?
  - Table maintenance and pre-bussing
  - Beverage napkins and ordering drinks – how do you upsell?
  - Running bar drinks and why it is important to use a tray (carry as many as you can, even if it's not for your table)
  - Greet the last table of the night
  - Study and review the social plates, salads, tacos & quesadillas section for test tomorrow

- Take test on starters and soups, make 80% or above

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Day Three – OPENING SHIFT

- Clock-in
- Complete opening checklist
- Review bar knowledge on beers, wines, cocktails, margarita recipe and how to upsell
- **Computer knowledge**
  - Know where to find every item
  - Modifications
  - See Server: know how to ring in items so kitchen can read properly
  - Bar and classic cocktail buttons
  - No more than 6 items per ticket
  - How to close a tab/enter tips and split checks
- **Roll play:**
  - Practice greet with trainer and manager – take notes on how to improve if needed
- Greet most tables – except while real busy
  - Take/write down all drink and food orders (compare with trainers)
  - Suggestive sell – choose one item to try and sell
  - Pre-buss tables throughout meal – DON'T FORGET SMALL DETAILS
  - Take 1 or 2 tables from start to finish after the pop. Trainer follows.
  - Discuss and practice consolidation/teamwork with trainer
    - Do everything you can for all your tables before leaving
- Take test on salads, lunch bowls, tacos and quesadillas
- **TAKE BAR TEST** - make 80% or above on *both* tests

- **Focus Points:** Hospitality, greeting the guest, table maintenance, position points, ringing in food properly, steps of service, suggestive selling, carrying plates and drinks, delivering food to tables and bar.

AMBRIZA SERVER TRAINING

Day Four – CLOSING SHIFT

- Clock-in
- Practice selling a "perfect ticket" with trainer
- Complete midday checklist
  - Is everything stocked and ready to go?
- Know your section and make sure it is clean and set up properly
  - Are salt and pepper/cocktail books clean? Sugars full?
  - Chairs and table sanitized?

Your Section = Your Personal Business

- **Assign yourself two tables in trainer's section:**
  - Create an experience for guests using hospitality and proper steps of service
  - Give a perfect greet and proper steps of service/hospitality
  - Practice consolidation and pre-bussing within your section
    - Only water glass and check presenter left on table when guest leaves

- Complete all closing duties and learn how to print a server checkout

- Take test on fajitas, enchiladas, and entrees. Make 80% or above.

- **Focus Points:** Offer specific recommendations for each course at every table, practice consolidation, teamwork, and pre-bussing. Sense of urgency and prowess with computer system. Connect with your guest.

AMBRIZA SERVER TRAINING

Day Five A.KA. The Real Deal

- **MOCK greet with manager on duty**
  - **Give first time greet using all critical points**
  - **Ring in all items correctly**
  - **Answer common questions correctly**

If you pass, you will take a two table section

TIME TO MAKE SOME $$$$$$$

- **Ring in all items correctly**
- **Run food and drinks to proper seat positions**
- **Table maintenance throughout service**
- **Exude hospitality**
- **Teamwork**