

INTRODUCTION

Hello and welcome to the (your restaurant) family! Bringing new people onto the team is one of the most exciting parts of this work, and I'm thrilled that we're going to be working together.

The material that follows is going to come in very handy in these first weeks when you're getting to know your job and becoming familiar with our work environment. Even if you've worked in the restaurant business before, each restaurant is a little bit different so having this information will help you through this transition faster.

At the beginning of this manual, you'll find a detailed description of the job you'll be expected to do, as well as how we'll evaluate your job performance. We want you to know what we expect right from the beginning so you can meet our expectations – there's no point playing a guessing game when it comes to employee performance goals.

Additionally, this manual will provide answers to many of the most common questions we hear from employees, such as what is appropriate dress for my position or who do I go to if I have a problem.

We absolutely want your experience at (your restaurant) to be a happy one, and this manual will help make that possible.

YOUR RESPONSIBILITIES AS A BUSPERSON

One of the most important parts of this manual is this explanation of your job duties.

You need to know exactly what your position requires so that you understand your role in the (your restaurant) team. Please read the following pages very carefully. If you have any questions about these responsibilities, see your supervisor or manager immediately.

As a busser, you should . . .

- Keep the tables clean and clear. No table should be piled with dirty dishes or left in an uncleaned state after guests have departed. Dirty tables hurt our business and our atmosphere.
- Clean up spills, broken dishes, and trash. Not only do these problems hurt the cleanliness of our restaurant but they can also be a safety hazard. They need to be taken care of promptly.
- Remove dirty dishes and other tableware from the table and take to kitchen for cleaning.
- Wipe empty tables and seats with dampened cloths. Make sure the table surface is free of crumbs, trash, and dirt. Remove everything from the table before wiping then return the items to their original locations on the table surface.
- Replace dirty tablecloths. After guests leave their table, remove the tablecloth and replace it with a fresh, clean one. Take the dirty tablecloth and any other table linens to the laundry facility for cleaning.
- Set tables. After a table has been cleared and cleaned, make sure to set the

table with fresh linens, appropriate condiments, tableware, and other necessary items.

- Maintain sufficient supplies for other bussers, servers, and bartenders. Make sure that plenty of linens, tableware, dishes, and glassware are available at any given time. If not, bring more from the laundry or kitchen so they will be available when your other team members (or you) need them.
- Refill or replace condiments as necessary. When you're cleaning a table, make sure the table has a good supply of ketchup, salt, pepper, etc. If not, either fill the container or bring a new one to the table.
- Fill beverage and ice dispensers. Make sure both dispensers are filled appropriately so our guests won't have to wait for beverage refills. We need to have what our guests want available when they want it.
- Maintain the clean appearance of the dining area. During non-busy times, you should be cleaning counters, shelves, and food service equipment or mopping/vacuuming the floor. Small details matter to our guests so take care to keep the area clean at all times.
- Provide customer service as needed. If the guests need something, such as a refill, you can provide that for them. If servers need assistance bringing food to the table or taking initial drink orders, you can help them. Remember providing an exceptional experience for our guests is our top priority.
- Keep restrooms clean and appropriately stocked. Every fifteen minutes, the bathrooms should be checked to make sure they include sufficient supplies and

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