



BELLA VITA

CUCINA ITALIANA

Server

Training Manual



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介绍 Introduction

祝贺你被热情的“美好生活”选中做最重要、最具挑战性、最值得的工作！作为一个销售人员，您将设置自己的舞台并对每个顾客的体验产生直接的影响。您将让每一位客人感觉受到欢迎、感激和悉心照料。

Congratulations on being selected to perform one of the most important, challenging and rewarding jobs at **Bella Vita Hospitality**! As a Sales Person, you will set the stage and have a direct impact on each guest's experience. You will determine whether each guest feels welcome, appreciated and well cared for.

我们将为您提供成功所需的培训。我们对我们的优质食品和友好、有责任感的销售人员感到非常自豪。我们的高标准是通过像你这样优秀的人来维持，不断分享我们的价值观，并希望每天都为我们的客人做最好的工作。。

We will provide you with the training you need to be successful. We take great pride in our quality food and friendly, responsive sales person. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day.

作为一个销售人员，你必须始终保持一种充满活力、友好、有爱心的态度。你有责任让每一位客人都有特殊的感觉，享受着我们的欢乐气氛和美味的食物和饮料。As a sales person, it is essential that you maintain an energetic, friendly and caring attitude at all times. It is your responsibility to see that each guest is made to feel special and enjoys our fun atmosphere and great food and beverages.

下面列出已建立的指导方针，用以帮助你为我们的客人提供这些品质。除了你将要接受的培训，这本手册还将为你提供关于你的任务、职责和操作程序的问题的答案。

The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to questions you may have regarding your tasks, responsibilities and operating procedures for **Bella Vita Hospitality**.

再次，欢迎加入团队！Once again, welcome to the Team!

服务的功能与职责 **Server Functions & Responsibilities**

成功的销售和服务源于信心的结果，只有通过知识才能获得。我们将为您提供相关的材料，让您学习销售技巧、菜单和酒单的必要知识，建立信心。你，作为 BellaVita 的销售人员，这些是必须要学会的。

Successful sales and service result from confidence, which can only be developed through knowledge. We will provide you with sample material to develop the necessary knowledge and confidence in relation to sales techniques, the menu and the wine list. You, as a sales person for **Bella Vita Hospitality**, must learn it.

日常工作指导和职责 **General Job Guidelines And Responsibilities**



- 点菜时，一定要直视顾客的眼睛，挺直身子。永远不要在桌子上倚靠或写字。不要屈膝下蹲。When taking an order, always look the customer directly in the eyes, and stand erect. Never lean or write on the table. Never crouch down on your knees.
- 千万不要用手拿着酒杯杯身，把手放在杯座上。Never handle a glass by the rim with your hand over the drinking surface.
- 千万不要用手处理食品表面 handle silverware with your hand over the eating surface.
- 在上菜时，千万不要让你的手接触到食物表面或食物。
handling plates or food, never let your hand touch the eating surface or the food.
- 尽可能的帮助你的客人。给他们买烟，要知道城里最受欢迎的酒吧和跳舞场所，知道最近有什么电影。Help your guests as much as possible. Get them cigarettes, be aware of the city's favored bars and dance places, know what movies are showing nearby.
- 知道你的排班表。Know your schedule.

- 知道每个班次的时间。 Know what time to be here for each shift.
- 了解每日特色菜是什么以及它们的价格。 Know what the daily specials are and what they cost.
- 了解饭店的历史 Know the history of the restaurant.
- 了解领导. 在见到经理时要主动打招呼问好如“早上好、中午好、下午好、有什么可以帮您的吗？您需要咖啡吗？”等等
Know the managers. Remember always to welcome te managers with “Good morning, afternoon, evening Sir, maybe I help you? Would you like a coffee?.....” etc..
- 避免在任何特定的桌子上进行长时间的对话。这只会让你其他的客户感到不安。 Avoid any long conversations at any particular table. This will only upset your other customers.
- 当你走进门的时候，请清理除了工作以外的其他情绪。当你在餐桌上服务的时候，确保你的注意力也在桌子上。客人可以感觉的到你有没有用心为他们服务，这对顾客的体验和服务都是有影响的。 Clear your mind of everything except work when you walk in the door. When you're at the table make sure your mind is at the table too. Guests can tell when their server is not totally mentally present with them at the table and it has a negative impact on the guests' experience and the server's tip.
- 如果你落后了，就寻求帮助。不耻下问永远不会有麻烦。 If you get behind, ask for assistance. You'll never get in trouble for asking.
- 让自己准备好，这样你就可以随时应对了。在餐厅工作，大部分的抱怨都是在试用期。 Keep yourself geared up so that you are

ready for any rush. We get most of our complaints during the Restaurant's slow period.

- 永远不要站在周围或倚靠任何东西。你可以做卫生。打扫卫生，擦架子或收银台，或是将杂物送到后面去，等等。一个服务员永远不会在进出厨房的时候空着手。手里满着进去，手里满着出来! Don't ever stand around or lean on anything. You can always be cleaning. Running clean-up, wiping shelves or the sales station, taking bus tubs to the back, etc. A server never goes into, or leaves, the kitchen empty handed. Full hands in, full hands out!
- 当你离开厨房时，一定要确保你所有的食物都是安全的。不要试图携带太多。两次安全胜过一次灾难。 Always be sure that all your food is secure when you leave the kitchen. Never attempt to carry too much. Two safe trips are better than one catastrophe.
- 在厨房始终靠右行走。走路要快，但不要跑。这将防止严重的事故和额外的工作给每个人。 Always ENTER the kitchen keeping to the right. Always walk quickly, but never run. This will prevent serious accidents and extra work for everyone.
- 如果厨房里的订单延迟了，首先通知经理，然后告诉你的顾客。经理会到桌子旁边解释情况。言语不要绕弯子。永远不要躲避你的顾客。 If an order is delayed in the kitchen, first inform the manager, and then tell your customers. The manager will go to the table and explain the situation as well. Get your stories straight. Never hide from your customers.
- 学会合理利用时间。当你需要为一张桌去厨房去东西的时候，要顺便检查所有的桌子，然后再回到厨房。不要仅看一张桌子，然后就去厨房。巩固你的路线。把你所有的杯子都装满在杯框里，把所有的盘子都清理干净，然后再去做别的事情。这

是保持销量和赚更多钱的秘诀。 Learn to use your time wisely.

When in your station, check all the tables before going back to the kitchen. Don't go to one table then go to the kitchen. Consolidate your trips. Fill up all glasses in your whole station, clear all plates, and then go on to something else. This is the secret to running volume and making more money.

- 永远尝试着去完整的完成上菜。如果所有的菜品除配菜之外都已准备好了，可以先上主菜，然后让别人在几秒钟内跟着你走。不要因为等待而使主菜变冷。保证所有菜品在上桌的时候都是热的。 Always try to take out complete orders. If the entire order is ready except for a side order, like a vegetable, take out the entrees and have someone follow you in a few seconds with the side order. Don't let the entrees get cold because of a side order. Everything goes out hot.
- 如果同一时间所有饮品和菜品都出来的情况下，不要一次性上齐 4、5 个菜。这样只会让你紧跑 20 分钟，然后剩下的 10 分钟无事可做。先拿一个菜放到桌上，然后告诉客人你马上回去取其他菜品，记住一定要先上饮品和开胃菜，然后去其他的。确认程序：点餐-下单-上饮品和面包，然后再为其他桌点餐。不要一次上三到四份沙拉。这意味着你会有三到四次个热菜也同一时间出来，这是不可能一下子全部出来的。任何事都要想在前面。 If your entire section clears at one time, don't take orders from four or five new hits at once. You'll end up running yourself to death for twenty minutes, and then have nothing to do for ten. Take one order, then go to the next table and tell them you will be right back to take THEIR order. Take drinks and appetizers out to the first table, and then go to the others. CORRECT PROCESS: take the order, insert on POS, deliver the drinks (and bread), go for second order-table. Never take three or four salads out at one time. This only means that you will have three or four orders of hot

food coming out at the same time, which would be impossible to get out all at once. Think ahead.

- 不要躲避你的顾客。你不会相信在刚遇见你的时候他们会是多么的有耐心。如果你抱着这种心态来点单的话，你会发现你的菜品会更加准时，而且你会提供更好的服务。你将有更多的时间与你的客户交谈。人们在外出的时候，寻找的不仅仅是好的服务和菜品。他们想要是一次全面的就餐体验。而你也只有短短的几分钟时间会和他们有额外的接触。没事不要花超过两分钟的时间在厨房站着。没有一个服务员是在厨房里赚钱的。

You won't believe how patient people will be if they just see you. Don't hide from your customers. If you use this method in taking orders, you will find that your food will be out more consistently on time, and you will give much better service over all. You will have more time to converse with your customers. People look for more than just good service and food when they go out today. They want a total dining experience. They look for that little extra personal touch which only you as their server can give them. Never spend more than two minutes away from your station. No server ever made any money in the kitchen.

- 任何时候，在客户面前，都要把自己放在他们的位置上，反问自己是否会对这桌所有的工作感到满意。Anytime you wait on a customer, put yourself in their place and ask yourself if you would be happy with the job you did at that table.
- 如果一桌上有顾客要求要什么东西，那么一定要问在桌的每位顾客是否也需要同样的东西。这样可以省去你很多额外的往返工作。比方说如果有一位顾客想要加茶饮，那么可以问问同桌的其他顾客是否也需要加茶饮。If one person asks for something at a table, make sure you ask everyone at the table if they too would like that item. This will save you a lot of extra trips.

If one person requests more tea, ask everyone at the table if they need more tea.

- 在点咖啡或热茶时，一定要询问顾客是餐前上是餐后上。不要下完单了才去问。在上咖啡和热茶是，一定要转动咖啡杯，使手柄面向顾客。把杯子放在右边。When serving coffee or hot tea, always turn the coffee cup so the handle is facing the customer. Place the cup on the right side. Ask people if they would like cream when they place their order for coffee instead of making an extra trip later.
- 当倒茶或水时，不要伸直胳膊直接从顾客面前倒，要站在桌子旁边，把杯子拿过来加满水之后，在放到顾客面前。When pouring tea or water, never handle the rim of the glass and always take the glass off the table and pour in the aisle.
- 任何时候，当你从别人面前穿过或者是需要帮顾客点餐钱，都要先说一声，抱歉打扰一下。Whenever you are reaching across someone or serving in front of someone, excuse yourself.
- 服务的过程中，永远不要用手指接触盘子的表面。Always keep your fingers and thumb off the plates you serve.
- 守时是非常重要的。如果你工作迟到，那么开始的时候你就会晚一步。准时！！！！Punctuality is very important. If you get to work late, you start out behind. BE ON TIME.
- 我们知道服务器是为小费而工作的。所有人没有意识到这一点。如果你被忽视了，这可能是因为人们认为小费包含在账单里，或者他们只是不喜欢给小费。顾客无需付小费。如果你被激怒了，这是不幸的，但你必须接受好的与坏的。任何关于员工的坏消息的反馈都是不能容忍的，这是立即解雇的理由。

We know that servers work for tips. All people do not realize this. If you get slighted on a tip, it may be because people think the tip is included in the bill or because they just don't like to tip. The customer is NOT required to tip. If you get stiffed, it is unfortunate, but you must take the good with the bad. Any customer feedback about an employee regarding a bad tip will not be tolerated and is grounds for immediate dismissal.

- 在工作期间千万不要和客户或朋友坐下来聊天，即使他们要求你这样做。NEVER SIT DOWN WITH A CUSTOMER or friend while on duty, even if they ask you to.
- 当一个人在聚会上，或者在餐厅中被人称呼“杰出”或“一流”的时候，应该特别注意他们。他们通常要比其他的人优秀，而且按比例来说，他们通常是最好消费者。When waiting on parties of one, or an ace as they are called in the restaurant business, special attention should be paid to them. They are generally in and out quicker than other parties, and they are usually the best percentage tippers.
- 如果你的客户跟你说他想送你杯饮料的时候，要回答：“谢谢您，不过我们工作的时候不能接受顾客的东西”。If a customer leaves you an offer to buy you a drink, just tell them you will be happy to accept the offer another time, when you are not on duty.
- 在餐厅里最容易被忽视的顾客，是晚上营业结束前来的那部分客人。晚上关门最后几分钟来的人通常是最好的消费者。一般情况下，他们都是匆忙赶过来的。是，他们不在乎你有多忙或多累。他们是来享受生活的。但是我们必须尽量让他们先点单，因为厨房正在准备关火。只要他们愿意，可以让他们坐在那里享受他们的晚餐。就当他们是晚上的第一批顾客 The most neglected customer in the restaurant is the late customer. People who come in the last few minutes of the evening are usually the

best tippers. They don't care how busy it was or how tired you are. They are here to enjoy themselves. Restaurants are noted for hurrying along late coming customers. We are not rushing them, but we must get their order because the kitchen is closing. They may sit there and enjoy their meal as long as they wish. Treat them as though they are the first customers of the evening.

- 当顾客还在的时候，不应该从桌子上把小费拿走。除非顾客把它递给你或者示意你过来拿。 *A tip should never be removed from a table while the customer is still there. Unless, however, the customer hands it to you or motions for you to come and get it.*
- 如果你和其他同事之间有争执，直接去找经理解决。不要妨碍其他员工。 *If you are having a problem with a door hostess or another employee, go directly to the manager. Do not harass the employee.*
- 换班的时候如果你需要去洗手间，问下其他同事谁愿意先帮你看着你的区域，并通知当班经理一声。这样即使你暂时不在工作区域，别人也不用到处去找你了。 *If you must go to the bathroom during the shift, ask someone if they will please watch your station while you are gone, and inform a manager so that they are not looking for you.*
- 未经授权的外来人员是不得进入厨房的。如果有人走错进去了，要有礼貌的坚定地请送他们出去，并且叫经理或他们要找的人去接待他们。 *Unauthorized persons are not allowed in the kitchen. If one appears, politely but firmly escort them out and get the manager, or whomever it was they wanted to speak to.*
- 在没有值班经理同意的情况下，任何服务员都不能擅自更改他们的服务区域，或者随意换班。 *No server is to change his or her station or pick up extra tables without the consent of the manager on duty.*

- 小费不包括在账单里，如果客人付小费，先说谢谢！然后把钱存入小费箱 Tips are not included in bill, if guests tip, and deposit into TIP BOX say thank you!
- 不要在热盘子上放沙拉。Never serve a salad on hot plates.
- 在使用前检查你的玻璃器皿是否有裂缝或缺口。Check your glassware for cracks and dried food before filling them.
- 营业时间内不得在营业区域内吃喝。不嚼口香糖。No eating or drinking in front of the house during operating hours. No gum chewing.
- 不要试图调整餐厅的灯光或空调。如果有问题，找经理。
Never attempt to adjust the lights or thermostats in the Restaurant. If there is a problem, get a manager.
- 收银机只能由经理或助理经理打开或关闭。A sales station can only be opened or closed by a manager, or assistant manager.
- 从顾客的左侧上菜。Serve food from customer's left.
- 从顾客的右侧上饮料。Serve beverage from customer's right.
- 在顾客的右面清理桌面。Clear everything from customer's right.
- 女士和孩子优先，之后是男士。Serve women and children first, then men.
- 无论什么时候，每上完一道菜后都要礼貌的问一下顾客还有没有其他需要。Whenever you serve a course, ask if there is anything else you can do for the table.

- 无论什么时候上菜，都要把盛肉的一边对着顾客，这样肉离顾客是最近的。Whenever serving a course, position the plate so that the "meat" of the course is closest to the customer.
- 每道菜用完后，都要及时将餐具撤掉。Remove soiled china and silver after each course.
- 当有顾客情绪低落时，你可以免费赠送他们一杯饮料。Top off with offer of additional beverages whenever anyone is getting low.
- 如果需要的话，把调味品放在桌子上。Bring condiments to the table before IF they are needed.
- 所有沙拉都要提供新鲜的胡椒粉。Offer fresh ground pepper with all salads.
- 永远不要还没回答完顾客的需求就转身离开。Never walk away from a table without acknowledging its requests.
- 及时跟换烟灰缸给顾客，不要等着烟头塞满了才换。一般超过3个烟头就要换一次。Never allow ashtrays to fill up. Cap them and change them often. One but is enough, two butts are too many.
- 不要认为小费能改变你！Never assume that the change is your tip!

开市流程 Sales Opening Procedures

每日早班工作 At the beginning of each shift -

1. 在工作前要注意的所有要点(洗手间、更换工作服、简单化妆)。Attend to all essentials (restroom, uniform adjustments, grooming) before work.
 2. 除非经理通知，否则不得临时私自换班。Clock in no sooner than 5 minutes before the start of your shift unless told otherwise from a manager.
 3. 检查你的区域检查表。Check your station assignments.
 4. 查看每日促销菜品，当天的汤，“特推菜品”等。Check the Daily Sales Board for specials, soup of the day, "SOLD ITEMS" items, etc.
 5. 进行你的区域工作检查。Conduct your station check points
- 检查管理日志并相应地进行跟进。Check the managers log and follow up accordingly
 - 清洁和检查所有区域内地海报和促销展牌的位置 Clean and set tables check all posters and promotions on position
 - 检查所有物品展示，清洁，产品的保质期，数量，确保符合标准。Check all display, clean , expiry date ,quantity according to standard
 - 检查每日库存 Daily stocks check
 - 检查后填写每日订单。Fill in daily order after checking
 - 协助厨房展示。Assist kitchen display
 - 咖啡店(café shop)

- 检查和调整产品的陈列展示。Check and adjust display in the show case
- 检查所有陈列在橱窗顶部的食品。Check all food display on top of the showcase
- 检查冰箱的清洁和摆放标准，根据不同的抽屉按不同的标准摆放。Clean and set up all fridges according to standard – items in different drawers
 - 厨房(kitchen)

***每天 10 点将照片发到 BV 群里 take and send pictures on BV we chat Group at 10:00AM ***

- 检查前一天的经理日志，并相应跟进。Check manager log from the day before and follow up accordingly
- 清洁和检查所有桌面、海报和促销的位置及检查菜单卫生。Clean and set tables check all posters and promotion on position check and clean menus.
- 检查餐厅的所有清洁区域。Check all cleaning areas of the restaurant
- 根据实际情况，从库房提货。Daily stock check and go to pick up goods from warehouse according to application
- 在库房里填上第二天的申请。Fill in the warehouse pick up application for next day accordingly
- 检查吧台和卫生清洁。Check bar and cleaning set up
 - 必须由餐厅助理经理来做。Restaurant must be done by Assistant Manager

(早班 8 点到 10 点) (Morning shift 8am -10am)

*清洁所有区域 cleaning all areas

*检查所有冰箱并按标准摆放。 check all fridge and set up

*每日库存检查及必要的准备工作。 daily stock check on all items and preparation of operation

*必须由厨房助理厨师长完成。 Kitchen must be done by Assistant Head Cook

(早班 8 点到 10 点) (Morning Shift 8am -10pm)

- 把餐厅当天新做的三明治、披萨取回咖啡店，同时把加班单、意见卡送到办公室。(咖啡厅) Pick up new sandwiches, pizza and Danish from restaurant, same time send over time sheets bills, comments cards to the office. (café service)
- 十点正式开始运营，销售流程、意见卡(咖啡厅销售人员) Operation starts at 10:00 – sales sequence comments card (café sales staff)
- 控制工时，摆放新到的产品到达项目，并检查展示架上的产品。(厨房) Cutting, setting new arrival items, and display in certain sections (kitchen)
- 清理工作区和后厨房 Clean up the working area and back kitchen (kitchen)

****员工餐时间，留一名员工看桌 staff meal (one staff taking care of operation)

- 按照标准检查所有展示;卫生和产品的保质期，数量(副总经理/副经理) Check all the display ; clean and expired date ,quantity according to the standard (Asst GM./Asst. Manager)

- 根据前一天准备的情况，制定及书写每日特色菜。Check and write blackboards at each sections according to the contents prepared by day before. (service)
- 将所有文件和报表送到办公室（加班、工时、旧海报等）Pass all forms to the office (overtime, working hours, old posters...)
- 减少和增加（厨房）Miss and Plus (kitchen)
- 烤面包（厨房）Baking Bread (kitchen)

***** 员工餐 Staff Meal *****

- 上午 11:00 - 11:10 每日列会:餐厅预订、顾客意见和反馈，每日推荐菜内容每日培训重点(1-2)员工区域分配检查。11:00 – 11:10 am daily briefing :
Reservations ,Comments and Feedback from previous day ,Specials of the daily Promotion contents (F&B) daily training points (1-2) staff area assignment.
- 11:00 – 17:00 咖啡店和餐厅 Café & Restaurant
 - 运营，重新补货，保持店内商品展示。Operation, refilling ,keep display goods as possible
 - 前厅和厨房协作。Coordinating between sales and kitchen
 - 收集意见卡 Collecting comments cards
 - 把所有的调料瓶，餐具和餐巾都重新补满。Refilling all cooking ingredients , cutlery and napkins

*厨房补货。fill up the availability in the kitchen
- 15:00 – 15:30 纸质工作时间 Paper work period

*审核日常订单 reviewing daily orders

*每天查看邮件，只回复优先事项。reviewing emails Daily and reply only priorities

*制作每天的成本卡 making recipes Daily

*制订销售计划!每日(团体订餐/活动，儿童套餐，生日菜单，在活动菜单的基础上) making sales kits! Daily (catering /event, kids, birthday menu, which base on the event menu)

- 17:00 – 17:30 员工餐 Staff Meal
- 咖啡店和厨房 Café and Restaurant
- 运营，重新补货，保持店内商品展示。Operation refilling ,keep display as good as possible
- 前厅和厨房协作。Coordinating between kitchen and service
- 收集意见卡 Collecting comments cards
- 把所有的调料瓶，餐具和餐巾都重新补满。Refilling all cooking ingredient , cutlery and napkin
- 厨房补货 Fill up the availability in the kitchen
- 19:30- 20:00 *审核每日收入报告。reviewing daily revenue reports
- 第二天的特色菜 Blackboards Special on next day

6. 准备次日营业所需物品 (包裹餐具，制作茶饮，切柠檬片)

Perform opening sidework - (wrapping silverware, making tea, cutting lemons)

收市流程 Sales Closing Procedures

晚班工作流程 At the end of each shift -

1. 闭店前，做下列事项 When station closes, perform the following -

- ☐ 擦桌子 Wipe tables
- ☐ 清理椅子—座位、后背、椅子腿 Clean chairs - seats, backs and legs
- ☐ 擦窗台 Wipe window sills
- ☐ 清理桌台 Clean table bases
- ☐ 清洁调料盒并补满 Condiment containers clean and full
- ☐ 清理收银台和胡椒瓶并补满 Sales & pepper shakers clean and full
- ☐ 清理地板 Clean floor

2. 完成指定的结束工作。Complete assigned closing side work duties

3. 开始检查程序，如灯箱、空调、咖啡机等。Begin check-out procedures such as turning of lights, air condition , coffee machine , etc.

4. 打卡 Clock out

5. 锁上所有的门 Lock all the doors

销售 Sales

如果你认为我们是在餐饮业，那你错了！我们从事的是零售服务业。我们在厨房和吧台生产各种各样的菜品和饮品。然后，我们在展示、服务区域，包括餐厅、餐桌和吧台将它出售给顾客。与大多数的零售店铺相似，不过我们的产品只有很短的保质期，因为时间一长就会发生变质。If you think we are in the restaurant business, you are wrong! We are in the business of retail sales. We manufacture a variety of products and merchandise in our kitchen and bar. Then, we offer it for sale to customers in a display service area known as counter tops, tables, and dining rooms. Unlike most retail operations, such as department stores, our product has a limited shelf life, due to potential spoilage.

所以，我们比别的销售人员更有紧迫感，我们必须快速的服

务、流通和销售我们的产品。我们的餐厅不仅仅是一个吃喝的地方，而是一个提供了集装饰环境、设备、零售产品和饮料的场所。我们所提供服务只是作为销售的一种方式。所以，永远不要低估任何一位顾客的重要性！There is a greater sense of urgency for selling, moving, and serving our products. Our Restaurant is not merely a place to eat or drink, but rather a building designed to accommodate, facilitate, and promote the retail sales of food and beverage to customers through service. We provide service as a way of making sales to our guests. Never underestimate the importance of a Guest!

- 顾客并不依赖我们，我们依赖于他们。A Guest is not dependent upon us-we are dependent upon him/her.
- 顾客从来没有打扰我们的工作，他是我们工作的目的。A Guest is NEVER

interruption of our work, he is the purpose of it.

- 当顾客来的时候，他们帮了我们一个忙——不是我们帮他的忙。A Guest does us a favor when he comes here – we are not doing him a favor by serving him.

- 顾客是带着他们的需求来找我们的——我们的工作就是满足他们的需求。

A Guest is a person who bring us his wants- it's our job to fill those wants.

- 每一位顾客应该得到我们能给予他的最殷勤周到的待遇。A Guest is deserving of the most courteous and attentive treatment we can give him.

- 顾客是“美好生活”的命脉。A Guest is the lifeblood of Bella Vita Hospitality.

BELLA VITA
CUCINA ITALIANA

餐厅和其他零售销售组织的区别:**The difference between a restaurant and other retail sales organizations:**

1. 在餐厅里，我们的生产和销售在同一个场所。In a restaurant, we manufacture AND sell our product under the same roof.
2. 在餐厅里，我们知道我们的客人是来买东西的，而不是参观(没人来尝意大利面)。In a restaurant, we know our

guests are here to buy, not browse (no one comes in to try on the pasta).

3. 在餐厅里，我们的客人一天可以来三次(午餐、欢乐时光和晚餐)。虽然这是不可能的，但一些客人可能是常客，日复一日。但是，没有人会连续三天买同样的鞋子、裤子或袜子。In a restaurant, our guests may return as many as three times a day (lunch, happy hour, and dinner). Although this is unlikely, some guests may be regulars, day after day. No one buys the same shoes, pants, or socks three days in a row.
4. 百货商店提供服务。餐厅提供热情款待:给身体和灵魂提供一种温暖的感觉。Department stores provide service. Restaurants provide hospitality: a warm feeling from feeding both the body and the soul.
5. 有越来越多的明星开餐厅和酒吧而不是百货商店。为什么?因为这是娱乐圈!More entertainers open restaurants and bars than department stores. Why? Because this is showbiz!

BELLA VITA
CUCINA ITALIANA

作为一家餐厅，我们的职责是获取和维护经营，将普通顾客变成忠诚的、固定的客人。Our function as a *Restaurant* is to acquire and maintain business, to turn casual customers into loyal, repeat guests.

五个主要的服务经验 Five basics of service excellence:

1. 看着我 Look at me.
2. 对我笑 Smile at me.
3. 对我说 Talk to me.
4. 听我说 Listen to me.
5. 感谢我 Thank me.

记住，每一家餐厅都应归功于其顾客 **Remember, every restaurant owes its existence to its customers.**

任何一位顾客对食品的质量、服务和菜品装饰有意见时。无论周围环境多么美好，食物多么美味;这些糟糕的服务都肯定会毁掉整个用餐体验。When a customer forms an opinion of any food establishment, service and food presentation stand-alone. No matter how beautiful the surroundings or how delicious the food; poor service will certainly ruin the entire dining experience.

要建立良好的服务，提升这些品质:迅速、礼貌、友好的态度、热情和团队精神。简而言之，这是一种职业态度。除非你达到这个目标，否则你将无法提供我们所期望的高质量的服务。When developing good service, promote these qualities: promptness, courtesy, good manners, enthusiasm, and teamwork. In short, project a professional attitude. Unless you attain this goal, you will not be able to

provide the high quality of service we expect here at **Bella Vita Hospitality**.

当你为每一桌顾客服务的时候;我们的声誉都掌握在你们手中。你有能力影响那些人的意见。如果他们对你和你的服务满意,他们很可能会回来。他们也会向朋友推荐这家餐厅。然而,如果他们不愉快.....Each time you service a table; our reputation rests in your hands. You have the power to influence the opinion of those people. If they are happy with you and your service, they will probably return. They may also recommend the restaurant to their friends. However, if they are not happy...

为了使服务更有效率,服务人员必须时刻注意顾客的需求。预测他们想要什么。学习阅读表达和肢体语言。如果一个顾客疯狂地用伸脖子,挥舞手臂或点头,他很可能需要一些东西。他要求的服务越多,他今晚的就餐体验就越不愉快。In order to be properly efficient, service people must be constantly aware of their customers' needs. Anticipate what they will want. Learn to read expressions and body language. If a customer is frantically rubber necking, waving his arms, or nodding, chances are he needs something. The more he must ask for service, the less enjoyable his evening will be.

你将被我们最有经验的人才培养。你越细心、热情、耐心,你就会越早养成良好的工作习惯,使你成为一个优秀的服务员,能够很好地照顾我们的客人,也能得到经济上的回报。**YOU will be trained**, by our most experienced qualified people. The more attentive, enthusiastic, and patient you are, the sooner you will develop the work habits which make you an excellent server, capable of taking great care of our guests and be rewarded financially too.

在任何行业,为公众服务都需要非常的谦逊和耐心。保持友好,但要有专业的态度。如果你需要帮助,请求帮助。即使你成为一个优秀的服务员,你也会有落后的时候。对你的顾客和单位有足

够的考虑，在必要的时候获取帮助。记住——团队合作——没有它，任何企业都无法生存。我们已经为您提供了服务手册。在这篇文章中，我们列出了一些有益的建议，使你在这里的工作更有利可图，更令人愉快。这是你们的工具。明智地使用它们，它们会帮助你成功。 **Servicing the public**, in any business, requires a vast amount of humility and patience. Always maintain a friendly, but professional attitude. If you need help, ASK FOR IT. Even if you become an excellent server, there will be times when you will get behind. Have enough consideration for your customers, and the house, to get assistance WHEN NECESSARY. Remember - Teamwork - no business can survive without it. We have provided you with a service manual. In it we have outlined some helpful suggestions to make your job here more profitable and enjoyable. These are the tools of your trade. Use them wisely and they will help you prosper.

准时到店，提前准备好你的工服，保持干净双手和指甲，平整的衫和干净的鞋子。如果你的外表邋遢，你的表现会很糟糕。你的外表、衣着、姿势和表达方式会向每个人传达你对自己的态度。

为自己感到骄傲，别人会为你感到骄傲。 **Arrive on time** for your shift properly dressed, with scrubbed hands and nails, pressed shirt, and clean shoes. If your appearance is sloppy, your performance will be sloppy. Your appearance, dress, posture, and expressions broadcast to everyone how you feel about YOU. Take pride in yourself, and others will be proud of you.

介绍你自己。顾客想知道是谁在为他们服务:这是他们所享受的个人接触。而且，如果他们喜欢和你聊天，他们可能会想你要联系方式。他们甚至可能会告诉他们的朋友来找你。愿意留联系方式的人是最好的消费者。通过这种方式，您可以开发以下内容。

Introduce yourself. Customers want to know who is serving them: It is the added personal touch they enjoy. Also, if they have enjoyed their visit, they can request your station again. They might even tell their

friends to ask for you. Call parties are the best tippers. In this manner, you can develop a following.

当人们外出就餐时，他们想要放松。他们希望你帮助他们决定吃什么，什么时候点餐，喝什么，等等。记住，我们是为了满足他们的需要。不要咄咄逼人;要有信心。顾客通常很紧张、忙碌。你的工作就是让客人感到舒适，所以他们还想要再回来。**When people go out to eat, they want to relax.** They want you to help them decide what to eat, when to order, what to drink, etc. You are there to fulfill their needs. Don't be pushy; do be confident. Often a customer is nervous. It is your job to make guests feel comfortable, so comfortable they want to come back.

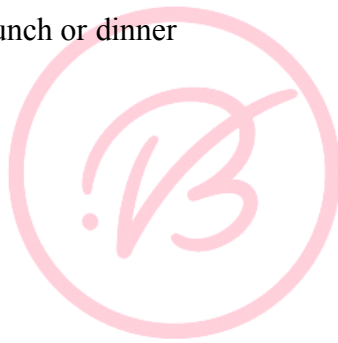
不要害怕顾客。90%的外出就餐的人不会注意一个小错误。放松，但要警惕，高效。总是控制一种情况。坚强,然而礼貌。**Don't be afraid of customers.** 90% of the people dining out won't notice a small mistake. Be relaxed, but alert, and efficient. Always be in control of a situation. Be strong, yet polite.

总是做你自己。开发你自己的风格。避免使用重复的短语或表面上的“职业微笑”。你的客户会知道你在假装，他们会怨恨你的态度。**Always be yourself.** Develop your own tableside manner. Avoid using repetitious phrases or seeming "plastic." Your customers will know you are faking it, and they will resent your attitude.

顾客服务必须避免的事情 Customer service turn offs:

- 在招呼顾客时，手里拿着脏盘子，“嗨，准备好甜点了吗？”Dirty plates in hand when greeting customers, "Hi, ready for dessert?"
- 不知道他们喝什么，也就是说。“这好像是健怡可乐...”你应该知道你买的东西是什么。Not knowing what they are drinking, i.e., "I think this is the Diet Coke..." you should know what are you serving to table.

- 空闲时，三、四个人在一起要懂得组成“讨论组”。所有的讨论都应该在员工休息区域，在批准的休息期间。 "Discussion Groups" of three or four idle servers. All discussions should be held in employee break area, during approved break period.
- 不承认等待客人。 Not acknowledging waiting guests.
- 接听电话时要说“请稍等。”。 Answering the phone with "Hold please.”
- 招呼顾客的同时确认就餐人数，而不是说简单的欢迎，有多少人要吃午餐或晚餐。 Greeting guests with a number of people, instead say Welcome and how many people are going to have lunch or dinner



BELLA VITA
CUCINA ITALIANA

餐桌介绍 Table Introduction



至关重要!!-短时间内记住主宾的带来所有顾客。不要让人觉得你根本就没看见人家，不管你有多忙;你也没有忙到那个程度。他们来这里是要餐体验的，所以不要忽视他们。所有新客户都应在一分钟内受到欢迎。CRITICALLY IMPORTANT!! - Immediately acknowledge all new parties in your section. Regardless of how busy you are; you are never too busy to let your customers know you see them. They come here to be taken care of, so don't start out their dining experience by ignoring them. All new customers should be greeted within one minute.

如果你的手是满的，客户会自动知道你不能在那一刻为他们点单。你可以停下来，微笑着说：“嗨，我马上就来。”这将使顾客满意，使他们感到重要，并能在你回来之前放松。If your hands are full, the customer knows automatically that you can't take their order, at that minute. You can pause, smile, and say "Hi, I'll be with you in just a minute." This will satisfy the customer so that they feel important and will be able to relax until you return.

当你接近一个桌子时，你的目标是让你的客人感到受欢迎和自信，知道你在那里为他们服务。你可以发展自己的风格和方式，但这里有一些建议可以帮助你开始:When approaching a table your objective is to make you guests feel welcome and confident in knowing you're there to take care of them. You may develop your style and

manner of accomplishing this but here are some suggestions to help you get started:

1. 不要一开始就自我介绍。除非你的客人已经认识你，否则他们并不在乎你的名字。把注意力放到他们身上。使他们感到受欢迎;来我们的餐厅是他们做的一个很好的决定，让他们感觉他们是友好的，有能力的人。观察,而不是照本宣科。在餐桌上给某人一个真诚的赞美或尝试打开一些友好的关系是可以的。在用餐后，给他们做自我介绍名是件好事，比如:“顺便说一下，我的名字叫格蕾丝，如果有其他能效劳的，请随时告诉

我。”**Don't start out by giving your name.** Unless your guests already know you, they don't really care what your name is at this point. Focus on THEM. Make them feel welcome; that they've made a good decision to be at our restaurant and give them a sense they're in friendly, competent hands. Be observant, not scripted. It's o.k. to pay someone at the table a sincere compliment or try to open up some friendly rapport. Later in the meal it's good to give them your name by saying something like, "By the way, my name is Grace, just let me know if you think of anything else you'd like."

2. 把食物送到餐桌后，给顾客几分钟时间品尝一下，然后再回到餐桌上。“您的牛排用的怎么样?”需要给您加一些.....饮料和水，冰茶什么的吗?在检查菜品的时候，总是强调积极的一面，消除消极的一面。一定要问:“这个牛排的做法符合您的口感吗?”不要问:“今晚一切都好吗?”提一个聪明的、具体的问题，并表现出你对答案很关注。如果有什么不对的，那你就尽量让这件事做对。**After delivering food to the table,** give the customer a few minutes to try the dish, and then return to the *table*. "How is your steak cooked? Can I get you another...drink and water, ice tea?" When checking on food items, always accentuate the positive, and eliminate the negative. Do ask, "Did you like they

way your steak was cooked?" Don't ask, "Was everything ok tonight?" Ask an intelligent, specific question and show you're concerned about the answer you get. If something isn't right, do what you can make it right.

3. 你每次下单的时后，都要意识到这可能会提升客人的体验。放松，友好，礼貌，专业。你可以根据你的真实想法来建议你的客人点单。在你提出建议之前，要让客户完成点单。如果他们犹豫不决，那就轮到你了。“我可以推荐(招牌菜)吗?”这是我们最受欢迎的菜肴之一。如果他们还在犹豫，你可能会说:“没关系，您可以先再看看菜单?”别着急，如果有什么我能回答的问题，请告诉我。 **Each time you take an order**, be aware of what might elevate the guests' experience. Be relaxed and friendly, polite and professional. Have an idea what extras (appetizers, sides, etc.) you are going to suggest based upon what you genuinely think will enhance your guest's dining experience. Allow the customers to finish ordering before you jump in with suggestions. If they hesitate, then it's your turn. *"May I suggest the (signature dish)? It's a one of our most popular dishes."* If they still hesitate, you might say something like, *"Would you like to have a little longer to decide? Take your time and let me know if I can answer any questions."*
4. 了解菜单上的所有内容，了解菜品的内容，以及菜品的优点。这将在你的初步培训中详细介绍，并将在我们的每日例会中经培训。 **Know everything on the menu** in terms of what is in it, and what would go well with it. This will be covered in detail in your initial training and will be enforced often in our pre-shift meetings.
5. 推荐所有饮品中的优质葡萄酒。这可以提升更好的就餐品味和体验，服务员的小费也会拿的更多，而当客人喝的好时，酒就

能买的更多。 **Suggest premium wine** in all drinks . It makes the drink taste better, servers are tipped more, and when the guest drinks better, the server drinks better.

6. 点完餐后 5 分钟内必须上饮品，让顾客先喝饮品;不能让顾客等太长时间。 **Get your guests' first drinks** to them within five minutes from taking the order; no longer.
7. 在你离开餐桌去取饮品之前，先建议顾客把开胃菜点完。这样节省你的时间和步骤。 **Suggest specific appetizers** before you leave the table to get their first drinks. It saves you time and steps.
8. 在适当的时候称呼和使用客人的名字。一定要用“先生”或“女士”，除非你知道，或者你绝对确定顾客的名字。 **Learn and use guests' names** when appropriate. Always use "Mr." or "Ms." unless you're told or you're absolutely sure it's proper to use a guest's first name.
9. 在你确定的情况下，可以为每一餐的每一步都提出具体的建议：饮料、开胃菜、配菜、葡萄酒、甜点、餐后饮料。永远记住，你的第一目标是给你的客人一个绝妙的用餐体验，而不是给他们“填鸭”。在这里运用你最好的判断力。是，我们是要销售，但更重要的是，我们希望我们的客人都能高兴的离开，下次他们还能再来！ **Make specific suggestions** at every step of the meal if you think it's appropriate: drinks, appetizers, sides, wine, desserts, after-dinner drinks. Always keep in mind, your first objective is to show your guests a marvelous time, not PUMP UP THE CHECK. Use your best judgment here. Sure we want to sell, but more importantly, we want our guests to leave delighted so they RETURN!



BELLA VITA
CUCINA ITALIANA

点餐流程 Ordering Procedures



点餐钱，一定要准备好你的笔，本，点餐宝。询问顾客是否是会员，如果不是，告诉他们如何成为会员以及会员特权。通过眼神交流或口头交流，你可以开始为他们点餐。在继续下一步之前，一定要收集每个客人的信息。如果可能的话，你应该先从女士和儿童那里开始点，然后是男士。When approaching the table, be sure to have your pen ready, book open, and pad ready. Ask the customer if they are member and if not, tell them about the privilege of becoming a member. Through either eye contact or verbal address, you may start to take their order. Be sure to gather all information from each guest before proceeding to the next. If possible, you should take the order from women and children first, and then the men.

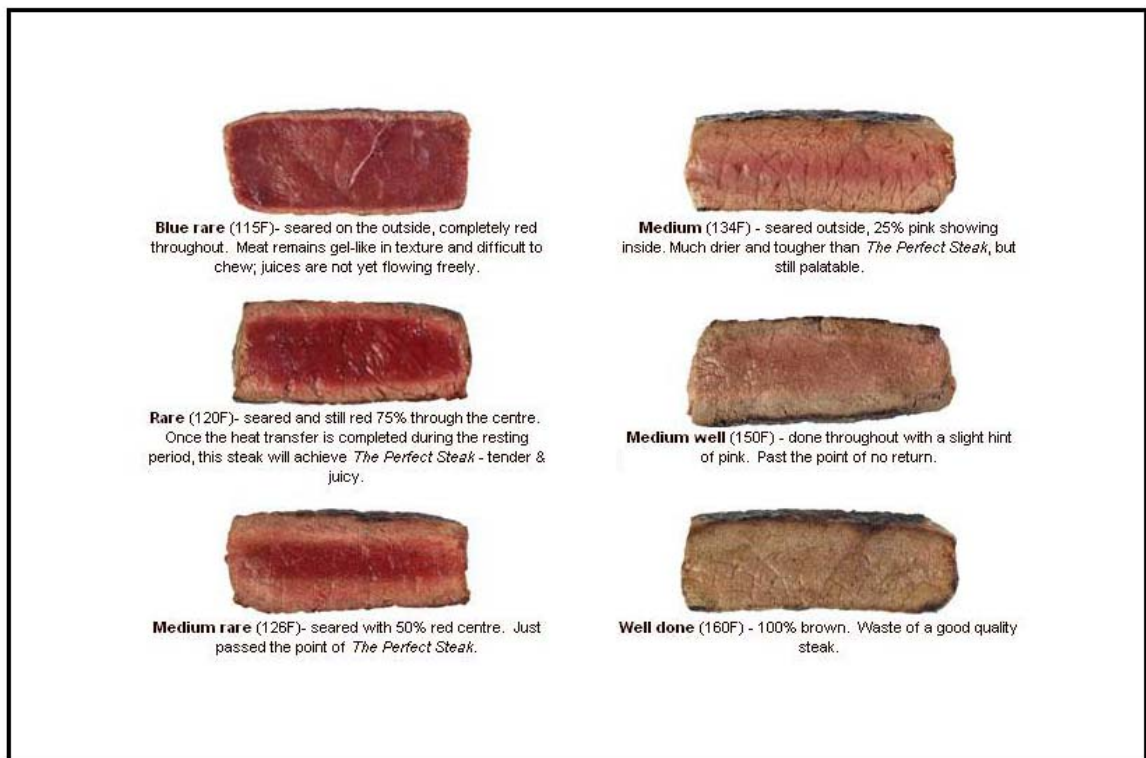
记住顾客的座次，这关系着上菜顺序;因此，点单应该是从位置#1点起。位置#1 是最靠近你左边第一个人的位置。顺时针方向移动，依次点单。如果没有人坐在第一位置，按顺时针方向移动，直到你找到第一位置的顾客。该客户将成为第 1 位客户。原因是我们需要知道谁都点了什么。我们使用点餐系统，所以很有可能不是你去上菜。传菜员必须在不需要询问的情况下，知道如何正确的为顾客上菜。Position numbers must identify customers; thus, the orders should be written and ordered in relation to position #1. Position #1 is the seat closest to the first person to your left. Moving in a clockwise direction, continue taking the orders. If no one is sitting in position #1, move in a clockwise direction until you find a customer. This customer will become the position #1 customer. The reason is that we need to know who gets what. We use a runner system so there's a good chance someone other than you will be delivering the food to the table. The runner must know where to place the food without asking.

点单的时候是最佳的推荐时间。为顾客推荐开胃菜。与此同时，饮品差不多也就可以上桌了。Taking the order is the time for making

recommendations. Suggest appetizers that will compliment the guests' meal. This is when wine can, and should, be offered.

永远都要问牛排的烹饪程度。我们的烹饪温度如下: Always get the cooking temperature for meats. Our cooking temperatures are as follows:

- 一分熟-中心带血，触摸柔软。 **Rare** - Bloody cool center, touch of rawness
- 三分熟，带血，外层肉不生。 **Medium Rare** - Bloody red, no rawness of meat
- 五分熟，中心粉红色。 **Medium** - Pink warm center
- 七分熟，完全熟，不发红。 **Medium Well to Well** - Fully cooked with no redness



它看起来更好，也让你更容易。开始在每张桌的相同地点单。从离你最近的人开始，顺时针走。总是从左到右。 It looks better and makes it easier for you. Begin taking the order at the same spot at each

table. Start with the person closest to you on your left, and work around clockwise. Always from left to right.

Example:



同样，每个服务员都以同样的方式点单。如果一个传菜员给你上菜，那么他就知道每道菜的位置。Again, it is very important that every server records orders in the same way. If a food runner takes the food to the table for you, then he knows where each dish belongs.

离开厨房前要注意的事项: Things to look for before leaving the Kitchen:

1. 热菜。没有什么比这更基本但更重要的了。检查你的菜品是不是热的。因为某些东西在上菜台放着并不意味着它是热的。如果不热，那就不要上。告诉经理，不要对厨师大喊大叫。直接去找经理，这会缓解很多问题。 Hot Food. Few things are more basic but more important. Check to see if your food is hot. Just because something is in the window does not mean that it is hot. If it is not hot, DO NOT TAKE IT OUT. Tell the manager Never yell or argue with a cook. Go directly to the manager this will alleviate a lot of problems.
2. 干净的盘子。在把盘子、杯子、餐具和餐巾纸给顾客之前，一定要检查一下。检查餐具是否有油污，溢出的食物等。 Clean Plates. Always check any plates, mugs, silverware and napkins

before you present them to the customer . check food basket for grease spots, spilled food etc.

3. 确认出品。一定要检查产品是否是正确的出品。确定是你点的菜。如果上桌后发现，可能会很尴尬。要经常问自己，如果你用餐，你会不会吃这菜。 Correct Portions. Always check to see that the product is in the right portions. Make sure you are taking your order. This can be very embarrassing at the table. Always ask yourself if you would eat that them if it were brought to you.
4. 菜品售罄。如果厨房告诉你有快要售罄的菜，你要第一时间告知所有销售人员。如果最后一份汤是你点出去的，那你一定要告诉其他人该汤售罄了。如果沙拉是热的或不新鲜，要通知所有点餐人员，争取在上菜之前跟顾客解释把问题解决。 Call for Back Ups. If something in the kitchen looks low and you are about to run out, Tell Someone. If you take one of the last bowls of soup, call for backups. If the salad is warm or wilted, do everyone a favor, and say something before the customer is served.
5. 上饮品时，一定要确保被子是干净的，饮品倒到适当的水平，留些空间做装饰，这样装饰就会正确、新鲜、有吸引力。
When Bringing out drinks – be certain in the glass is clean, filled to the proper level, and that the garnish is correct, fresh and attractive.
6. 凉菜和热菜一样重要，确保凉菜是常温的，不是热的或冷的，而是常温的。 Cold food – is as equally important as hot

food ,make sure cold foods are going out cold, not warm or cool, but cold.

7. 上菜时带上必要的调味品——蕃茄酱、芥末、帕尔马干酪等。

Bring necessary condiments- with order i.e ketchup ,mustard parmesan cheese, etc.

8. 任何时候都要使用托盘，以避免将手指放在盘子上。Used a tray to serve any items in order to avoid to put finger on the side of the plate.

如出现故障，请按以下步骤执行:**In case of registers malfunctioning, follow these steps:**

1. 把开胃菜写在出单纸的最上面。Write appetizers at top of ticket.
2. 在开胃菜的左边下方写主菜，烹饪程度写在右边。Write entrees under appetizers on the left, and how to cook them on the right of check.
3. 对于特殊订单，一定要在出菜纸注明，要厨师特别注意。For special orders like rare, be certain to make a notation on the ticket, to call special attention to the cooks.
4. 使用正确的缩写。菜单的缩写将提供你对菜品的描述。Use the correct abbreviations. Menu abbreviations will be provided with your menu description sheets.
5. 把所有的配菜都写在主菜下面。Write all side orders underneath entrees.
6. 在配菜下面写甜点。Write desserts underneath side orders.
7. 在点菜单的最下面，写上所有的茶、咖啡、牛奶和苏打水。At very bottom of ticket, put all teas, coffee, milk, and sodas.

8. 吧台饮品可以在背面列出。Bar beverages will be listed on the back of the guest check only.
9. 所有菜点完后，圈出总数。这样，就不会有错误的总数。还有，写谢谢，你的名字，度过一个美好的夜晚，跟你合作很愉快 (等等)。After all items have been totaled, circle the total. This way, there will be no mistake of where the total is. Also, write thank you, your name, and have a nice evening, enjoyed having you (etc.).

烹饪时间和如何控制上菜时间。Cooking Times & Handling Timing Problems

完成下单后，上菜单就会自动在厨房各个档口被打印出来，厨师们就会开始准备做菜。必须先打印开胃菜。一旦完成下单，午餐在 6 到 12 分钟内就可以上菜，晚餐 8 到 12 分钟内就可以上菜。忙时上菜时间可能会被稍微的延长一些。这些都取决于你点餐的经验，从顾客完成点单的那一刻开始你就应该有相应的判断，大概要多长时间能把他们的菜上齐。如果有菜长时间没上的话，不要隐瞒。立即通知经理，我们将快速解决这个情况。With our firing system, once an order is rung to the kitchen, preparation of that item begins. It is imperative that appetizers are rung first. Once an order has been placed, you can expect to receive items within six to twelve minutes, and dinner items within eight to twelve minutes. This time may lengthen during a busy rush. Your tables' experience is dependent upon your awareness and service to the customers from the time they are seated; to the time they receive their order. If, by chance, you have a

long time ticket, do not hide from your table. Notify a manager immediately, and we will expedite the situation.

当有顾客等菜时间过长的時候，不要只是道歉，送他们一些东西以表歉意。我们花费大量的费用在市场营销上，就是为了吸引新客户;我们不能丢失任何客源。送他们一份饮料或甜点只是一个很小的事，要让顾客知道我们在乎他们的感受，我们希望他们能再来，给我们另外一次为他们服务的机会。When a table has to wait longer than they should for their food, don't just apologize, offer them something for the inconvenience. It costs us hundreds of marketing dollars to attract new customers; we can't afford to lose any. A complimentary beverage or dessert is a small price to pay to let a guest know we care about their experience and we want them to come back and give us another chance to get it right.

如果厨房接到的上菜单或传菜信息不同步的话，甜点或饮料很可能就会不够。把情况告诉经理。他们有权去做任何事情，以弥补顾客糟糕的就餐体验。In cases where the kitchen has been woefully out of sync, a dessert or beverage may not be sufficient. Tell the manager-on-duty about the situation. They have the authority to do whatever is needed to try to make amends for a bad-dining experience.

CUCINA ITALIANA

个人形象 Personal Appearance

你的个人形象代表着我们的整体形象。你会给我们每位顾客都留下深刻的印象。所以，你的个人形象可以提高或贬低我们的整体形象，以及我们餐厅在客人心目中的印象。你是在第一时间去处理需求的人。因此，必须时刻保持干净、整洁的个人形象。永远记住...Your overall image is our image. You make a distinct impression on each of our guests. The image you create can enhance or detract from our overall concept and the way our Restaurant is perceived in the minds of the guest. You are entrusted with handling our guests' needs and must, therefore, reflect cleanliness and wholesomeness at all times. Always remember . . .

- 你要负责保持你的工服整齐、干净。没有任何借口不穿工服来上班。You are responsible for keeping your uniform neat and clean at all times. There is no excuse for reporting to work out of uniform.
- 不要在手上涂有香味的乳液，因为它会粘在玻璃器皿上。Do not wear scented lotion on your hands, as it clings to glassware.
- 微笑是你工服的一部分。A smile is part of your uniform.
- 在我们门店的公共区域，任何时候都不能嚼口香糖或吃东西。At no time will employees chew gum or eat while in the public areas of our store.
- 上班时不要穿褶皱的或脏工服，不能披发。Do not report to work with an unpressed or dirty uniform, or un-kept hair.
- 上班的时候不可以带手机。Don't take with you the mobile phone!

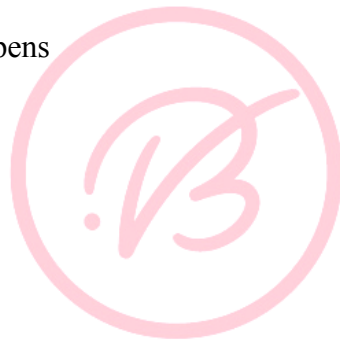
工服 Uniform

当你走过餐厅前门时，“你就已经开始上班了。”“当你从开始被录用的时候，就会被知统一要求。”你身穿的工服也包含了我们的感

染力和热情。你必须穿著工服进入工作区域。当你离开时，你也需要穿着全套制服。When you walk through the front door of the Restaurant, "YOU ARE ON." You will be informed of the uniform requirements when you start with us. Your designated uniform also includes a CONTAGIOUS, ENTHUSIASTIC ATTITUDE. You are required to enter the building for your shift in FULL UNIFORM. You are also required, when you leave the building, to be in FULL UNIFORM.

工服包括以下工具，无一例外:Your uniform also includes the following, without exception:

- 至少两支笔 At least two pens
- 打火机 Lighter
- 开瓶器 Wine Opener
- 微笑 Smile
- 对讲机 Walkie talkie
- 点菜宝 Itouch for taking orders



BELLA VITA
CUCINA ITALIANA

更衣室 Dining Room Dress Code

- 鞋-黑色鞋，鞋底防滑，可以在潮湿或油腻的地板上安全行走。鞋必须是干净的。袜子必须是深色的，最好是黑色的。**Shoes** - Black shoes only with non-slip soles that permit walking safely on wet or greasy floors. Shoes must be clean. Socks must be dark, preferably black.
- 裤子和腰带——只能穿黑色裤子。裤子长必须够能到鞋面。纯色的黑色腰带必须穿可以系腰带的裤子。**Pants & Belts** – Black pants only. Pants must be long enough to touch the top of the shoe. Solid color black belts must be worn with pants that have belt loops.
- 衬衫-牛津风格，长袖白色衬衫和红色领结。衬衫必须完好无损，不能有污渍或染色。衬衫必须是长袖。**Shirts** - Oxford style, long sleeve white polo with red bow tie. Shirts must be in good condition, not soiled or stained. Shirts must fit at the sleeve.
- 外表——干净整洁的头发。头发不能过肩。干净的双手，干净的指甲和无色透明的指甲油。面部毛发整洁，修剪整齐。**Appearance** - Clean and well groomed hair. Hair pulled back off the shoulder. Well-groomed hands, fingernails and fingernail polish. Facial hair should be neat and well trimmed.
- 配饰-香水味不可过浓，香水，化妆品或珠宝。耳环不超过 1 英寸。不能戴帽子或未经批准给衣服上带装饰。**Accessories** - No excessive cologne, perfume, make-up or jewelry. No earrings longer than 1 inch. No hat or unauthorized buttons can be worn.

建议销售 Suggestive Selling



人们不喜欢被“推销”。有效的暗示性销售是很微妙的。你是在通过你的知识和专业技能，为客户服务，并提出真诚的建议来让他们获取最佳利益。People don't like to be "SOLD." Effective suggestive selling is subtle. You are doing the guest a favor, looking after his best interests by offering your knowledge and expertise and making honest recommendations.

许多客人并不熟悉我们的日常特色菜。作为他们的推荐人，你可以为顾客解惑。最重要的是，要真诚和诚实。永远相信你所做的事情，是从“顾客”的最佳利益角度出发的。推荐你肯定他们会喜欢的最好的产品给他们。Many of our guests are not familiar with our daily specials. As their intermediary, you are in the position to smooth the way for a confused guest. Above all, be sincere and honest. Always do what you truly believe is in the "guest's" best interest. Recommend items you know are superior and you are certain they will enjoy.

永远不要过分推销。要在顾客点餐前向他们介绍。要让顾客清楚、明白他们所点的菜品都是什么。

OVER SELL! Always allow the guest to ordering before you start suggesting. Be what the guest is ordering and make sure he understands what he is getting.

**People
like**

NEVER
finish
aware of

如果顾客点的菜品过多，在你确定他们肯吃不完的情况下建议他们少点一下。他们肯定会感写你的关心和诚实的。If a guest orders too much, and you are certain he can't handle that much food, advise him. He will appreciate your concern and honesty.

当人们正在看菜单时，先建议开胃菜。“您好，先给您点汤，或者先让厨房给您做个开胃菜？”Suggest appetizers while people are

studying the menu. "How about some Vegetable Soup to start or sharing a Cold Cuts Platter " with your dinner this evening?"

建议配菜跟着主菜。“您好，汤或沙拉跟着主菜一起上吗？”Suggest side orders with entrees. "Would you care for a bowl of the soup or a side salad with your Australian Rib Eye ?"

要有说服力，表现出完全的自信。积极地提出建议，这样顾客就不会质疑你的建议。Always be persuasive and display complete confidence. Make suggestions so positively, that the guest wouldn't dream of questioning your recommendation.

不要问客人“是或否”的问题。这需要他做出决定。记住，人们来这里是为了放松，而不是思考。如果你完整的产品知识和表现的有自信，顾客就会相信你的判断，并让你招呼他。Don't ask the guest a "yes or no" question. This requires him to make a decision. Remember, people come here to relax, not think. If you display confidence and complete product knowledge, the guest will trust your judgment and allow you to take care of him.

要想有效地销售，有时你必须要尝试表现出表面的需要或渴望。

确保你使用正确的语言。To sell effectively, you must sometimes bring a need or desire to try something to the surface. Make sure you use the right type of language.

举例 For example:

- “今晚你想喝点酒吗?” *"Would you like some wine tonight?"*

如果客人回答“不”，你的建议在开始之前就结束了。If the guest responds, "No," your suggestion is over before it got started.

- “你今晚要不要来一瓶酒?” 一瓶美乐加上腓力和烤羊排 *"Would you care for a bottle of wine with your dinner tonight? A bottle of Merlot would compliment your Filet and Grilled Rack of Lambs"*

通过这种方法，你可以展示你对食物和葡萄酒的知识和信心，建议选择一瓶特定的葡萄酒。现在顾客对你有了信任。这将大大增加你销售的机会，你可推荐其他的产品给顾客。With this approach, you have exhibited your knowledge and confidence of food and wine by suggesting a specific bottle of wine. The guest has now developed confidence in you. This will greatly enhance your opportunity to make this sale and make other recommendations.

不是每个客人都会买一瓶葡萄酒、开胃菜或甜点。但你必须记住，每一位进店的客户都有两个需求。Not every guest is going to buy a bottle of wine, appetizer, or dessert. But you must remember, we know two facts about every customer.

每位顾客 Every Customer:

- 计划用钱 Is planning to spend money.
- 想要有一个愉快的时光和享受他们的晚餐。Wants to have a good time and enjoy their meal.

如果你把这两个事实牢记在心，你会惊奇地发现，销售是很容易的，当然前提是你拥有必要的知识和信心。If you keep these two

facts in mind, you will be amazed at how easy it is to sell, providing, of course, you possess the necessary knowledge and confidence.

通过推销你可以: **Through suggestive selling you can:**

- 增加销售额。单子越大，给你小费的机会就越大。 **Increase check totals. The higher the check, the better your chances of a good gratuity.**
- 如果没有你的推荐，客户不会知道有些新品他可能还没试过。其实晚餐的时间是一天中最放松的时候，他们可能会和朋友一起来，有更多的理由告诉别人关于美好生活餐的事。Expose the customer to a new and different product he may not have tried, if you had not recommended it. Thus, the evening is more enjoyable and he may return with friends and has more reasons to tell others about **Bella Vita Restaurants.**

推销和个人推荐是好的服务的另一个方面。最终，当你建立起自信的时候，它就会变得很容易。Suggestive selling and making personal recommendations is another aspect of good service. Eventually, it will come easily as you build your self-confidence.

BELLA VITA
CUCINA ITALIANA

每日特别事件 **Specials & Features Of The Day**



每天在早班会议上，都将讨论当天的特色菜。Each day at pre-shift meetings, that day's Specials will be discussed.

我们提供每日特色菜有三个原因:**We offer daily specials for three reasons:**

1. 为我们的菜单增加品种。To add variety to our menu
2. 使我们的顾客能享受到最好的季节性菜品。To allow our customers the best of seasonal items.
3. 尝试新菜品的研发。To allow us to test items for future menu development.

这些特色菜可能包括饮料、开胃菜、沙拉、比萨饼、主菜或甜点。These specials may include a drink special, an appetizer, a salad, a pizza, an entree, or a dessert item.

除了摆放“特推菜”的海报外，还需要口头介绍菜品。这要求你必须对当天的特色菜很了解，并且能回答顾客对菜品提出的任何问题。In addition to placing a "special" card on the table, you as the server will present the "specials" verbally. This enables you to describe them thoroughly, and answer any questions the customer may have.

在你介绍每日特推菜以前，你应该先介绍每日特推饮品，然后是开胃菜、汤和主菜。在描述特价商品时，你必须使用形容词来吸引顾客。When presenting the specials, you should start with drink specials, then appetizers, soups, and entrees. In describing the specials, you must use adjectives, which will entice the customers.

咖啡-茶-甜品 Coffee - Tea - Desserts

咖啡&茶 Coffee & Tea



服务员端上咖啡和茶。续杯的事情可以让小时工来做。如果你很忙，你可以让小时工帮你。我们的咖啡是现磨、现做的。The wait staff serves coffee and tea. Refills can be handled by the busperson. If you are busy, you may instruct the busperson to help you out. Our coffee is fresh ground and is a special blend.

茶饮可以口头介绍给顾客。当顾客点茶饮的时候，你就可以为他们介绍我们都可以提供什么样的茶饮，并为他们端上。**咖啡或茶再续杯是免费的，即使有新的茶包也可以。** Tea service will be done on a verbal basis. When a customer orders tea, you will tell them the teas we have, and serve it to them. There is no charge for refills of coffee or tea, even if a new tea bag is served.

餐后也要询问顾客是否需要咖啡或茶。Always try to ask one more time after the meal.

甜品 Desserts

餐后甜点菜单，包括特色咖啡、甜点和搭配甜点饮料，餐厅的台卡上会员展示，同时要口头在为顾客介绍一遍。The dessert menu, including specialty coffees, desserts, and dessert drinks, are presented at the table and verbally described.

当你回到他们的餐桌上查看主菜的时候，这是询问顾客是否需要甜点的最好时机。这时，你可以向顾客推荐一下甜品。你可以向他们介绍一下你喜欢的甜品。等你撤主菜盘的时候，就可以顺便问一下客人甜品是否能上。It is a good time to remind guests to save room for dessert, when you return to their table to check on the entrees.

At this time, you may want to suggest a few dessert items, to plant the thought. Later, when clearing the table, ask your guests if they are ready to try dessert. You can then begin to describe a few of your favorite dessert items.

在当今社会注重的是健康低脂，所以顾客会远离甜点？.....不一定的。我们会提供一些低脂的甜点，但是你作为销售人员一定要为他们推荐，并为他们摆上甜品专用餐具。这是一种有效的推销技巧，可以增加营业额，也能提高顾客的用餐体验。In today's health-conscious fat-free society, customers stay away from desserts...NOT TRUE. We will offer some low-fat desserts, but you, the server, can always suggest splitting a dessert and bringing out additional forks or spoons. This is effective salesmanship that will increase your check, and also enhance your guests' experience.

葡萄酒销售 Wine Service



点一瓶酒的时候，在登记簿上按惯例按一下。酒保会给你一份你要交给经理的钱，而经理又会给你一瓶酒。When ordering a bottle of wine, ring it up as usual on the register. The bartender will give you a chit that you will take to the manager, who, in turn, will issue the bottle.

把酒瓶的正标给主人看。**Present the bottle to the host.**

1. 主人接受 Host accepts
2. 主人拒绝(错误的酒，错误的年份，改变主意)Host rejects
(wrong wine, wrong vintage, changed mind)

将酒杯放在每位顾客面前，4点钟方向。用你的酒刀把瓶封纸切开，放进口袋里。把软木塞卸下来，送给主人。Place glassware around the table at the position 4 o'clock from the water glass. Using

your Screwpull wine opener cut the capsule and put it in your pocket.
Remove the cork and present to the host.

先给主人倒一盎司的酒品尝。 **Pour about one ounce for the host to sample.**

3. 主人接受 Host accepts

4. 主人拒绝(基于颜色，气味，清晰度，味道)Host rejects (based on color, smell, clarity, taste)

如果发生这种情况，立即找经理。 If this happens, GET A
MANAGER immediately.

把酒给每位顾客到上。 **Pour wine around the table.**

5. 每杯约 4.5 盎司。 About 4 1/2 ounces per glass.

6. 先是女宾，然后是女主宾，然后是男士，然后是男主宾。
Women first, then hostess, then men, then host.

7. 将瓶子放在冰桶中。 Place remainder of bottle in an iced wine cooler.

变更 **VARIATIONS**

红酒 Red Wine

- 在下单之后尽快将红酒上桌并打开，这样它就可以提前先醒。 Bring it and open as soon as possible after the order, so it can breathe.
- 除非被要求，否则不要冷却。 Do not cool, unless requested.
- 如果他们点了年份 5 年以上的酒，就应该给他们醒酒器。 If they order 5 years old wine should give them decanter

同样的酒开第二瓶的时候 Second Bottle - Same Wine

- 给主宾或女主宾重新品尝。 Give the host or hostess the option of re-sampling.
- 让主宾或女主宾为每位顾客重新选酒的机会。 Give the host or hostess the option of fresh glassware for everyone.

第二瓶不同的酒 Second Bottle - Different Wine

- 主动为所有顾客更换新酒杯。 Automatically present fresh glassware.

两瓶不同的酒 Two Wines simultaneously

- 给男主宾或女主宾每人两个新酒杯。 Host or hostess gets two glasses.
- 再为其他顾客倒酒前，主宾会先品尝这两款酒。 Host or hostess samples both wines before pouring to the rest of the party.
- 在给顾客倒酒时问客人需要哪一款。 All members of party must be given a choice of either.

结账 Closing Out A Table

结账 Presenting the Check



在打印买单条前先检查是否有未上的餐品，确保你一切都是正确的。 Before presenting the check, look it over to make sure you have charged for everything correctly.

开胃菜 Appetizers

- 汤 Soups
- 沙拉 Salads

- 主菜 Entrees
- 配菜 Sides
- 甜点 Desserts
- 咖啡 Coffee
- 酒 Wine
- 餐后酒例如格拉帕 Digestive like grappa

当你确定检查无误后，把买单条给当桌的主宾(如果知道的话)，或者把它放在桌子的中央，说“谢谢您”。“一定要让客户知道，在这段时间里，你仍然在为他们服务，只要他们准备好了，你随时可以给他们结账。”或者你可以简单的告诉他们在收银台付款。没有什么比四处寻找收银员更让顾客恼火的。After you have determined that the check is correct, give the check in a booklet to the host of the table (if known), or place it in the center of the table and say "Thank you." Make sure to let the customer know, at this time, that you are the service and will take care of the check whenever they are ready. Or you can simply tell them to proceed in cashier area to pay the bill. There is nothing more aggravating for a customer than wandering around looking for a cashier. **People also hate to tip when they are standing up by the front door, waiting for the waiter or waitress.**

在给完买单条后，走几步，回头看看桌子。如果他们已经准备好了现金或信用卡，这可能意味着他们急于离开。如果是这样，要试着尽快给顾客买单。顾客会注意到并欣赏这一点。After presenting the check, take a few steps and glance back at the table. If they already have their cash or credit card ready, it may mean they are in a hurry to leave. If this is the case, try to close the transaction

immediately or as soon as possible. Guests will notice and appreciate this.

我们使用服务器银行系统;你也是收银员。你要对你所结的账负责，包括现金、信用卡凭证、信用卡、折扣和旅行支票，直到你换班为止。We use a server banking system; you are your own cashier. You are responsible for all your money, including cash, credit card vouchers, comps, discounts and traveler's checks until the end of your shift. **You must start your shift with your own thirty-five dollars that is used to make your opening change bank.**

如果顾客是付现金，不要在餐桌上给顾客找零钱!!现金拿到找好零钱连同收据一起给回客人。如果顾客用信用卡付款，请按照 POS 机使用流程为顾客刷卡。一旦客人签好了商户存根，立刻检查确认，然后再次感谢客户。**离开餐厅的时候不要检查小费!!** If the customer is paying cash, do not make change right at the table!! Take the check and cash to the back of the house, and make change. Return the check and change on either a tip tray, or a book, along with the receipt. If the customer is paying with a credit card, follow the house procedure. Once the guest has signed the voucher, pick up both the check and voucher, and again, thank the customer. **DO NOT examine the tip as you leave the dining room!!**

记住，结账的过程是客人决定小费金额的时候。在这里留下的坏印象可以抵消之前所有的好印象，对你的小费有直接的影响。

REMEMBER, the process of closing out the check is the time when the guest is deciding on the tip amount. A bad impression here can undo all previous good impressions, and have a direct effect on your gratuity.

告别 The Farewell

当顾客离开时，我们有四个不同的目标:When your guests are departing, we have four distinct objectives:

1. 确保他们在我们餐厅的就餐是愉快的。To make sure their experience in our restaurant was pleasurable.
2. 感谢他们的惠顾。Thank them, by name, for their patronage.
3. 邀请他们下次再来。To invite them back for another visit soon.
4. 确保我们给他们留下的印象是积极的。To make sure their last impression is a positive one.



接收现金 Handling Cash

以下是收到现金付款时要遵循的程序。Here are the procedures to follow when receiving a payment in cash -

1. 如之前所提醒的那样，永远不要在餐桌上给顾客找零钱——去银台换好后再给顾客。As noted above, never make change at the table - go to the nearest server station.
2. 找的零钱，要数两次。When making change, always count it twice.
3. 把客人付的款和帐单一起交给收银员。Give the guest payment together with the bill to the cashier.
4. 使用黑色账单夹将零钱和账单一起给回顾客。Return the change to the guest's table using the black bill holder.
5. 当纸币落地时是没有声音的，所以要非常小心。Paper bills make no noise when it hits the floor so be very careful with your bills.
6. 永远记住，像对待现金一样对待信用卡凭证。小心轻放! Always remember, treat credit card vouchers like they are cash - THEY ARE. Handle with care!

离店流程 Check-Out Procedures



1. 您的电脑登记系统将打印出您的客人检查在每桌餐的结束。这减轻了任何手工客人支票的发放。Your computerized register system will print out your guest check at the end of each table's meal. This alleviates the issuance of any manual guest checks.
2. 一旦客人的支票被打印出来，客户已经付款，你就会把支票收起来，现金、万事达卡、VISA 卡、美国运通或其他形式的付款。你必须把所有打印出来的客人支票打印出来。Once a guest check is printed out and a customer has paid, you will close out that check to cash, Master Card, VISA, or American Express, or other forms of payment. You must keep all printed out closed guest checks for checkout.
3. 在清台前，请检查以下内容:Before beginning your checkout each shift, check the following:
 - ☐ 确保你所有的客户都已经不需要其他任何东西。即。、咖啡、茶等。Make sure all your customers are through, have been tabbed, and do not need anything else. I.e., coffee, tea, etc.
 - ☐ 确定经理已经在排班表上安排你下班。Be certain the manager has closed your section for the shift.
 - ☐ 确保你的所有点单都已无误。Make sure you have collected from all of your tables and have all your tickets with you.
 - ☐ 确保你的区域里所有的盘子、餐具、玻璃器皿和容器都清除干净。Make sure all plates, silverware, glassware, and containers are cleared from all of your tables.

- ☐ 确保你所有的额外工作和结束工作都完成了。Be certain that all of your side work and closing duties are done.
- ☐ 确保你即使在屋外也一直穿着你的工服。 Make sure that you have your full uniform on at all times, while in the front of the house.
- ☐ 确保你手上的单据都已经清理干净，并已经告知了当班经理而不是转交他人。直到以上所有的事情都完成之前，你不能坐下来吃、喝或抽烟。在你离店以前确保你的顾客都已结账。Have a manger do any deletions of voids, over rings, and promo tickets. All over rings must be signed by a manager at the time they occur, and not at the end of the shift. You never sit down to eat, drink, or smoke until all of the above are completed. Starting your checkout before all your customers are finished is grounds for termination.

错误与纠正 **Over Rings Or Voids**

任何时候如果你点错了餐，立即通知经理让他来改单，并通知厨房或酒吧不要准备那个菜品。在上菜或是准备前就把错误纠正过来。Any time you make a register mistake of an item you did not want to ring up. Get a manager immediately to correct this on the register, and notify the kitchen or bar NOT TO PREPARE THAT ITEM. Over rings and voids are register mistakes of items never served or prepared.

店内打折或免单 **House Promo**

当一个菜品已经做好并上桌后，顾客不满意时发生。有可能是菜做的过生或者是过熟了，或者杯子被打碎了，等等。也许是顾客等菜时间太长了。只有经理才可以删单。所以发生这种情况要及

时通知经理。Occurs anytime an item has been prepared and served to a customer that was not satisfied with the item. Perhaps it was under or over cooked, or the glass was chipped, etc. This would include a customer waiting too long for their meal. Only a manager can do this function on the register. Get the manager before closing any house promo tickets.

经理促销 **Manager Promo**

在任何时候，当你想赠送酒水，或者甜品，再或者是促销菜给常客的时候。请告诉你的经理这是或者有可能成为我们的 VIP 客户，或者他们是来餐厅做活动的。问经理可不可以送点东西给他们以增进客户关系。并把经理的名字介绍给这些顾客。我们也可以帮他们提供宴会活动。有时，餐厅举办活动的时候也可以邀请他们。一定要在当班经理下班前告知。Occurs anytime a manager wishes to buy a table a round of drinks, perhaps a dessert, or any free purchase approved by a manager promoting good will to our patrons. Inform the manager when you are serving a regular guest you would like to buy a drink for, a special guest to send an appetizer out to, a large party, or to send complimentary desserts. Please introduce the manager to these customers by name. We want to help you develop a large regular following. From time to time, the restaurant will have contests promoting such clientele builders. Get the manager on duty before closing out any manager promo tickets.

员工和顾客折扣 **Employee Discount/Customer Discount**

任何时候，任何项目的全部金额都不会被收集。例如，员工餐或优惠券可以提供 15% 的折扣，或者买一份，得到一份免费的优惠券，或者经常享受午餐折扣。只有经理才能在登记簿上给客人打折。在关闭任何折扣支票之前让经理值班。应遵循程序并将其报

告给经理日志。Occurs anytime the full amount of an item will not be collected. For example, employee meals or coupons offering 15% off any menu item, or buy one, get one free coupons, or frequent lunch program discounts. Only a manager can discount guest checks on the register. Get the manager on duty before closing out any discount checks. Should follow procedures and report it to manager log.

现在您已经准备下班了!!Now You Are Ready To Check Out!!

1. 将你所有的单据按编号从头到尾整理好:Arrange your tickets, top to bottom, in the following order:
 - 所有折扣单据-经理折扣，店内促销折扣和其他折扣单据 All promo tickets - manager, house discounts and other charges.
 - 所有单据，按此顺序分开:1)刷卡存根，2)微信支付存根和 3)支付宝支付存根。一定要把存根和对应单据订在一起。All charges, separated in this order: 1) American Express, 2) Master Card, and 3) VISA. Be certain merchant copy of the charge voucher is stapled to the paper guest check.
 - 所有现金账单。All remaining cash tickets.
2. 准备所有已结帐单。确保没有未结的单据。Prepare the Server Checkout Sheet. Make sure you have no open checks.
3. 审核所有的结账金额，包括现金数、刷卡总额及其他支付方式的总额。用计算器相加核对一下。如果收支不平衡，这意味有可能有错结或漏结的账单。Be certain charge totals of Master Card, VISA, and American Express, along with promos, discounts or other charges balance with what you have on your guest checks.

Use the calculator to double check. If they do not balance, this means that you are missing a guest check, or charge receipt

注意:结账单据上只能出店内销售的产品。例如,如果你帮顾客在外面买了包烟,不要把烟钱也加在单据中。这样系统的收支会不平衡。

NOTE: *Add only items that were actually rung up on the register. If you bought a customer's cigarettes, for example, and you added that money in on their tab by hand, do not include it in your actual totals. This will prevent you from balancing to the register.*

4. 在你进入办公室之前,应该为经理准备以下事项:The following items should be ready for the manager, before you enter the office:

- 促销活动的单据、店内折扣的单据和其他所有的结账单据。 Promo checks, houses, and over rings accounted for on register.
- 把所有的钱都当面算清。 Have all money counted and faced.
- 所有的买单条与对应的结账方式相匹配。 Have all charge vouchers matched with the ticket they paid for.
- 如前所述,所有的单据,包括店内折扣、促销活动、POS 清机总额和现金单。办公室里每次应该只有一个人在结账。这有助于消除不必要的混淆和错误。请使用为您提供的计算器。 All tickets in order, with houses, promos, then charges, and cash tickets as previously stated. There should only be ONE person in the office doing checkout at a time. This helps eliminate unnecessary confusion and mistakes. Please use the calculator provided for you.
- 请将结账单填写在登记册上。 Have the Check Out Sheet completed up to the register reading entries.

5. 经理会给你的记录表，你要在结帐单上输入。记录将包括你的总销售额和你的总现金。现金总额=总销售-除现金外的其他支付。请清点现金，并准备好最大面额的钞票。The manager will give you your register reading to enter on your Check-Out Sheet. The register reading will include your total sales and your total cash due. Cash due = total sales - charges. Count out cash due and have ready in the largest denominations of bills possible.

如果由于某些原因，你不能平衡登记总数，请找经理协助解决。

If for some reason you cannot balance to the register totals, ask the manager for assistance.

酒精意识 Alcohol Awareness



在国内的酒店行业，人们越来越注重酒的意识。通过识别醉酒的“早期”迹象，监控你的顾客的消费，并像对待自己家里的客人那样对待他们;这样，你即履行了自己的职责又保护了顾客。

Alcohol Awareness is a growing concern within the Hospitality Industry nationwide. By recognizing the "early" signs of intoxication, monitoring your customer's consumption, and treating them as you would a guest in your own home; you fulfill your responsibility and protect the guest.

服务或不服服务 To serve or not to serve?

通过你的理解和判断.....By understanding and fulfilling your responsibilities...

你的职责 Your Role:

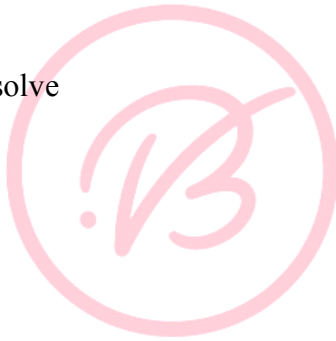
- 观察 Observe
- 控制 Monitor

- 报告 Report

在管理层的指导和支持下.....Assisted by the guidance and support of management...

你经理的职责 Your Manager's Role:

- 确认 Confirm
- 面对 Confront
- 解决 Resolve



BELLA VITA
CUCINA ITALIANA

坚持公司的政策.....**With adherence to the company's policies...**

1. **我们不会故意地向未成年顾客提供酒精饮品。** We will not knowingly admit obviously intoxicated for underage customers to the bar.
2. **我们不会故意向一个喝醉酒或未成年的顾客提供酒精饮料。**
We will not knowingly serve alcohol to an obviously intoxicated or underage customer.
3. **我们将提供酒精替代品。** We will offer alternatives to alcohol.
4. **我们将创造一种氛围，促进负责的饮酒。** We will create an atmosphere to promote responsible drinking.
5. **我们将采取合理的措施防止明显醉酒的顾客开车。** We will make a reasonable attempt to prevent obviously intoxicated customers from driving.

我们可以准确而自信地回答这个非常重要的问题。

... We can accurately and confidently answer that very important question.

- 酒水服务需要团队负责合作。Responsible service of alcohol requires a team effort.
- 了解并观察醉酒的迹象。如果有任何问题，请避免进一步的服务，并向经理汇报，经理会做出最终决定，并决定这类顾客是留还是不留。Know and watch for the signs of intoxication. If there is any question, avoid further service and report to a manager who will make the final decision and determine whether the guest should remain or leave.
- 你可以通过检查他们的消费和提供替代品来预防，如果你知道提供哪一种饮品可以让已经饮酒的顾客喝醉。If you know what it takes to get someone drunk, you can prevent it by monitoring their consumption and offering alternatives.

- 不要让醉酒的人进来，也不要让醉酒的客人开车。Do not allow drunks to come in, and do not allow intoxicated guests to drive.
- 热情好客是我们的业务。饮料服务只是其中一个因素。Hospitality is our business. Beverage service is only one element.
- 员工与管理层之间默契的合作，可以让我们对顾客的行为产生一定程度的影响，从而形成负责任的饮酒氛围。Cooperation between employees and management allows us to exercise a degree of influence on the behavior of our customers that will result in an atmosphere of responsible drinking.
- 这只是我们公司酒精意识计划的一部分。为完整的手册和测试考核提供一个方向。This is just a portion of our company Alcohol Awareness program. A complete handbook with certification test is provided at orientation.

消毒 Sanitation



管理人员和工作人员的责任是保护公众不受食物传染疾病的影响。食物传播的疾病只是一种通过食物传染给人类的疾病。在您的培训过程中，您将获得有关适当温度的食品储存和服务，以及清洁标准，正确使用化学清洗和消毒产品的信息。为了我们的客户和员工的利益，我们的目标是在最高的清洁和卫生条件下经营餐厅。

The responsibility of management and staff to protect the public from food borne illness is fundamental. A food borne illness is simply a disease that is carried, or transmitted, to human beings by food. Throughout your training, you will receive information concerning proper temperatures of food storage and serving, as well as, cleanliness standards, proper use of chemical cleaning, and disinfectant products. It is our objective to operate the restaurant at the highest level of

cleanliness and sanitation for the benefit of our customers and employees.

安全 Safety

除了干净卫生的环境，美好生活餐厅提供了一个安全的环境。我们在 Bella Vita 的目标之一是经营一家无事故餐厅。一个安全的餐厅需要每个人的团队合作和努力。所有使用清洁化学品的人都将接受这些产品的使用培训，并将按照危险通信的指导原则进行测试。



In addition to a clean and sanitary environment Bella Vita **Restaurants** provides a safe environment. One of our goals here at **Bella Vita** is to operate an accident-free restaurant. A safe restaurant takes teamwork and effort on everyone's part. Everyone who works with cleaning chemicals will receive training on the use of those products, and will be tested following the guidelines of Hazard Communication

安全会议还将用于培训考核。制度管理检查流程是为这些实践工作的安全提供每日监测。

Safety meetings will also be used to review information presented from the initial training. Management's role is to provide the daily monitoring of safe work practice developed from these meetings.

当你看到潜在的危險，或者你注意到不安全的东西时，立即通知经理。

Whenever you see a potential hazard, or something you notice as unsafe, notify a manager immediately.

以下是安全卫生的指导方针清单：

Here is a list of guidelines to follow for safety and sanitation:

导致食物传播疾病的主要原因 **Major cause of food borne illness -**

- 食物离开 40°- 140°的危险地带四小时以上。保证所有食物都与 40°- 140°的危险区隔离。Food left in the danger zone of 40° to 140° for four or more hours. Keep all foods out of the danger zone of 40° to 140°.
- 保持热食热上，冷食冷上。Keep hot foods hot, and cold foods cold.
- 在收货的时候，并尽快将冷藏和冷冻的食物放在一边。Handle foods quickly during delivery, and put refrigerated and frozen foods away as soon as possible.
- 邋遢的个人卫生习惯是不可容忍的。Sloppy personal hygiene habits will not be tolerated.
- 当天的菜，当天做。Do not prepare food a day or more before serving.
- 不要提供未完全煮熟的食物。Do not serve food that is not completely cooked.
- 解冻食物在冰箱、微波炉或冷水中不超过 2 小时，取出后立马烹饪。Thaw foods in refrigerator, microwave, or under cold running water for not more than 2 hours, followed immediately by cooking.
- 避免提前准备食物，除非绝对必要的情况下。Avoid preparing food in advance, unless absolutely necessary.
- 彻底检查食物的新鲜和卫生，在收货时，烹饪，和服务时都要检查。Inspect Foods thoroughly for freshness and wholesomeness upon receipt, cooking, and serving.

- 使用消毒设备和桌面消毒清洁剂。Only use sanitized equipment and table surfaces.

这些事干完之后千万洗手 **Always wash your hands after you -**

- 吸烟，吃饭，使用洗手间;触摸金钱、生食或你的脸、头发或皮肤;咳嗽，打喷嚏，或者擤鼻涕。Smoke, eat, use the restroom; touch money, raw foods, or your face, hair or skin; cough, sneeze, or blow your nose
- 梳头发，弄脏东西。Comb your hair, handle anything dirty
- 休息之前和之后 Before and after taking a break

妥善处理垃圾 **Dispose of waste properly -**

- 经常把垃圾拿出来。Take garbage out frequently.
- 保持垃圾区域清洁和密封。Keep garbage areas clean and sealed.
- 定期清洁和清洁垃圾桶。Clean and sanitize garbage cans regularly.
- 把脏的抹布放在洗衣袋或不吸水的容器里。Store soiled linen in a laundry bag or non-absorbing container.

把昆虫和动物拒之门外。 **Keep insects and animals out by -**

- 保持门关闭。Keeping doors closed.

- 经常清理垃圾，保持垃圾区域清洁 Taking garbage out frequently and keeping garbage areas clean.
- 报告任何动物可以进出的洞 Report any holes where an animal can enter.
- 不给任何动物喂食 Do not provide a free meal for any animals.

妥善处理冰块及餐具。 **Handle ice and tableware properly -**

- 使用干净的铲子或夹子夹起冰块，不要用手或玻璃。 Use clean scoops or tongs to pick up ice, do not use hands or glass.
- 把勺子或钳子放在干净的容器里，而不是放在冰里。 Store scoops or tongs in a clean container, not in the ice.
- 不要在冰上储存任何食物或饮料。 Do not store any food or beverage in the ice.
- 避免接触食品、盘子、餐具的表面，等。 Avoid touching food contact surface with dishes, utensils, etc.

避免食品交叉污染。 **Avoid cross contamination from one food item to another -**

- 生食和熟食的菜板分开用。 Keep separate cutting boards for raw and cooked foods.
- 不要把剩菜和新鲜的食物混在一起。 Never mix leftovers with fresh food.
- 在最低的架子上存放新鲜的生肉、家禽和鱼。 Store fresh raw meats, poultry, and fish on lowest racks.
- 每次使用后都要温度计消毒。 Sanitize thermometers after each use.

- 当在保鲜库里解冻生食物时，把它们放在最低的架子上。When thawing raw foods in the refrigerator, place them on the lowest shelf.

储存食物和设备检查。Store foods and equipment properly

- 保存、粘贴标签和食品的生产日期。Cover, label, and date foods in storage.
- 不要把食物储存在露天的罐子里。Do not store food in open cans.
- 食品要先存先用，后存后用。Store new foods behind old ones.
- 不可以地板上存放，远离墙壁。Store food off the floor and away from the wall.
- 每天检查冰箱和冰柜的温度。Check temperatures of refrigerators and freezers daily.
- 给冰柜做必要除霜，形成冰柜升温。Defrost freezers as necessary. Frost build up causes freezers to warm up.
- 需要干燥储存的货物和储存区域应保持凉爽和干燥。Dry goods and storage areas should be cool and dry for good storage.
- 不要将食品或设备存放在暴露电线下面。Do not store food or equipment under exposed server lines.
- 保持存储区域的清洁。Keep storage areas clean.
- 把所有的设备都储存起来，以免灰尘落在上面。Store all equipment so that dust cannot settle on it.
- 将化学药品和农药与食品分开存放。Store chemicals and pesticides separately from food.

- 总是先进先出。Always FIFO –FIRST IN FIRST OUT.

定时清洁固定设备 **When cleaning stationary equipment -**

- 拔下设备，确保双手干燥。Unplug equipment, and make sure hands are dry.
- 拆卸。Disassemble.
- 在洗碗机中清洗可拆卸部件，或三室洗涤槽。Wash removable parts in dish machine, or three-compartment sink.
- 清洗和清洗固定部件。Wash and rinse stationary parts.
- 用消毒剂消毒食品接触表面。Sanitize food contact surfaces with sanitizer.
- 干燥后再组装，不接触食品表面。Air dry before reassembling, without touching food contact surfaces.

防止跌倒, **Preventing falls -**

- 东西漏了立即擦干净。Wipe up spills immediately.
- 使用“防止地滑”的标识。Use "wet floor" signs.
- 穿防滑的鞋子。Wear shoes with non-skid soles and heels.
- 保持楼梯畅通。Keep isles and stairs clear.
- 走，不要跑 Walk, and do not run.
- 遵循既定的交通模式。Follow established traffic patterns.

- 不要携带任何阻挡你视线的东西。 Do not carry anything that blocks your vision.
- 关上抽屉。 Keep drawers closed.
- 正确使用梯子;不要用椅子、桌子或盒子。不要站在梯子顶上，不要越过梯子。
Use ladders properly; never use chairs, tables or boxes. Do not stand on top of ladder, and do not over reach.
- 使用楼梯扶手。 Use handrails on stairs.
- 打开灯看。 Turn lights on to see.
- 千万不要在厨房里跑步。地板可能是湿的。 Never run in the kitchen. The floor may be wet.
- 不要把任何东西放在地板上，包括冰机的冰块。 Never leave anything on the floor including ice from the ice machine.

防止电击, Preventing electric shock -

- 不要用湿手或站在水里接触电器设备。 Never touch electrical equipment with wet hands, or while standing in water.
- 在清洗或拆卸前拔下设备，以免冲击。 Unplug equipment before cleaning or disassembling, to avoid shock.
- 不要快速的拽连着插头的线。这可能会电线拽开，从而引起电击。 Do not yank plugs out by cord. This can cause damage to the cords, which may then cause shocks.
- 给主管报告损坏或有磨损的插头和电线。 Report damaged and worn plugs and cords to your supervisor.

完全离地 **Lift Properly** -

- 做计划。你需要帮助吗?你会用手推车吗?要去哪里?路线是不是最好的?
- **Plan it.** Do you need help? Could you use a cart? Where is it going? Which route is best?
- 做好准备。双脚分开与肩同宽。把一种食物轻微放在另一种食物的上面，以获得良好的支撑。蹲下来，背部挺直，抬起头。不要从腰部弯下来!用双手紧紧握住物体。手肘和手臂紧贴身体。收紧下巴。如果是举起一个托盘，蹲在托盘旁边，将托盘滑到你的肩膀和手臂处。
- **Get ready.** Spread feet apart, shoulder width. Put one food slightly in front of the other for a good support base. Squat down with back straight and head up. Do not bend over from the waist! Grip the object firmly with both hands. Keep elbows and arms close to body. Tuck in chin. If lifting a tray, squat down alongside the tray and slide the tray onto your shoulder and hand.
- 举起它!慢慢地伸直你的膝盖，然后平稳地站起来。避免以一种快速、急拉的方式来做这件事。不要同时举起和扭转。
- **Lift it!** Straighten your knees slowly and smoothly to a stand. Avoid doing this in a quick or jerky manner. Do not lift and twist at the same time.
- 移动它!把物体靠近你。要改变位置，移动你的脚和整个身体。不要扭腰。看看你要去的地方，需要的时候叫一声“起”。
- **Move it!** Keep object close to you. To change position, move your feet and entire body. Do not twist from the waist. Look where you are going and call out "coming through" as needed.
- 放下它!慢慢地、平稳地弯曲膝盖。将东西放到地方;注意你的手指和脚趾。

- **:Set it down!** Bend your knees slowly and smoothly. Slide load into place; watch your fingers and toes.

正确的挪车 **Moving a cart properly:**

- 推而不是拉。Push rather than pull.
- 双脚与肩同宽，前膝弯曲。Spread feet wide, one in front of the other with your front knee bent.
- 保持背部挺直。Keep back straight.
- 慢慢地用你的体重将车推动，用你的腿部肌肉来发大部分的力。Slowly push into the cart with your body weight, using your leg muscles to do much of the pushing.
- 缓慢而平稳的推动。避免突然发力而扭伤背部。Push slowly and smoothly. Avoid sudden motions or twisting your back.

刀具安全, **Preventing Cuts -**

- 知道如何操作设备。Know how to operate equipment.
- 使用锋利的设备时要注意。切勿触摸锋利的刀片边缘。Pay attention when using sharp equipment. Never touch edges of sharp blades.
- 在设备有问题是立马使用紧急预警装置。Use guards when provided on equipment.
- 用工具把食物送入设备。Use tampers to push food into equipment.
- 调整前将设备关闭。Turn equipment off before adjusting.

- 不能穿有宽松袖子的衣服，领带，或悬挂的珠宝。No loose sleeves, ties, or dangling jewelry should be by equipment
- 小心用刀。Use knives carefully.
- 小心搬运盘子和玻璃器皿。Carry dishes and glassware carefully.
- 扫碎玻璃;不要用手。Sweep up broken glass; do not use your hands.
- 使用特殊容器处理碎玻璃、盘子和其他尖锐物品。Use special container to dispose of broken glass, dishes, and other sharp objects.
- 听装物品，要把盖子完全从罐子里取出，然后处理掉。Remove can lids entirely from cans, then dispose of them.

防止烫伤, Preventing burns -

- 在高温设备周围工作时要注意。Pay attention when working around hot equipment.
- 处理高温设备时应使用干燥的隔热手套或毛巾。湿毛巾在高温下是导热的。
Use dry potholders or towels when handling hot equipment. Wet or moist towels will serve as conductors of heat.
- 把锅柄从炉灶边缘打开，再开火。Keep pot handles turned in from the edge of the range and open flames.
- 避免用热食盛满容器、溢出。Avoid overfilling containers with hot foods.
- 搬运过重的热食，要叫别人一起帮忙。Get help lifting heavy pots of hot foods.
- 打开瓶罐的盖子时，小心缓慢地打开，以避免蒸汽灼伤。Open lids of pots and doors of steamers away from you, and do so slowly, to avoid a steam burn.

- 用长柄勺子搅拌食物。Stir foods with long-handled spoons.
- 小心其他的热表面。Warn others of hot surfaces.
- 设备要在清洁前冷却，不要使用湿抹布。Let equipment cool before cleaning, and do not use wet rags.
- 不要把冰冻的食物放进炸锅里。把食物慢慢放进油锅里，往后站，以免被溅到。Do not put icy frozen foods into the fryer. Put foods slowly into the fryer and stand back to avoid being splattered.
- 在打开燃气设备之前要关闭燃气设备开关。Strike match before turning on gas equipment, to avoid a flare-up.
- 穿封闭式的鞋子，不要漏进液体。Wear closed-toe and closed-heel shoes that do not absorb liquids.
- 让客人小心热菜。Warn guest of hot dishes.

预防火灾 **Preventing fires -**

- 只在允许地点吸烟。Smoke only where allowed.
- 不要把你的背高温设备，因为它可能会燃烧起来。Do not turn your back on hot fat, as it may burst into flames.
- 清洁设备和桶的油脂，许多火灾都是因为油脂引起的。Keep equipment and hoops from grease build up because grease causes many food service fires.
- 不要让油炸锅的温度太高。Do not set the fryer at too high a temperature.
- 将火柴存放在有盖的容器中，远离热源。Store matches in a covered container, away from heat.

- 把垃圾放在有盖的容器里，远离热源。Keep garbage in covered container, away from heat.
- 储存化学品远离热源，因为许多化学品是易燃的。Store chemicals away from heat because many chemicals are flammable.

安全的化学处理 **Safe chemical handling** -

- 要知道材料安全数据表放在哪里，并阅读它们。Do know where the material safety data sheets are posted, and read them.
- 在使用所有产品的标签之前，务必仔细阅读。Do read the labels of all products, before you use them.
- 遵循正确的储存、处理和使用的方法。Do follow the directions for proper storage, handling, and use for all chemicals you use.
- 一定要问你的上司关于使用某些产品问题或注意点。Do ask your supervisor any questions or concerns you may have about using a certain products.
- 如果遇到紧急情况，一定要知道如何寻求医疗帮助。Do know how to call for medical help, in case of an emergency.
- 不要把化学药品混合在一起。Do not ever mix chemicals together.
- 不要把化学品储存在没有标记的容器内。Do not store chemicals in unmarked containers.
- 切勿将化学品储存在食物贮存、准备或服务区域内。Do not store chemicals in or close to food storage, preparation, or serving areas.
- 不要将气溶胶喷雾容器放在靠近火的地方，或靠近明火。Do not leave aerosol spray containers near heat or spray close to an open flame.

- 不要处理任何空的化学容器，除非你检查了标签上的方法。Do not dispose of any empty chemical container until you have checked on the label for how to do so.

阅读 MSDS(材料安全数据表)。Reading the MSDS (Material Safety Data Sheets) -

- 阅读产品名称。Read product name.
- 如果产品是易燃易爆品，要仔细阅读相关的火灾危险-解释。Fire hazard - explains if the product can catch fire or explode.
- 健康危害-了解过爆效应和急救程序。Health hazards - explains effects of over exposure and first aid procedures.
- 泄漏预防措施，解释了在发生泄漏时采取的措施。Spill precautions explains steps to take in case of spills.
- 特殊保护-描述任何特殊措施，如护目镜和橡胶手套，用于减少暴露和风险。Special protection - describes any special measures, such as goggles and rubber gloves, used to decrease exposure and risk.

CUCINA ITALIANA

结论 Conclusion

本手册包含了大量的信息，不论你是否相信。There is a lot of information contained in this manual! Believe it or not, however, there is even more information that is not.

我们已经给了你基本的可预见性知识，我们希望它这样运行下去。本手册中没有关于“团队合作”的章节，原因是我们觉得这个话题属于“常识”范畴。我们希望我们的员工在 Bella Vita 酒店能从“行动”这个词中去学习这个常识。We have given you the basics, as we view them, and how we would like them to be conducted. There is no section in this manual concerning "Teamwork." The reason for this is that we feel this topic falls under the "Common Sense" category. We expect our staff at **Bella Vita Hospitality** to possess this common sense from the word "GO."

我们希望您能运用使用手册中的服务技巧，最重要的是能帮助您利用您的个性创造一种氛围，给我们的客人和您自己一个美好生活。当这一切实现的时候，成功的不仅仅是 **Bella Vita**，还有您自己。We want you to use the service tips in the manual, along with your common sense, and above all, YOUR individuality, to help create an atmosphere that will encourage good times for our guests, and yourself. When this happens, you will be ensuring the success of not only **Bella Vita Restaurants**, but also yourself.