Magic of Presence	Magic of Presence	Magic of Presence
1. I utilize presence to fulfill all the (spoken or unspoken) needs and wants of our guests.	1. I utilize presence to fulfill all the (spoken or unspoken) needs and wants of our guests.	1. I utilize presence to fulfill all the (spoken or unspoken) needs and wants of our guests.
2. I build authentic relationships that translate into guests for life.	2. I build authentic relationships that translate into guests for life.	2. I build authentic relationships that translate into guests for life.
3. I create engaging, memorable and customized experiences that propel our vision for this team forward.	3. I create engaging, memorable and customized experiences that propel our vision for this team forward.	3. I create engaging, memorable and customized experiences that propel our vision for this team forward.
Heart of the Team	Heart of the Team	Heart of the Team
4. I choose my attitude, I make a difference.	4. I choose my attitude, I make a difference.	4. I choose my attitude, I make a difference.
5. I am proud of my personal appearance, smile, language and behavior.	5. I am proud of my personal appearance, smile, language and behavior.	5. I am proud of my personal appearance, smile, language and behavior.
6. I am passionately focused on delivering the highest quality of food and drink, leaving guests confident in every little detail.	6. I am passionately focused on delivering the highest quality of food and drink, leaving guests confident in every little detail.	6. I am passionately focused on delivering the highest quality of food and drink, leaving guests confident in every little detail.
7. It's my business and I am always looking for ways to improve the overall experience.	7. It's my business and I am always looking for ways to improve the overall experience.	7. It's my business and I am always looking for ways to improve the overall experience.
8. I am empowered to resolve any problem and own the solution immediately.	8. I am empowered to resolve any problem and own the solution immediately.	8. I am empowered to resolve any problem and own the solution immediately.
Logic and Skill	Logic and Skill	Logic and Skill
9. I believe in teamwork and do whatever it takes to exceed the expectations of our partners and guests.	9. I believe in teamwork and do whatever it takes to exceed the expectations of our partners and guests.	9. I believe in teamwork and do whatever it takes to exceed the expectations of our partners and guests.
10. I pursue flawless operations through consistent execution of the Sales Basics.	10. I pursue flawless operations through consistent execution of the Sales Basics.	10. I pursue flawless operations through consistent execution of the Sales Basics.
11. I am responsible for an unbelievably clean, organized and safe environment.	11. I am responsible for an unbelievably clean, organized and safe environment.	11. I am responsible for an unbelievably clean, organized and safe environment.
12. I take full responsibility for my own continuous learning and development.	12. I take full responsibility for my own continuous learning and development.	12. I take full responsibility for my own continuous learning and development.



Partner Program



Partner Program



Partner Program

Sales Basics

Hostess and Seating System
Bill Times and Food Quality
Routines
Section Sizes

Sales Basics

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Bill Times and Food Quality
Routines
Section Sizes

Sales Basics

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Vision

To be the most authentic experience and best run restaurant in the Okanagan

Mission

Delivering addictive food and authentic experiences one guest at a time

Motto

A world famous team = a world famous Salty's

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