

MEDICI ERMETE & FIGLI srl\nVia Isacco Newton, 13/a\n42124 Gaida di Reggio Emilia - ITALY \nPhone: + 39 0522 942135 / +39 0522 947182\nMail: info@medici.it\nQuercioli Reggiano Dry\nLambrusco DOC Dry\nColour: vibrant ruby red.\nBouquet: pleasant and persistent with violet scent.\nTaste: dry, fruity, fresh, lively and pleasantly harmonious.\nFroth: fine and rich when poured.\n\nData sheet\nBottle: 750 ml cork\nClassification: sparkling dry red wine fermented in stainless steel tank\nArea of production: Reggio Emilia\nPlant system: "Cordone speronato"\nMax. production per hectare: kg. 14.000\nSoil: clayey soil\nSugar: 14 g/l.\nTotal acidity: 7,50 g/l. (average indicative value)\nVolatile acidity: 0,35 g/l. (average indicative value)\n\nPairing\nVintage: NV\nAlcoholic content: 11% vol.\nServing temperature: 14 - 15° C\nVines: Lambrusco Salamino e Lambrusco Marani\nAgeing: To be consumed while young within 1 or 2 years\nTraditional emilian cuisine\nLasagna, tagliatelle with bolognese ragu, cured pork meat, tortelli stuffed with greens, sage and butter.\nItalian cuisine\nChicken with plums, beef tartare, fillet with green pepper.\nInternational cuisine\nPulled pork, hamburger and french fries, bbq, shepard s pie\n\nInternational cuisine\nChickpea burger, pasta with turnip greens, Tuscan pasta and beans.\n\nVARIETAL\nSauvignon Blanc 100%\nVINEYARDS\nFrom our "Lara" and "Camposanto" vineyards. 5,500 vines planted per hectare, trained using the Guyot method. Yield of 70 ql/ha.\n\nHARVEST\nMeticulous hand selection.\nVINIFICATION\nVinification begins with soft pressing of 50% of the whole clusters immediately after harvesting. The remaining fruit is destemmed and left on the skins for 24 hours of cold maceration before pressing. Fermentation occurs in stainless steel tanks at a controlled temperature.\nAGING\nAged on the noble lees in stainless steel tanks with frequent batonnages.\nTASTING NOTES\nColor\nIntense straw yellow.\nAroma\nIntense and characteristic bouquet of peach, tropical fruit and tomato leaves.\nTaste\nSoft creamy texture, generous structure, and a well balanced freshness revealing a long finish characterized by tropical fruits.\nEnjoy as an aperitif or pair with fish, soups, and herbed frittatas.\nPerfect with prosciutto and cantaloupe.\nServe at 54°F.\nSauvignon 2017\nGolden instead of blanc\n\nALC.\n\nCONTENT\n13% pH 3,39\nACIDITY 5,9 g/l\n\nDRY\n\nEXTRACT\n21,7\n\nexport@scarbolo.com T. +39 0432 675 612 Scarbolo / scarbolowines\nViale Grado, 4\nLauzacco, UD - 33050', 'www.ruotaliberawines.com', 'www.ruotaliberawines.com\n\nRUOTA LIBERA\n\nPRIMITIVO PUGLIA\n\nPROTECTED GEOGRAPHICAL INDICATION\n\n2022\n\nABV 15%\n\nEven a small touch makes a big difference.\n\nA Primitivo that embodies the spirit of creative liberation through an intriguing addition. We believe in the power of creativity and liberation, and this unique combination captures its spirit perfectly.\n\nBy adding a touch of Nero di Troia and Susumaniello to his renowned Primitivo, our winemaker has created a strong, elegant, and profound wine.\n\nPrimitivo, renowned for its rich, ripe fruit flavor, takes center stage. Its vibrant notes bring an explosion of natural sweetness, seducing the palate with every sip.\n\nBy adding complexity, Nero di Troia lends structure and adds a sophisticated edge while enhancing the overall elegance of the wine.\n\nSusumaniello with its dark fruit notes infuses the wine with captivating depth, while its balanced acidity adds a pleasant freshness.\n\n\nVARIETIES: PRIMITIVO PUGLIA 85% - NERO DI TROIA 10% - SUSUMANIELLO 5%\n\nPRODUCTION AREA: Puglia 200/300 meters above sea level\n\nSOIL: clayey - calcareous\n\nAGE OF THE VINEYARDS: 25/30 years\n\nTRAINING SYSTEM: counter-espalier and 'alberello.' Dry and spur pruning.\n\nHARVEST PERIOD: first and second ten days of September\n\nPRODUCTION PER HECTARE: 12,000 AND 14,000 KG per hectare\n\nPRODUCTION IN LITERS PER HECTARE: 8,400/9,800 liters per hectare\n\nPRODUCTION IN 750 ml BOTTLES PER HECTARE: 11,200 /13,000', 'www.ruotaliberawines.com\n\nWINEMAKING\n\nThe grapes are destemmed and cooled at a temperature of 6/8 °C for 3-4 days. This cold maceration technique particularly enhances the aromatic components of the vine.\n\nSubsequently, we make a co-inoculation of selected yeasts and bacteria. By doing so, at the end of the alcoholic fermentation, the wine has finished the malolactic fermentation and obtained greater fullness and roundness while preserving more aromas.\n\nOnce fermentation is complete, the wine is decanted to eliminate coarse lees and a bâtonnage is made for approximately 3 months to give

the wine greater structure and body. \nRefinement: in steel for 10 months and in bottle for 3 months. \nSERVING TEMPERATURE: 12 / 20 °C according to the paired dish \n \nTASTING NOTES \n \n \n \n \n \n \n \n \n \n \n \nCOLOR: Intense ruby red. \nBOUQUET: Plum jam, red fruits, dark chocolate. \nFLAVOUR: Plum jam, dark chocolate.', "www.ruotaliberawines.com \nFOOD PAIRINGS \nBest served with pasta, meat dishes, cheese. \nSOME SUGGESTIONS: \nCaprese Salad: A classic Caprese salad with fresh tomatoes, mozzarella cheese, basil, and a drizzle of \nbalsamic glaze will pair wonderfully with the wine's plum jam and red fruit notes. \nSpaghetti Bolognese: our Primitivo pairs well with the classic spaghetti Bolognese. The acidity of the wine \nbalances the richness of the tomato-based sauce. \nPortobello Mushroom Risotto: The earthy and umami flavors of Portobello mushrooms in a creamy risotto \nwill complement the wine's dark fruit notes. The wine's acidity will cut through the richness of the dish. \nEggplant Parmesan: our Primitivo pairs well with this classic Italian dish. The depth of the wine brings out \nthe layers of flavor in the eggplant parmigiana. \nGrilled Steak: The intense and vibrant notes of our Primitivo will beautifully complement the savory flavors \nof a perfectly grilled steak. The wine's dark fruit notes will enhance the meat's richness. \nSlow-Roasted Lamb: This wine's depth and structure make it an ideal match for slow-roasted lamb. \nAged Cheeses: Consider serving our Primitivo with a selection of aged cheeses like Parmesan or Pecorino. \nDark Chocolate Dessert: To highlight the dark chocolate notes in our wine, serve it with a decadent dark \nchocolate dessert like a flourless chocolate cake or chocolate truffles.", "La Mozza Srl Soc Agr - Monte Civoli - Magliano in Toscana - 58051 Grosseto UD \nwinery@bastianich.com -- +39 0432 700943 -- www.lamozza.com \n \nCABERNET SAUVIGNON DOC MAREMMA TOSCANA \n \n \n \n

TASTING NOTES \n \nA truly Tuscan Cabernet, in which the great Bordeaux variety is interpreted with Maremma style: maximum ripeness \nand highest quality. Intense fruit, notes of ripe blueberry and wild black berries, with hints of spices that express the \nbeauty of Cabernet without ever showing any of the varietal's herbaceousness or green-pepper qualities. \nThe wine ages for 8 - 10 months in container before being bottled, for maximum softness on the palate, overall \nbalance, elegance and clean expression of fruit. All of these elements must come together in a perfectly complete \npackage that is drinkable, yet full of Cabernet character and optimal enjoyment both on the nose and on the palate. \nPerfect pair with typical Tuscan pastas and roasted meats, even those with a bit more fattiness. Great also as a wine \nto enjoy on its own, thanks to its richness and complexity on the nose and palate. \n \nVARIETY \n100% Cabernet Sauvignon \n \nCHARACTERISTICS OF THE PRODUCTION ZONE \nAREA: Montiano, Magliano in Toscana - Grosseto (TOSCANA) \nALTITUDE: 280 m s.l.m. \nSOIL TYPE: medium texture, rich in sandstone and limestone \nschists \nVINE DENSITY: 5000 vines/HA \nVINE AGE: 9 y.o. vines \nYIELD PER HECTARE: 7 ton/HA \n \nVINIFICATION: The grapes are harvested by hand in the \ncooler hours of the early morning, de-stemmed and crushed \nand placed in temperature-controlled stainless-steel vats. \nAfter the fermentation begins, the temperature is slowly \nraised until a maximum of 30°C/86°F. Maceration is made by \ndaily pump -overs and the occasional delestage (where the \nmust is separated from the skins for a short period and then \npumped over the skins left in the vat). Maceration lasts for \nabout 30 days. After pressing, the malolactic fermentaion \ntakes place in used barriques where the wine ages for 8 - 10 \nmonths. The wine is then stabilized and bottled durin g the \nsummer after the harvest. \n \nANALYTICAL DATA \nAlcohol: 14 % vol.", "Pradalupo Roero Arneis DOCG\n2022\nBACKGROUND\nSince 1858, the Fontanafredda Estate & Winery has been instrumental to the growth\nand international awareness of Barolo, while championing sustainability and\ncommunity engagement in the Langhe region of Piedmont. Under the lead of visionary\nentrepreneur, Oscar Farinetti, Fontanafredda has built a portfolio of wines that\nexpress the depth and diversity of the Langhe, produced from grapes that are farmed\nfrom organic and sustainably managed vineyards. Since the 2018 harvest,\nFontanafredda is the largest certi\x00ed organic winery in Piedmont.\nTERROIR & VINTAGE NOTES\nThe 250-acre Fontanafredda property in Serralunga d'Alba, a cru site of Barolo, is the\nsingle largest

contiguous wine estate in the Langhe and includes 247 acres of vineyards, 30 acres of woodland and 10 acres on which the cellars and village buildings lie. Owned vineyards are in the municipalities of Serralunga d'Alba, Diano d'Alba, Barolo, Dogliani, Farigliano, Alba, Rodello, and Murinsengo, at altitudes between 200 - 400m. East and west-facing vineyards are planted on sandy soil, rich in yellow, calcareous marl, at 200-300m asl.

WINEMAKING & AGING

Grapes are harvested in 20 kg baskets. 50% are de-stemmed, crushed and submitted to a cold maceration for 24 hours at 50° F. Post-maceration, grapes are softly pressed. The other 50% of grapes are put directly into the presses prior to crushing. The first press is separated from the skins through a gentle pressing. The must obtained from these two vinification methods is kept separate in stainless steel tanks at controlled temperature, where fermentation for both is carried out at low temperature of 64-68°F. Following fermentation, the wine is combined and stored at a cool 41°F, in order to prevent malolactic fermentation. The wine is aged in stainless steel tanks for 4-5 months at low temperatures on its lees, in order to increase aromatics and body. The wine then cold stabilized and bottled before the summer.

TASTING NOTES

Exotic fruits, mature pears, hawthorn and acacia honey on the nose. The palate offers warmth, velvet, and with balanced acidity. Fresh and lingering. Excellent as an aperitif, great for starters and shell dishes.

750ML

ORIGIN

Barbera D'Alba DOC, Piedmont, Italy

GRAPE VARIETIES

100% Arneis

SIZES

750ml

TECHNICAL DETAILS

ABV: 14%, Closure: Cork

WINEMAKER

Giorgio Lavagna Technical Director

bayinternational PALMBAY.COM, 'BOTTLE

Size: 75 cl / **EAN code:** 8000254007499

Dimensions (height * diameter): 293 * 74,8 mm / **Gross weight:** 1118 g

CARTON

EAN code: 8000254007505

Units per carton: 6

Dimensions (W * D * H): 225 * 150 * 295 mm

Gross weight: 7 kg

PALLET

Cartons per layer: 24 / **Layers per pallet:** 5

Cartons per pallet: 120

Pallet weight: 860 kg

Pallet height: 165 cm

Pallet dimensions: 80 * 120 cm

GRAPE VARIETY

100% Nerello Mascalese

SOIL

Nerello Mascalese prefers medium-textured and limestone soils.

HARVEST

First week of September.

VINIFICATION

Fermentation takes place in steel tanks at controlled temperature, the ageing is made in steel tanks and then in the bottle for at least 3 months.

TASTING NOTES

Aromatic and long lasting, with a ruby red colour, it expresses delicate hints of rose and black currant.

PAIRINGS

It enhances grilled sausage and meatballs in tomato sauce and is perfect with hare stew.

FORMAT

75cl

SERVING TEMPERATURE

14-16 °C

ALCOHOL CONTENT

12,5% vol

CONSERVATION

5 years

SUITABLE FOR VEGAN CONSUMPTION, 'FRICO ROSATO - 2024

Frico Rosato is a light bodied rosé made from the indigenous varietals Sangiovese, Canaiolo, and Ciligiolo. These indigenous grapes of Tuscany are the perfect foil for a great, light bodied rosé. Their natural high acidity, crisp, tart cherry, and herbaceous all create an ideal Tuscan rosé.

ALCOHOL

12%

DENOMINATION

IGT Rosato Toscana

VINE TRAINING

Double guyot (Tuscan crown) and cordon.

VINIFICATION

Light pressing, one day of decanting, fermentation with selected yeasts, aged on its lees until bottling, fining and filtration.

AGING

Stainless steel.

APPEARANCE

Star bright.

GRAPES

90% Sangiovese, 5% Cilieggiolo, 5% Canaiolo.

AROMATICS

Aromas of fresh cut white flowers and crisp apple.

PALATE

On the palate, this blend is crisp and clean with a zesty, white grapefruit flavor.

FOOD AND WINE PAIRINGS

Pastos, al fresco dining, salads, and light fish.

www.scarpettawine.com

2024', 'CHARDONNAY

Classification

Chardonnay I.G.T. Puglia

Vintage

2023

Grape variety

Chardonnay

Vinification and aging

Chardonnay grapes were harvested, brought to the cellar, and gently crushed. The must was then chilled and kept at a temperature of 10 °C (50 °F) for approximately 24 hours to favor natural clarification.

Alcoholic fermentation

took place in temperature controlled stainless steel vats at 16 °C (61 °F) to enhance the grape variety's aromatic compounds. Tormaresca Chardonnay was aged in stainless steel up until bottling.

Alcohol content

12.5% by Vol.

Historical data

The Masseria Maime estate is located in one of the most beautiful areas of Upper Salento not too far from the town of San Pietro Vernotico in the province of Brindisi. The estate extends along the coastline forming a unique countryside of vineyards that lies

between woodlands and pine \nforests stretching out as far as the eye can see until blending into the sea. \n\nThe most prevalent grape varieties grown here are Negroamaro, \nPrimitivo, Syrah, Fiano and Chardonnay. \n\n\nTasting notes \n\nTormaresca Chardonnay is straw yellow in color with greenish hues. The nose presents fresh notes of white pulp \n\nfruit especially pineapple, peaches and green apples accompanied by floral impressions of jasmine and orange \n\nblossoms. On the palate, it is fragrant, savory with exceptional freshness.', 'Cerasuolo \n\n\nAbruzzo DOC \n\nOrganic Wine \n\nProduction zone: Vasto (province of Chieti). \n\nVine type: Montepulciano. \n\nDenomination: Cerasuolo d' Abr uzzo DOC \n\n(Controlled designation of origin). \n\nType of vineyard: spurred cord. \n\nYear of planting: 2010. \n\nLand area: 2 hectares. \n\nVineyard position: South East exposure. \n\nAltitude: 230 metres above sea level. \n\nDensity: 3,300 vines per hectare. \n\nProduction: 4Kg per vine. \n\nGrape harvest period: from October 1st to 10th. \n\nType of vinification: the must is fermented \n\nin contact with the skins for 12 hours, for the \n\npurpose of enhancing the aromatic notes. \n\nFollowing thi s, it is soft-pressed and fermented \n\nin stainless steel vats at controlled temperatures. \n\nChemical characteristics: 13,5% ABV. \n\nReaches full expression: 1-2 years. \n\nColour: cherry red with violet-red highlights \n\nBouquet: fruity with hints of cherry and strawberry. \n\nPalate: fresh and fruity, good body , with an \n\naftertaste of bit ter almond. \n\nBest with the following Abruzzese cuisine: \n\n"maccheroni alla chitarra" (homemade egg pasta), \n\nfresh bell pepper frittata. \n\nCheeses to couple with this wine: aged sheep ricotta. \n\nIdeal serving temperature: 12° - 14 °c. \n\nJASCI DONATELLO VASTO ·ITALIA · WWW.JASCI.IT', 'sartarelli.com\nSartarelli Classico \n\nVerdicchio dei Castelli di Jesi d.o.c.\nClassico\n\nThe success of this product is due to our grapes which are softly pressed and to the con -\n\ntinuous temperature control during the fermentation process. Its straw yellow color with \n\ngreenish reflections emphasizes the quality of the grapes as well as the delicate techniques \n\nused during all the working phases. On the nose it expresses immediately the vineyard and \n\nthe land with fruity and grassy notes. This is the typical expression of Verdicchio wine, easy \n\ninto drink, with character in the alcohol content and youth in the acidity's freshness.\n\nOur yearly production of this wine is of about 200 000 bottles.\n\n1981\nCULTIVAR 100% Verdicchio\nSOIL Medium-textured and also slightly calcareous\nALTITUDE 300-350 meters a.s.l.\nEXPOSURE East, South, South-West\nINCLINATION 10-15%\nHECTARES 31 (equal to 77.5 acres)\nVINE TRAINING SYSTEM Simple Guyot\nPLANTING DENSITY\nHARVEST TIME Second week of September\nVINIFICATION\nALCOHOL CONTENT BY VOLUME 13%\nELECTROMETRIC pH 3.35\nTOTAL SULPHUROUS ANHYDRIDE\n5.6 g/l\nTOTAL DRY EXTRACT 20-22 g/l\nRESIDUAL SUGARS < 2 g/l\nCLOSURE Diam Cork\n\n\nSENSORIAL CHARACTERISTICS\n\nOf a straw yellow color with intense greenish reflections, it is considered a simple but \n\nnot common wine, with white peach, elder, hawthorn aromas. A well-structured wine, \n\nfresh and sapid yet soft on the palate, with a good alcoholic structure and the \n\ncharacteristic slightly bitter almond aftertaste (typical of this varietal).\n\nSARTARELLI CLASSICO IN A MENU\n\nSome tips on how to combine Sartarelli Classico with food, but please never forget to follow your own \n\ntastes and preferences!\n\nIt is very versatile and excellent with seafood, hors d'oeuvres, moscioli di Portonovo spaghetti\n\n(spaghetti with typical mussels from Portonovo), risotto, mixed fried fish and vegetables. \n\nThis wine expresses itself best when had with salami typical of our area, such as ciauscolo \n\ntogether with pizza al formaggio, and for picnics. It is also excellent with artichoke-or ham \n\nand cheese omelettes as well as with white meats and cheese fondue.\n\nBOTTLE SIZE\n3 000 vines per hectare \n\nAVERAGE GRAPE YIELD 12 tons per hectare\n15 years\nAVERAGE AGE OF VINES\nStainless steel tanks\nVINTAGE 2023\nANALYTICAL CHARACTERISTICS\n90-100 mg/l\nTOTAL ACIDITY IN \n\nTARTARIC ACID\nSERVING TEMPERATURE 10-12 °C\n\nSartarelli Classico is available in (copyrighted) Sartarelli \n\nbottles of 750 ml.\n\nTECHNICAL CHARACTERISTICS\n\nFIRST VINTAGE', 'sartarelli.com\nSartarelli Classico \n\nVerdicchio dei Castelli di Jesi d.o.c.\nClassico\n\nSartarelli Classico 2002 Silver Medal - International Wine Challenge 2003\nSartarelli Classico 2008 Corona 2010 - Vini Buoni d'Italia\nSartarelli Classico 2011 91 points - James

Suckling 2013\nSartarelli Classico 2011 88 points - The Wine Advocate 2013\nSartarelli Classico 2011 Top 12 Irish Times 2014\nSartarelli Classico 2012 88 points - Tanzer's International Wine Cellar 2013Sartarelli \nClassico 2014 90 points - Antonio Galloni's Vinous 2015 - Ian D'AgataSartarelli \nClassico 2014 90 points - Wine & Spirits 2016\nSartarelli Classico 2016 88 points - Antonio Galloni's Vinous 2018 - Ian D'Agata\nSartarelli Classico 2018 94 points - Decanter 2020\nSartarelli Classico 2019 90 points - Antonio Galloni's Vinous 2020 - Eric Guido\nSartarelli Classico 2020 90 points - Antonio Galloni's Vinous 2021 - Eric Guido\nSartarelli Classico 2021 Bronze Medal - International Wine Challenge 2022\nSartarelli Classico 2021 Gold WOW 2022 - Civiltà del Bere\nSartarelli Classico 2021 90 points - Antonio Galloni's Vinous 2022 - Eric Guido\nSartarelli Classico 2022 89 points - Antonio Galloni's Vinous 2024 - Eric Guido\n\nSome of its most recent Awards', 'PRODUCTION AREA\nSelected grapes from the vineyards of \nAscoli Piceno and Offida.\nALTITUDE\n200-300 m a.s.l.\nSOIL\nMedium-textured, tending towards a \nsandy soil.\nVARIETY\nPecorino 100%.\nPLANT DENSITY\n5000 plants per hectare.\nTRAINING SYSTEM\nGuyot.\nYIELD PER HECTARE AND PER \nVINE\n75 quintals / 1.5 kg approx.\nFIRST VINTAGE\n2011.\nHARVEST\nHand picked in small cases \nand then placed in cold \nstorage at a controlled tempe-\nrature.\nVINIFICATION\nIn temperature controlled \nstainless steel tanks. Fermenta-\ntion begins with home-bred \nyeasts and ends with selected \nyeasts. Aging on fine lees.\nBright straw yellow with greenish \nhues.\nSIGHT\nRemarkably fresh-tasting thanks to scents \nof white and yellow pulp fruit and vegetal \nnuances. Good structure and a lingering \nfinish.\nTASTE\nClearly evident fruity nuances of \nbanana, pineapple and apple \nalong with vegetal hints of cut \ngrass.\nSMELL\nSensorial Analysis of the wine VILLA \nANGELA Offida Pecorino D.O.C.G.\nDISTINCTIVE\nCHARACTERISTICSTYPICAL AND DISTINCTIVE\nCHARACTERISTICS\nSensorial Analysis of representative wines\nOffida Pecorino D.O.C.G.\nTYPICAL\nCHARACTERISTICS\nVILLA ANGELA is strongly characterized \nby fruity scents of both white and yellow \npulp fruit along with vegetal nuances. A \nfresh, savory and full-bodied mouthfeel.\nConclusions\nvegetalfruits\nbanana pineapple apple grass\nfresh, acid mature, savory\nstringent smooth\nbitter sweet\nstructure body\npersistence\nmaillardcaramel\nvanilla\ncocoa\ncoffee\ntobacco\ndried fig\nprunes\nrosemary\nsage\ncut grass\nalmond\npineapple\npear\napple\napricot\npeach\nblack currant\nblack cherrycherry\nstrawberryraspberry\nblackberryorange\nlemon\ngrapefruit\ncloves\nblack pepper\ncinnamon\nanise\nlicorice\nhoney\nlinden\nacacia\norange blossom\nelder\nbroom\ngeranium\nhawthorn\nroseviolet\nnoak/wooddried\nherbal\nfruity\nspiced\nfloral\ntoasted\nINFOGRAPHIC MADE ON THE DATA OF CERTIFIED SENSORIAL ANALYSIS ISO PERFORMED BY:\n© All right reserved\n1/03/2019\n*contains sulphites\n*', 'Stem\nWine\nGroup\n40\nPippin\nRoad,\nUnit\n20\nConcord,\nON\nL4K\nM6\nOffice:\n416-548-8824\nMatto\nPinot\nGrigio\n2024\nThe\nlteral\ntranslation\nof\nMATTO\nfrom\nItalian\nis\ncrazy\nand\nx represents\nour\nInsane\nPassion\nfor\nWine.\nIt's\nalso\nthe\ncombination\nof\nthe\nlast\nand\nfirst\nname\nof\nits\ncreator\n(an d\nStem\nWine\nGroup's\nowner),\nTony\nMacchione.\n\nOMA\n+\nOTO,\n\nget\nit?\n\nBut\nfor\nTony,\nit\nhas\nan\neven\ndeeper\meaning.\n\nAs\na\nresult\nof\npersonal\nexperiences,\nTony\nhas\nalso\nx a0developed\na\npassion\nfor\nhelping\nthose\nwith\na0mental\na0health\na0issues,\n\nAlzheimer's\na0Disease\na0and\na0brain\na0related\na0cancers.\n\nSo,\na0with\na0a\na0profound\na0respect\na0and\na0nzest\na0for\na0the\na0love\na0of\na0life,\n\na0we\na0donate\na0a\na0portion\na0of\na0proceeds\na0from\na0every\na0purchase\na0to\na0mental\na0health\na0charities\na0and\na0brain\na0research\na0programs.\n\nFor\na0the\na0Matto\na0Pinot\na0Grigio,\na0we\na0teamed\na0up\na0with\na0Cristian\na0Tomba cco\na0of\na0Vinicola\na0Tombacco\na0in\na0Veneto\na0to\na0create\na0a\na0wine\na0wit h\na0the\na0appropriate\na0balance\na0of\na0acidity,\na0fruit\nand\na0weight.\n\na0We\na0aimed\na0for\na0a\na0wine\na0that\na0could\na0be\na0enjoyed\na0by\na0many\na0odi

fferent\xa0palates\nand\xa0be\xa0extremely\xa0versatile\xa0with\xa0various\xa0cuisines.\xa0We\xa0are\xa0very\xa0confident\xa0that\xa0once\nyou\xa0try\xa0the\xa0Matto\xa0Pinot\xa0Grigio,\xa0you\xa0will\xa0agree\xa0that\xa0it\xa0is\xa0in\xa0line\xa0with\xa0our\xa0philosophy\nfor\xa0the\xa0Matto\xa0brand.\nVegan\xa0Friendly\n\nPr
oducer: Tombacco\nVintage:

2024\nProduction\nArea:\nGrapes\xa0sourced\xa0from\xa0the\xa0entire\xa0Veneto\xa0region.\nType: White\nTable\nWine\nAlcohol: 12%\nSugar:

3g/l\nGrape\nVarieties:\nPinot\xa0Grigio-100\nColor: Straw\nyellow\nAroma:

Pleasant,\xa0delicate,\xa0fruit,\xa0characteristic,\xa0intense\xa0and\xa0suggestive
\xa0of\xa0apple\xa0and\xa0figs.\nTaste:

Dry,\xa0velvety,\xa0tasty\xa0and\xa0fruity\xa0with\xa0a\xa0slight\xa0after-taste\xa0of\xa0bitter\xa0almond;\nit\xa0is\xa0well-bodied\xa0and\xa0harmonic,\xa0and\xa0has
\xa0good\xa0acidity\xa0and\xa0alcoholic\ndegree;\xa0it\xa0is\xa0very\xa0persistent
\xa0on\xa0the\xa0palate.\nCellaring\nPotential:\n1-3\xa0yrs.\xa0Best\xa0drunk\xa0when
\xa0young.\nFood\nMatching:\nExcellent\xa0as\xa0an\xa0aperitif\xa0and\xa0ideal\xa0with
\xa0seafood\xa0salads\xa0and\xa0main\ncourses\xa0based\xa0on\xa0fish\xa0and\xa0crustaceans.\xa0It\xa0is\xa0perfect\xa0with\xa0white\xa0meats,\nand\xa0boiled,\xa0grilled\xa0or\xa0fried\xa0fish.\xa0Optimal\xa0serving\xa0temperature\xa010/12°\xa0C\nVinification:

Winemaking;\xa0it\xa0is\xa0obtained\xa0from\xa0selected\xa0and\xa0healthy\xa0grapes
,\xa0and\nthrough\xa03-day\xa0whole\xa0maceration\xa0in\xa0steel\xa0vats;\xa0after
\xa0alcoholic\nfermentation,\xa0the\xa0wine\xa0is\xa0decanted\xa0into\xa0steel\xa0tanks
\xa0where\xa0the\nfermentation\xa0is\xa0completed\xa0(after\xa0a\xa0first\xa0decanting\xa0stage);\xa0after\xa0on,\xa0the\nwine\xa0is\xa0filtered,\xa0decanted,\xa0and
\xa0then\xa0bottled.\nAging:

Stored\xa0in\xa0a\xa0humidity\xa0controlled\xa0cellar\xa0at\xa0a\xa0temperature\xa0of
\xa010-12°\xa0C.', 'www.47annodomini.it\nbrings highly balanced sweet, acid, and salty
\nsensations, introduced by a delicate re\uf0de ned peach, \napricot, and rose nose\nMoscato I.G.T. Veneto \nVino Frizzante', 'Name and Denomination\nMoscato I.G.T. Veneto Vino Frizzante \nGrape variety\n100% Moscato. Moscato is a aromatic white grape variety \nwhich is the most diffused in the world. White sparkling
\nwines are produced from this grape, which is easily \nidenti\uf0de ed by a clear and marked organoleptic imprint.\nOrigin \nVeneto region\nWinemaking \nonce the grape has reached peak and balanced maturity, \nharvesting can begin. The grapes delivered to the winery, \nare separated from the stems and pressed, the must being \nseparated from the skins during this process. The cooled \nmust is then decanted and \uf0de ltered then stored at 0-2°\nC.\nHow it is made sparkling\nthe must base is placed into a fermentation tank and \nspecially selected yeasts are then added. Subsequently it is \ntransferred into a steel autoclave for secondary fermentino \nand reach the destre pressure, this value ranging from 2.00 \nto 2.50 ATM (Bar). At this point the Moscato IGT Veneto \nSparkling wine is cooled to -2°\nC in order to conserve it's \nsugar residue and aromas, then after 10 days in these \nconditions, it is then ready for isobaric \uf0de ltration and bottling.\nStorage and ageing\nbest stored in a cool and dark cellar - note that it's peak \naromatic freshness is esprime within the \uf0de rst year of \nbottling.\nColour\nto the eye, a nice level of froth is apparent, a good tone of \nyellow with delicate notes of green is noticeable. Brilliant \nand lively in the glass.\nBouquet\nto the nose, the impact is elegant, delicate, fragrant, clear \nnotes of orange, apricot, peach and rose are perceived.\nFlavour\nexcellent introduction highlighted by the carefully balanced \nperlage which incorporates the sensations of sweetness, \nacidity and salinity.\nAlcohol content 7.5% vol.\nOptimal serving temperature 8-10°\nC\nGastronomic matches\nexcellent matched with dried cakes, jam, fresh fruit or dry \npastries. Also very nice drank on it's own.\nPackaging\nin 75 cl tappo raso bottles with cork closure\nin boxes of 6.\n2011\nMiami Wine and \nFood Best in Glass\nGOLD MEDAL\nAWARDS', 'Frecciarossa s.r.l. Società Agricola \nVia Vigorelli, 141 · 27045 Casteggio (PV) - Italy \nPhone: +39.0383.804465 - Fax: +39.0383.890485 - Email: info@frecciarossa.com \nwww.frecciarossa.com \n \n \nSILLERY \nOltrepò Pavese DOC \nPinot Nero vinificato in bianco \n(Pinot Noir vinified as a still white wine) \n \nGrape variety: Pinot Noir \nProduction area: foothills of

Casteggio \nSoil: lime/clay \nOrientation of the vineyards : NE -NW \nAltitude of the vineyards: 140-200 m AMSL \nTraining system: simple Guyot \nAverage age of the vines: 18 years \nVine density: 4,800 vines per hectare \nYield: 1-1.2 kg per vine \n\nHarvest: leaf thinning in July. The grapes are \nhand-harvested in 17 kg boxes , carefully selecting the best \nonese.

\nVinification: the grapes are gently pressed to avoid colour \nextractions. The alcoholic fermentation is carried out at a \ncontrolled temperature (15-16 °C) for 20 -22 days . No \nmalolactic fermentation. \nAgeing: 6 months in stainless-steel vats. \n\nSight: pale straw -yellow colour with greenish highlights.

\nNose: intense, with pleasant aromas of white flowers and \ncitrus mixed with balsamic overtones. \nPalate: rich, velvety and well-balanced. Medium body. \n\nVintage: 2023 \nDate of harvest: August 18th 2023 \nDate of bottling: March 7th 2024 \n2023 production: 30,000 bottles (0,75 l) \n\nNotes about the 2023 vintage: a hot vintage (in line with \nthe last ones), but with a good deal of rainfall in spring. This \nhas ensured the correct development of the growth cycle of \nthe vines. During the year we have recorded remarkable \ntemperature variations between day and night. The harvest, \nmore anticipated than the usual, gave us perfectly healthy \nand quality grapes. The correct timing of the harvest ensured \na good aromatic expression and excellent acidity values for \nall the wines . \n\nAnalytical data: \n- alcohol: 12.8% vol \n- acidity: 5.8 g/l \n- residual sugar: < 0,5 g/l \n- sulphites: 85 mg/l \n- dry extract: 18.7 g/l \n\nFirst vintage: 1930', 'Vintage 2024 \nCountry Italy \nVarietal Refosco dal \nPeduncolo Rosso \nAppellation Veneto \nAgeing Stainless Steel & \nConcrete Tanks \n\nCASA PIAZZA \nREFOSCO \nDOC \nPaolo \nPiazza \nRefosco Dal Peduncolo Rosso is a grape with history—once \nfavored by Venetian nobility, now prized by all for its bold \ncharacter and unmistakable freshness. Casa Piazza's \nexpression stays true to its roots, offering dark wild berries, \nviolet aromas, and a firm yet balanced structure. Aged on \nfine lees in stainless steel and concrete, it retains purity and \ndepth, a perfect match for rich, slow-cooked dishes or aged \ncheeses.',

"PLATINUM \nBAROLO DOCG \nFONTANAFREDDA S.r.l. - Via Alba, 15 - Serralunga d' Alba (CN) - Italy \nPh. +39 0173.626.100 - Fax +39 0173.613.471 - www.fontanafredda.it - clienti@fontanafredda.it \nFontanafredda "Platinum label" embodies the unique tradition of Fontanafredda, more than 160 years of history. The \nNebbiolo grapes used to produce this Barolo are grown on clay soils very rich in calcareous marl. The wine ages for \n2 years in oak casks. To pair with rich red meats, game and mature cheese. \n0,375 - 0,75 - 1,5 L \n18 °C \n13,5 % vol \nI-II decade of \nOctober \nSystem: guyot \n4.500 plants/ha \n\n300-400m asl \nVarious exposures \nexcept for the \nnorth \nLanghe from Alba \nNebbiolo \n\nMiocene-Helvetian \nand Tortonian, \nwhich is \ncharacteristically \npacked with limestone \nand marl \nTECHNICAL NOTES \nVinification: the fermentation is \ntraditional, carried out for an average \nof 15 days in stainless steel vats at a \ncontrolled temperature (30-31 °C) \nwith a floating cap and frequent \npumping over of the must. The must is \nthen left on the skins for several days \nto optimize the extraction of the \npolyphenolic substances and to help \nthe malolactic fermentation get \nunderway. Ageing: at least two years \nin large casks made of oak (from \nSlavonia and mid-France), followed by \nno less than 8 months in the bottle. \nTASTING NOTES \nThe results of lengthy ageing, \nabove-all on account of their natural \nqualities, these robust, well-bodied \nwines are packed with structure and \nare well capable of withstanding the \ntest of time. Barolo has an attractive \nruby-red colour with garnet highlights \nwhich become orange with the \npassing of time. Its bouquet is clean, \nfull and intense, with the wine's typical \ntraces of withered flowers, dry leaves \nand underbrush. \nPAIRINGS \nIdeal with rich red meats, varying \naccording to the wine and vintage, \nand medium and mature cheeses, \nthey are also perfect after-dinner \nwines.", 'PINOT GRIGIO \n\nThis pink-skinned mutation of Pinot Noir, arrived to Italy from \nFrance in the beginning of 1800s. Like all grapes under the \nlarge and aristocratic Pinot family, Pinot Grigio has a very \ncompact bunch, reminiscent of the shape of a tight pine cone \nfrom which it takes its name. It demands much more care \nand attention compared to other grapes and it thrives better \nin cool,

well-ventilated vineyards. \nPinot Grigio Kreuzer is our classic version of this variety.\n \n \n \nVINEYARD\nThe grapes come from different vineyards on the Pressano\nhill at an altitude of 400m. These vineyards are blessed with\nthe gentle breeze from the north in the morning and the\nstronger Ora del Garda wind from the south in the afternoon.\nCultivated with Trentino pergola, the vines grow on rich and\ndeep soils with good fertility. \n \n \n \nVINIFICATION\nThe grapes are picked and carefully selected by hand, and\nleft for 12 hours in the press for a non-fermentative\nmaceration, which gives the wine a coppery color and a\nmore complex taste. The fermentation takes place in\nstainless steel, followed by 9 months aging in large oak\nbarrels in which the wine stays on its own lees. Then the\nwine is bottled in summer and stay a couple of month in \nAfter the bottling in summer, the wine is ready to be shipped\nin autumn\n \n \n \n \n \n \nPINOT GRIGIO\nSUMMARY VIGNETI DELLE DOLOMITI IGT Grapes: Pinot Grigio 100%\nVineyard: hills of Pressano\nSoil: sedimentary soils with layers of compact sandstone, known as Werfen formation\noriginated 260 million years ago\nVinification and Aging: pre-fermentation maceration, fermentation in stainless still, aging in large barrels on fine lees for 9 months\nProduction: 10.000 bottles depending on the vintage \nW W W .CESCONI.IT',

'Stem\ Wine\ Group\ 40\ Pippin\ Road, \ Unit\ 20\ Concord, \ ON\ L4K\ 4M6\ Office: \ 416-548-8824\ Delibori\ Valpolicella\ DOC\ 2023\ Producer: Delibori\ Vintage: 2023\ Production\ Area: \ Vineyards\ in\ the\ province\ of\ Verona\ Type: Red\ Table\ Wine\ Alcohol: 12%\n Sugar: 5.8g/l\n Grape\ Varieties: \ Corvina-70, \ Rondinella-20, \ Corvinone-10\n Color: Ruby\ Aroma: Delicate\ scents\ of\ red-berry\ fruits: \ cherries, \ raspberries\ and \ plums\ combined\ with\ hints\ of\ spices.\n Taste: Dry, \ with\ good\ fresh\ acidity\ and\ well-balanced\ soft\ tannins\n Cellaring\ Potential: \ 1-4\ yrs\ Food\ Matching: \ Pastas, \ charcuterie, \ red\ meats. \ Optimal\ serving\ temperature\ 15°/18°\n Vinification: Skin\ contact\ maceration\ for\ 12\ days, \ fermentation\ at\ controlled\ temperature\ in\ stainless\ steel\ tanks\ Aging: 1\ year\ in\ botte\ (large\ wood\ barrels)', 'Production zone: Vasto, Pollutri, Scerni, Casalbordino\n (province of Chieti). \ Vine type: Montepulciano. \ Denomination: Montepulciano d'Abruzzo D.O.C. \ (Controlled designation of origin). \ Type of vineyard: spurred cord/canopy. \ Year of planting: 2000 / 2018. \ Land area: 35 hectares. \ Vineyard position: South East exposure. \ Altitude: 210 metres above sea level. \ Density: 3,300 vines per hectare (spurred\ncord)/1,600 vines per hectare (canopy). \ Production: 4 Kg per vine (spurred cord). \ Grape harvest period: from October 5th to 20th. \ Type of vinification: maceration with skins at 27°C\n for at least 15 days, followed by refining in cement\nand stainless steel vats. \ ABV characteristics: 13% ABV. \ Reaches full expression: 2-3 years. \ Colour: Ruby red. \ Bouquet: persistent with hints of mature red fruits, \ nams, and slight notes of cinnamon and vanilla. \ Palate: balanced and harmonious with a touch\nof pleasant tannins. \ Best with the following Abruzzese cuisine: potato\ngnocchi, "sagnette e fagioli" (fresh pasta with\nbeans), lamb and stuffed rabbit. \ Ideal serving temperature: 18 - 20 °C. \ JASCI DONATELLO · VASTO · ITALIA · WWW.JASCI.IT\nMontepulciano\nd'Abruzzo DOC\Organic Wine', 'di Anselmi Giuseppe e Luigi Società Agricola s.s. \nVia Bassi, 16 - 33050 Pocenia (UD) Italy\nTel. +39 0432 779157 - Fax +39 0432 779175\ninfo@reguta.it www.reguta.it\nLinea SPUMANTI\nPROSECCO D.O.C. \nVino Spumante Brut\nVitigni: 85% Glera, 15% Pinot Grigio o Chardonnay. \nDenominazione: D.O.C. Prosecco\nGrado alcolico: 11,5% vol\nFermentazione e vinificazione: la temperatura \ndi fermentazione viene mantenuta tra i 18-20°C \nper ottenere il massimo livello di qualità degli \naromi. Successivamente il Prosecco viene avviato \nalla spumantizzazione eseguita direttamente nella \ncantina Reguta. \nColore: giallo paglierino, con bollicine fini. \nNote olfattive e gustative: equilibrato, secco, con \nacidità piacevole, di facile bevibilità. \nTemperatura di servizio: 8-10° C\nAbbinamenti gastronomici: Vino da aperitivo o \ncome base per cocktails

alla frutta, a fine pasto\ncon frutta fresca o con la pasticceria secca da
 forno.\nGrape varieties: 85% Glera, 15% Pinot Grigio or Chardonnay\nDenomination:
 D.O.C. Prosecco | Alcohol content: 11,5% vol\nFermentation and Vinification:
 temperature control is very \nimportant; the temperature must be kept between
 18-20°C to obtain \nthe best quality of aromas. | Colour: straw yellow, with a fine
 perlage. \nNose and palate profile: lightly aromatic perfume of good intensity
 \nwith hints of renneta apple. | Serving temperature: 8-10°C. | Food \nmatching:
 Aperitif wine or as a base for fruit cocktails, at the \nend of the meal with fresh
 fruit or with the oven -dry pastry shop.', 'PANZANO IN CHIANTI \nSANGIÓ CHIANTI
 CLASSICO DOCG \nSangió is a Chianti Classico made from Sangiovese grapes (100%)
 produced in the highest \nhills of Panzano in Chianti. The grapes come from
 vineyards composed of shale (galestro) \nand limestone (alberese). Vinification and
 maturation are reminiscent of a more traditional \nstyle of Chianti Classico; the
 result is a fresh and fruity, medium-bodied, well-balanced wine \nwith a nice
 structure, juicy acidity and long persistence. \n \n Certified Organic (since
 2022) \nORIGIN 100% estate grown and bottled, Panzano in Chianti (FI)\nVARIETALS
 100% Sangiovese\nEXPOSITION South, West, East, altitude 400-550 meters above sea
 level\nTERROIR Alberese / limestone (calcare marnosi), Galestro / shale
 \n(argilite)\nVINEYARDS PLANTED 2001, 2003, 2008, 2012, 2016\nGRAPE YIELD 4.500
 kilos per hectare\nANNUAL PRODUCTION 40.000 bottles of 750 mL, 300
 magnums\nFERMENTATION AND MACERATION Spontaneous and natural fermentation followed
 by a long \nmaceration\nDURATION Average 20 days fermentation, average 45 days
 maceration\nTEMPERATURE Not controlled, maximum of 30°C\nMALOLACTIC FERMENTATION
 Naturally, in wood and concrete\nAGING 16 months in concrete (50%) and used
 tonneaux (50%)\nFINING No filtration, in bottle for at least 3 months\nCOLOR
 Intense, ruby red with hints of purple\nNOSE Intense, hints of red fruits, blood
 orange/sanguine, plum and \nspices\nFLAVOUR Fresh and fruity, medium-bodied, well
 balanced with nice \nstructure, juicy acidity\nSERVING TEMPERATURE 18°C\nSERVING
 SUGGESTION Typical Tuscan dishes, medium-aged cheeses\nSO2 / RESIDUAL SUGARS SO2 <
 25mg/l, residual sugars < 2 g/l, \nALCOHOL 13,5%\nSoc. Agr. Monte Bernardi srl -
 Panzano in Chianti (FI) \nwww.montebernardi.com', 'PANZANO IN CHIANTI \n \n
 \nSANGIÓ VINEYARDS\nGALESTRO \nFlaky clays / petrified clays [EOCENE-\nCRETACICO
 SUPERIORE] \nCHARACTERISTICS: \npurplish brown, absorbs heat and \nradiates heat
 at night \nTERROIR\nALBERESE \nYellow, light grey marly limestones \n[EOCENE]
 \nCHARACTERISTICS: \nLighter color, reflects light back to the \nclusters\nSoc.
 Agr. Monte Bernardi srl - Panzano in Chianti (FI) \nwww.montebernardi.com', 'Danimi
 Meravia Aglianico GENERAL INFORMATION Wine: Danimi Meravia Aglianico Grape:
 Aglianico Region: Campania Colour: Intense Red VINEYARD Vineyard Age: 15-20
 years Soil: Mainly clay AlTtude: 400-550 meters above sea level PlanJng Density:
 Approx. 4,000 vines per hectare WINEMAKING Small batch producJon with cold
 maceraJon. Aged for 6 months in oak barrels, followed by 10-12 months of boWle
 aging before release. NOSE The perfumes delicate and recalls fruits such as
 blackberries, black cherries and ripe plum with notes of licorice. TASTING NOTES
 Delicate nose with aromas of red fruits such as blackberry, black cherry, mature
 prune, and liquorice. Dense mouthfeel and smooth texture with soY fruit flavours.
 FOOD PAIRING Suitably Accompanies soups, meat dishes, white and red meats, fresh
 cheeses.', 'Technical Informa/on Wine Name: Chian, - Castello di Querceto
 Varietal: 100% Sangiovese Region: Tuscany, Italy Style: Italian Chian, Alcohol
 Content: 12.5% Vinifica,on: Fermented for ~10 days at 28°C; Aged in stainless steel
 tanks Natural Wine: No \n Tas%ng Profile Body: Medium Acidity: Medium-High
 Intensity: Medium Sweetness: Dry Tannin: Medium Tas%ng Notes Ruby-colored with
 floral aromas. Dry and mildly acidic. Flavors of cherry, raspberry, and red fruits,
 with subtle earthy and smoky notes. Well-balanced and food-friendly. Food Pairings
 Cheeses: Aged Pecorino Meats: Prosciutto, Baked Lamb, Grilled Steak Dishes: Red
 sauce pasta (e.g. Bolognese), cured meats, hearty Italian fare Poultry/Veal/Beef:
 Versa,le match for roasted or grilled prepara,ons', 'ENA RESTAURANTS \nHost
 Protocol\nQ3', 'Host Protocol - ENA Restaurants Mentality\nENA RESTAURANTS
 MENTALITY\n• "IN EVERY JOB THAT MUST BE DONE THERE IS AN ELEMENT OF FUN"\n• CREATE
 A MEMORABLE FIRST AND LAST IMPRESSION\n• THE GUEST IS THE MOST IMPORTANT PERSON IN

THE RESTAURANT\n• MAKE YOURSELF AVAILABLE TO GUESTS: Anticipate guest's needs. Service all the guests with enthusiasm, promptness and attention to detail.\n• SHOW PERSONALITY , SMILE AND BE ENTHUSIASTIC\n• USE THE 3/6 RULE: The "3/6 rule" is the Eataly standard for guest engagement. Any employee who is within 6 feet of a guest must graciously acknowledge that \nguest with a smile and eye contact. When an employee is within 3 feet of a guest, they must verbally acknowledge them with a warm greeting such as, "hello" \nor "good evening" "ciao". These small acts ensure the welcoming of our guests and allow us to be available to the guests' needs and requests.\n• GUEST RIGHT OF WAY: the guest should always be allowed to walk in front of and pass all employees.\n• BE HUMBLE - APPROACHABLE - CONFIDENT: these three words define Eataly employees. With humility and appreciation, we serve our guests who have \nchosen to be at our restaurants. We provide an unparalleled dining experience through knowledge and respect.\n• SUCCEED IN ENTERTAINING: Eataly's secret of entertaining and hospitality is that we honestly make our guests feel comfortable and welcome, like in Italy! We \nservice all guests with enthusiasm, promptness and attention to detail, as well as provide a warm and friendly environment. \nAttitude and the importance of being right\n• NO ATTITUDE: No attitude is tolerated at any point in time, neither with coworkers, nor with guests. It is also pointless to argue with a guest. Doesn't matter \nwho is wrong, what matters is how we please the guest in the most productive way.', '3\nHost Protocol - Hospitality\nEATALY HOSPITALITY CORE\n❖CONVEY HOSPITALITY: You are the first and last person the guest sees, so create a memorable first and last impression. Give a cheerful greeting with a sincere \nsmile. Every guest must be welcomed. Be neat and clean in appearance. Possess a professional attitude. Be polite, courteous, sincere and gracious. Get the guest \nto like you!\n❖THIS RESTAURANT IS OUR HOME: Anyone who dine in our restaurant should never be referred to as a customer . They are guests in our "home" and should be \ntreated as such.\n❖APPEARANCE: All employees are expected to maintain a level of personal appearance and hygiene consistent with Eataly's image for front of the house \nemployees working in full view of our guests.\nGENERAL DUTIES:\n• Maintains a professional image\n• Maintains a professional working relationship\n• Maintains proper phone etiquette\n• Reservations management\n• Confirming ALL reservations for the day and day after\n• Maintains Host desk area free of clutter (drinks, cell phones etc)\n• Enthusiastically engages guests upon arrival\n• Manages waiting guests\n• Update floor plan \n• Designates table assignments\n• Escorts Guests to assigned table\n• Notifies manager of unhappy guests\n• Performs assigned side work duties\n• Assists managers as directed\n• Bids farewell to departing Guests', '4\nHost Protocol - Host Team Structure\n❖ ANCHOR\n• Greet Guest\n• Obtain Guests reservation name\n• Adhere to greeting guests & host stand etiquette\n• Properly quote the wait time to the guests and add them to the \nwaitlist\n• Use good judgment selecting a table by considering physical \nrequirements the guest might have (ex disabled, infants, elderly...) and \ncomfort\n• Prints OT Chits with notes when the reservation has important notes \nsuch as: birthday, VIP, allergy, etc.\n• Introduce Host runner by name to guest before they depart for table\n• Work with Management\n• Answer phone during service when necessary and maintain phone \nprocedures guidelines\n• Keep host stand area free of clutter (drinks, cell phones etc)\n• Thank and bid farewell to departing guests\nMust always remain at host podium. \n❖ UPDATER\n• Control flow of restaurant\n• Efficiently update the floor\n• Be aware of large groups and overloading servers or kitchen\n• Provides OT chits to Server and Manager\n• Communicate with Server and Manager if server must be double or triple sat\n• Notifies manager of unhappy guests or eventual issues on the floor\n• Support guests seating\n❖ RUNNER\n• Seat guest\n• Adhere to seating Guests protocol\n• Help transport beverages to table\n• Take direction from Anchor\n• Work with Management\n• Answer phone during service when necessary and maintain phone \nprocedures guidelines\n• Keep host stand area free of clutter (drinks, cell phones etc)\n• Direct guests to waiting area and restrooms\nHOST TEAM STRUCTURE: Anchor, Runner, Updater\nAll Hosts must thank and bid farewell to departing guests', '5\nHost Protocol - Opening & Closing Duties\nOPENING\n• Review opening sidework checklist \n• Set up Host Station and ensure it's clean and

organized. Host stand must have the following:\nno OT tablets and chargers\nno Business cards and other advertising material (matches, postcards, etc)\nno Private Dining business cards\nno Paper for chit printer\nno Pens\nno Toothpicks\nno Hand sanitizer\n• Check all menus and dispose dirty ones (let a manager know which should be reprinted if needed)\n• Confirm ALL reservations for the day and day after\n• Organize daily reservations\n• Review VIP/special requests/ return guests\n• Assign large parties and VIP tables (mgr involvement)\n• Assign servers to floor sections\nnCLOSING\n• Discard all unusable menus \n• Organize host stand\n• Store/charge iPads', '6\nPHONE PROCEDURES\nThe telephone is the lifeblood of our business. Every time you answer a phone \ncall, you represent the restaurant. You must project warm and friendly \nprofessionalism as well courteous. \nWhen you pick up the phone, you should be able to:\n• Know basic information about the restaurant\n• Hours of operation for restaurant and bar\n• Address, phone number and directions to restaurant\n• Menu price range and description\n• Do we take to go order?\n• Do we deliver food?\n• Concept spiel for restaurant\n• Do we have private room? Do we take private parties? \n• Name of Store GM, Restaurants GM, Executive Chef, Director of Events, \nManagers\nKnows the correct answers:\n• Do we have daily features?\n• Do we have a lunch menu?\n• Is the price the same at lunch?\n• Do we sell gift cards?\n• What do we do special for birthdays/anniversaries?\n• What is the dress code?\n• Where is the restaurant located?\nANSWERING ETIQUETTE\nALWAYS ANSWER THE PHONE BEFORE THE FOURTH RING\nSpeak clearly and politely. Master your hospitality.\nUse positive terminology: "no problem", "no", are terminologies to avoid.\nAnswering: \n"Thank you for calling (name of Restaurant), this is _____ how may I assist \nyou?"\nAnswering to put someone on hold:\n"Thank you for calling (name of Restaurant), this is _____ may I please put \nyou on a brief hold?" WAIT FOR A RESPONSE - "Grazie"\nPlacing a Guest on Hold: \n"May I please put you on a brief hold?"- WAIT FOR A RESPONSE - "Grazie"\nAlways WAIT for a response, then respond "Grazie" or "Thank you"\nThank guest for holding: \n"Thank you for holding this is _____, how may I assist you?"\nHost Protocol - Phone Protocol', '7\nCORKGAGE POLICY: We do not have a corkage policy, but we allow guests bringing wine bottles from different outlets (I.E Piazza). We do not allow guests buying \nwine at our wine shop and opening in our restaurant\nLARGE PARTIES\nWe are happy to accommodate parties up to 10 people guests. For parties larger than 10, please get management involved. The manager will determine if they \ncan accommodate the party based on the business.\nCOUNTER\nOur counters are incredibly important to our business.\nCounters need to be sold! It cannot be offered as an option B, i.e "Do you mind seating at our counter?" is a polite inquire but it has a negative connotation. "I \nhave 2 beautiful seats in front of our pizzaioli" has a very different perception.\nSTAGGER SEATING\nIt's never ideal to seat a lot of guests at the same time and in the same section. We do not want to overwhelm servers and support team. It's important to rotate \nthe sections while seating guests. In the eventuality you are going to double or triple seats a server, you need to inform management beforehand and make sure \nhhe/she will properly greet the tables.\nWAITING LIST\nGuests on a waiting list need to be notified when their assigned table received their check. NOT when the table is already empty.\nWe allow a 5 minutes grace time to our guests after the text has been sent.\nAlways consider that we have other restaurants at Eataly and that you might lose a % of the guests.\nIf you see that we have more than 3 tables open in our dining room, you need to take new walk-ins.\nRESERVATIONS\nIf we have a large group reservation, you are allowed to keep the table open for max 15 minutes.\nHost Protocol - Important Notes', '8\n• Always greet guests immediately\n• Guests should never hear table numbers. If you have questions about a table, be as discreet as possible.\n• Do not ask a guest if a table is "okay". If a guest asks to switch tables, ask them to please sit for a moment, then check with the \nHost at the front to see if it will work within the seating rotation.\n• No chewing gum.\n• Respect right hand traffic and rights of way. Customer and staff leading customers are always first priority, runners carrying food \nare second, bussers/servers carrying anything are third, and those with empty hands fourth.\n• Stop personal conversations before guests

reach the host stand. \n• No personal cell phone calls during your shift, texting, or social networking.\n• Always say please- i.e. "Please follow me" or "right this way, please"\n• NEVER leave the host stand unattended\n• Breaks it must be approved by a manager\n• No drinks on top of the host stand\n• Never get into a confrontation with a guest. Stay polite, be firm. If need be, alert Management\nHost Protocol - General Rules', 'PRESENTING DISHES\nRESTAURANT SERVICE STANDARDS', 'When you're a guest in a restaurant, \nwhat do you expect when the food is \nbrought to the table?\nWhy is this step of service significant?', 'Presenting Dishes - Preparation\nTeamwork is key...\nWhat matters most is the service going \nsmoothly.\nWe all work together to ensure we are \nready to present the drinks/food.\nCommunicate to ensure efficiency.\n• Is the table prepared for what is to \ncome?\n• Remove any excess items on the table\n• Bring any silverware or serving utensils \nneeded for the meal\n• Items marked as "table" indicate to the \nrunner to bring serving utensils for sharing\n• Make sure waters are full\n• If beverages are low, offer to bring more\n• Are all items ready and accurate?\n• Modifiers have been adhered to\n• Position numbers are clear\n• Shared items marked as "table" will be \nplaced in the center of the table\n• Refiring drinks/dishes takes time and can \nnegatively impact the guest's experience', 'Presenting Dishes\n• Carry dishes/drinks to the table safely and securely\n• We do not want guests worrying if you will drop or mishandle food\n• Make sure dishes are clean before we bring them to the table - wipe if needed!\n• Stacking dishes that could dirty the plate or ruin the presentation\n• Make sure fingers and hands never touch the food, or anywhere a guest would put their mouth (glass)\n• Use a tray when appropriate\n• Hold with hands and up the arms - never in the armpit\n• Place the dish/drink in front of the corresponding position #\n• Place the item on the table gently, avoid bumping or touching the guest\n• Items labeled "table" are placed in the center of the table and bring sharing utensils\n• We never "auction" dishes or drinks - "Who had the chicken?"\n• Say the name of the dish/drink as you place it in front of the guest, including any modifiers\n• "Margherita Pizza with mushrooms"\n• "Bistecca alla Griglia cooked medium rare"\n• "Dirty gin martini with a twist"\nThis assures the guest that we \ngot their order right.\nIf they hear it's incorrect, we \ncan fix immediately.', 'Presenting Dishes - When things go wrong...\n• Wrong food\n• If it touches the table - it's waste\n• Leave with the guest so they can snack \nwhile they wait (if they're okay to eat - \nNOT ALLERGIES)\n• Read the guest \n• If something seems wrong as you are \npresenting the order, even if the guest \ndoesn't say anything, communicate to \nthe server and/or manager so they can \ntouch the table.\n• If the guest is displeased...\n• Do not argue\n• Be solution oriented\n• GET A MANAGER\n• Example: A guest wants sauce for \ntheir arancini, but we do not \ntypically offer that.\n• Do NOT just say "no, we don't do \nthat." We need to be solution oriented\n• Find a manager who will help with a \nsolution\n• "That's not something we typically do, \nbut let me see what I can do for you." \nTry your best to say "yes" more than "no", 'Let's Practice!\nPresenting Dishes', 'BEVERAGE SERVICE\nRESTAURANT SERVICE STANDARDS', 'Why are the details in beverage \nservice significant?\nGlasses with bottles, spoon for ice, putting lemons in a ramekin...', 'Beverage Service Basics\n1. No ticket, no drink - non-negotiable\n2. Use position numbers - We never auction drinks, "Who ordered the Aperol Spritz?"\n3. Use a tray! \n4. Arrive at the table with all necessary items - glass, creamer, corkscrew, etc.\n5. Keep it neat - bring a serviette to keep bottles and tables clean\n6. Keep it safe - always hold from the bottom so we do not touch where the guest will put their mouth', 'Beverage Service Basics\nWe must always make our guests feel safe and secure.', 'Beverage Service Review\nSides of Ice\nWhen a guest requests a side of ice:\n• Serve in a water glass with a spoon\n• Replenish often so the ice does not fully melt\nSides of Lemons or Limes\nWhen a guest requests lemons or limes:\n• Serve in a ramekin\n• Do not present on the rim of the glass', 'Beverage Service Review\nNon-Alcoholic Beverages\nSoft drinks are served tableside:\n• Deliver both the bottle and a glass with ice\n• Open the bottle and pour tableside, take the cap \nwith you\n• Refills are not inclusive\nCoffee Service\nBring all necessary coffee accessories:\n• Make sure cup and saucer are clean\n• Cup and saucer with spoon, carried on a tray\n(no

wooden coffee stirrers!)\n• Bring a sugar caddy by default\n• If milk is requested, bring on the side in a creamer', 'Beverage Service Review\nBeer\nPoured and served tableside, unless draft beer:\n• Present the bottle to the guest who ordered \nhighlighting the producer name, style of beer, and \nlocation\n• Pour ¾ of the bottle into the glass and leave the \nbottle on the table with the label facing the guest\n• Pour at a 45° angle toward the side of the glass for \nthe perfect pour', 'Beverage Service Review\nWine by the Glass\n5oz serving, poured served tableside:\n• Have all necessary tools\n• Bottle, glasses, serviette\n• Hold the glass by the stem\n• Pour a 1oz taste for the guest's approval\n• Make sure there is enough wine in the bottle to \nservice the number of glasses ordered\n• Present the wine to the person who ordered it, \nstanding on their \nrighthand side when service allows\n• Repeat the name and varietal of the wine\n• Look for approval and pour for the guest', 'SELLING DESSERTS & \nAFTER DINNER DRINKS\nRESTAURANT SERVICE STANDARDS', 'What are your current struggles \nwhen trying to sell dessert or after \ndinner drinks?', 'Suggestive Selling - A Reminder\nTo enhance the guest experience...\nWho doesn't want to end their meal with \nsomething sweet and/or a digestivo or \ncoffee?\nWe must sell in a way that is difficult for \nthe guest to resist!\nSelling dessert & drinks is NOT \noptional, it is a mandatory step of \nservice.\nTo make more money...\nThe Foundation The Benefit\nDesserts\nAverage cost: \$10\n20% tip: \$2\nIf you can sell 10 per shift\n• 1 shift = \$20\n• 5 shifts = \$100\nIf 30 people can sell 10 per shift\n• 1 shift = \$600\n• 5 shifts = \$3,000\nCocktails\nAverage cost: \$16\n20% tip: \$3.20\nIf you can sell 10 per shift\n• 1 shift = \$32\n• 5 shifts = \$160\nIf 30 people can sell 10 per shift\n• 1 shift = \$960\n• 5 shifts = \$4,800\nScenario: You ask 100 people \nif they want dessert or a drink, \nand only 10 say yes...', 'Selling Dessert - The Technique\nWhat works...\nAfter clearing the main course, approach the table \nwith dessert menus in hand\n• Hand a clean, crisp dessert menu to every guest\n• Point out a specific item\n• Make it sound delicious\n• Offer a pairing of coffee or digestivo\n• Close the sale!\n\"Please see our dessert and after dinner drink \nselections on the menu. Our tiramisu is light, \ncreamy, and the perfect amount of sweet. It pairs \nwell with an espresso, or I have many digestivi \noptions if you would prefer. Would you like some \ntime to look at the menu?\"\nWhat does NOT work...\nInstead of bringing the menu, simply saying...\n• \"Would you like to see the dessert menu?\"\n• \"Can I interest you in any dessert?\"\n• \"Can I tempt you with dessert?\"\nAll of these questions make it too easy for \nthe guest to say \"NO\"\nDon't make it easy to say no!\n• Would you maybe like 1 for the table?\n• Maybe get a couple selections and share?\nBut don't push TOO hard...', 'Selling Coffee & Espresso\n• While digestivi will boost your \ncheck average, it is not always \nappropriate to sell\n• Read the guest and circumstance\n• Coffee & Espresso always pair \nwell with dessert (tea too!)\n• There is never a wrong time for \ncoffee, espresso, or tea\n• Always offer, and add digestivi \nwhen appropriate\n• Italians drink coffee after dessert\n• Some prefer coffee with dessert\n• We do not serve coffee before \ndessert (unless specifically requested, which will be rare)\n• Ask the guest when they prefer \ntheir coffee - it's a nice touch!\n• \"Would you prefer your espresso \nwith or after your dessert?\"\n• Then be sure to time making and \nrunning the coffee/espresso with \nthe requested timing', 'Dessert & After Drink Pairings\nDessert After Dinner Drink Why it's a good pairing\nTiramisù di Eataly Vin Santo del Chianti Classico 2010, \nPoggio Salvi | Toscana\nDessert wines provide balance to the \nstrong coffee flavor, and \ncomplement the overall dessert\nBudino al Cioccolato Moscato d'Asti \"Briccotondo\", \nFontanafredda | Piemonte\nLight and bubbly to cut the richness \nof the chocolate\nPanna Cotta al Frutti di Bosco Rosso 2019 (Cabernet Sauvignon, Merlot, \nRefosco), Le Vigne di Zamò | Friuli-\nVenezia Giulia\nRich and fruity to pair with the \ncream, fruit, and almond cookie\nAmalfi Grappa \"Casta\", Castagner | Veneto\nA lighter fruitier grappa pairs well \nwith dessert with a complex texture\nCannoli Siciliani Amaretto or Prosecco: Shot of DiSaronno \nor Prosecco NV, Ronco Belvedere | \nVeneto\nAmaretto: gives additional caramel \nnuttiness to complement cannoli\nProsecco: \nLight bubbles balance the \ncannoli toppings, and provide a less \nsweet pairing\n**For destination restaurants, check with your beverage manager for recommended

pairings', 'Let's Practice!\nSelling Dessert & After Dinner Drinks', 'COMMUNICATING WITH SIGN\nLANGUAGE\nRESTAURANT SERVICE EXCELLENCE', 'Every Second Counts\nDuring busy times, being able to communicate effectively without disrupting the \nambiance of the restaurant will make your shift easier and less frustrating.', 'The Challenge...\nChallenge\n• A full dining room means a high \nvolume of both people and noise\n• Getting a co-worker's attention \nwithout physically moving to \nthem or yelling their name\n• Communicating needs efficiently \nduring a busy service\nWhat we can do...\n• Make eye contact with teammates \nas you move through the dining \nroom\n• Learn a few signs for common \nsituations', 'Asking for Help\n• Move your hand with index and middle \nfinger extended to your chest, just below \nthe opposite shoulder\n• Make eye contact with another team \nmember\n• If you need help, this team member will \nmake their way to you for further \ninformation\n• If someone asking for help makes eye \ncontact with you, do your best to get to them \nquickly\n• Use this sign when you're busy with a \ntable and you notice something that \nneeds attention or support asap', 'Water Service\nTap Sparkling Still\nTap 2 fingers on your wrist Wiggle your fingers upward like \nbubbles\nMake a flat hand, palm down, and \nmove it slightly left and right', 'Eye Contact\n• The key to sign \nlanguage \ncommunication\n• Helps to convey a \nrequest for \nassistance\n• Keep an eye out for \ncoworkers who are \nasking for help\nAcknowledge\n• A nod or a thumbs \nup\n• Lets the other \nperson know that \nyou are available \nand on your way\n• Person requesting \nhelp can return \nthear attention to \nthear table as you \nrespond\nRespond\n• If you know what \nthe person needs, \nmake it happen\n• If your teammate is \nsimply asking for \nassistance, make \nyour way to them as \nquickly as you \nsafely can', 'Let's practice!\nCommunicating Using Sign Language', 'OPENING SPIEL\nRESTAURANT SERVICE STANDARDS', 'What is the purpose of an \nOpening Spiel?\nspiel (n): a speech, especially one that is long and spoken quickly and is intended to \npersuade the person listening about something\nCambridge Dictionary', 'The Opening Spiel\nInforms us of how much information or detail to share to ensure the \nexperience suits the table's needs.\n• Concept\n• Menu\n• Italian Food\n• Type of service desired', 'Opening Spiel - the process\n1. Greet the table (within 2 minutes)\n2. "Have you dined with us before?"\n"Have you been to ____ before?"\nIf no...\n3. Welcome and thank them for dining \nwith us\n4. Explain the concept\n5. Give a tour of the menu\n6. Highlight activations - specials, \nseasonal items, icons, etc.\nIf yes...\n3. Welcome and thank them for \ncoming back\n4. Give any reminders about service\nHighlight activations - specials, \nseasonal items, icons, etc.', "Opening Spiel - PIPA Examples\nGuest has NOT been to PIPA before\nFantastic, welcome! It's such a pleasure to have you with us. My name \nis [Your Name], and I'll be taking care of you today.\nHere at La Pizza & La Pasta, we celebrate the heart of Italian cuisine - \nfrom wood-fired Neapolitan pizza and perfectly al dente pasta to \nregional dishes crafted with the finest ingredients.\nAs you explore the menu, you'll find our Antipasti section - ideal for \nstarting your meal. The\nis especially great for sharing. For pasta, \nwe offer a variety of styles, including pasta secca (dried), pasta fresca \n(fresh), and gnocci. I highly recommend the , a guest favorite.\nOur pizzas are prepared in true Neapolitan style by Rossopomodoro, \nusing traditional techniques and premium ingredients.\nLastly, we have our secondi, which are our selection of entrees - guests \nespecially love the ___, though the ___ is another excellent choice.\nI'll give you a minute to take a look, but in the meantime, may I start \nyou with a glass of wine or perhaps an Aperol Spritz? And before you \nfinish your meal, don't miss our house-made Tiramisu - it's the perfect \nfinale!\nGuest HAS been to PIPA before\nCiao e bentornati! Welcome back to La Pizza & La Pasta/Eataly\nRistorante - it's so great to see you again. \nToday (if there's any specials or activations happening today, be \nsure to mention it here)\nIf you're in the mood to try something new, I highly recommend \nthe ___ - it's become a recent favorite. And of course, the ___ is \nalways a classic.\nCan I start you off with something to drink? Perhaps a glass of \nwine or an Aperol Spritz? And if you're thinking about dessert \nlater, our house made Tiramisu is still one of the best ways to end \nthe meal.\n*while smiling*\nCiao e benvenuti! Welcome to La Pizza

& La Pasta/Eataly Ristorante! Have you \ndined with us before?\nAt a destination restaurant? \nWhat are the details you should share with your guests?', 'Let's Practice!\nWhat's your opening spiel?', 'WINE BOTTLE SERVICE\nRESTAURANT SERVICE STANDARDS', 'Why is it so important that we get \nevery detail perfect for wine bottle \nservice?', 'Wine Bottle Preparation\n1. Retrieve the bottle\n2. Retrieve the number of \npolished glasses for those \nenjoying the bottle of wine\n3. Have a wine key handy\n4. Have a serviette to avoid \nstained wine labels', 'Presenting the Bottle of Wine\n• Present the wine to the person who \nordered it\nOn their right side, if service allows\n• Repeat the producer, grape varietal, \nlocation, and vintage of the wine, and \nlook for approval from the host\n"I have for you the 2018 Barolo \nSerralunga by Fontanafredda from \nPiemonte"\n• Never hold the bottle from the neck\nHold from the bottom or the side\nPro Tip!\nFor older vintages, avoid shaking the bottle to prevent \nthe sediment from being poured into the glass.', 'Opening and Pouring Still Wine\n1. Cut the foil of the bottle underneath the raised portion on the neck of the bottle\n2. The lip of the bottle should be wiped twice:\n1. After removing the foil\n2. After removing the cork\n3. Carefully extract the cork\nMake every effort not to "pop" the cork\n4. The server makes sure the wind is sound by smelling the cork themselves\n5. Pour a 1oz taste for the person who ordered the wine\n6. If approved, serve the wine clockwise, ending with the host\nMinimum 3 oz \n7. Use a serviette to wipe the bottle after each pour\n8. If pouring for a large group, use caution to make sure there is enough wine to fill everyone's \nglass\nIf you think each guest will not get the 3 oz minimum, suggest they order a second bottle\n9. For red wine, leave the bottle on the table\nFor white wine, place in an ice bucket, and label the bottle with the table number\nCut the foil \nhere', 'Opening and Pouring Sparkling Wine\n1. Cut the foil underneath the cage\nUsing the tab is allowed, but not preferred\n2. Place a clean serviette over the cage with your thumb, or hand over the cork\nMake every effort not to "pop" the cork\n3. Always maintain control, and always point the cork away from the guest\n4. Untwist the wire cage and loosen for removal later (do not remove the cage right away)\n5. Always keep your hand or thumb on the cork\n6. With a firm grip on the cork, twist the bottle away from the cork holding the bottle at a 45° angle until \nthe initial rush of CO2 dissipates\n7. Place the cork and cage in your pocket\n8. Pour a 1oz taste for the person who ordered the wine\n9. If approved, serve the wine clockwise, ending with the host\nMinimum 3 oz\n10. Aim to pour in a steady stream, but two pours are acceptable\n11. Use a napkin/serviette to wipe the bottle after each pour\n12. If pouring for a large group, use caution to make sure there is enough wine to fill everyone's glass\nIf you think each guest will not get the 3 oz minimum, suggest they order a second bottle\n13. After pouring place in an ice bucket, and label the bottle with the table number\nCut the foil \nhere', '"Bad" Bottles\nIf a guest is unhappy with the wine...\n• Graciously remove the wine and dirty glass from the table\n• IMMEDIATELY inform the Sommelier or manager so they can assess \nif the wine is sound\n• If the wine is corked, they will apologize and bring another bottle\n• If the wine is sound but the guest simply does not like it, the Sommelier or \nmanager can suggest an alternative', 'Demonstration', 'APPEARANCE, POSTURE, & \nPRESENTATION\nRESTAURANT SERVICE EXCELLENCE', 'Let's Define...\nAppearance - Dress code, grooming, and hygiene\nPosture - How we stand and move\nPresentation - How we speak and give information', 'Appearance - Hygiene & Grooming\nHair\nHair should be well groomed and pull back out \nof your face.\nIf an employee's hair reaches the tops of their \nshoulders, hair must be pulled back neatly and \nsecurely so not to compromise food safety.\nFacial Hair\nEmployees with mustaches and beards must keep \nfacial hair clean, neat, and trimmed. \n• Mustaches cannot extend below the lip. \n• Beards and mustaches must be trimmed in an \nacceptable business manner.\nFingernails\nFingernails must be trimmed, and employees \nmay not wear polish, gel polish, or artificial nails.\nPerfume\nAvoid perfumes, colognes, and scents that could \noverpower the aroma of the space.\nMake-up\nMake-up should be applied sparingly and \nappropriate for a business setting.\nJewelry\nNo facial jewelry may be worn.\nNo large earrings are permitted - modest earrings \nare the only exception.\nNon-food handlers may wear modest, business \nappropriate

jewelry.', 'Hosts ENA- Dress Code', 'Posture - \nHow we stand and move\n• Stand up straight, not leaning or hunched\n• Keep hands close to the body (not in \npockets)\n• Walk, never run \n• Don't swing arms while walking\n• Always let the guest go first\n• Use your safety callouts!\n• Behind\n• Corner', 'Presentation - How we speak and give information \nHow we speak\nPolite\n• Please/Thank you\n• Right this way\nProfessional\n• Brand-right\n• No slang or inflammatory language\n• No terms of endearment\nFriendly\n• Warm\n• Eye contact\n• Human approach\nHow we give information\n• We don't say "no" without a solution\n• "We don't have __, but I can offer you \n__"\n• Communicate timing when appropriate\n• Be a solid team\n• Use "we" or "the team"\n• Example: "We are running a little behind"\n• Don't blame another person, team, or \ncircumstance\n• Example: "The kitchen is backed up"\n• If you don't know, find out\n• "Let me find that out for you"', 'Let's practice!\nPosture & Presentation', 'BREAD SERVICE\nRESTAURANT SERVICE STANDARDS', 'What challenges do you face with \nbread service?', 'The Challenge...\nChallenge\n• Guests generally expect bread \nwith their meal\n• They can be easily misconstrued \n- cost vs. complimentary\n• Sometimes you don't find out the \nissue until the end of the meal\nWhat we can do...\n• Be very clear on our offerings \nand service standards\n• Answer the questions being asked\n• Questions are not inherently \nobjections!', 'Bread Service - The Standards\nAfter collecting the food/beverage order and \ndietary restrictions, the server/bartender asks if \nthe guest would like bread with their meal.\n• "Would you like bread with your meal?"\nIf yes...\n• "We have our bread options here on the menu, I like \nthe _____. Which would you prefer?"\nIf a guest requests more bread, it must be rung in\n• "I'd be happy to order you another basket of bread"\n• Olive oil may be refilled without charge\n**Any complaints about being charged \nfor bread must be communicated to the \nmanager before\nprocessing payment\nServer highlights the section of the \nmenu and describes the offering\nServer rings the order in the POS\nExecution:\nRustico - prepared by Table Support \nor kitchen (depending on store)\nSpecialty - prepared by kitchen\nTable Support or Server delivers the \nbread to the table and pours olive oil \ntableside', 'Rustico Breadbasket - Be Prepared\nRecipe\n• 4 slices of bread cut 1-inch thick by hand\n• Place in basket\n• Serve with 0.25g of Olitalia evoo poured \ntableside\n• Balsamic and parmigiano by request only\nQuality Assurance\n• We cannot serve stale bread (and we want to avoid waste)\n• Bread is cut in small batches and throughout \nservice\n• Recommended enough for 30% of tables\n• First batch should last two turns\n• Prepped bread is stored in a basket, covered with a \nnapkin', 'Let's Practice!\nBread service', 'MISE EN PLACE\nRESTAURANT SERVICE STANDARDS', 'Gathering all the tools and ingredients \nneeded to accomplish your goal.\nChefs assembling cooking utensils and \npreparing ingredients to cook a dish\nSetting a table with dishes, silverware, \nglassware, napkins, and decoration \nneeded for a guest to enjoy a meal\nFor Example\nOr"Putting in place"\nSet up"\nEverything in its place"\nMise en Place', 'Mise en Place Outside the Kitchen\nRestaurant \nClean & organized\nArranged neatly\nAttention paid to details\nGuest sightlines considered\nTables\nPre-set according to SOP\nUnused place settings removed per party size\nNecessary dishes and utensils provided when needed\nDirty items bussed and replaced as necessary\nTables reset promptly upon turnover\nTeam\nOn time\nIn uniform\nInformed', 'Have a...\nBig Picture Perspective\nZoom Out: What does the restaurant look like \nfrom the outside? From the front door? From \nthe bathroom line?\nSightlines: What can the guest see behind the \nbar? What do service stations look like?\nFirst/Last Impressions: A clean and inviting \nentry/exit area. Warm greetings and goodbyes.\nMarking: Ensure guests are preemptively set \nup to enjoy every part of their meal as they've \nordered it\nBussing: Only necessary items present on the \ntable.\nResetting: Promptly bus, clean, and reset \ntables upon guest's departure\nEye for Details\nAgility\nWhen bussing and marking, use trays whenever \npossible, and be sure to stack things neatly to avoid \ndropping.\nQuality in Everything\nKeep an eye out for chips, cracks, and breaks in glasses \nand serviceware.\nTiming & Positioning\nEnsure guests have what they need without having to \nask or wait. Deliver items in a way that is unobtrusive \nand polite.\nConsistent Cleanliness\nAdhere to daily/weekly cleaning duties to

ensure that \nevery part of the space stays neat and tidy.\nWith an...', "Table Setup\nB&B Plate Placed in the center of each setting, directly in front of the guest\nNapkin Deep red cloth napkin, neatly folded and placed horizontally on top of B&B Plate\nFlatware\nFork: To the left of the B&B plate, aligned with the bottom edge of the plate\nKnife: To the right of the B&B plate, blade facing inward, aligned with the fork\nGlassware\nWater Glass: Positioned at the 3 o'clock angle from the knife\nWine Glass: Positioned at the 11 o'clock angle from the knife\nCenterpiece Small Floral Arrangement: Compact, fresh, and seasonal in a low vase. Positioned \nat the center of the table, between the two settings without obstructing guest \nvisibility", 'Guests \nShould See...\nHost Stand Phone, OpenTable tablet, menus\nTables Fully set up and ready for guests per the previous slide\nServer Stations Salido, check presenters, pens, items necessary for service\nBar Bar mat, ticket spike, visible bottles faced and aligned\nKitchen Expo Plates and utensils, items necessary for service\nOrganized: Items placed together intentionally, rather than thrown into place without care. \nNeatly Arranged: What can the guest see behind the bar? What do service stations look like?\nAesthetically Pleasing: A clean and inviting entry/exit area. Warm greetings and goodbyes.\nNothing extraneous: Ensure guests are preemptively set up to enjoy every part of their meal as they've ordered it\nBussing: Only necessary items present on the table.\nResetting: Promptly bus, clean, and reset tables upon guest's departure', 'Let's Practice!\nMise en Place', 'STEPS OF SERVICE\nRESTAURANT SERVICE STANDARDS', 'Steps of Service\nWhat Are They?\n•A blueprint for an \nexceptional guest \nexperience\n•A roadmap for the flow of a \ntypical meal\n•Timing expectations for \neach course\n•Not set in stone\nWhy Do We Have \nThem?\n•Ensure that guests have all \nthe information and \naccommodations necessary to \nenjoy their meal\n•Standardize the service flow \nto avoid forgetting things\n•Each role knows what part \nthey play in the guest \nexperience\nHow Do We Use \nThem?\n•Learn in depth so you can \nuse them effectively\n•Parameters to work within\n•Able to be tailored to each \nguest's needs\n•Guidelines rather than strict \nrequirements', 'Part 1 - Greeting & Seating\nGreet & Seat\nHost/Manager\n1. Greet the guest with enthusiasm\n"Buongiorno/Buono Sera! Welcome to La Pizza & La Pasta/Il Pastaio!"\n2. Inquire if the guest has a reservation\n3. If Yes: ensure all information on OpenTable is accurate, and proceed to \nstep 4\nIf No: input guest's info into OpenTable, including any information \nrelevant to their dining experience (birthdays, VIP, regulars, allergies, et al)\n4. Print the reservation chit for the server and manager for every reservation\n5. Grab the appropriate number of menus - \n1 food menu per guest\n1 wine booklet per every 4 guests\n6. Escort guest/s to the designated table\n7. Pull out chairs for guests\n8. Place menus next to the knife of the mis en place\n9. Hand chits to the server and manager\nServer 10. Review the chit prior to greeting the table\n• Kick off the guest experience\n• Make a good first impression\n• Gather information that can \nbe used now and upon the \nguest's return\n• Guidance and introduction', 'Part 2 - Tableside Introduction\n• Introduce the concept\n• Guide the experience with \nrecommendations\n• Collect orders\n• Course properly using Salido\nOpening Spiel, Water/Bread/Drink Order\nServer/Manager 11. Greet guests in a timely manner - within 45 seconds\nBusser 12. If the server and manager are too busy, greet and take water \norder\nServer\n13. Opening Spiel: explain La Pizza & La Pasta restaurant concept, \nadding a brief overview of the menu sections and daily specials.\n14. Ask if the guest would prefer still, sparkling, or tap water\n15. Offer suggestions for cocktails, mocktails, and/or wine\n16. Ask guests about any allergies or dietary restrictions\n17. Collect food and beverage order and enter into Salido. Be sure \nto include any relevant information, i.e. allergies, VIP, etc\nIf guests need more time to select their food, Server should inquire \nabout beverage preference. \n18. Always recommend Rustico bread or focaccia for the table\n19. Input full order in Salido handheld coursing if needed.\n20. Remove menus from the table.\nServer to Busser 21. Server to verbally deliver water order to the busser', 'Part 3 - First Course\n• Present courses with all \nnecessary serviceware\n• Name the dish upon delivery, \nincluding any modifications

\nmade\n• Ensure the guest's satisfaction \nwith their food, and \naccommodate any additional \nrequests\n• Maintain table by bussing any \nunused serviceware, utensils, \nand glasses as needed\n• Offer additional beverages\nBusser/Server 22. Deliver water to the table\nServer\n23. For guests ordering wine by the glass, use the small \ncarafe located at each service station and serve it to the guest \ntableside.\nBusser/Runner 24. Deliver bread to the table\nServer to Busser 25. Server to communicate with busser in case guests \nordering sharing food and sharing plates are required\nBusser\n26. Busser should gently shift the B&B plate to the right side \nof the guest to make space for the sharing plate, which \nshould be placed in front of the guest. The B&B should not \nbe removed so the guest can continue using it to enjoy their \nbread/focaccia\nRunner 27. Deliver first course to the table with appropriate sharing \nutensils (if applicable) explaining dish name\nServer/Manager\n28. After 2 minutes: to ask if the food is to the guest's liking\n29. If glasses are almost empty, inquire about another \nbeverage\nBusser/Server/Manager 30. Clear dirty dishes and silverware off table (1 support \nmember every 3 guests - table of 6, 2 support to clear)\nServer/Manager 31. To inquire about another beverage for the upcoming \ncourse. Clear empty glassware.', 'Part 4 - Second Course\nRepeat steps from the First Course\n\n• Reset table with mise en place for \nsecond course\n• Present courses with all necessary \nserviceware\n• Name the dish upon delivery, \nincluding any modifications made\n• Ensure the guest's satisfaction with \ntheir food, and accommodate any \nadditional requests\n• Maintain table by bussing any \nunused serviceware, utensils, and \nglasses as needed\n• Offer additional beverages\nBusser/Server 32. Bring clean silverware and plate ware to each \nappropriate guest to accommodate the next course using \nmarking trays\nRunner/Server/Manager 33. Second course is delivered and placed at the \nappropriate position explaining dish name\nServer/Manager 34. After 2 minutes: ask if the food is to the guest's liking\nServer 35. Assess if guests would like other beverages or refills. \nClear empty glassware.\nBusser/Server 36. Clear all dirty plates, silverware, and breadbasket off the \ntable (1 support member every 3 guests - 6 guests, 2 \nsupport to clear)', 'Part 5 - Dessert\n• Present dessert menu, offer \nrecommendations, including \ncoffee & digestivi\n• Mark table with mise en place \nfor dessert\n• Upon delivery, name each \nitem as you place it in front of \nthe appropriate guest\n• Return quickly to ensure \nguest's satisfaction\n• Verify check accuracy\n• Clear dessert tableware\n• Accommodate any additional \nrequests\nServer/Manager 37. Bring guests dessert menus\nServer\n38. Describe our desserts (including coffee, amaro, and \ngrappa) to the guests\n39. Collect dessert, coffee, and digestivi order\n40. Put the order into SALIDO\nBusser 41. Mark table for dessert course\nServer\n42. Deliver the drinks in a timely fashion (COFFEE \nSHOULD NEVER BE DELIVERED BEFORE DESSERT, \nUNLESS REQUESTED BY GUEST)\nRunner 43. Desserts are delivered and placed at the appropriate \nposition, explaining the dessert name\nServer/Manager 44. After 1 minute: check to make sure the dessert is to the \nguest's liking\nServer 45. Verify all the items are on the check, print check or \norganize Clover machine\nBusser/Server/Manager\n46. Clear all empty plates, silverware, and empty glassware off \nthe table. Living just water glasses, bottle of water, and \nnapkins.\nServer 47. Check with the guests to see if they would like to order \nanything else', 'Part 6 - Check & Goodbye\n• Process payment\n• Thank guest and offer a warm \ninvitation to return\n• Clear and reset table\nServer\n48. If guest refused, Server to drop the check or Clover machine\n49. Process the payment\n50. Bring the processed bill back to the guest\n\"Thank you so much for joining us today! Have a good day/night. \nWe hope to see you again soon.\"\n51. To collect credit card slip before the guest leave the table and \nwish them farewell.\nHost 52. Wish the guests \"goodbye\" as they leave and welcome them to \nreturn\nBusser 53. Clear, sanitize, and reset the table', 'Keep in Mind...\nMystery Shops\n• Our Steps of Service mirror \nthe Mystery Shopper \nevaluation\n• Paying attention to details \nlike mise en place, table \nmaintenance, check ins, \nand beverage refills will \nalways benefit your score\nTiming\n• Host greeting: <2 minutes\n• Tableside greeting: <2 minutes\n• Order taken: <5 minutes\n• Drinks served: <5 minutes\n• Appetizers served: <10

minutes\n• Second course: <10 minutes\n• Check backs: <2 minutes\n• Dessert served: <4 minutes\n• Check presented: <2 minutes\n\nCommunication\n• Servers and Table Support \nshould stay aligned on \nwhere tables are within the \nSteps of Service\n• Stay flexible and adapt to \nthe needs of your guests\n• Ask for help when you \nneed it!', 'Let's Practice!\nSteps of Service', 'WATER SERVICE\nRESTAURANT SERVICE STANDARDS', 'What challenges do you face with \nwater service?', 'The Challenge...\nChallenge\n• Guests generally expect water \nwith their meal\n• It can be easily misconstrued -\ncost vs. complimentary\n• Sometimes you don't find out the \nissue until the end of the meal\nWhat we can do...\n• Be very clear on our offerings \nand service standards', 'Water Service - The Standards\nWe offer...\n• Bottled Still\n• Bottled Sparkling\n• Tap Water\nWays to ask...\n• "Do you have any preference \nbetween bottled still and sparkling \nwater? Or would you tap water?"\n• "For water this \n[evening/afternoon], would you \nprefer sparkling, still, or tap?"\n• Would you like sparkling, still, or \ntap water?\n\nThe first team member to touch the table offers water, whether server, table support, or host.\n*Important Note - If table support takes the water \norder, communicate to the server to input in Salido', 'Water Presentation & Maintenance\nPresentation\n• Have open body language toward the guest\n• Don't reach across or have your back to them\n• "Pardon my reach" if there is no option\n• Hold the bottle from the bottom half\n• Label facing guest (is a nice touch)\n• If you need to hold the glass, hold in the bottom half to not \ntouch where the guest's mouth touches\nMaintaining Water at the Table\n• Leave the bottle at the table for self-service\n• If you are at the table, pour for them (all roles)\n• If bottled water is low (1/3 left), offer to order another\n• If tap water is low (1/3 left), bring another bottle\n\nPro Tip!\nPouring water is an effective way to touch the table \nwithout having to interrupt a conversation. If the guest \nneeds something, they will ask. If not, they can continue \ntheir conversation.', 'Let's Practice!\nWater service', 'EKP FOH UNIFORMS', '2\nU N I F O R M S - P I P A F O H T E A M U N I F O R M G U I D E L I N E S G U N\nSERVERS\n• Long sleeve white button-down shirt\nno Shirt must be free of wrinkles and must be \nworn tucked in. Shirt may be worn with \neither one or two buttons undone.\nno Under-shirt (optional) must be white.\n• Indigo jeans (dark blue) - must be clean and \nfree of rips, tears and fraying. \n• Black belt (optional)\n• All Black non-slip shoes/sneakers\n• Black socks.\n• Apron (provided by Eataly) Jones Bistro \nApron, Red Canvas W/Cream\n• NOT ALLOWED: Phone in the back pocket', '3\nSUPPORT STAFF/BARTENDERS\n• Long sleeve white button-down shirt\nno Shirt must be free of wrinkles and must be \nworn tucked in. Shirt may be worn with \neither one or two buttons undone.\nno Under-shirt (optional) must be white.\n• Indigo jeans (dark blue) - must be clean and \nfree of rips, tears and fraying..\n• Black belt (optional)\n• Total Black non-slip shoes/sneakers\n• Black socks.\n• Apron (provided by Eataly) Jones Bib Apron, \nRed Canvas W/Cream\n• NOT ALLOWED: Phone in the back pocket\nU N I F O R M S - P I P A F O H T E A M U N I F O R M G U I D E L I N E S G U N', '4\nBARTENDERS/ TABLE SUPPORT\nSERVER\n+ Bistro\nApron\nColor:\n+ Full Apron\nColor:\nU N I F O R M S - P I P A F O H T E A M U N I F O R M G U I D E L I N E S G U N', '5\nU N I F O R M S - H O S T U N I F O R M S G U I D E L I N E S\nDRESS CODE GUIDELINES\nTOPS\n• Collared shirts or blouses.\n• Crewneck T-shirts or sleeveless tops are permitted only when worn with a \nblazer.\nBOTTOMS\n• Slacks, dress jeans, or pants must be clean and free of rips, tears, or \nfraying.\n• Skirts or dresses must be at least 2 inches below the knee.\nFOOTWEAR\n• Shoes or clean, polished dress sneakers are acceptable.\nGENERAL REQUIREMENTS\n• Color: All black attire only - no other colors allowed.\n• Designs: Clothing must be free of prints, patterns, and logos.\n• Overall Look: Aim for a business casual look. Follow the "3-of-2 Rule": \nOf the top, bottom, and shoes, at least two must be formal. One item may\nbe casual. Your look should be professional yet stylish. \nNOT PERMITTED\n• Phones in back pockets\n• Hats, beanies, caps, or bandanas\n• Shorts\n• Sportswear\n• Clothing with logos', '6\nU N I F O R M S - M A N A G E R U N I F O R M S G U I D E L I N E S\n• TOPS:\nno Blazer is required.\nno Button-down shirts may only be worn with a blazer\nno Crewneck T-shirts or sleeveless tops (no print) are also\nallowed only when paired with a blazer.\n• BOTTOMS:\nno Slacks, dress jeans, or pants must be clean and free of rips, \ntears,

or fraying\nno Skirts or dresses must be at least 2 inches below the knee\n•
FOOTWEAR:\nno Shoes or clean, polished dress sneakers\nGeneral Guidelines:\n• No
prints or designs (subtle patterns are acceptable)\n• Recommended colors: white,
ivory , beige, brown, black, grey, blue, \ndark green. Avoid neon colors. Avoid
sheer, see through.\n• BUSINESS CASUAL LOOK: Follow the "3 out of 2 rule": from
\ntop, bottom, and shoes, at least 2 must be formal, 1 may be \ncasual. Look trendy
yet professional!\nNOT ALLOWED:\n• Hats, beanies, caps, or bandanas\n• Shorts\n•
Sportswear\n• Logos on clothing', 'U N I F O R M S - H Y G I E N E A N D G R O O M I N
G U I D E L I N E S\nHAIR\nHair must be clean, well-groomed, and kept away from
the face.\nIf hair reaches the shoulders or longer, it must be neatly and securely
tied back to maintain food safety standards.\nFACIAL HAIR\nBeards and mustaches
must be clean, neatly groomed, and appropriately trimmed.\nMustaches should not
extend below the lip. Facial hair must be maintained in a way that is consistent
with professional appearance expectations.\nFINGERNAILS\nFingernails must be kept
clean and neatly trimmed.\nPolish, gel polish, and artificial nails are not
permitted for food safety reasons.\nFRAGRANCES\nAvoid strong perfumes, colognes,
or scented products that could interfere with the dining experience or overpower
the aromas of the space.\nMAKEUP\nMakeup should be applied subtly and remain
appropriate for a professional, business setting.\nJEWELRY\nFacial jewelry is not
permitted.\nLarge or oversized earrings are not allowed; only modest, discreet
earrings are acceptable.\nNon-food handling employees may wear minimal,
business-appropriate jewelry.\nUNIFORM STANDARDS\nAll team members are expected to
arrive for their shift in a clean, wrinkle-free uniform, including:\n- Shirt (no
stains, no wrinkles)\n- Jeans or pants (neat, presentable condition)\n- Apron
(clean, pressed)\n- Shoes (closed-toe, clean, appropriate for service)\nPlease
note: \n- Adhering to uniform and grooming standards is required for every shift.
Employees not in compliance may be asked to change before beginning work.\n- This
policy does not prevent an employee from wearing a hairstyle that is closely
associated with their racial, ethnic or cul tural identities. Contact HR if you
need any accommodation.', 'CLEARING TABLES\nRESTAURANT SERVICE STANDARDS', 'What
are some things you keep in \nmind when clearing a table?\nWhat are your best
practices?', 'Clearing Tables - The Goal\nThe goal when clearing a table is to be
as non-intrusive as possible.\n• Be prepared before approaching the table\n• Have a
strategy based on the table's particular situation\n• Do you need additional
hands?\n• Do you need a tray?\n• Be as discrete and quiet as possible\n• Avoid
interrupting conversation\n• Follow the proper clearing method', 'Clearing Tables -
The Approach\nScenario The Rule The Exception\nApproaching the table Clear to the
right of the guest Clear as best you can while not \ntouching or bumping any guests
if \nclearing from the right isn't \npossible. Use open body language \nand say
"excuse me"\nGuests have ordered individual \nmeals\nWait to clear until all guests
at the \ntable have finished\nA guest has stacked plates or \npushed the plate away
\nGuests have ordered items to \nshare\nClear as items are finished --\nClearing
the table Maximum 4 guest plates per \nperson clearing the table\nYou may add share
plates or side \ndishes as long as it is not too \nunstable\nClearing dirty glasses
Use a tray to clear glasses If there is 1 glass to remove, you \nmay hold by hand',
'Clearing Tables - The Technique\n1. Take one plate in your hand with the knuckle
of the \nthumb resting on the outer edge of the plate.\n• Ideally, this is one of
the larger, sturdier plates (pizza)\n• Your thumb does not touch the inside of the
plate\n2. Stack a second plate where the edge of the plate rests on \nyour forearm
and heel of your hand\n• Ideally, this is also one of the larger, sturdier
plates\n3. Stack up to 2 more plates on top of the plate on your \nforearm\n4.
Place silverware onto the plate in your hand\n• Place the handle of 1 knife on the
edge of the plate under your \nthumb and have it extend across the plate - this is
your "bridge"\n• Have all other silverware tucked underneath the "bridge" so the
\nsilverware does not slide around\n5. Use your free hand to grab 1 additional
plate\n6. Use a towel and a plate from a side station to wipe off any \nexttra food
or liquid from the table\n7. Glassware is cleared with a tray', 'Clearing Tables -
What We Don't Do\nDO NOT stack plates on the table\nDO NOT carry so
many items that you risk dropping anything on the floor or on \na guest\nDO

NOT stack glassware\n\uf0d8DO NOT transfer liquid from glass to glass \n\uf0d8DO NOT grab glasses from the inside, only from the sides or bottom of the glass\n\uf0d8DO NOT transfer food from plate to plate\n\uf0d8DO NOT pass silverware around the table, take a plate, put the silverware on the \nplate in your hand\n\uf0d8DO NOT put trays on the table, it stays in your hand', 'Let's Practice!\nCclearing Tables', 'GREETING & THANKING\nRESTAURANT SERVICE STANDARDS', 'Why do we greet?', 'How do we greet - Full Team\n• Smile!\n• Eye contact\n• Warm and professional\n• Brand right\n• Share your name when appropriate\n• Introduce others when appropriate\n• Ciao, hello, Buongiorno\n• Welcome to____\n• My name is ____ and I'm here to \ntake care of you\n• I'm ____, and I'll be your ____ \ntoday.\n\nThe 6/3 Rule:\n\nIf a guest comes within 6 feet of you, smile!\n\nIf a guest comes within 3 feet of you, greet!', 'Greeting by Position\nHost\n• Warm hello\n• Do you have a \nreservation?\n• What else might \nthey need?\n• Share any \ninformation you \nmay learn \n(handover)\nServer\n• Warm hello\n• Find out any \ninformation you \nmay need\n• Opening spiel\n• Have you dined \nwith us before?\n• Introduce to the \nconcept\nTable Support\n• Warm hello\n• I'm here to support \nyou. Your server is \n____ and they will \nbe right with you.', 'Why do we thank?', 'How do we thank - Full Team\n• Smile!\n• Warm and professional\n• Brand right\n• Invite the guest back\n• Grazie! See you soon!\n• Thanks for joining us!\n• I hope you had a lovely time \ntoday, thank you for coming!\n• Thanks again, let me know if you \nneed ____ for next time! We'll \nbe happy to accommodate.\n\nThe 6/3 Rule:\n\nIf a guest comes within 6 feet of you, smile!\n\nIf a guest comes within 3 feet of you, thank!', 'Thanking by Position\nHost\n• Thank each guest \nas they leave\n• Final touch point \non their way out\n• Invite the guest \nback\nServer\n• Final thank you \nand send off as you \nremove the check \nfrom the table\n• Utilize the 6/3 rule \nas you see guests \nleaving\n• Invite the guest \nback\nTable Support\n• Utilize the 6/3 rule \nas you see guests \nleaving', 'Let's practice!\nGreeting & Thanking', 'Eataly Eaton Center\nLa Pizza & La Pasta', '2\nEATALY EATON CENTRE \nLocation: Toronto\nTotal Area (SF): 25,796\nLandlord Delivery Date: 01/25/2025\nConstruction Start: 01/25/2025\nTurnover to Operations: 11/05/2025\nPlanned Opening Date: 11/26/25\nProject Phase: Construction', '3\nEATON CENTRE | OVERVIEW\nHours of Operations\n10am-9.30pm Mon-Sat\n10am-8pm Sun\nToronto Eaton Centre\n220 Yonge St\nToronto, ON \nM5B 2H1\n• Eaton Centre is an office complex and shopping mall in \nthe heart of Toronto's downtown.\n• 1.9M Sqft and 255 stores of diverse retailers, including \nnational brands, local merchants and premium-casual \ndining. \n• One of the busiest mall in all North America with over \n40 million visitors every year. \n• Among the highest sales per sqft in the country. \n• Anchor Tenants: Hudson's Bay and Saks Fifth Avenue.\n• Other F&B tenants located at Level 1 and 2 include: \nChick-Fil-A, Lindt, Danish Pastry House, Second Cup \nCoffee Co., Milestones \n\nNotable tenants:", '4\nEATON CENTRE | Flagship Concept\n" RESTAURANTS\nRistorante\n- Indoor: 194 + 66 private dining = 260\nPiazza\n- Indoor: 49\n• QSR\n- Full Pastry, Coffee, Gelato, Pala & Panini \nprograms\n- In-store seating: 26\n• RETAIL\n- Grocery\n- Housewares\n- Fresh: Produce, SAFO, Mozzarella, Fresh \nPasta, Pronto\n- Wine store\n\nACTIVITIES\n\nPROCUREMENT \n(from ETO flagship)\nPARTNERSHIPS\n• GELATO\n• BREAD (Exclude Focaccia)\n• CK\n- CAFFE'\n- Coffee Partner : Illy\n\nPILLARS\n\nDINING\n\nDESTINATION\n\nCONVENIENCE\n- Private dining options and availability in our full \nservice restaurant\n- Elevated Piazza Bar that offers a fun and \ndifferent experience from our other locations in \nthe greater Toronto area\n- Vast counter filled with savory and sweet \nselections that is alive all day and night with a \nrotation of items to be enjoyed in our store or to \ntake-away, designed to be delicious and quick!\n- A new Eataly that is in a prime city center location \nto and from home or work\n- The best products available at your fingertips with \ngrab & go options easily available for even a quick \nstop\n\nOPEN ITEMS\n- HOURS OF OPS\nQUICK SERVICE', '5\nEATON CENTRE | Level 1 Layout\nQSR\nBOH/WAREHOUSE/\nEMPLOYEE AREAS', '6\nEATON CENTRE | Level 2 Layout\nBOH/WAREHOUSE/\nEMPLOYEE AREAS\nRESTAURANT\nRETAIL\nQSR\nv', '7\nEATON CENTER | Renderings- Level 1', '8\nEATON CENTER | Renderings- Level 1', '9\nEATON CENTER | Renderings- Level 2', '10\nEATON CENTER | Renderings- Level 2', '11\nLA

PIZZA & LA PASTA \nSUNDAY - THURSDAY \n11am - 9pm \nFRIDAY - SATURDAY \n11am - 10pm \nHOURS OF OPERATION', '12\nLa Pizza and La Pasta is the space where we can \nbring the Italian Art of Living to life, through \nexperience, flavors, details and events.\nLa Pizza & La Pasta \nA robust program of \nchore items that dive \ninto the authenticity of \nthe Italian food and \nbeverages while \nbringing innovation \nand approachability \nMENU OFFER \nFrom greeting guests with \na "Buongiorno" to always \nserving coffee with a \nsmall chocolate, PiPa is \nwhere customers can dine \nlike an Italian. Every \nmoment of the day (focus \non lunch, HH...)\nEXPERIENCE \nUniforms, collateral, \nbranding tie in the \nItalian feeling \nLOOK & FEEL \nProgram with \nregional/city focus \nfrom F&B offer to \nevents and activations \nEVENTIFICATION \nAPPROACHABILITY - top and pop \nTHE PILLARS', 'LOOK & FEEL', 'MENU DESIGN \n14', 'BRAND EDCOLATE RAL \n15 \n15', 'COLLATERAL \n16 \n16 \nDetailed descriptions for each dish can be found in the following slides.', 'TABLE SET UP - R \n17 \n17 \n1. B&B Plate: Placed in the center of each setting, directly in \nfront of the guest. \n2. Napkin: White cloth napkin, neatly folded and placed \nhorizontally on top of the B&B plate. \n3. Flatware: \no Fork: To the left of the B&B plate, tines up, aligned with \nthe bottom edge of the plate. \no Knife: To the right of the B&B plate, blade facing inward, \naligned with the fork. \n4. Glassware (per guest): \no Water Glass: Positioned at the 3 o'clock angle from the \nknife. \no Wine Glass: Positioned at the 11 o'clock angle from the \nknife. \n5. Centerpiece: \no Small Floral Arrangement: Compact, fresh, and seasonal in \na low vase. Positioned in the center of the table, between \nthe two settings, without obstructing guest visibility. \nNote: everything must be spot-free and polished.', 'UNIFORMS', '19 \nUNIFORMS - FOH TEAM UNIFORM GUIDELINE \nSG UN \nSERVERS \n• Long sleeve white button-down shirt \no Shirt must be free of wrinkles and must be \nworn tucked in. Shirt may be worn with \neither one or two buttons undone. \no Under-shirt (optional) must be white. \n• Indigo jeans (dark blue) - must be clean and \nfree of rips, tears and fraying. \n• Black belt \n• All Black non-slip shoes/sneakers \n• Black socks. \n• Apron (provided by Eataly) Jones Bistro \nApron, Red Canvas W/Cream \n• NOT ALLOWED: Phone in the back pocket', '20 \nUNIFORMS - FOH TEAM UNIFORM GUIDELINE \nSG UN \nSUPPORT STAFF/BARTENDERS \n• Long sleeve white button-down shirt \no Shirt must be free of wrinkles and must be \nworn tucked in. Shirt may be worn with \neither one or two buttons undone. \no Under-shirt (optional) must be white. \n• Indigo jeans (dark blue) - must be clean and \nfree of rips, tears and fraying. \n• Black belt \n• Total Black non-slip shoes/sneakers \n• Black socks. \n• Apron (provided by Eataly) Jones Bib Apron, \nRed Canvas W/Cream \n• NOT ALLOWED: Phone in the back pocket', '21 \nUNIFORMS - FOH TEAM UNIFORM GUIDELINE \nS \nBARTENDERS/ TABLE SUPPORT \nSERVER \n+ Bistro \nApron \nColor: \n+ Full Apron \nColor:', '22 \nUNIFORMS - HOST UNIFORMS GUIDELINE \nDRESS CODE GUIDELINES \nTOPS \n• Collared shirts or blouses. \n• Crewneck T-shirts or sleeveless tops are permitted only when worn with a \nblazer. \nBOTTOMS \n• Slacks, dress jeans, or pants must be clean and free of rips, tears, or \nfraying. \n• Skirts or dresses must be at least 2 inches below the knee. \nFOOTWEAR \n• Shoes or clean, polished dress sneakers are acceptable. \nGENERAL REQUIREMENTS \n• Color: All black attire only - no other colors allowed. \n• Designs: Clothing must be free of prints, patterns, and logos. \n• Overall Look: Aim for a business casual look. Follow the "3-of-2 Rule": \nof the top, bottom, and shoes, at least two must be formal. One item may \nbe casual. Your look should be professional yet stylish. \nNOT PERMITTED \n• Phones in back pockets \n• Hats, beanies, caps, or bandanas \n• Shorts \n• Sportswear \n• Clothing with logos', '23 \nUNIFORMS - MANAGER UNIFORMS GUIDELINE \n• TOPS: \no Blazer is required. \no Button-down shirts may only be worn with a blazer \no Crewneck T-shirts or sleeveless tops (no print) are also \nallowed only when paired with a blazer. \n• BOTTOMS: \no Slacks, dress jeans, or pants must be clean and free of rips, \ntears, or fraying \no Skirts or dresses must be at least 2 inches below the knee \n• FOOTWEAR: \no Shoes or clean, polished dress sneakers \nGeneral Guidelines: \n• No prints or designs (subtle patterns are acceptable) \n• Recommended colors: white, ivory, beige, brown, black, grey, blue, \ndark green. Avoid neon colors. Avoid

sheer, see through.\n• BUSINESS CASUAL LOOK: Follow the "3 out of 2 rule": from \ntop, bottom, and shoes, at least 2 must be formal, 1 may be \ncasual. Look trendy yet professional!\nNOT ALLOWED:\n• Hats, beanies, caps, or bandanas\n• Shorts\n• Sportswear\n• Logos on clothing', 'U N I F O R M S - H Y G I E N E A N D G R O O M I N G U I D E L I N E S\nHAIR\nHair must be clean, well-groomed, and kept away from the face.\nIf hair reaches the shoulders or longer, it must be neatly and securely tied back to maintain food safety standards. Must be a natural color. \nFACIAL HAIR\nBeards and mustaches must be clean, neatly groomed, and appropriately trimmed.\nMustaches should not extend below the lip. Facial hair must be maintained in a way that is consistent with professional appearance expectations.\nFINGERNAILS\nFingernails must be kept clean and neatly trimmed.\nPolish, gel polish, and artificial nails are not permitted for food safety reasons.\nFRAGRANCES\nAvoid strong perfumes, colognes, or scented products that could interfere with the dining experience or overpower the aromas of the space.\nMAKEUP\nMakeup should be applied subtly and remain appropriate for a professional, business setting.\nJEWELRY\nFacial jewelry is not permitted.\nLarge or oversized earrings are not allowed; only modest, discreet earrings are acceptable.\nNon-food handling employees may wear minimal, business-appropriate jewelry.\nUNIFORM STANDARDS\nAll team members are expected to arrive for their shift in a clean, wrinkle-free uniform, including:\n- Shirt (no stains, no wrinkles)\n- Jeans or pants (neat, presentable condition)\n- Apron (clean, pressed)\n- Shoes (closed-toe, clean, appropriate for service)\nPlease note: \nAdhering to uniform and grooming standards is required for every shift. Employees not in compliance may be asked to change before beginning work.\n- This policy does not prevent an employee from wearing a hairstyle that is closely associated with their racial, ethnic or cultural identities. Contact HR if you need any accommodation.', 'MENU', 'PANE', 'PANE RUSTICO\n27\nNAME: PANE RUSTICO\nDESCRIPTION: Rustic Bread, Olitalia Extra Virgin Olive Oil\nPLATING/COLLATERAL: \n1. Acacia bowl → 4 slices of Rustico Bread\n2. White ramekin → Olitalia olive oil - poured table side\nINGREDIENTS: Organic Wheat Flour (Not Whole wheat), Water, Mother Yeast, Fresh Yeast, Fine Sea Salt, Old Rustico Dough.\nAllergen details: Wheat (contains gluten), Soy\nIntolerance details: Yeast\nPlease note: Guests may have allergies or sensitivities beyond the ones listed. Always review all ingredients and check with the guest regarding any \ndietary restrictions or concerns.\nPRODUCT KNOWLEDGE: our Organic Rustic Bread from La Panetteria di Eataly is one of our iconic products, made with the highest quality raw \nmaterials and baked every day by our bakers. Rustic is the result of a well-defined and well-established procedure, which from the moment of kneading to \ncooking always lasts at least 12 hours and ends with cooking in a rotating wood-fired oven. The result is a very tasty bread, with a crispy crust and golden \ncolor perfect to accompany and enhance all your meals. \nThe secret of its value:\n- it contains only 100% Italian flours from Mulino Grassi, obtained from cereals grown by farms in Italy \n- sourdough starter refreshed daily for over 40 years \n- shaped by hand by our master bakers and baked on stone fresh every day \n- it keeps for a long time, avoiding waste \nHOW TO DESCRIBE IT TO A GUEST: Our organic rustic bread is handmade and baked fresh daily in our wood-fired oven by our bakers, using 100% \nItalian flour and a 40-year-old sourdough starter. Served with Olitalia Extra Virgin Olive Oil.\nPronounce it like \nan Eatalian: \npah-neh roos-tee-\nkoh', "F O C A C C I A B I A N C A\n28\nNAME: FOCACCIA BIANCA\nDESCRIPTION: Focaccia, Rosemary, Olitalia Extra Virgin Olive Oil\nPLATING/COLLATERAL: \n1. Eataly Wooden Board\n2. White Ramekin\nINGREDIENTS: Focaccia Genovese Dough (Flour Tipo 0, Water, OLITALIA Olive oil, Fresh \nYeast, Malt Powder, Sea Salt), OLITALIA Olive Oil, Salamoia (Water, Olive Oil, Sea Salt), \nRosemary, Sea Salt.\nAllergens details: Wheat, Soy, \nIntolerance details: Yeast, Gluten\nPlease note: Guests may have allergies or sensitivities beyond the ones listed. Always review \nall ingredients and confirm with the guest if they have any dietary restrictions or concerns.\nHOW TO DESCRIBE IT TO A GUEST: Using a classic Italian recipe, our Focaccia is made \nfrom Mulino Marino Italian flour and baked fresh in-house daily! It's served with rosemary and \nOlitalia olive oil.\nPronounce it like \nan

Eatalian: \nfoh-KAH-chah \nBYAN-kah", 'F O CA CCI A TO S CA N A\n29\nNAME: FOCACCIA TOSCANA\nDESCRIPTION: Tuscan Focaccia, Lacinato Kale, Agriform Grana Padano DOP, Olitalia \nExtra Virgin Olive Oil\nPLATING/COLLATERAL:\n1. White Stand (1165185 - Portmeirion)\n2. Alessi Cone Grater\n3. White Porcelain Ramekin - Olitalia olive oil\nINGREDIENTS: Focaccia al cavolo nero Genovese Dough (Flour Tipo 0, Water, \nOLITALIA Olive oil, Fresh Yeast, Malt Powder, Sea Salt), OLITALIA Olive Oil, \nSalamoia (Water, Olive Oil, Sea Salt), Rosemary, Sea Salt, Kale, Grana Padano 12 \nmonths, Olitalia olive oil. \nAllergens details: Wheat, Soy, Milk\nIntolerance details: Yeast, Gluten\nPlease note: Guests may have allergies or sensitivities beyond the ones listed. Always \nreview all ingredients and confirm with the guest if they have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: Warm Tuscan kale focaccia - finished tableside \nwith Grana Padano DOP, and a drizzle of Olitalia extra virgin olive oil - a simple, rustic \nItalian bite\nPronounce it like \nan Eatalian: \n[fo-KAHT-cha \ntoh-SKAH-nah]', 'S TE P S O F SE RI V I CE - F O CA CCI A TO S CA N A\nBOH:\n• Prepare the Focaccia Toscana according to standard presentation.\n• Ensure the dish is plated on the white stand.\nRUNNER Responsibilities:\nService Collateral Checklist:\nA. Alessi Cone Grater - Clean, polished, and positioned for immediate use.\nB. White Stand - Ensure the Focaccia Toscana is properly placed before departing the kitchen.\nC. White Porcelain Ramekin - Olitalia olive oil\nGuest Presentation & Tableside Service:\n• Approach the table with confidence and a warm, welcoming smile.\n• Greet the guests as you place the dish on the table.\n• Introduce yourself and the dish.\n• Offer a brief, engaging description of the Focaccia Toscana including key ingredients and what makes it special.\n• Execute the tableside service:\n• Using the Alessi Cone Grater, gently grate fresh Grana Padano over the focaccia.\n• Thank the guests sincerely and wish them Buon Appetito!\nSERVER Responsibilities:\n• Return to the table within 2 minutes of the dish being served.\n• Ensure the guests are enjoying their experience and offer any further assistance or recommendations.', 'ANTIPASTI', 'BR U S CH E TTA CO N R IC O TTA E M IE LE A L TA RT U F O\n32\nNAME: BRUSCHETTA CON RICOTTA E MIELE AL TARTUFO\nPLATING/COLLATERAL: White Stand (1165185 - Portmeirion)\nINGREDIENTS: Rustic classic bread (water, mother yeast [water, flour type 1], sea salt, \nrustic old dough, flour 00, Molino Grassi flour type 1), whipped ricotta (ricotta, sea salt, \nOlitalia olive oil), black truffle honey, hazelnut, fried sage, black pepper.\nAllergen details: Wheat, Soy, Milk, Tree nuts\nIntolerance details: Gluten, Lactose, Yeast\nPlease note: Guests may have allergies or sensitivities beyond the ones listed. Always \nreview all ingredients and confirm with the guest if they have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: This is our bruschetta with whipped ricotta, \ndrizzled with black truffle honey, topped with hazelnuts, crispy sage, and a hint of black \npepper.\nPronounce it like an \nEatalian:\nbroo-SKEH-\ntah con ree-KOHT-\ntah eh MEE-eh-\nleh al TAR-too-fo', 'P O L PE TT E D EL LA N O N N A\n33\nNAME: POLPETTE DELLA NONNA\nPLATING/COLLATERAL: Round Astor Footed Soup Bowl\nINGREDIENTS: cooked meatballs (pork, parsley, beef, sea salt, milk, Calabro ricotta, \nblack pepper, dried rustic bread [water, mother yeast {water, flour type 1}, sea salt, rustic old \ndough, flour 00, Molino Grassi flour type 1], grated Grana Padano 12 months, eggs), with \nsauce (Mutti peeled tomatoes, basil, Olitalia olive oil, sea salt), Olitalia olive oil, basil, \nalla pala bread (dough [water, yeast, malt, sea salt, 00 flour, type 1 flour, whole wheat \nflour], sea salt, Olitalia olive oil, semolina flour), Grana Padano 12 months.\nAllergen detail: Eggs, Wheat, Soy, Milk\nIntolerance detail: Gluten, Lactose, Yeast, Nightshades (Mutti peeled tomatoes)\nDietary Guidelines details: Pork\nPlease note: Guests may have allergies or sensitivities beyond the ones listed. Always \nreview all ingredients and confirm with the guest if they have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: Tender, slow-cooked pork and beef meatballs \nmade with ricotta, Grana Padano, and rustic bread, simmered in a rich Mutti tomato sauce. \nServed with crisp bread and a final sprinkle of aged Grana Padano - just like Nonna would \nmake.\nPronounce it like \nan Eatalian: \n\npol-PEHT-teh \nDEL-lah NON-\nnah', 'P RO S C IU T TO CR U D O D I PA RM A\n34\nNAME: PROSCIUTTO DI PARMA\nPLATING/COLLATERAL: White Stand (ID 1165185 -

Portmeirion)\nINGREDIENTS: Prosciutto di Parma 16 months, mixed olives (Gaeta, \nTaggiasca, Castelvetro)\nAllergen detail: /\nIntolerance detail: / \nDietary Guidelines details: Pork\n Please note: Guests may have allergies or sensitivities beyond the ones listed. \nAlways review all ingredients and confirm with the guest if they have any dietary \nrestrictions or concerns.\nHOW TO DESCRIBE IT TO A GUEST: This is our 16-month-aged Prosciutto di \nParma served with a mix of olives – Gaeta, Taggiasca, and Castelvetro – a \nsimple and flavorful classic.\n Pronounce it like an \nEatalian: \nproh-SHOO-\ntoh KROO-\ndoh dee PAR-mah', 'S U P P L I C A C I O E P E P E E B U R R O A L T A R T U F O\n35\nNAME: SUPPLI CACIO E PEPE E BURRO AL TARTUFO\nPLATING/COLLATERAL: White Stand (ID 1165185 – Portmeirion)\nINGREDIENTS: suppli cacio e pepe base (arborio rice, vegetable stock [water, \nbay leaves, thyme, onion, carrot, celery], shallot confit [canola oil, shallots], black \npepper, white wine, sea salt, butter, Pecorino, black truffle butter, Caciotta, flour, \nbreadcrumbs [refer to rustico bread ingredients], eggs), pecorino, black pepper.\nAllergen detail: eggs, wheat, soy, milk, celery, onion\nIntolerance detail: yeast, gluten\nDietary Guidelines details: /\n Please note: Guests may have allergies or sensitivities beyond the ones listed. \nAlways review all ingredients and confirm with the guest if they have any dietary \nrestrictions or concerns.\nHOW TO DESCRIBE IT TO A GUEST: Our Suppli Cacio e Pepe are crispy on \nthe outside, creamy on the inside, served with Pecorino Romano, black pepper, and \na hint of truffle butter.\n Pronounce it like an \nEatalian: \nsoo-plee Kah-choh-\nkah-VAHL-\nlloh eh PEH-\npeh ahl TAR-too-foh', 'B U R R A T A E P A P P A A L P O M O D O R O \n36\nNAME: BURRATA E PAPPAL POMODORO \nDESCRIPTION: Housemade Burrata, Tuscan Tomato-Bread Soup, Taggiasca Olive \nCrumble, Basil\nPLATING/COLLATERAL: Anfora Blue Bowl (1129873 – M TUCKER)\nINGREDIENTS: housemade burrata, basil oil (Olitalia olive oil, basil), taggiasca crumble \n(Arborio rice, Taggiasca olives, sea salt, water), basil microgreen, Olitalia olive oil, pappal pomodoro (onion, Olitalia olive oil, Mutti tomato puree, sea salt, black pepper, rustic bread \n[Organic Wheat Flour (Not Whole wheat), Water, Mother Yeast, Fresh Yeast, Fine Sea Salt, \nOld Rustico Dough], basil).\nAllergen detail: wheat, soy, milk\nIntolerance detail: gluten, lactose, milk, nightshade\nDietary Guidelines details: /\n Please note: Guests may have allergies or sensitivities beyond the ones listed. Always \nreview all ingredients and confirm with the guest if they have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: Creamy housemade burrata served over a \ntomato-bread blend, finished with Taggiasca olive crumble and fresh basil – rich, rustic, and \ncomforting.\n Pronounce it like an \nEatalian: \nboo-RAH-tah eh PAH-\npah al poh-moh-DOH-roh', 'C A L A M A R I F R I T T I E Z U C C H I N E\n37\nNAME: CALAMARI FRITTI E ZUCCHINE\nPLATING/COLLATERAL: \n1. Agnelli pan\n2. Glass ramekin for sauce \nINGREDIENTS: vegetable batter (water, flour, cornstarch, sea salt, cayenne pepper, \nsugar), green zucchini, sea salt, fritto flour mix (water, flour, cornstarch, sea salt, \ncayenne pepper, sugar), lemon aioli (fresh lemon juice, egg yolk, canola oil, garlic, sea \nsalt, eggs), lemon wedge, squid (rings, tentacles)\nAllergen detail: Eggs, Wheat, Garlic, shellfish \nIntolerance detail: Gluten\n Please note: Guests may have allergies or sensitivities beyond the ones listed. Always \nreview all ingredients and confirm with the guest if they have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: \nLightly fried calamari and zucchini, crispy and golden, served with a zesty lemon aioli on \nthe side.\n Pronounce it like an \nEatalian: \nkah-lah-MAH-\nree FREE-tee eh zoo-\nKEE-neh', 'VERDURE', 'F A G I O L I A L L ' U C C E L L E T T O\n39\nNAME: FAGIOLI ALL'UCCELLETTO\nDESCRIPTION: Cannellini beans stewed. tomato sauce, garlic, fresh herbs\nPLATING/COLLATERAL: Agnelli pan + ceramic insert\nINGREDIENTS: Tuscan beans all'ucelletto (cooked dry cannellini beans, basic tomato \nsauce [tomatoes, Olitalia olive oil, sea salt], garlic oil [Olitalia olive oil, garlic], Olitalia olive \noil, fresh black pepper, water, fresh rosemary, sage.\nAllergen detail: Garlic\nIntolerance detail: Nightshade\n Please note: Guests may have allergies or sensitivities beyond the ones listed. Always \nreview all ingredients and confirm with the guest if they have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: Cannellini beans slowly stewed in a tomato sauce \nwith

garlic and fresh herbs – a Tuscan classic.\nPronounce it like an
 \nEatalian: \n[fah-JOH-lee ahl-\nlOOT-chel-LET-toh]", 'Z U CCA A RR O S
 TO\n40\nNAME: ZUCCA ARROSTO\nDESCRIPTION: Roasted Kabocha Squash, Cinnamon, Pumpkin
 Seeds, Olitalia Extra \nVirgin Olive Oil\nPLATING/COLLATERAL: Blue Rim Plate
 8"\nINGREDIENTS: Kabocha squash, Olitalia olive oil, Maldon sea salt, cinnamon,
 fried \nsage, fried rosemary, pumpkin seeds.\nAllergen detail: \nIntolerance
 detail: seed\n Please note: Guests may have allergies or sensitivities beyond the
 ones listed. Always \nreview all ingredients and confirm with the guest if they
 have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST:
 Roasted Kabocha squash with cinnamon, toasted \npumpkin seeds, and a drizzle of
 Olitalia extra virgin olive oil – perfect for the season.\nPronounce it like an
 \nEatalian: \n[TSOOK-kah ahr-\nROHS-toh]', 'PATATA F R IT TA \n41\nNAME: PATATA
 FRITTA\nCOLLATERAL: \n1. Colafritto alluminium plate\n2. Glass
 ramekin\nINGREDIENTS: Cooked Russet potatoes (Russet potatoes, rosemary, water,
 \nsea salt, thyme), fresh rosemary, sea salt, Mediterranean sauce (Dijon \nmustard,
 fresh lemon juice, capers in salt, mayonnaise (need ingredients)\nAllergen detail:
 Eggs, Mustard\nIntolerance detail: Nightshades, Citrus, Seed oil (follow up on mayo
 \ningredients)\n Please note: Guests may have allergies or sensitivities beyond the
 ones \nlisted. Always review all ingredients and confirm with the guest if they
 have any \ndietary restrictions or concerns.\nHOW TO DESCRIBE IT TO A GUEST: Our
 Roasted potatoes are seasoned \nwith rosemary, thyme, and sea salt, served with a
 Mediterranean sauce made \nwith Dijon mustard, fresh lemon juice, capers, and
 mayonnaise.\nPronounce it like an \nEatalian: \npah-TAH-tah FREET-\ntah', 'BA RBA B
 IE TO LE \n42\nNAME: BARBABIETOLE\nPLATING/COLLATERAL: Anfora Blue Bowl
 \nINGREDIENTS: marinated red beets (red beets, red agrodolce [sugar, red wine
 vinegar]), \nwhipped ricotta (ricotta, Olitalia olive oil, salt), arugula, sea
 salt, Olitalia olive oil, hazelnut\nAllergen detail: milk, tree nuts\nIntolerance
 detail: lactose\n Please note: Guests may have allergies or sensitivities beyond
 the ones listed. Always review \nall ingredients and confirm with the guest if they
 have any dietary restrictions or concerns.\nHOW TO DESCRIBE IT TO A GUEST: Yellow
 beets with whipped ricotta, Cara Cara orange \nzest, and roasted red beet purée,
 finished with Maldon sea salt, red sorrel, hazelnuts, and a \ndrizzle of black
 truffle honey.\nPronounce it like an \nEatalian: \nBar-bah-BYEH-toh-\nlah eh
 MEE-eh-leh \nal tar-TOO-foh', 'I N S A LATA D I CAV O LO N ER O\n43\nNAME:
 INSALATA DI CAVOLO NERO\nDESCRIPTION: Tuscan Kale, Shaved Brussel Sprouts, Golden
 Raisins, Pecorino Dressing, \nGarlic Breadcrumbs\nPLATING/COLLATERAL: Anfora Blue
 Bowl (1129873 – M TUCKER)\nINGREDIENTS: Lacinato kale, Brussel sprouts, Pecorino
 dressing (grated Pecorino \nRomano, egg yolk, garlic, sour cream, black pepper, sea
 salt, Canola oil, fresh lemon juice, \nbuttermilk), sea salt, golden raisin, garlic
 breadcrumb mix (breadcrumb plain [refer to Pane \nrustico ingredients], garlic,
 black pepper, red crushed pepper, Olitalia olive oil), Olitalia olive \noil, lemon
 vinaigrette\nAllergen detail: milk, tree nut, egg, wheat\nIntolerance detail:
 gluten, lactose\n Please note: Guests may have allergies or sensitivities beyond
 the ones listed. Always \nreview all ingredients and confirm with the guest if they
 have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: A
 vibrant salad of Tuscan kale and shaved \nBrussels sprouts, tossed with golden
 raisins, pecorino dressing, and crunchy garlic \nbreadcrumbs.\nPronounce it like an
 \nEatalian: \n[een-sah-LAH-tah \ndee KAH-voh-loh \nNEH-roh]', 'I N S A LATA C ES A
 RE\n44\nNAME: INSALATA CESARE\nCOLLATERAL: Anfora Blue Bowl\nINGREDIENTS: little
 gem lettuce, Maldon sea salt, Olitalia olive oil, anchovy \ndressing (egg, fresh
 lemon juice, canola oil, garlic confit [garlic, Olitalia olive oil], \ngrated
 Pecorino Romano, capers in salt, anchovies in oil), garlic breadcrumb
 \n(breadcrumbs, garlic, black pepper, red crushed pepper, Olitalia olive
 oil)\nAllergen detail: Eggs, Milk, Wheat\nIntolerance detail: Fish, Gluten,
 Lactose, Allium, Yeast, Citrus, Black Pepper, \nSeed oils\n Please note: Guests may
 have allergies or sensitivities beyond the ones listed. \nAlways review all
 ingredients and confirm with the guest if they have any dietary \nrestrictions or
 concerns.\nHOW TO DESCRIBE IT TO A GUEST: Crisp little gem lettuce tossed in a
 \nhousemade anchovy dressing with garlic breadcrumbs, Pecorino, and a touch of

\nsea salt and olive oil.\nPronounce it like an \nEatalian: \neen-sah-LAH-tah
 \ncheh-ZAH-reh', 'ADD ONS\nMozzarella\nBurrata\nGrilled Chicken\nPoached
 Shrimp\nGrilled Steak*', 'PASTA FRESCA', 'RA V IO LI D I ZU C CA\n47\nNAME:
 RAVIOLI DI ZUCCA\nPLATING/COLLATERAL: Anfora Blue Bowl (1129873 - M
 TUCKER)\nINGREDIENTS: fresh ravioli pasta (dough [Molino Grassi Semolina flour,
 eggs], filling \n[roasted butternut squash, Grana Padano 12 months, nutmeg, sea
 salt]), butter, sage, grated \nGrana Padano 12 months, walnuts\nAllergen detail:
 milk, tree nut, egg, wheat\nIntolerance detail: gluten, lactose\nPlease note:
 Guests may have allergies or sensitivities beyond the ones listed. Always review
 \nall ingredients and confirm with the guest if they have any dietary restrictions
 or concerns.\nHOW TO DESCRIBE IT TO A GUEST: Fresh ravioli filled with roasted
 butternut squash, \nGrana Padano, nutmeg, and sea salt, served with sage butter,
 toasted walnuts, and grated Grana \nPadano. Pronounce it like \nan Eatalian:
 \nRah-vee-OH-lee \nde ZOOK-kah', 'L A S A G N E EM IL IA N E\n48\nNAME: LASAGNE
 EMILIANE\nPLATING/COLLATERAL: Anfora Bowl\nINGREDIENTS: Fresh Lasagna Sheet (MOLINO
 GRASSI Semolina Flour, Egg \nYolk, Whole Eggs, water), Ragu Bolognese (Carrots,
 Spanish Onion, Celery, 18M \nFERRARINI Prosciutto Ends, MUTTI Double Concentrate
 Tomato Paste, Red Wine \nBlend, Bay Leaves, DOUBLE R RANCH Beef, MUTTI Tomato
 Puree, OLITALIA \nOlive Oil, Pork Lard, Ground Pork), Bechamel (Whole Milk, All
 Purpose Flour, Whole \nBlack Pepper, Bay Leaves, Fine Sea, Unsalted), Tomato Sauce
 (MUTTI Tomatoes, \nBasil, OLITALIA Olive Oil, Sea Salt), 12 Months AGRIFORM
 Parmigiano \nReggiano.\nAllergen detail: Eggs, Milk, Wheat, Sulfur Dioxide, Celery,
 Onion, \nIntolerance detail: Gluten, Lactose, Nightshades, Black Pepper\nDietary
 Guidelines detail: Pork, Alcohol\nPlease note: Guests may have allergies or
 sensitivities beyond the ones listed. \nAlways review all ingredients and confirm
 with the guest if they have any dietary \nrestrictions or concerns.\nHOW TO
 DESCRIBE IT TO A GUEST: Our signature lasagna is made in-house with \nfresh pasta
 sheets, layered with a rich, slow-cooked Bolognese, creamy béchamel, and \nfinished
 with aged Parmigiano Reggiano. It's comforting, flavorful, and one of our most
 \nloved dishes.\nPronounce it like an \nEatalian: \nlah-ZAHN-yay eh-\nmee-LYAH-neh',
 'G N O CCH I A L P ES TO\n49\nNAME: GNOCCHI AL PESTO\nPLATING/COLLATERAL: Anfora
 Blue Bowl\nINGREDIENTS: fresh potato gnocchi (rice flour, Grana Padano 12 months,
 00 flour, \nsea salt, sea salt, potatoes), pesto alla genovese (Granarolo Pecorino
 Romano, sea salt, \ngarlic, pine nuts, Olitalia olive oil, Grana Padano 12 months,
 basil), water, Olitalia olive \noil, basil, grated Pecorino Romano\nAllergen
 detail: Milk, Wheat, Tree nuts, Garlic, Pinenuts \nIntolerance detail: Gluten,
 Lactose, Tree Nuts, Nightshades\nPlease note: Guests may have allergies or
 sensitivities beyond the ones listed. \nAlways review all ingredients and confirm
 with the guest if they have any dietary \nrestrictions or concerns.\nHOW TO
 DESCRIBE IT TO A GUEST: Fresh potato gnocchi tossed in a classic \nGenovese basil
 pesto, finished with extra virgin olive oil, fresh basil, and grated \nPecorino
 Romano. \nPronounce it like an \nEatalian: \nNYO-kee ahl PEH-\nstoh', 'T A G LI A T
 EL LE A LL A BO LO G N ES E\n50\nNAME: TAGLIATELLE ALLA
 BOLOGNESE\nPLATING/COLLATERAL: Anfora Bowl\nINGREDIENTS: Fresh Tagliatelle Pasta
 (MOLINO GRASSI Semolina Flour, Egg \nyolks, Whole eggs, water), 18 Months AGRIFORM
 Grated Parmigiano Reggiano, \nOLITALIA Extra virgin Olive Oil, Ragu (Carrots,
 Spanish Onion, Celery, 18M \nFERRARINI Prosciutto Ends, MUTTI Double Concentrate
 Tomato Paste, Red Wine \nBlend, Bay Leaves, DOUBLE R RANCH Beef, MUTTI Tomato
 Puree, OLITALIA \nOlive Oil, Pork Lard, Ground Pork).\nAllergen detail: Eggs, Milk,
 Wheat, Sulfur Dioxide, Cereals Gluten, Celery, Onion\nIntolerance detail: Gluten,
 Lactose, Nightshades\nDietary Guidelines detail: Pork, Alcohol\nPlease note:
 Guests may have allergies or sensitivities beyond the ones listed. \nAlways review
 all ingredients and confirm with the guest if they have any dietary \nrestrictions
 or concerns.\nHOW TO DESCRIBE IT TO A GUEST: Our tagliatelle alla bolognese are
 made \nfresh daily and tossed with a rich, slow-cooked ragu made from beef, pork,
 and \nprosciutto. Finished with aged Parmigiano and a touch of olive oil.\nPronounce
 it like an \nEatalian: \nTAH-lyah-TEL-lay \nAH-lah boh-loh-\nNYAY-zeh', 'T A G LI A T
 EL LE A L T A RT U F O N E RO\n51\nNAME: TAGLIATELLE AL TARTUFO
 NERO\nDESCRIPTION: Housemade Fettuccine, Urbani Black Truffle Butter, Agriform

Grana \nPadano ® DOP\nCOLLATERAL: Anfora Blue Bowl (1129873 - M TUCKER)
\nINGREDIENTS: fresh tagliatelle pasta (semolina flour, eggs, egg yolk), Urbani
black \ntruffle butter, butter, water, black winter truffle, Grana Padano 12
months. \nAllergen detail: Milk, Wheat, Eggs\nIntolerance detail: Gluten, Lactose\n
Please note: Guests may have allergies or sensitivities beyond the ones listed.
Always \nreview all ingredients and confirm with the guest if they have any dietary
restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: Housemade tagliatelle
tossed with Urbani \nblack truffle butter and finished with Agriform Grana Padano®
DOP.\nPronounce it like an \nEatalian: \n[tahl-yah-TEL-leh al \nTAR-too-foh
NEH-\nroh]', "T A G L I O L I N I A L T A R T U F O B I A N C O\n52\nNAME: TAGLIOLINI AL
TARTUFO BIANCO\nDESCRIPTION: Housemade Tagliolini, Urbani Fresh White Truffle,
Butter, Agriform \nGrana Padano® DOP\nCOLLATERAL: Anfora Blue Bowl (1129873 - M
TUCKER) \nINGREDIENTS: fresh tagliolini pasta (semolina flour, eggs, egg yolk),
white truffle, \nhousemade white truffle butter, butter, Grana Padano 12
months.\nAllergen detail: Milk, Wheat, Eggs\nIntolerance detail: Gluten, Lactose\n
Please note: Guests may have allergies or sensitivities beyond the ones listed.
Always \nreview all ingredients and confirm with the guest if they have any dietary
restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: Our house-made
tagliolini finished tableside \nwith freshly shaved white truffle it's known for
its exquisite aroma and flavor. Our white \ntruffles are shipped in overnight from
Italy, ensuring freshness and quality. You can also \nadd this delicate truffle to
any dish for an elevated experience. It pairs wonderfully with \nPiemonte wines
like Barolo, Barbaresco, or Barbera. I'd be happy to recommend a perfect
\npairing!\nPronounce it like an \nEatalian: \n[tahl-yoh-LEE-nee al \nTAR-too-foh
BYAHN-\nkoh]", 'T A G L I O L I N I A L T A R T U F O B I A N C O - T A B L E S
I D E P R E S E N T A T I O N\n53\nTAGLIOLINI | COLLATERAL (same as 2024)\nA.
Talavera Blue Bowl - received from BOH at the pass with \npasta in it\nB. Eataly
Truffle Tray\nC. Small Pumpkins for decoration (transfer from Produce)\nD. Burlap
<https://a.co/d/a77kwNS> \nE. Wooden Tray <https://a.co/d/flogoQZ> \nF. Tray Stand
<https://a.co/d/jdkblrM> \nWHITE TRUFFLE | COLLATERAL (same as 2024)\n1. Eataly
Truffle Tray \n2. Truffle Shaver \n3. Cloche\n* Add photo\nA\nB\nC\nD\nE\nF\n1\n2
3', 'T A G L I O L I N I A L T A R T U F O B I A N C O - S T E P S O F S E R V I C E
\n54\n1. Preparation of the Truffle Shaver\n• Adjust the truffle slicer to slice
the truffles as thinly as possible for optimal presentation and flavor.\n• Test the
thickness setting using a mushroom or potato to ensure the desired slice thickness
before using the truffle shaver on actual truffles.\n2. Server: After taking the
order, the server should bring the tray stand to the table promptly.\n3.
Presentation of the Dish: The manager or designated runner (properly trained) is
responsible for bringing the dish (plate must be hot) to the table o n a tray and
\npresenting it.\n4. Truffle Shaving: The manager or designated runner should take
the truffle from the cloche and begin shaving 3 grams onto the tagliolini, while
providing a brief and \nengaging story about the dish and the truffles being
used.\n5. Delivering the Dish: After shaving the truffle, the manager delivers the
dish to the correct position at the table, following the proper seat numbering
system. If guests \nare sharing the dish, ensure sharing utensils are provided.\n6.
Server Follow-Up\n• Servers should ensure all guests have everything they need for
the meal.\n• Conduct a two-bite check within a few minutes to confirm the guest's
satisfaction with the dish and address any issues if needed.\nSTORYTELLING AT THE
TABLE\nDuring the preparation of the pasta, we'll have an opportunity to provide
storytelling about the dish.\n3 main ingredients to describe: \n1. Housemade
Tagliolini Pasta\n2. Urbani Fresh White Truffle\n1. Urbani: established over 170
years ago! Since 1852 the Urbani family has been dedicated to truffles with love
and passion. Urbani Truffles is the world's \nmost esteemed distributor of Italian
truffles.\n2. White Truffle:\n1. The King of Truffle: White Truffle, or
better-known White Alba Truffle, is surely the most precious variety of
truffle.\n2. Delicate and rare, only available from mid-September to December.\n3.
Fresh (shipped overnight directly from Italy!)\n4. Strong aroma and earthy, nutty
taste - may include notes of garlic or honey.\n3. Grana Padano 12 months DOP',
'Manager Daily Checklist for our upcomingTruffle months.\nMorning Shift:\n•Using a

measuring scale, measure the total amount of truffles. \n• Turn on the scale, place a plate on top and press "Tare" to deduct the weight of the plate. \n• Grab all truffles from the fridge place truffles on top on the plate. \n• Record the measurement and Share in your Manager group for record. \n• Set up the Truffle tray by wiping it down including the glass cover. \n• Rinse the Truffle slicer with hot water (NO SOAP) and dry immediately to avoid the blade from getting dull. \n• On the Truffle slicer, Re-adjust the blade if necessary for the perfect shave. If you need to test the slice, please use a fresh mushroom and not a truffle. \n• Assign manager and designated runner for each shift that will be responsible for truffle shaving on the floorplan/manager chat. \nDuring shift \n• Do not place truffle on the tray until it's needed. This is to ensure that the truffle does not dry out and stays fresh. \n• Wipe the Slicer in between if needed to avoid molding. \nClosing Night Shift \n• Using a measuring scale, measure the total amount of truffles. \n• Turn on the scale, place a plate on top and press "Tare" to deduct the weight of the plate. \n• Grab all truffles in the kitchen and place truffles on top on the plate. \n• Record the measurement and Share in your Manager group for record. \n• Place all Truffles in the container with a fresh clean paper towel to absorb moisture and ensure that the truffles stay fresh. Change the paper towel on the daily \nbasis. \n• Rinse the Truffle slicer with hot water (NO SOAP) and dry immediately to avoid the blade from getting dull. \n• Wipe down the tray and the glassware. \n• Plastic wraps the tray with everything and store it \nOrdering: \n• Communicate with BOH when Truffles are required. The processing and delivery take about 2 days, so make sure to give enough time.', 'TA RTU F O - U R B A N I P R O D U C T T R A I N I N G', '', 'ADDITIONAL TRAINING \nMATERIAL \nManual:

Trace), Mustard (Possible Trace)\nIntolerance detail: Gluten, Lactose, Black Pepper\n Please note: Guests may have allergies or sensitivities beyond the ones listed. Always \nreview all ingredients and confirm with the guest if they have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: Our Bucatini cacio e pepe is a Roman classic-\nmade with Afeltra pasta, Pecorino Romano, and freshly cracked black pepper.\nPronounce it like an \nEatalian: \nboo-kah-TEE-nee \nKAH-choh eh PEH-\npeh', 'L IN G U IN E A L LO SC O G L IO\n63\nNAME: LINGUINE ALLO SCOGLIO\nPLATING/COLLATERAL: Anfora Bowl\nINGREDIENTS: AFELTRA BLU Linguine Pasta (DURUM Wheat Semolina, Water, \nContains Wheat, May contains Soy and Mustard), Clams, Mussels, Shrimps, Sugo Di Mare \nSauce (Lobster Base [Lobster Bodies, Brandy, Carrots, Spanish Onion, Celery, Picked Parsley, \nFennel, Sea Salt, Water, OLITALIA Extra Virgin Olive Oil], Tomato Sauce [MUTTI Peeled \nTomatoes, Basil, Sea Salt, OLITALIA Extra Virgin Olive Oil], Picked Basil, Peeled Garlic, Red \nCrushed Pepper, OLITALIA Extra Virgin Olive Oil), Picked Parsley, Cherry Tomatoes Mix \n(MALDON Sea Salt, Black Pepper, OLITALIA Extra Virgin Olive Oil).\nAllergen detail: Wheat, Crustaceans, Cereals Gluten, Celery, Garlic, Onion, Soy (Possible \nTrace), Mustard (Possible Trace)\nIntolerance detail: Gluten, Black Pepper, Chili, Black Pepper, Nightshades\nDietary Guidelines detail: Alcohol\n Please note: Guests may have allergies or sensitivities beyond the ones listed. Always \nreview all ingredients and confirm with the guest if they have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: Our Linguine allo scoglio is a seafood lover's \nfavorite-linguine tossed with clams, mussels, shrimp, and a rich tomato-lobster sauce, finished \nwith cherry tomatoes, fresh parsley, and a touch of spice.\nPronounce it like an \nEatalian: \nleen-GWEE-neh \nAHL-loh SKOH-lyoh', 'SECONDI', 'P O L LO A L LA MI LA N ES E\n65\nNAME: POLLO ALLA MILANESE\nCOLLATERAL: White flat round plate 10.5" + white ramekin\nINGREDIENTS: FREEBIRD Breaded Chicken Breast (PANKO Breadcrumbs, \nFlour, Liquid Whole egg), Mediterranean Sauce (Mayonnaise, DIJON SMOOTH \nMustard, Fresh Lemon Juice, Capers in Salt), Arugula Baby Bulk, Parmigiano \nReggiano, Simple Lemon Citronette, Lemon Wedge.\nAllergen detail: Eggs, Milk, Wheat, Mustard\nIntolerance detail: Gluten, Lactose, Citrus, Seed oils\n Please note: Guests may have allergies or sensitivities beyond the ones listed. \nAlways review all ingredients and confirm with the guest if they have any dietary \nrestrictions or concerns.\nHOW TO DESCRIBE IT TO A GUEST: Crispy Freebird breaded chicken breast \nserved over baby arugula with shaved Parmigiano Reggiano, a zesty Mediterranean \nsauce, and a bright lemon citronette. Finished with a fresh lemon wedge.\nPronounce it like an \nEatalian: \npoh-loh ah-lah \nmee-lah-neh-seh', 'S A L MO N E A L LA P I A S TR A\n66\nNAME: SALMONE ALLA PIASTRA\nCOLLATERAL: Riviera Plate 10.5"\nINGREDIENTS: Atlantic Fresh Farmed Salmon, Large Carrots, White \nBalsamic Dressing (Olitalia olive oil, white vinegar, sea salt), Watermelon Radish, \nFrisee lettuce, red endive, OLITALIA Extra Virgin Olive Oil, Sea Salt \nMALDON, Half Lemon\nAllergen detail: fish\nIntolerance detail: citrus\n Please note: Gusts may have allergies or sensitivities beyond the ones listed. \nAlways review all ingredients and confirm with the guest if they have any dietary \nrestrictions or concerns.\nHOW TO DESCRIBE IT TO A GUEST: Seared Atlantic salmon served with \ncarrots, watermelon radish, frisée, and red endive, dressed in a white balsamic \nvinaigrette and finished with Maldon sea salt and a touch of fresh lemon.\nPronounce it like an \nEatalian: \nsal-MOH-neh AH-\nlah PEE-ah-strah', 'BR A S A TO A L C H I A N TI\n67\nNAME: BRASATO AL CHIANTI\nCOLLATERAL: White flat round plate 10.5"\nINGREDIENTS: brasato (means braised) al chianti (beef chuck roll, spanish onion, \ncelery, carrot, garlic, Mutti tomato puree, bay leaves, black pepper, potato, water, salt, \nOlitalia olive oil, Montepulciano d'Abruzzo wine, beef stock [beef bones, onion, celery, \ncarrot, tomato paste, water, Montepulciano d'Abruzzo wine]), polenta (water, sea salt, \ninstant polenta), black pepper, fried sage, water.\nAllergen detail: sulfur dioxide, celery, onion\nIntolerance detail: \nDietary guidelines details: alcohol\n Please note: Guests may have allergies or sensitivities beyond the ones listed. Always \nreview all ingredients and confirm with the guest if they have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: Brasato al Chianti is slow-braised beef

in \nChianti wine with herbs and vegetables, served with creamy polenta – rich, tender, and \nfull of Tuscan flavor.\nPronounce it like an \nEatalian:
\nbrah-ZAH-toh al \nknee-AHN-tee', 'RI BE Y E\n68\nNAME: RIBEYE\nCOLLATERAL: White flat round plate 10.5"\nINGREDIENTS: Olitalia olive oil, Maldon sea salt, Ribeye with bone, rosemary, sea salt, \nMediterranean sauce (Djion mustard, fresh lemon juice, capers in salt, mayonnaise (need \ningredients), russet potatoes, sale alle erbe (sea salt, sage, fried rosemary, black pepper), \nfried rosemary.\nAllergen detail: eggs, mustard\nIntolerance detail: \n Please note: Guests may have allergies or sensitivities beyond the ones listed. Always \nreview all ingredients and confirm with the guest if they have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: Bone-in Ribeye, seasoned simply with olive oil, \nsea salt, and rosemary, served with a tangy Mediterranean sauce and crispy herb-roasted \npotatoes.', 'F I LE TTO D I MA N ZO\n69\nNAME: FILETTO DI MANZO\nCOLLATERAL: White flat round plate 10.5"\nINGREDIENTS: beef tenderloin, grilled endive, reduced balsamic vinegar with honey, \nmarjoram, Olitalia olive oil, sea salt, roasted Kabocha (Kabocha, sea salt, Olitalia olive oil)\nAllergen detail: \nIntolerance detail: \n Please note: Guests may have allergies or sensitivities beyond the ones listed. Always \nreview all ingredients and confirm with the guest if they have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: Our Tagliata di Manzo – tender sliced beef \nserved with grilled endive, roasted Kabocha squash, and finished with a sweet balsamic and \nhoney reduction with a touch of marjoram.\nPronounce it like an \nEatalian: \nfee-LET-\ntoh dee MAHN-tso', 'ROSSOPOMODORO', '', 'HISTORY\nRossopomodoro is the world's largest chain of \nNeapolitan pizzerias, recognized globally for its \nauthentic pizza and Neapolitan cuisine. Founded \nover 20 years ago, Rossopomodoro has built its \nsuccess on three pillars: traditional craftsmanship \nby skilled Neapolitan pizzaioli and chefs, high-\nquality ingredients, and partnerships with historic, \npremium suppliers. With over 3,000 team members\n—including 400 pizzaioli and chefs—across 100 \nlocations in Italy and internationally, \nRossopomodoro offers an unmatched experience \nrooted in the warmth of Neapolitan hospitality. This \nexperience is embodied in the motto, "like a day in \nNaples," which invites guests to immerse \nthemselves in the flavors, culture, and spirit of \nNaples, wherever they are. Each location captures \nthe essence of the city through its decor and \nauthentic menu, with pizzas and dishes crafted \nfrom locally sourced ingredients.', 'PARTNERSHIP\nIn the U.S., Rossopomodoro has partnered with \nEataly to bring authentic Neapolitan pizza to its \nrenowned Italian marketplaces. As Eataly's \nexclusive pizza provider, Rossopomodoro offers a \ntrue taste of Naples, using traditional techniques, \nwood-fired ovens, and carefully chosen \ningredients. This collaboration enhances \nRossopomodoro's global presence, giving \nAmerican customers the chance to savor a genuine \nNeapolitan experience with the quality and\nwarmth found in Italy. Through Eataly, \nRossopomodoro proudly shares the flavors and \ntraditions of Naples, creating a unique Italian \nexperience in the heart of the U.S.', '1. Hand-Stretched Dough\nThe dough is hand-stretched to preserve air bubbles, creating a light, airy crust with a puffy, golden \nedge. This results in a soft, tender pizza that's different from thicker, crunchier styles.\n2. Thin, Tender Center\nNeapolitan pizza has a very thin center that stays delicate and almost melts in your mouth, contrasting \nwith other pizzas that are often thicker and crispier.\n3. Minimalist Toppings\nNeapolitan pizza uses a simple topping approach, focusing on high-quality ingredients like fresh \ntomatoes, mozzarella, and basil. This minimalist style highlights the natural flavors of the toppings \nwithout overloading the dough.\n4. Quick, High-Heat Bake\nThe pizza is baked in 90 seconds at a high temperature (750 -800 Fahrenheit) , creating a slightly\ncharred, smoky crust while keeping the center soft and tender. This baking method preserves the \nfreshness and flavors of the ingredients.\nCHARACTERISTICS', "5. Long Fermentation for Digestibility\nThe dough undergoes a slow fermentation process of 24 hours, breaking down gluten and making it \neasier to digest. This process also enhances the dough's flavor, giving it a light tang without being \nheavy.\n6. Unique Texture\nThe combination of hand-stretching, slow fermentation, and

high-heat baking results in a pizza with \na delicate, foldable crust and a fragrant, rustic appearance.\n7. Why It's Different\nNeapolitan pizza is ideal for those who prefer a light, tender pizza that emphasizes simple, high-\nquality ingredients, rather than a heavier, crunchier style. It offers a more refined pizza experience, \nwith a perfect balance of freshness, authenticity, and digestibility.", '· Neapolitan pizza, with a push from\nRossopomodoro, is recognized as a UNESCO \ncultural heritage since 2017\n· Rossopomodoro holds the Guinness World Record\nfor longest pizza and longest fried pizza ever\nmade\n· Rossopomodoro US pizzaioli, Gazmir Zeneli and\nFrancesco Montuori have won 1st and 2nd place\nat the Caputo Cup for best Neapolitan Pizzaioli in\nAmerica.\n3\nRECOGNITION', '· Campania translates to\ncountryside\n· The land is extremely rich \nin minerals due to the\nactive volcano, Mount \nVesuvius\n· Major exports are\nmozzarella, tomatoes and \npasta\n4\nCAMPANIA', 'Traditional Specialties Guaranteed\nA product that possesses specific characteristics \nin:\n1. Raw materials ,\n2. Composition\n3. Method of production\nthat have been consistent for a minimum of 30 \nyears\n5\nT.S.G.', '1\n6\n1. RAWMATERIALS\nThe three defining ingredients for Pizza Napoletana are "00" or "0" \nflour , San Marzano tomatoes , and buffalo mozzarella\n1 2 3', '· Molino Caputo is based in Napoli and\ndates back to 1924 . The mill has\nremained in the Caputo family for 3 \ngenerations\n· Together with Rossopomodoro, Caputo\nhas developed an exclusive blend of 00 \nand 0 flour for superior Pizza\nNapoletana\n7\nCAPUTO X ROSSOPOMODORO\n1', 'CIAO X ROSSOPOMODORO\n2 · Ciao San Marzano P.D.O. are the tomatoes\nof choice for Rossopomodoro.\n· They come from the Agro Nocerino -\nSarnese area within the province of\nSalerno, Campania. Only San Marzano\ntomatoes, grown in this area can have the\nP.D.O status\n· The tomatoes are peeled and packed in \ntheir own juice before we add a touch of\nsalt and hand mill them. They remain raw, \nuntil we cook them onto of our pizza.\n8', '3\n· From the area of Napoli, Campania\n· 100% organic and non -GMO \nmilk\n· Has a very rich, creamy, slightly astringent\ntaste\n9\nLATTERIA SORRENTINAX ROSSOPOMODORO', '· PROTECTED DESIGNATION OF ORIGIN\n· The quality of food bearing this stamp must be significantly\nor exclusively determined by the\n· geographical origin\n· Food's with this classification must be completely produced from\nthe designated origin. In our\n· buffalo mozzarella 's case that means the water buffalo must\nlive and graze in Campania, they must be milked in Campania\nand the cheese must be made and packaged in Campania\n10\nP.D.O.', '· The dough for Pizza Napoletana must be composed of only 4\ningredients; "00" flour, water, salt, and yeast.\n· It must rise for a minimum of 24 hours. Ours rises at room temperature\nand contains a very small amount of yeast, making it light, airy and more \ndigestible than other types of pizza.\n· There are only 250 grams of dough per pizza and we use a 65% \nhydration in our dough.\n11\n2. COMPOSITION', '· Our wood-fire burning ovens were\nbuilt by hand in Italy\n· Cooks the pizzas in 90 seconds at 800 -900 Fahrenheit\n12\n3.METHODS OF PRODUCTION', 'MENÙ', 'San Marzano Tomato Sauce, Buffalo \nMozzarella, Basil, Olive Oil\nMARGHERITA VERACE TSG\nALLERGIES CONTAINS CAN BE\nPREPAR\nED \nWITHO\nUT\nDAIRY X YES\nGLUTEN X YES\nSUNFLOWEROIL X YES', 'This extra-wide pizza dates back to the late \n1500s, when Neapolitan poet\nV elardiniello described it like "the wheel of a\ncart" - hence the name!\nSan Marzano TomatoSauce,\nMozzarella di Napoli, Basil,\nOlive Oil\nMARGHERITA RUOTA DI CARRO\nALLERGIES CONTAINS CAN BE\nPREPAR\nED \nWITHO\nUT\nDAIRY X YES\nGLUTEN X NO\nSUNFLOWEROIL X YES', ' ', 'MASSESE\nSan Marzano Tomato Sauce, \nMozzarella di Napoli, Spicy Salami, \nBasil, Olive Oil\nALLERGIES CONTAINS CAN BE\nPREPAR\nED \nWITHO\nUT\nDAIRY X YES\nPORK X YES\nGLUTEN X YES\nSUNFLOWEROIL X YES', 'San Marzano Tomato Sauce, Mozzarella di \nNapoli, Spicy Salami, Ferrarini Prosciutto \ncotto, Sweet Italian Sausage, Basil, Olive \nOil\nSALUMIERE\nALLERGIES CONTAINS CAN BE\nPREPAR\nED \nWITHO\nUT\nDAIRY X YES\nPORK X YES\nGLUTEN X YES\nSUNFLOWEROIL X YES', 'San Marzano Tomato Sauce, Mozzarella \ndi Napoli, Cremini Mushroom, Gaeta \nOlives, Ferrarini Prosciutto cotto, \nArtichoke, Basil, Olive Oil\nCAPRICCIOSA\nALLERGIES CONTAINS CAN BE\nPREPAR\nED \nWITHO\nUT\nDAIRY X YES\nPORK X YES\nGLUTEN X YES\nSUNFLOWEROIL X YES', 'San Marzano Tomato Sauce, \nMozzarella di Napoli, Sweet Italian \nSausage, Cremini Mushroom, Basil, \nOlive

Oil\nSALSICCIOTTA\nALLERGIES CONTAINS CAN BE\nPREPAR\nED \nWITHO\nUT\nDAIRY X YES\nPORK X YES\nGLUTEN X YES\nSUNFLOWEROIL X YES', 'Ricotta, Mozzarella di Napoli, \nFerrarini Prosciutto cotto, San \nMarzano Tomato Sauce, Basil, Olive \nOil\nCALZONE CLASSICO\nALLERGIES CONTAINS CAN BE\nPREPAR\nED \nWITHO\nUT\nDAIRY X YES\nPORK X YES\nGLUTEN X NO\nSUNFLOWEROIL X YES', 'PROSCIUTTO E RUCOLA\nMozzarella di Napoli, Arugula, 18-Months \nFerrarini Prosciutto di Parma, Grana \nPadano DOP ,Olive Oil\nALLERGIES CONTAINS CAN BE\nPREPAR\nED \nWITHO\nUT\nDAIRY X YES\nPORK X YES\nGLUTEN X YES\nSUNFLOWEROIL X YES', 'Mozzarella di Napoli, Pecorino Romano \nDOP ,Gorgonzola Dolce DOP ,Grana Padano \nDOP ,Olive Oil\nQUA TTROFORMAGGI\nALLERGIES CONTAINS CAN BE\nPREPAR\nED \nWITHO\nUT\nDAIRY X NO\nGLUTEN X YES\nSUNFLOWEROIL X YES', 'San Marzano Tomato Sauce, \nMozzarella di Napoli, 18-Months \nFerrarini Prosciutto di Parma, \nFresh creamy Burrata, Basil, \nOlive Oil\nPROSCIUTTO E BURRA TA\nALLERGIES CONTAINS CAN BE\nPREPAR\nED \nWITHO\nUT\nDAIRY X YES\nPORK X YES\nGLUTEN X YES\nSUNFLOWEROIL X YES', '', '', 'Mozzarella di Napoli, Ferrarini \nSpicy Salame, Whipped Ricotta, \nMike's Spicy Honey, Basil\nDIA VOLADOLCE\nALLERGIES CONTAINS CAN BE\nPREPAR\nED \nWITHO\nUT\nDAIRY X YES\nPORK X YES\nGLUTEN X YES\nSUNFLOWEROIL X NO', '', '', 'DOLCI', 'D O L C I - T I R A M I S U C L A S S I C O \n104\nNAME: TIRAMISU\ CLASSICO\nDESCRIPTION: Our Signature Tiramisù-Made with Layers of Espresso-Soaked Ladyfingers and \nMascarpone Cream, Topped With Cocoa Powder\nCOLLATERAL: Talavera Blue Plate 8" \nINGREDIENTS: VICENZI Ladyfingers, Cocoa Powder, Nonna Cream (Mascarpone, Granulated \nSugar, Eggs, Heavy Cream), Rice Sponge Cake (Granulated Sugar, Corn Starch, Egg Whites, Egg \nYolks, White Rice Flour), LAVAZZA Espresso.\nAllergen detail: eggs, wheat, soy, milk\nIntolerance detail: gluten, Lactose, Cornstarch, Corn, Cocoa.\nPlease note: Guests may have allergies or sensitivities beyond the ones listed. Always review all \ningredients and confirm with the guest if they have any dietary restrictions or concerns.\nHOW TO DESCRIBE IT TO A GUEST: Our signature tiramisù-made Espresso-Soaked \nLadyfingers and Mascarpone Cream, topped with Cocoa Powder—"unwrapped" tableside!\nSTORYTELLING: Tiramisu is an Italian dessert that translates to "pick me up". The dessert is \ntraditionally served cold and paired with coffee or espresso.\nPronounce it like \nan Eatalian: \ntee-rah-mee-\nSOO klah-SIH-\nkoh', 'D O L C I - P A N N A C O T T A A I F R U T T I D I B O S C O\n105\nNAME: PANNA COTTA AI FRUTTI DI BOSCO\nCOLLATERAL: Talavera Blue Plate 8" + Doily \nINGREDIENTS: Panna Cotta (Whole Milk, Heavy Cream, Granulated Sugar, Silver Gelatin Sheets, \nBACARDI Golden Rum), Almond Streusel (White Rice Flour, Unsalted Butter, Sugar, Almond Flour), \nBlueberries, Blackberries, Raspberries.\nAllergen detail: milk, tree nuts\nIntolerance detail: lactose \nDietary Guidelines detail: Pork, alcohol \nPlease note: Guests may have allergies or sensitivities beyond the ones listed. Always review all \ningredients and confirm with the guest if they have any dietary restrictions or concerns.\nHOW TO DESCRIBE IT TO A GUEST: Creamy sweet milk custard topped with fresh mix berries \nand finished with house made Almond Streusel\nPronounce it like \nan Eatalian: \npah-nah KOH-\ntah ai froo-TEE \ndeet BOH-skoh', 'D O L C I - C A N N O L I A L C I O C C O L A T O E P I S T A C C H I O\n106\nTITLE: CANNOLO AL CIOCCOLATO E PISTACCHIO\nCOLLATERAL: Talavera Blue Plate 8" \nINGREDIENTS: Cannoli shell, ricotta filling (fresh ricotta, sugar), Crema al pistacchio \n(heavy cream, pistachio paste, crema pasticcera [heavy cream, sugar, cornstarch, milk, butter, \negg yolk]), raw pistachios, Eataly Chocolate tag\nAllergen detail: eggs, wheat, soy, milk, tree nuts\nIntolerance detail: gluten, lactose\nDietary Guidelines details: alcohol\nPlease note: Guests may have allergies or sensitivities beyond the ones listed. Always \nreview all ingredients and confirm with the guest if they have any dietary restrictions or \nconcerns.\nHOW TO DESCRIBE IT TO A GUEST: Our Cannoli al Pistacchio Salato features a crisp \ncannolo shell filled with ricotta and pistachio cream. Finished with crunchy raw pistachios for \nthe perfect balance of sweet and salty.\nPronounce it like \nan Eatalian: \nkan-NOH-loh al \nchoh-koh-LAH-\ntoh eh pee-stah-\nKEE-oh', 'D O L C I - B U D I N O A L C I O C C O L A T O\nNAME: BUDINO AL CIOCCOLATO\nDESCRIPTION: Dark chocolate budino served with crumbled devil's cake and chocolate crunchy. \nTopped with chocolate glaze and whipped

cream.\nCOLLATERAL: Talavera Blue Plate 8" + Doily \nINGREDIENTS: devil cake (flour, sugar, baking powder, baking soda, salt, rice bran oil, eggs, cocoa \npowder), feuilletine dark chocolate (rice bran oil, paillete feuilletine, dark chocolate 70%), settevele \nglaze (sugar, dark chocolate 70%, heavy cream, cocoa powder), panna montata (sugar, heavy cream), \nbudino al cioccolato base (semisweet chocolate, heavy cream, milk, sugar, eggs, salt)\nAllergen detail: eggs, wheat, soy, milk\nIntolerance detail: gluten, lactose\nDietary Guidelines detail: Pork \nPlease note: Guests may have allergies or sensitivities beyond the ones listed. Always review all \ningredients and confirm with the guest if they have any dietary restrictions or concerns. \nHOW TO DESCRIBE IT TO A GUEST: \nIf you are a Chocolate lover, can't miss our Chocolate Budino. Rich and decadent with silky texture \ntopped with crunchy Chocolate Crumble for a perfect match\nPronounce it like \nan Eatalian: \nboo-DEE-noh al \nchoh-koh-LAH-\ntoh", 'G E LATO - CO PPA A L C IO CCO L ATO\n108\nNAME: COPPA AL CIOCCOLATO\nCOLLATERAL: \n• Glass Cup \n• Doily\n• Talavera Plate 8" \n• Whipped Cream Dispenser\n• Whip Cream Chargers \n• 2oz Scoop \nINGREDIENTS: settevele glaze (sugar, dark chocolate 70%, heavy cream, cocoa powder), chocolate gelato (whole milk, heavy cream, sugar, non-fat powder milk, \ndark chocolate 70%, cocoa liquor, dextrose, neutro), gelato al bacio (Piemonte hazelnut paste, gelato base [whole milk, sugar, dextrose, non-fat powdered milk, egg \nyolk, neutro], chocolate base [whole milk, heavy cream, sugar, non-fat powder milk, dark chocolate 70%, cocoa liquor, dextrose, neutro], Gianduja filling), whipped \ncream (sugar, heavy cream), chopped hazelnut, cocoa powder.\nAllergen detail: egg, soy, milk, tree nuts\nIntolerance detail: lactose\nDietary Guidelines details: pork\nPlease note: Guests may have allergies or sensitivities beyond the ones listed. Always review all ingredients and confirm with the guest if they have any dietary \nrestrictions or concerns. \nSTEPS:\n1. Place one spoon of chocolate sauce at the bottom of the cup. \n2. Add one scoop (2oz) of Chocolate Gelato. \n3. Add one scoop (2oz) of Hazelnut Gelato. \n4. Top with 2oz of whipped cream. \n5. Sprinkle chopped hazelnut. \n6. Top with cocoa powder.\nPronounce it like \nan Eatalian: \nkoh-PAH ahl \nchoh-koh-LAH-\ntoh', 'G E LATO - CO PPA FR A G O L O S A\n109\nNAME: COPPA FRAGOLOSA\nCOLLATERAL: \n• Glass Cup \n• Doily\n• Talavera Plate 8" \n• Whipped Cream Dispenser\n• Whip Cream Chargers \n• 2oz Scoop \nINGREDIENTS: sorbetto alla fragola (strawberry puree, neutro [stabilizer], liquid sugar [sugar, dextrose, \nglucose powder]) gelato fior di latte (whole milk, heavy cream, non-fat powder milk, dextrose, sugar, neutro) , \nwhipped cream (sugar, heavy cream), strawberries\nAllergen detail: milk\nIntolerance detail: lactose\nPlease note: Guests may have allergies or sensitivities beyond the ones listed. Always review all ingredients \nand confirm with the guest if they have any dietary restrictions or concerns. \nSTEPS:\n1. Cut 2 strawberries and place them on the bottom of the cup. \n2. Add one scoop (2oz) of Fior di Latte Gelato.\n3. Add one scoop of Strawberry Gelato.\n4. Top with whipped cream (2oz). \n5. Place one strawberry, cut in 4, as garnish.\nPronounce it like \nan Eatalian: \nkoh-PAH ahl-lah \nFRAH-goh-lah', 'G E LATO A L M O M E N T O - P i s t a c c h i o S a l a t o\nNAME: GELATO AL PISTACCHIO SALATO\nPLATING/COLLATERAL:\n1. Costa Nova Wide Rim Plate \n2. Gold bowls for sharing\n3. White brick and teaspoon for tableside presentation\nINGREDIENTS: pistachio gelato (base gialla [whole milk, sugar, \ndextrose, non-fat powdered milk, liquid egg yolk, neutro], pistachio \npuro paste, raw pistachio, Maldon sea salt)\u200b, raw pistachio, salted \ncaramel (sugar, water, Kosher salt), Maldon sea salt.\nHOW TO DESCRIBE IT TO A GUEST: Our Gelato al Momento \nis made fresh to order in just 10 minutes using only the highest \nquality ingredients. This month' s flavor is Toasted Pistachio & Salted \nCaramel, crafted with in-house toasted pistachio paste, fresh milk, \nhomemade caramel, and Maldon sea salt flakes. It' s rich, creamy, \nand unlike anything you've tried before.'', "Made with the Italian CARPIGIANI gelato machine, which has represented the technical \nexcellence of Italian artisanal gelato since 1946.\nIt's more than artisanal - it's MADE TO ORDER in 10 MINUTES, taking gelato to another \nlevel.\nOnly ingredients of the HIGHEST QUALITY.\nThe gelato flavor will change SEASONALLY.\nEveryone has always dreamed of trying FRESHLY MADE gelato - a true Italian experience.\nA UNIQUE TEXTURE - perfectly soft.\nAugust Flavor: GELATO ALLA

CREMA WITH AMARENA CHERRIES AND \nAMARETTI COOKIES\n• Real TOASTED PISTACHIO paste, made freshly in-house\n• High-quality FRESH MILK\n• Homemade CARAMEL\n• MALDON SEA SALT flakes\n• You order the gelato, we load the machine, and it's ready in 10 minutes.\nS TO RY T EL LI N G", 'STEPS OF SERVICE', 'S TE P S O F SE RV IC E\n1. Server - Offer\nAlways offer Gelato al Momento when presenting the dessert menu. Use the following spiel to introduce it:\n\"We have a new addition to our dessert menu - Gelato al Momento, made fresh to order in just 10 minutes using \nonly the highest quality ingredients. This month's flavor is . It's rich, creamy, and unlike anything you've tried \nbefore.\" \nOnce the guest orders, send the ticket immediately and indicate how many guests will be enjoying the dessert, \nspecifying position number as well.\n2. Server - Table Marking\nBefore the gelato is served, mark each guest receiving the dessert with a gelato cup and a dessert spoon. Include one \nlarge serving spoon for sharing.\n3. Table Support - Preparation & Service\nFollow the preparation steps outlined in the following slides.\n4. Table Support - Guest Interaction\nApproach the table warmly and greet the guests. As you present the dessert, confidently pour a teaspoon of \ncaramello salato sauce over the gelato.\nEnjoy!', 'MACHINE SET UP & \nPREPARATION STEPS', 'M A CH I N E SE TU P\n115\nPlug In & Test the Machine\n• Plug in the machine.\n• Confirm the internal mixing blade is rotating counterclockwise.\n• \n Counterclockwise = functioning properly.\n• \n Clockwise = malfunction. Stop use and report the issue.\n• The machine must be completely closed before operation.', 'I N V E N TO R Y CH E CK\n116\nInventory Check\nA. Spatula in bowl with hot water\nB. Gelato base (quart container)\nC. ½ quart containers\nD. Costa Nova plates - stock in the refrigerator - for plating\nE. White bricks and teaspoons for table side presentation\nF. Gold Bowls for sharing\nG. Toppings: salted toasted chopped pistachios, salted caramel, Maldon salt (available in BOH of the restaurant)\n→\n→\n→\n→\n→\n→\n→', 'P RE PA RATI O N S T EP S \n117\n1. Prepare the Gelato Base\nA. Take the pistachio base from the fridge.\nB. Shake the base container thoroughly before use.\nC. For one portion, pour ½ quart into a smaller container.\nD. Keep unused base refrigerated immediately.\nE. Make sure all the doors are completely sealed before pouring the gelato base.\n→\n→\n→', 'P RE PA RATI O N S T EP S \n118\n2. Add Base to the Machine and Start Production Cycle\nA. Ensure all lids and access doors are securely closed.\nB. Open the top lid. \nC. Carefully pour in the prepared base (½ quart).\nD. Switch to Production Mode.\nE. Set timer:\n• First order of the day → 4 minutes\n• Subsequent orders → 3 minutes\nF. Wait for the alarm (gelato is ready when chamber is full).\n→\n→\n→', 'P RE P A RA T IO N S TE PS \n119\n3. Dispense the Gelato\nA. Switch the machine to Extraction mode to begin dispensing.\nB. Grab the Gelato Plate from the freezer.\nC. Open the front lid carefully.\nD. The gelato will begin to come out. Use the spatula (from the hot water bowl) to guide and shape the \ngelato onto the plate.\nE. Sculpt the gelato into a tall, appealing shape-like a mountain or pyramid.\nF. Once dispensing is complete, turn the machine off.\nG. Use the spatula to remove any remaining gelato from inside the machine.\nH. Close the lid. Always keep a bowl underneath the spout to catch any drips or spills.\n→\n→\n→\n→\n→', 'P RE PA RATI O N S T EP S \n120\n4. Finish & Serve\nA. Garnish each plate with:\nno Sprinkle salted toasted chopped pistachios\nno A pinch of salt Maldon salt\nB. Approach the table warmly and greet the guests. As you present the dessert, confidently pour a teaspoon of \nCaramello Salato sauce over the gelato.\nEnjoy!', 'END-OF-NIGHT CLEANING PROCEDURE', 'E N D- OF -N I G H T CL EA N IN G P RO CE D U R E\n122\nPrepare:\n• 1 empty bucket (for dirty water)\n• 1 bucket of hot water (if no sink nearby)\n• Sanitizer solution\n1. Start Rinse Cycle\n• Pour hot water (no soap) into the machine (front lid needs to be closed).\n• Run in Cleaning Mode for 2-3 minutes.\n• Turn OFF.\n• Open lid and drain into the bucket below.\n2. Manual Cleaning\n• Open and remove internal parts: mixing blade and front lid/panel\n• Wipe interior with clean, damp cloth + hot water.\n• Hand-wash all parts (mild soap if needed). \n Do NOT use dishwasher.\n3. Final Sanitation\n• Reassemble the machine.\n• Pour a small amount of sanitizer inside.\n• Run Cleaning Mode for 1-2 minutes.\n• Drain completely.\n• Leave the machine open to air dry.\n4. Wipe Down & Reset\n• Clean exterior surfaces.\n• Confirm all parts are clean, dry, and

reassembled.\n• Machine should be ready for next -day use.', 'WEEKLY CHECKLIST', 'WE EK LY TA S K S\n124\n• Check Inventory\nCarefully inspect all inventory to ensure no parts are missing. Pay special attention to small components like\n\nseals, which are costly to replace if lost.\n• Maintain Internal Seals\nApply lubricant to the internal seals once a week (refer to the instructional videos). This is essential for the\nmachine's proper function and long-term performance.\nNote: Lubricant is included with the machine-reorder as needed.', 'ORDERING PROCEDURE', 'O R D ER IN G PR O CE D U RE\n126\nDaily Dessert Order - add the followings:\n• Pistachio Paste\n• Start with 10 quarts per day (adjust based on sales trend)\n• Ordered by the quart\n• Shelf life: 6-7 days\n• Usage: 1 quart = 2 orders\n• Pistachios\n• Order by the quart\n• Caramel Sauce\n• Order by the quart\nInclude in BOH order:\n• Maldon Salt', 'Made with the Italian CARPIGIANI gelato machine, which has represented the technical excellence of Italian\n\nartisanal gelato since 1946.\nIt's more than artisanal - it's MADE TO ORDER in 10 MINUTES, taking gelato to another level.\nOnly ingredients of the HIGHEST QUALITY.\n\nThe gelato flavor will change SEASONALLY .\nEveryone has always dreamed of trying FRESHLY MADE gelato - a true Italian experience.\nA UNIQUE TEXTURE - perfectly soft.\nSeptember Flavor: \n• Real Vanilla paste, made freshly in-house\n• High-quality FRESH MILK\n• AMARENA Cherries\n• AMARETTI Cookies\n• You order the gelato, we load the machine, and it's ready in 10 minutes.\nS TO RY TE LL IN G", 'GELATO AL MOMENTO - STEPS\nOF SERVICE', 'SERVER SPIEL', 'S ERV E R S P IE L\n130\nGREETING\nCiao e benvenuti! Welcome to Eataly! Have you dined with us before?\nIf NO - First-Time Guest\nFantastic, welcome! My name is [Your Name], and I 'll be taking care of you today.\nHere at La Pizza & La Pasta, we celebrate the heart of Italian cuisine - wood-fired Neapolitan pizza, perfectly al dente pasta, \nand regional dishes made with the best ingredients.\nTo start, our Antipasti are perfect for sharing. For Pasta, we offer pasta secca (dried) and pasta fresca (fresh). I really\nrecommend the ____ - it's a guest favorite. Our Pizzas are made in true Neapolitan style by Rossopomodoro and for Secondi, \nguests especially love the ____, while the ____ is another great choice.\nCan I start you off with a glass of wine or maybe an Aperol Spritz?\nIf YES - Returning Guest\nCiao e bentornati!\nWelcome back to La Pizza & La Pasta / Eataly Ristorante! It 's so nice to see you again.\nMy name is [Your Name], and I 'll be taking care of you today.\n\n(If there's a special or activation, mention it here.)\nIf you'd like to try something new, I recommend the ____ - it's become a recent favorite. Of course, the ____ is always a classic.\nCan I start you off with something to drink? Maybe a glass of wine or an Aperol Spritz?', 'FLOORPLAN', '', 'PIPA - Sharing Utensil Guide\n\nPurpose: When guests order dishes to share, ensure they have separate utensils to transfer food onto\ntheir plates, avoiding the use of their own silverware. Use this guide to consistently bring the\nappropriate sharing utensils. \nANTIPASTI: \n• BURRATA: Spoon & Knife \n• BRUSCHETTA: Fork & Steak Knife \n• PROSCIUTTO: Fork \n• CALAMARI: Fork & Spoon \n• POLPETTE: Fork & Spoon \n• SALUMI E FORMAGGI: Fork & Knife \nINSALATE \nAll shared Insalate must receive a "Fork & Spoon" \nPASTA \nAll shared Pasta must receive a "Fork & Spoon" \nPIZZA \nNot required, but if guests ask then provide a "Fork and a knife" plus any other utensil they request. \nCLASSICI \n• POLLO FUNGHI: Fork & Knife \n• POLLO MILANESE: Fork & Knife \n• SALMONE: Fork & Knife \n• BRASATO: Fork plus a Spoon if served with sauce) \n• RIBEYE: Fork & Steak Knife \nDOLCI (for dessert Server/Busser will mark the table with a dessert plate and spoon for each guest) \n• CANNOLI: runner to bring a knife for sharing', 'G.U.E.S.T. SERVICE\nEATALY SERVICE STANDARDS', 'Why do we say "guest" rather than "customer?"', 'Have you ever invited a \nguest into your home?\n• Who are they to you?\n• How did you prepare?\n• What did you do when they arrived?\n• What happened next?\n• What happened when they were ready to leave?', 'The Guest\nExperience\nService\n• Proactive\n• Empathetic\n• Respectful\n• Curious\n• Environment\n• Inviting\n• Relaxing\n• Clean\n• Product\n• Quality\n• Authentic\n• Well-\npresented', 'Greet\nUrgency\nEngage\nSuggest\nThank you\nG.U.E.S.T.\nService\nStandards', 'Greet\nIf you...\nSmile\nMake eye contact\nHave open body language\nGive a warm greeting\nAre polite, professional, and\nfriendly\nThe Guest will feel...\nWarm and comfortable\nSeen and heard\nSecure

that you're ready to help\nWelcome\nThat they are in good hands\nThe 10/5 Rule:\nIf a guest comes within 10 feet of you, smile!\nIf a guest comes within 5 feet of you, greet!\nGives a warm welcome that makes our \nguests feel seen, heard, and valued.\nHow to Greet', 'Let's practice!\n• Ciao! Welcome to Eataly!\n• Good Morning, how can I help?\n• Buongiorno! How are you today?\n• Good evening! What brings you \nin today?\n• Hello, welcome to Eataly! Are \nyou finding what you need?\nChoose one or \ncreate your own!', 'Urgency\nWhat does it mean to work with urgency?\n• The guest is the first priority\n• Communicate!\n• Stay ready - keep areas stocked and clean\n• Balance between speed and accuracy\n• Ask for help when you need', 'Let's Practice!\nWhat \nwould \nyou do?\n• You work in QSR and are trying to \nmake a batch of iced tea, when a \nguest comes up to the counter.\n• You work in Retail and are stocking \nshelves, when you see a guest \nlooking for something in the same \naisle.\n• A guest asks you about a \ndepartment or product you are \nunfamiliar with.', 'Engage\n• Ask open-ended questions\n• Listen actively to the guest\n• Anticipate needs\n• Answer guests' questions\n• Repeat the order or instructions back', 'Eataly I-Spy\nItems\n• Spaghetti Pomodoro\n• Large Cappuccino\n• Mortadella Focaccia Sandwich\n• 1 lb of fresh tagliatelle\n• Prosciutto and fresh mozzarella\n• Pistachio Gelato in a cone\n• Cannoli with chocolate chips\n• Margherita Pizza alla Pala\n• Cornetto filled with cream\n• 6 Pasticcini\n• Torta al Cioccolato\n• Box of chocolates\n• Caesar salad from pronto\nObjectives\n• Looking for a quick bite\n• Want to make an Italian meal at \nhome\n• Want to sit down and enjoy a \nmeal at a restaurant\n• Need to find something to bring \nto a party\n• Need to buy lunch on a break \nfrom work\n• Want a gift for a loved one\n• Need a casual sweet treat\nTeam Member Objective: \nAsk open-ended questions to \nfind out what the guest needs. \nTip! Don't forget to repeat the \norder when you receive it!\nGuest Objective: \nSecretly select an objective \nand an item for the team \nmember to determine.\nTip! You're not trying to fool \nthe team member.\nLet's Practice!', 'Suggest\nWhat does suggesting entail?\n• A special product that we are featuring\n• An item that would complement what they \nhave already ordered\n• A product they loved in a restaurant or QSR \nthat they can buy in our retail section\n• A way to get to "yes" when a guest asks for \nsomething we cannot provide\nWe're not "selling," we're suggesting!\n• We are the experts\n• Actively listen\n• If you don't ask, they can't say yes', 'Let's Practice!\n• Fresh Pasta (retail)\n• Olive Oil\n• Coffee\n• Panino\n• Guest wants something we do \nnot sell\n• Guest really loves something \nthey just ate', 'Thank You\nWhy is thanking our guests important?\n• Communicates our appreciation\n• Ends their experience on a positive note\n• Lets the guest know we hope they will return\nHow do we thank our guests?\n• Offer a sincere "thank you" for joining us\n• Give them a specific reason to return\n"Thanks for coming in! When you come back, let me know how \nyou enjoyed your cornetto!"\n\nThe 10/5 Rule:\nIf a guest comes within 10 feet of you, smile!\nIf a guest comes within 5 feet of you, THANK!', 'G.U.E.S.T. - Review\nGreet\n• Smile\n• Make eye \ncontact\n• Greet with \nwarmth and \nwith the brand \nin mind\n• 10/5 rule\nUrgency\n• The guest is the \nfirst priority\n• Stay ready/ \nKeep areas \nstocked and \nclean\n• Package and \nprep items \nproperly and \nsecurely\n• Ask for help \nwhen you need\nEngage\n• Actively listen \nto the guest\n• Repeat the \norder back\n• Make them feel \ncomfortable \nand at home\nSuggest\n• Offer another \nitem to \ncomplement \nwhat they \nalready ordered\n• Suggest any \nspecials or \nactivations\n• Address any of \nthe guests' \nconcerns and \nget to YES!\nThank You\n• Offer a sincere \nthank you for \njoining us\n• Give them a \nspecific reason \nto return "come \nback and let me \nknow how that \ncornetto was!"\n• 10/5 rule', 'Debrief\n• What words or themes did you \nhear in today's session?\n• How did you feel during this \nsession?\n• What was the most valuable part? \nLeast valuable?\n• How will you apply what we \nlearned to your position?', 'SERVICE STANDARDS \nPurpose: the purpose of our service standards is to provide a personal, \nprofessional, natural, and engaging experience for our guests. Every \ninteraction should reflect warmth, attentiveness, and a genuine desire to \ncreate a memorable dining experience. Our goal is to anticipate needs, exceed \nexpectations, and cultivate a welcoming environment that ensures guests feel

\nvalued and respected at all times. \n1. Provide personal/professional, natural, and engaging service. \n2. Staff acknowledge the guest when appropriate and reasonable. \n3. Be accommodating to the guest's mood, time, and situation. \n4. Staff should be smiling at guests, always maintaining a gracious and \nnatural tone. \n5. Setting a pleasant and joyful experience for guests. \n6. If known, the guest's name is used naturally as a signal of recognition. \n7. Image sets the tone. All staff should be well- groomed and wear \nprofessional, clean, and well-fitted uniforms. Staff should look and \nbehave professionally. \n8. Greet guests immediately and positively acknowledge others waiting\u202fat \nrestaurant entry.\u202fIf reserved, guest's table is ready at the appointed time. \n9. The guest's seating area (table, chairs, and surrounding floor) is clean \nand in excellent condition.\u202fThe menu is presented is in pristine \ncondition, free of stains and water spots and not damaged. \n10. The table is greeted within less than two minutes and appropriate \nbeverages are offered. \n11. Staff should speak confidently about\u202fall elements of the food and \nbeverage menu,\u202fthe\u202frestaurant\u202fconcept,\u202fand\u202fcan capably answer', 'questions about the entire store or obtain assistance from another staff \nmember. \n12. Listen to guest preferences and provide customized suggestions based \non thorough product knowledge. We do not say no to any guest without \na proper and equivalent alternative. \n13. Channels of communication among staff are consistent and complete - \none does not have to fully repeat themselves and requests are conveyed \nto the appropriate members of service/kitchen staff. \n14. The first drinks are served within less than 5 minutes of ordering, unless \notherwise advised by a server \n15. All items ordered are served accurately and server/runner should never \nauction off drinks or food. \n16. Ascertain satisfaction and inquire about further needs when \nappropriate.\u202fThe pace of the meal is consistent; the guest does not have \nto wait or wonder when the next step of service will occur. \n17. All proper cutlery is provided throughout the meal (including sharing \nutensils) \n18. Suggest second beverage before the guest re-orders, when appropriate \ntop-up beverage before empty. If declined, empty glasses are removed \npromptly from table \n19. Guests have everything they need and nothing they don't.\u202fTable is \nthoughtfully maintained throughout the meal, soiled dishes removed \npromptly, vacated tables are swiftly cleared. \n20. Glassware, plates, cutlery and serving pieces are in excellent condition, \ncompletely clean and hygienic in appearance.', '21. The presentation of the bill is prompt and accurate. Table must be \ncleared of all un-necessary items. \n22. Offer a sincere thank you/farewell upon departure using guest's name \nwhen known.', 'DESCRIBING FOOD\nRESTAURANT SERVICE STANDARDS', 'Why is it important to be descriptive\nwhen talking about food?\nWhat is the consequence if we do not describe food deliciously?', 'Example: Pizza Napoletana\n...our pizza is Neapolitan style, \nmeaning that it is baked in an oven \nwith high heat so that it burns on \nthe bottom. The water in the \ntoppings make the pizza soggy and \nwet in the center with a chewy \ncrust.\n...our pizza is Neapolitan style, \nmeaning that it is baked for a short \nperiod of time in an oven with \nextremely high heat. This creates a \nsoft, thin center with a charred, yet \ndoughy crust. We top our pizzas \nwith fresh ingredients, which makes \nthe center nice and juicy.', 'Food Description - Best Practices\nHighlight the Value\n• Was it made a special way?\n• Homemade or handcrafted\n• Braised for X hours\n• Charred, grilled, roasted, etc.\n• Is there a special ingredient?\n• "Mushroom" vs. "King Trumpet Mushroom"\n• "Steak" vs. "Grass-finished ribeye"\n• Is there a specific brand to highlight?\n• Afeltra pasta\n• ROI Olive Oil\nDescription vs. Recipe\n• Recipe is every ingredient\n• Helpful when addressing allergens\n• Calamari Fritti Con Zucchini - Squid, vegetable \nbatter, zucchini, sea salt, lemon, flour mix, eggs, \noil\n• Description is the key components of the dish\n• Best for describing and selling items\n• Calamari Fritti Con Zucchini -\na lightly battered fried calamari served with \nlemon aioli\nPro Tip! Our menus typically have these descriptors. Review all menus and let them guide how you describe dishes!', 'Food Descriptions - This, not that...\nDish Words to use... Words NOT to use...\nPizza Napoletana Soft center, charred Soggy, wet, burnt\nPasta al dente Al dente, firm, has bite Not cooked, hard\nCacio

e Pepe Rich, creamy Salty, strong\nArancini Crispy outside, cheesy textured\ninside\nHard outside, sticky inside\nTruffles Earthy, nutty, savory Dirty, salty', 'Food Description Word Bank\nDescribing Taste\nAcidic Fresh Sharp\nBitter Fruity Smoky\nBittersweet Full-bodied Sharp\nBriny Herbal Spicy\nCitrusy Nutty Sweet\nCooling Rich Tangy\nEarthy Robust Tart\nFiery Savory Woody\nZesty\nDescribing Texture\nAiry Crusty Juicy\nBreaded Delicate Moist\nButtery Doughy Silky\nChewy Fizzy Soft\nCreamy Flaky Sticky\nCrispy Fluffy Smooth\nCrumbly Goopy Succulent\nCrunchy Hearty Tender\nVelvety\nExamples:\nBurrata - a soft yet firm outside \nfilled with creamy and spreadable \nstracciatella cheese\nPappardelle al Ragu di Funghi- a \nfresh, long pasta, with a savory and \nearthy mushroom sauce\nArancini - a ball with a crispy \nbreaded outside filled with gooey \ncheesy rice inside\nAperol Spritz - a crisp, cool, and \nbubbly beverage with bittersweet \nflavors.\nChallenge: \nSelect 3 words from the word bank and see how many times you can use them \nas you describe menu items to your guests!', 'Let's Practice!\nDescribing Food', '', '', 'EXCELLENCE IN SERVICE\nREVIEWING SERVICE STANDARDS', 'Why are we meeting?\nWe are kicking off a new initiative to clarify our service \nstandards in restaurants across ENA\nOur goals:\n• Revisit our purpose when it comes to service\n• Introduce our new Technical Learning schedule \nwithin pre-shift\n• Prepare the team for how we will keep our \nservice alive and fresh', 'Why go to a restaurant?\nWhy not just make food at home?', '"People will forget what \nyou said, people will forget \nwhat you did, but people \nwill never forget how you \nmade them FEEL..."nMaya Angelou\nThis Photo by Unknown Author is licensed under CC BY-SA-NC\nHow do we want our guests to feel throughout their experience?', 'The Front of House TEAM \nHost\n• First & last impression\n• Communicates if first impression isn't ideal\nServer\n• Primary point of contact throughout meal\n• Communicates with table support throughout\nTable Support\n• Liaison between kitchen and table\n• Communicates with server throughout\nManager\n• Oversees & supports\n• Problem solver\nGuest\nTable\n\nSupport\nServer\nManager\nHost', 'Pre-Shift Technical \nLearnings\n• 10-15-minute hands-on training \nsessions at each pre-shift\n• They will all include role \nplaying!\n• 2 topics per week\n• Builds and sets standards\n• Coaching and support', 'Technical Learning Preview\nDo one now with everyone!', 'What do you think?', 'EXECUTING DESSERTS & \nAFTER DINNER DRINKS\nRESTAURANT SERVICE STANDARDS', 'Executing Dessert & After Dinner Drinks -\n\nThe Basics\nWho Executes?\n• Depending on the restaurant configuration, \ndessert may be plated by BOH or FOH\n• When dessert is ready, it needs to be plated and \nbrought to the table within a reasonable \ntimeframe\n• Again, it is our job as a FOH team to work \ntogether to ensure all guests are taken care of, so \na server, busser, runner, or manager may need to \nexecute dessert & drinks\nDetails to Note:\n• Make sure the plate looks great before it hits the \ntable\n• No stains or spills for coffee\n• Wipe dessert plates\n• Use a tray!\n• Spoons are brought on the dessert plate\n• Dessert spoons for dessert\n• Teaspoons or Demitasse for coffee or tea\n• Demitasse spoons for espresso or macchiato\n• If the group is sharing, place a spoon for each \nguest\n• Do NOT put a pile of spoons in the center of the \ntable', 'PIPA Dolci - Recipe & FOH Responsibility Review\nWhether you work at PIPA (shown) or \nhave a different dessert menu, you \nmust know your role in executing \ndesserts.\n✓ Know the descriptions\n✓ Know the allergens\n✓ Know how to plate and present to \nthe specifications', 'Coffee & Tea - Presentation\nEspresso Double Espresso Cappuccino\nLatte Americano Sugar Caddy\nTea\nMacchiato\nCoffee and dessert should arrive to the table at the same time - never before dessert. \nSome European guests might prefer to have their coffee after dessert.\nPRESENTATION\n• Branded cup with logo facing the \nguest, handle at 3 o'clock\n• Demitasse Spoon at 45-degree angle\n• Sugar Caddy\nPREPARATION\n• Espresso: The ideal crema is compact \nand persistent, with a hazelnut color. It \nmust never be foamy or weak, nor too \nlight or dark in color. The espresso \nmust be delivered to the table \nimmediately or the crema will fade, if \nthe espresso becomes black, it must be \nremade.\n• Macchiato: Served in a demitasse cup, \nthis is an espresso with a "stain" of \nsteamed milk on top, a very slight \namount of milk. At most, there is 1 \nounce of milk.\n• Cappuccino: A true

cappuccino, once it \nsat and separated, would be 1/3 \nespresso, 1/3 milk, 1/3 foam.\n• Latte: The ratio of espresso to hot milk \nis 1:3, 1 part espresso to 3 parts milk\n• Americano: The ratio of espresso to hot \nwater is 1:2, 1 part espresso to 2 parts \nmilk', 'TABLE MAINTENANCE\nRESTAURANT SERVICE STANDARDS', 'When you go to a restaurant, how do \nyou feel when your table is not \nmaintained?\nHow does table maintenance impact the guest's experience?', 'Table Maintenance - WHY\nBenefits to the Guest\n• They have space to enjoy\n• They are more comfortable\n• Builds trust that the team truly \ncares about their experience\nBenefits to the Team\n• Easier to serve\n• Opportunity to sell 2nd (or 3rd...) drinks\n• Glasses, dishes, flatware are \ncleaned more regularly\n• Fewer spills and breaks\n• Faster reset between guests\nA well-maintained table is more comfortable for our guests AND is easier to serve.', 'Table Maintenance - What, Who, How\nWhat\n• Clearing items that are no \nlonger in use throughout \nthe meal\n• Empty dishes, glasses, \nbottles\n• Garbage & paper waste\n• Replacing items that need \nrefreshing or that drop on \nthe floor\n• Napkins, cutlery, glasses\n• Preparing the table for what \nis to come\n• Next course, etc.\nWho\n• Servers and bussers are \nresponsible for maintaining \ntheir sections however...\n• All FOH team members \nand managers can help with \ntable maintenance\n• It is ultimately all our jobs \nto take care of all guests, \nregardless of roles or \nsections\nHow\n• Use a marking tray when \nbringing flatware\n• Use a tray for glasses\n• Serve to the right of the \nguest when possible\n• If you must reach across \nthe table, use open body \nlanguage and say "excuse \nme"\n• Hold dirty items safely\n• Napkins by the outside\n• Glasses from the side and \nbottom\n• Never hold anything under \nyour armpit\n• Full hands in, \nfull hands out', 'Let's Practice!\nTable Maintenance', 'PRODUCT TRAINING', 'Today's Menu:\n\nuf071Italian Cuisine\n\nuf071EU Certifications\n\nuf071Pasta\n\nuf071Sauces\n\nuf071Preserves\n\nuf071Olive Oil\n\nuf071Vinegar\n\nuf071Pizza\n\nuf071Bakery\n\nuf071Formaggi\n\nuf071Salumi\n\nuf071Meat & Fish\n\nuf071Caviar\n\nuf071Wine\n\nuf071Coffee\n\nuf071Sweets\n\nuf071Icons of Eataly and Made in Eataly', 'ITALIAN CUISINE', 'Fettucine Alfredo\nCacio e Pepe\n Lasagna\n Penne alla Vodka\n Eggplant Parmigiana\n Chicken Parmigiana\n Spaghetti & Meatballs\n Garlic Bread\n Tagliatelle Bolognese\n Ravioli\n ITALIAN OR ITALIAN-AMERICAN', 'REGIONAL ITALIAN CUISINE\nAt Eataly, we make authentic, regional \nItalian cuisine, not Italian-American \ncuisine!', 'AUTHENTIC ITALIAN CUISINE\nno Most of what is called "Italian \nfood" in the U.S and Canada \ncomes from the immigrants \nfrom Italy, especially southern \nItaly and Sicily.\nno Their diets shifted from \nveggie-heavy, low protein to \nlarger, meatier, & saucier \ndishes\nFrom this...\n... to this!', 'EU CERTIFICATIONS', 'DOP\nDenominazione d'Origine \nProtetta\nFood is produced, processed, \nand packaged in a specific \ngeographical zone and \naccording to tradition.\nIGP\nIndicazione Geografica \nProtetta\nLess strict, tracing food \nspecialties solely back to their \ngeographical location to at least \none phase in production.\nTSG\nSpecialita Tradizionale \nGarantita\nEither raw materials, \nproduction method, or \nprocessing must be \n"traditional."\nWhen Italian food became \npopular in the mid-1900s, the \nglobal marketplace was flooded \nwith low-quality knock-offs \nsold as high-end products.\nThis led to a need for \nguaranteed authentic \nproducts...\nFood \nCertifications', 'KNOWLEDGE CHECK!\n1. Why does the EU certify foods?\n2. True or False: All certifications mean that all \nparts of the production process are done in \nthe exact geographical zone.\n3. True or False: Certified foods are better than \nnot.\n4. True or False: most of what is considered \nItalian food in the US comes from Italian \nimmigrants.\n1. To ensure traditions and quality are upheld \nand fake products are not being sold\n2. False! That is only DOP. \nIGP & TSG are less strict.\n3. False! "Better" depends on your taste, \ncertified just means it's traditional.\n4. True! Immigrants from Italy brought recipes \nand traditions with them and incorporated \ningredients that were more readily available \nin the US.', 'INTERNAL USE ONLY\nPASTA\nFRESH & DRY\nFRESCA E SECCA', 'Intro to Pasta\nItaly is known in the whole \nworld for its pasta. \nThere are two main varieties: \nSoft Wheat and Durum Wheat.\nItalians eat

60 pounds of pasta \nper year!\nSoft Wheat\nCenter -North Italy\nDurum Wheat\nSouthern Italy\n350 Shapes of pasta\nMore than 1000 varieties!', 'Fresh Egg Pasta\nFresh egg Pasta is common in \nCenter and Northern Italy.\nIt is prepared mixing eggs and \nflour, creating a dough that can be \nshaped.\nPerfect with rich sauces!\nSemolina Pasta\nSemolina pasta is more common \nin Southern Italy.\nIt is a simple mixture of semolina \nflour and water, made into a \ndough that gets extruded through \ndifferently shaped dies.\nIt is then dried and packaged.', 'Semolina: Industrial vs. Artisanal\nIndustrial Pasta\n• Speed & efficiency\n• Cost-effectiveness\n• Feed the masses\n• Dried at a high temperature\n• Dried for a shorter period of time\n• Extruded through a Teflon die\nArtisanal Pasta\n• Quality\n• Authenticity\n• Tradition\n• Dried at a lower temperature\n• Dried for a longer period of time\n• Extruded through a bronze die', 'Pasta Shapes: Semolina vs Egg\nTajarin\nTagliatelle\nPappardelle\nFarfalle\nSpaghetti\nLumache\nPenne\nFusilli\nConchiglie\nAgnolotti\nRavioli', 'Shapes & Sauces\nTraditionally, every sauce \nwas paired with a certain \ntype of pasta. \nAt Eataly, we try to follow \nthese distinctions while \nadopting to modern \naudiences.\nBut in the end, to each \n(shape) their own \n(sauce)!\n"Long" Shapes\ne.g. Spaghetti\n"Short" Shapes\ne.g. Penne\nTomato based, creamy or \noil based sauces.\n• Amatriciana\n• Carbonara\n• Nerano (fried zucchini \nsquash)\n• Pomodoro\n• Cacio e Pepe\nSauces with "chunks", \ncheese-based.\n• Alla Norma\n• Pesto Genovese\n• Quattro Formaggi', 'SAUCES | SALSE\n(SAHL-say)', 'Italian Sauces\nWhat is pasta or pizza \nwithout sauce?\n• Pomodoro\n• Pesto\n• Ragu\n• Marinara\n• Arrabbiata', 'Tomato Sauce\nMid-1500s: the tomato, an Aztec plant, arrives in Italy\n1694: first published recipe for tomato sauce found in \nLo Scalo alla Moderna ("The Modern Steward") by \nNeapolitan chef Antonio Latini\nMid-1800s: tomato sauce begins to be paired with pasta, \nand the practice of canning and preserving tomatoes \nstarts to take off\nToday: Tomatoes remain a staple of Italian cuisine, \nparticularly when it comes to sauce', 'Four Sauces of Rome\nCacio e Pepe\nPecorino Romano + Black \nPepper\nGricia\nPecorino Romano + Black \nPepper + Guanciale\nAmatriciana\nPecorino Romano + Black \nPepper + Guanciale + Tomatoes\nCarbonara\nPecorino Romano + Black \nPepper + Guanciale + Eggs', 'Made vs. Jarred\nSauces We Make Fresh\n• Carbonara\n• Wine-based sauces\n• Bolognese\n• Cream & Dairy-based sauces\nSauces We Jar for Sale\n• Pomodoro\n• Marinara\n• Arrabbiata\n• Pesto\n• Puttanesca\n• Mushroom & Truffle', 'KNOWLEDGE CHECK!\n1. What are the two families of pasta?\n2. What is "al dente?"\n3. Why is artisanal pasta considered \nbetter than industrial?\n4. What is the difference between \nCacio e Pepe and Carbonara?\n1. Fresh Egg Pasta and Durum Wheat\nPasta\n2. The desired texture of pasta - "to \nthe tooth"\n3. Better digestibility, better texture \nand more "grip"\n4. Cacio e Pepe is just pasta, \nPecorino Romano, and black \npepper. Carbonara also has egg \nand guanciale.', 'PRESERVE | CONSERVE\n(con-SER-vay)', 'Why Preserves?\nWhat comes to mind when you think of preserves? \nWhy is food preserved? How is food preserved?', 'The Italian cupboard!\nOil-Based preserve\nSugar-Based preserve\nDried preserve\nSalt-Based preserve', 'EXTRA VIRGIN OLIVE OIL | \nOLIO EXTRA VERGINE', 'Extra\nVirgin Olive Oil\n(EVOO)', 'INTERNAL USE ONLY', 'Generally, olive oils from \ndifferent parts of Italy can \nbe classified in groups \nbecause the olives will be \ngrown in similar areas. \nThe Olive Oil in Italy', 'How do I store my Extra Virgin Olive Oil?\nLight, heat, and air are your enemies!\nWhen storing EVOO it's very \nimportant to keep it away from sources \nof light, from any kind of heat and to \nclose it tightly after every use.\nEVOO, if stored correctly, can last up \nto 3 months!', 'Why does my Extra Virgin Olive Oil look \ncloudy and contain solids at the bottom?\nIt's too cold!\nBelow about 54°F/ 12°C, \nEVOO begins to turn cloudy as \nthe fats and natural waxes \nbegin to crystallize. Solids will \nsink to the bottom, and the oil \ncan turn to a gel-like texture or \neven solidify.\nThis is easily reversible and \ndoesn't compromise the quality \nat all. \nSimply place the olive oil in a \ndark place that is closer to \nroom temperature - between \n55-70° F - and allow it to \nreturn to its liquid state. \nDon't worry!', 'How to Taste EVOO\nWhat you need:\nno Transparent cup (so you can see the color!)\nWhat to do:\n1. Pour a very small amount of olive oil into the cup\n2. Cover the cup with your hand for few seconds to warm the \noil\n3. Smell the aroma\n4. Taste the oil

by sipping the oil between your teeth and lip\n5. Take deep breathes', 'VINEGAR | ACETO\n \n(AH-che-toh)', 'Italian Dressing\nWhat is it?\nA. A vinaigrette-type salad dressing that \nconsists of water, vinegar or lemon juice, \nchopped bell peppers, sugar or corn syrup, \nand various herbs and spices.\nB. Olive oil, vinegar, and salt. \nOR\n\"Italian Dressing\"\nTypical salad \ndressing in Italy', 'The Balsamic Vinegar in Italy \nTraditional Balsamic \nVinegar of \nModena or \nReggio Emilia DOP\nRegion: Emilia Romagna, \nin either Modena or Regio Emilia\nComponents: 100% Cooked Grape Must\nAging: 12, 15-20 or 20-25 years\nBalsamic Vinegar of \nModena IGP\nRegion: Emilia Romagna, in Modena \nComponents: Minimum 20% cooked Grape \nMust and minimum 10% Wine Vinegar\nAging: Minimum 60 days, maximum 3 years\nModena\nReggio Emilia', 'Condimento Alimentare\n\n\u00f01 Products that do not meet the requirements \nfor Balsamic Vinegar of Modena IGP or \nTraditional Balsamic Vinegar of Modena or \nReggio-Emilia DOP, will not have the \ncertification status\n\n\u00f01 Condimento Alimentare or dressing are:\n\n\u00f01 Not regulated\n\u00f01 Can be produced and made with grapes from \nany region of Italy\n\u00f01 May include extra ingredients\nCondimento Alimentare:\nBalsamic Vinegar of \nModena IGP, and figs. \nCondimento Alimentare:\nGlaze with \"Balsamic \nVinegar of Modena IGP\", 'KNOWLEDGE CHECK!\n1. What are the four main types of \npreserves in Italy? \n2. What makes an olive oil \"extra \nvirgin?\"\n3. True or False: Olive oil tastes the \nsame regardless of the region in Italy.\n4. What is Italian dressing?\n5. True or False: Balsamic Glaze and \nBalsamic Vinegar are the same thing. \n1. Oil-based, sugar-based, salt-based and dried.\n2. Has acidity lower than 0.8%\nExclusively made from the first cold press\nPressed only by physical methods\nDoes not contain any chemicals\n3. False! Oils all have different flavor profiles\n4. Italian dressing is an American invention to \nbe used as salad garnish. Italians use a mix of \nOil, vinegar, salt, etc.\n5. False! Glaze does not meet the requirements \nfor Balsamic Vinegar of Modena IGP or \nTraditional Balsamic Vinegar of Modena or \nReggio-Emilia DOP', 'PIZZA NAPOLETANA &\nPIZZA ROMANA', 'Pizza Romana aka 'Pizza alla Pala'\nPizza Napoletana', 'Pizza Napoletana\n• From Napoli, Campania (South)\n• Baked in a wood-burning oven\n• Soft elastic center, charred and fluffy crust\n• Sold by whole pizza in our restaurants\n• Very strict rules!\nNapoli, Campania', 'Pizza Romana aka 'Pizza alla Pala'\n• From Roma, Lazio (Center Italy)\n• Baked in an electric oven\n• Fluffy with a crispy outer crust\n• Lots of different toppings\n• Sold by slice or by whole\nRome, Lazio', 'Margherita Pizza\nCreated in Naples in 1889 at the behest of a \nvisiting Queen, Margherita of Savoy. \nColors of the ingredients mimic the colors of \nthe Italian flag.', 'Signature Eataly Pizza\nPizza Romana\nPizza Napolitana\nCapricciosa: San Marzano Tomato Sauce, Mozzarella di \nNapoli, Cremini Mushrooms, Gaeta Olives, Ferrarini \nProsciutto Cotto, Artichokes, Basil, Olive Oil\nBurrata e Prosciutto: San Marzano Tomato Sauce, \nMozzarelli di Napoli, Ferrarini 18-Month Prosciutto di \nParma, Fresh Burrata, Basil, Olive Oil\nSalsicciotta: San Marzano Tomato Sauce, Mozzarella di \nNapoli, Sweet Italian Sausage, Cremini Mushrooms, Basil, \nOlive Oil\nCalzone Classico: Ricotta, Mozzarella di Napoli, \nFerrarini Prosciutto Cotto, San Marzano Tomato Sauce, \nBasil, Olive Oil\nFunghi: Roasted Cremini Mushrooms, Button \nMushrooms, Provolone, and Mozzarella\nQuattro Formaggi: Buffalo Mozzarella, Pecorino \nRomano DOP, Gorgonzola Dolce DOP, 18 Month \nProvolone Auricchio Stravecchio, Basil, Olive Oil\nTricolore: Prosciutto di Parma, Stracciatella, Cherry \nTomatoes, Arugula\nSoppresata: Mutti Crushed Tomatoes, Spicy Salame, \nFresh Mozzarella', 'BREAD | PANE\n(PAH-neh)', 'The Secret to our Bread: Simplicity\n• Only four ingredients\n• 43 years old Mother Yeast from Italy\n• We bake in-house by hand\n• Up to 18 hours of work for a single loaf!\nFlour\nWater\nMother Yeast\nSalt', '', 'Focaccia Bread\nQSR Retail Restaurants', 'KNOWLEDGE CHECK!\n1. What are the two types of pizza \nwe sell at Eataly?\n2. What is Mother Yeast, and why \nis it significant?\n3. What are the defining \ncharacteristics of Pizza alla Pala \nand Napoletana?\n1. Pizza Napoletana - Napoli\nPizza alla Pala - Roma\n2. Natural yeast made from flour \nand water. It can be kept alive as \nlong as you feed it and makes \nfor sourdough bread\n3. Pala: fluffy and crispy, electric \noven for 13-15 minutes. \nNapo: Soft and thin, wood-\nburning oven at a high heat for \n60-90

seconds', 'CHEESE | FORMAGGIO\n(for-MAH-jio)', 'Cheese Classification\nBuffalo's Milk \nBufala = Buffalo\nCow's Milk\nMucca = Cow\nSheep's Milk\nPecora = Sheep\nGoat's Milk \nCabra = Goat\nFresh Cheese\nLess than 2 weeks\nSemi-aged Cheese\nBetween 2 weeks and 6 months\nAged Cheese\nMore than 6 months', 'Mozzarella & Burrata\nType of Milk: Cow or Buffalo Milk\nMozzare: "To Cut"\nMozzarella is a fresh cheese made from cow's or \nbuffalo's milk using the pasta filata method (stretched \ncurd).\nDid you know? Our house made mozzarella and burrata is made fresh daily by our cheesemongers!\nMozzarella\nStracciatella\nType of Milk: Cow or Buffalo Milk\nStracciare: "To shred"\nBurrata, meaning "buttery" in Italian is a fresh cheese made from \na mix of mozzarella and heavy cream.', 'Parmigiano Reggiano, Grana \nPadano, and Parmesan\nParmesan\nParmigiano Reggiano Grana Padano\n• Cow's milk\n• Aged 1->4 years\n• Produced in Parma, Modena, or \nEmilia Romagna, and specific parts \nof Bologna and Mantua\n• Nuttier, crumblier\n• Cow's milk\n• No aging requirements\n• Can be produced anywhere\n• Flavor varies, less complex flavor, \nmore generic\n• Cow's milk\n• Aged 9+ months\n• Produced in the Po Valley in \nNorthern Italy\n• Milder, butterier, sweeter, creamier', 'CURED MEATS | SALUMI\n(sah-LOO-mee)', 'Types of Salumi\nSALUMI\nCURED COOKED\nWHOLE \nPIECES GROUND GROUNDWHOLE \nPIECES\n• Prosciutto\n• Coppa\n• Pancetta\n• Guanciale\n• Milano\n• Soppressata\n• Genoa\n• Finocchiona\n• Mortadella\n• Cotechino\n• Zampone\n• Prosciutto \nCotto\n• Porchetta\nCuring is general \nterm referring to \nany process that \npreserve meat \nSALUMI = CURED MEATS\nSALUMI ≠ SALAMI\nSalami is a kind of \nsalumi, ground \nand cured', 'Prosciutto\nProsciutto Crudo - "Cured Ham" Prosciutto Cotto - "Cooked Ham"', 'KNOWLEDGE CHECK!\n1. True or False: Mozzarella is a fresh cheese.\n2. What is Burrata?\n3. True or False: Parmigiano Reggiano and \nParmesan cheese are the same.\n4. What are the two types of salumi?\n5. True or False: Salami and salumi are the \nsame thing\n6. True or False: Prosciutto Crudo is a cooked \nmeat.\n1. True! Our house made mozzarella is made \nfresh daily on site by our cheesemongers!\n2. A "pouch" made with mozzarella on the \noutside and stracciatella on the inside\n3. False! Parmigiano Reggiano is a DOP \ncheese. Parmesan is unregulated and may \nbe aged as little as 10 months.\n4. Cooked and Cured\n5. False! Salami is a kind of salumi.\n6. False! Prosciutto Crudo is cured, not \ncooked.', 'MEAT & FISH\n| CARNE E PESCE', 'Nice to MEAT you!\nThe staples of our Butcher \nprogram:\n• Sustainable farms\n• Pasture raised animals\n• Dry-Aged Beef\n• Made in Eataly products', 'Introducing...fish!\nOur Fishmonger program follows the same \nideas as our butcher program.\n• Sustainable fishing \n• Organic farms\n• Local fisheries\n• Freshness of the fish', 'CAVIAR | CAVIALE', 'What is Caviar?\nCaviar is made by salt-curing the \nroe of the Sturgeon.\n• Can be wild or farm-raised\n• It's considered a delicacy\n• Italy is the 2nd biggest producer of \nfarmed caviar in the world\n• Calvisius is Eataly's only partner for \nCaviar\nWhy is caviar so expensive?\n• Time: it takes anywhere from 10 to \nover 25 years\n• Process: every single phase of the \nprocess is done by hand\n• Storage: caviar must be consumed \nwithin weeks from production', 'TRUFFLES | TARTUFI', 'The Gift of the Earth\nTruffle Agnolotti\nRisotto ai funghi e tartufi\nTruffle is one of the quintessential products of Italy \nall year round, with the most sought after, the White \ntruffle, being available in winter.\nIt is used by Chefs and Cooks all over the world \nthanks to its earthy, deep and complex flavor.', 'What are Truffles?\nTruffles are a species of fungus called tubers: \nthese are NOT mushrooms\nTubers do not harm their host tree, but \nrather aids it in absorbing nutrients from the \nsoil.\nSince truffles cannot be seen on the surface \nof the soil with the naked eye, a trained \nanimal is required to find them.', 'WINE | VINO\n(VEE-noh)', 'Wine & Italy\nItaly has over 350 indigenous \nvarieties and almost a thousand \nwines with a certification.\n5 Wine Identifiers:\n1. Sweetness\n2. Acidity\n3. Tannins\n4. Body\n5. Alcohol\n3 Main Types:\n1. Red\n2. White\n3. Sparkling', 'DOCG\nDenominazione di Origine \nControllata E Garantita\nReserved for the highest quality wines \nin Italy. \nConditions must pass a blind taste \nadministered by the government.\nDOC\nDenominazione di Origine \nControllata\nPertains solely to wines produced in a \nspecific geographic zone from an \nofficially permitted grape varietal.\nIGT\nIndicazione Geografica

Tipica\nAcknowledges wines that are of \nsuperior quality, but do not fit into the \nDOC or DOCG category, for example, \nSuper Tuscan.\n\nThe are three main \ncertification for Italian wines:\n• DOCG: 78 wines\n• DOC: 329 wines\n• IGT\nWine \nCertifications', 'How is Wine made?', 'Wine in Italy\nWine is grown all over the Italian Peninsula, these are the \nmain regions and their styles of wine\n\nNorthern Wines\n• Barolo\n• Prosecco\n• Lambrusco\nCentral Wines\n• Montepulciano\n• Sangiovese\n• Sagratino\nSouthern Wines\n• Nero d'Avola\n• Greco\n• Etna Bianco', 'KNOWLEDGE CHECK!\n\n1. What are the main types of Italian \nwines?\n2. What does 'DOC' and 'DOCG' mean \non Italian wine labels?\n3. Are there any famous Italian wine \nregions I should know about?\n4. What's the main difference between \nred and white wine?\n\n1. Italian wines are primarily \ncategorized into red, white, and \nsparkling varieties.\n2. DOC and DOCG are European wine \nclassification systems that ensure \nquality and authenticity.\n3. Yes, Italy has several renowned wine \nregions. Tuscany, Piedmont, Veneto, \nPuglia and Sicily are a few.\n4. Grape skins do not come in contact \nwith white wine after pressing.', 'COFFEE | CAFFE'\n\n(cah-FEH)', 'Coffee History\nItaly is famous for two coffee inventions:\n• Espresso machine in 1901\n• Moka Pot in 1933\nFun Fact! The Americano was invented \nduring WWII when the American soldiers \nstationed in Italy needed a coffee that \nwasn't as strong as espresso - so they put \nespresso and hot water!', 'The Coffees at Eataly\nEataly offers many kinds of \ncoffee: espresso or espresso-\nbased, but also a whole variety \nof drinks adapted from Italian \nrecipes or created for the \nAmerican market.\nEspresso is the king of Italian \ncoffee: brewed with extreme \nprecision and freshly ground \neverly single shot.', 'SWEETS | DOLCI\n\n(DOHL-chee)', 'Our pastry counter\nOur Pastry represents the classic Italian \npastry: our recipes are carefully created, \nreviewed and adapted by our incredible \npastry team.\nWe offer the following:\n• Torte (TOHR-tay) - Cakes\n• Teglie (TEH-lee-yeh) - Trays\n• Monoporzioni (moh-noh-pohr-tzee-OH-nee) \n- Single portions\n• Pasticcini (pah-stee-CHEE-nee) - Small \nBites\n• Biscotti (bee-SCOH-tee) - Cookies', 'The Staple of our sweets\nKatia, our Vice President of QSR, \nreproduced the family recipe for her \ngrandma's tiramisu, here are the \ningredients:\n• Coffee\n• Mascarpone\n• Cocoa powder\n• Ladyfingers\n• Eggs\n• Sugar', 'KNOWLEDGE CHECK!\n\n1. Why Italy is famous for coffee?\n2. Where do we produce sweets?\n3. Why our Tiramisu is better than \nothers?\n\n1. Because of the inventions of \nespresso machine and moka pot.\n2. We produce sweets in-house \nfresh every single day!\n3. Because it's made using only six, \nhigh quality ingredients.', 'ICONS OF EATALY | ICONE DI \nEATALY', 'We cook what we sell, and we sell what we cook!\nIcons of Eataly is our \nshowcase of the most \nIconic dishes from Italy!\nYou can find this special \nselection in many of our \nrestaurants', 'Icons of Eataly\nPasta alla Scoglio Lasagna\nCacio e Pepe\nBurro & Parmigiano\nTagliatelle Bolognese\nCarbonara', 'Made-in-Eataly\nThe deliciousness doesn't end \nin our restaurants!\nMany of our restaurants best \nsellers can be found In the \n"Pronto" section.\nAnd the best thing? They're \nalready cooked or ready to eat!', 'Eataly Private Label\nYour go-to for quality, \nauthenticity, and \nconsistency!\nWe work with the best Italian \nproducers to partner and make our \nown label - making us your very own \npersonal shopper!', 'KNOWLEDGE CHECK!\n\n1. What are the "Icons of Eataly"? \n2. Is pasta Alfredo Italian? \n3. MIE products are all raw and \nneeds to be cooked.\n\n1. Famous Italian food cooked the \ntraditional way and served in our \nrestaurant Pizza Pasta.\n2. Yes, but the recipe was adapted in \nthe USA. The original one is only \nparmigiano and butter.\n3. False, MIE is also cooked!', 'FINAL THOUGHTS', 'Takeaways\n\nWhat is 1 product fact you \nremember?\nKeep in mind...\n• Learning all of this will take time\n• Use your resources\n• Training documents\n• Managers & team\n• Practice, practice, practice!', 'GRAZIE!', 'PRODUCT TRAINING FOR RESTAURANTS', 'INTERNAL USE ONLY\nINTERNAL USE ONLY\nLEARNING OBJECTIVES\nTo learn about Italian food, culture, and quality through our key product categories for \nrestaurants.\n\n☐ Italian Cuisine\n☐ EU Certifications\n☐ Pasta\n☐ Pizza\n☐ Formaggi\n☐ Salumi\n☐ Extra Virgin Olive Oil\n☐ Truffles', 'INTERNAL USE ONLY\nITALIANCUISINE', 'INTERNAL USE ONLY\nINTERNAL USE ONLY\nRegional Italian Cuisine\n\nAt Eataly, we make authentic, regional \nItalian cuisine, not Italian-American cuisine!', 'INTERNAL USE

ONLY INTERNAL USE ONLY\nAuthentic Italian Cuisine\no Most of what is called "Italian\nfood" in the U.S and Canada \ncomes from the immigrants \nfrom Italy, especially southern \nItaly and Sicily.\no Their diets shifted from \nveggie-heavy, low protein to \nlarger, meatier, & saucier dishes', 'INTERNAL USE ONLY\nEU CERTIFICATIONS', 'INTERNAL USE ONLY\nDOP\nDenominazione d'Origine Protetta\nProtected Designation of Origin\nFood is produced, processed, and \npackaged in a specific geographical \nzone and according to tradition.\nExample: Parmigiano Reggiano DOP\nIGP\nIndicazione Geografica Protetta\nIndication of Geographic Protection\nLess strict, tracing food specialties \nsolely back to their geographical \nlocation to at least one phase in \nproduction.\nExample: Bresaola della Valetellina\nIGP is dried in the traditional way, but \nthe beef does not need to be from \nthe region.\nTSG\nSpecialta TradizionaleGarantita\nTraditional Specialties Guaranteed\nEither raw materials, production \nmethod, or processing must be \n"traditional." \nExample: Pizza Napoletana TSG\nDOCG\nDenominazione di Origine Controllata E \nGarantita\nControlled and Guaranteed Designation \nof Origin\nReserved for the highest quality wines \nin Italy. \nConditions must pass a blind taste \nadministered by the government.\nDOC\nDenominazione di Origine Controllata\nControlled and Guaranteed Designation \nof Origin\nPertains solely to wines produced in a \nspecific geographic zone from an \nofficially permitted grape varietal.\nIGT\nIndicazione Geografica Tipica\nIndication of Typical Geography\nAcknowledges wines that are of \nsuperior quality, but do not fit into the \nDOC or DOCG category, for example, \nSuper Tuscan.\nWhen Italian food became popular in \nthe mid-1900s, the global \nmarketplace was flooded with low -\nquality knock-offs sold as high-end \nproducts.\nThis led to a need for guaranteed \nauthentic products...\nFood & Wine \nCertifications', 'INTERNAL USE ONLY\nINTERNAL USE ONLY\nEU Certification Examples - Food', 'INTERNAL USE ONLY\nINTERNAL USE ONLY\nEU Certification Examples - Wine', 'INTERNAL USE ONLY\nINTERNAL USE ONLY\nKNOWLEDGE CHECK!\n1. Why does the EU certify foods?\n2. True or False: All certifications mean that \nall parts of the production process are \ndone in the exact geographical zone.\n3. True or False: DOCG wines must pass a \nblind taste test administered by the \ngovernment.\n4. True or False: Having the EU Certification \ndoes not necessarily mean "better." \n1. To ensure traditions and quality are \nupheld.\n2. False! That is only DOP . \nIGP & TSG are less strict.\n3. True!\n4. True! While that could be the case \nnaturally, the EU Certification indicates \nthat the product was made in the \ntraditional way and/or in the precise \ngeographic zone.', 'INTERNAL USE ONLY\nPasta\nFresh & Dry\nFresca e Secca\nINTERNAL USE ONLY', 'INTERNAL USE ONLY\nPasta in \nItaly: \nPasta is a staple in all \n20 regions of Italy\nThere are over 600 regional \nshapes!\n• Terrain\n• Climate\n• Traditions\nAl Dente - "to the tooth"\n• Firm bite\n• Better for digestion', 'INTERNAL USE ONLY\nSoft Wheat\nNorthern Italy\nEgg \nPasta\nDurum Wheat \nPasta\nDurum Wheat\nSouthern Italy', 'INTERNAL USE ONLY\nFresh Egg Pasta Shapes\nAgnolotti\n(an-yo-LOH-tee) \nLasagna\n(la-SAHN-ya) \nRavioli \n(ra-vee-OH-lee) \nTagliatelle\n(tal-ya-TELL-eh) \nPappardelle\n(pa-par-DEL-leh) ', 'INTERNAL USE ONLY\nDurum Wheat Pasta \nShapes\nVesuvio\n(ve-SOO-vee-oh) \nPenne\n(PEH-neh) \nPaccheri\n(pa-KEH-ree) \nFarfalla \n(far-FAH-leh) \nSpaghetti\n(spah-GEH-tee) \nMafalde\n(ma-FALL-duh) \nOrecchiette\n(o h-reck-ee-ET-teh)', 'INTERNAL USE ONLY\n✓ Teflon die Extrusion\nArtisanal \nPasta\n✓ Bronze die Extrusion\n✓ Dried at a lower temperature \n(113/122°F), over a longer period of time \n(48-52 hours). \n✓ Dried at a higher temperature (200°F), over \na shorter period of time (8-10 hours) \nIndustrial Pastavs.', 'INTERNAL USE ONLY\nArtisanal \nPasta Industrial Pastavs. \nVesuvio Fusilli Fusilli Penne\n✓ Smoother, less rough texture, does not absorb the \nsauce as much\n✓ Darker yellow color, shorter cooking time\n✓ Rougher texture, allowing the pores to open up \nand better absorb the sauce\n✓ Pale yellow color, longer cooking time', 'INTERNAL USE ONLY\nWe cook what we sell, \nand we sell what we \ncook...\nAfeltra is in Gragnano \n(grahn- YAH - noh)\nthe capital of pasta\n• King of Spain Ferdinando II changed the town in 1800 by \nfinding the perfect balance of sea air and mountain air that \nmet in a perfect spot in Via Roma in Gragnano.\n•

Since 1848 Afeltra pasta factory is situated in the heart of \nGragnano in Via Roma.\n• Afeltra makes a total of 19 short and long pasta shapes.\n• Oscar Farinetti bought Afeltra in 2003, before the first Eataly \nstore opened.\n• We sell Afeltra pasta in all our restaurants!', 'INTERNAL USE ONLY\nPairing Pasta with Sauce\nTubolare\nTubular pasta\nLarger tubes with bigger, chunkier sauces\nSmaller tubes with finely diced items\nAll good for stuffing and baking\nAttorcigliata\nTwisted pasta\nCapturing sauces with small bits or finely \nchopped ingredients like pesto or crumbled \nsausage\nLunga\nLong pasta\nThin pairs with light sauce\nThick pairs with substantial sauces like \nbolognese and cacio e pepe\nRipiena\nFilled Pasta\nSince the flavor is in the filling, filled pastas \nare traditionally served with light butter or \noil-based sauces', 'INTERNAL USE ONLY\nKNOWLEDGE CHECK!\n1. What is the brand name of the dry pasta we sell in \nour restaurants and why is it special?\n2. What are the defining characteristics of artisanal \npasta vs. industrial pasta?\n3. What is “al dente?”\n4. True or False: Guests may substitute a different \npasta in their dish of choice.\n1. Afeltra - an artisanal pasta producer from 1848 \nthat makes high quality traditional pasta.\n2. Artisanal pastas use a bronze die for extrusion over \nTeflon, which provides a rougher texture, better to \nabsorb and carry sauce. It is also dried at a lower \ntemperature and is pale yellow rather than dark \nyellow.\n3. The desired texture of pasta - “to the tooth”\nBetter texture, better for digestion\n4. False! Pastas shapes are designed to carry sauce \ndifferently. We will not change lo spaghetti \npomodoro to penne, for example.', 'INTERNAL USE ONLY\nPizza Napoletana &\nPizza Romana', 'INTERNAL USE ONLY\nPizza Napoletana aka 'Pizza alla Pala'\nPizza Napoletana', 'INTERNAL USE ONLY\nPizza Napoletana | \nWe have partnered with the \nexterts at Rossopomodoro, a \nNapoli-based pizzeria, to offer our \nguests authentic Neapolitan pizza\nAll of the pizzaioli have been \ntrained according to very strict \npizza standards and traditions of \nNaples.', 'INTERNAL USE ONLY\nCharacteristics of Pizza Napoletana T.S.G.\n1. Long maturation process (proofing)\n2. Dough weighs between 180-250g\n3. Baked in a wood-fired oven for no more \nthan 60-90 seconds\n4. Soft and elastic center\nCharred and fluffy crust or “Cornicione”\nPizza Margherita Verace TSG\nSan Marzano Tomatoes DOP\nMozzarella di Bufala DOP\nFresh Basil\nEVOO\nMarinara TSG\nRaw San Marzano Tomatoes DOP\n(No cheese)\nGarlic\nOregano\nFresh Basil\nEVOO', 'INTERNAL USE ONLY\nPizza Romana aka 'Pizza alla Pala'\nRome, Lazio', 'INTERNAL USE ONLY\nPizza Romana aka 'Pizza alla Pala'', 'INTERNAL USE ONLY\nPizza Napoletana vs. Pizza Romana\nPIZZA NAPOLETANA\n• From Napoli, Campania (south)\n• Baked in a wood-burning oven\n• Soft elastic center, charred and fluffy crust\n• Sold by whole pizza\nPIZZA ROMANA / PIZZA ALLA PALA\n• From Roma, Lazio (central)\n• Baked in an electric oven\n• Fluffy with a crispy outer crust\n• Sold by slice or by whole', 'INTERNAL USE ONLY\nKNOWLEDGE CHECK!\n1. What are the two types of pizza we sell at \nEataly, which do we sell at PIPA, and where \nare they from?\n2. What are the defining characteristics of Pizza \nNapoletana?\n3. What are the defining characteristics of Pizza \nalla Pala?\n4. True or False: Pizza Napoletana is only served \nby the whole pizza\n1. Pizza Naploletana - Napoli, Campania\nPizza alla Pala - Roma, Lazio\n2. Soft-centered, elastic and fluffy charred crust\nCooked in a wood-burning oven at a high \nheat for 60-90 seconds\n3. Fluffy, with a crispy outside crust\nCooked in an electric oven for 13-15 minutes\n4. True! Pizza Napoletana is only served by the \nwhole pizza, but Pizza alla Pala is sold by the \nslice OR whole', 'INTERNAL USE ONLY\nCheese | Formaggi\nProduct Training', 'INTERNAL USE ONLY\nVarieties of Cheese\nThere are several \ncharacteristics that \ndetermine the taste \nprofile each specific \ncheese:\nno Type of Animal Milk\nno Quantity of Water\nno Type of Fat Content\nno Type of Aging', 'INTERNAL USE ONLY\nType of Animal Milk\nBuffalo's Milk: \nMozzarella di Bufala DOP\nBufala = Buffalo\nCow's Milk: \nParmigiano \nReggiano DOP\nSheep's Milk: \nPecorino Sardo DOP\nPecora = Sheep\nGoat's Milk: \nCaprino\nCapra = Goat', 'INTERNAL USE ONLY\nMozzarella\nType of Milk: Cow or Buffalo Milk\nMozzare: “T o Cut”\nMozzarella is a fresh cheese made from \ncow's or buffalo's milk using the pasta filata \nmethod (stretched curd).\n• Curd is cut into equal sized pieces using a \n“Chitarra”\n• Bathe the curd in near boiling salted \nwater\n• Once the curd comes together into one \nelastic” piece,

it is stretched, shaped and \ncut into servings\nDid you know?! \nOur house made mozzarella is made fresh daily by our cheesemongers!', 'INTERNAL USE ONLY\nBurrata\nType of Milk: Cow or Buffalo Milk\nBurrata, meaning "buttery" in Italian \nis a fresh cheese made from a mix of \nmozzarella and cream. \nThe outside shell is a pasta filata, or \nstretched curd, made of buffalo \nand/or cow\'s milk mozzarella while \nthe inside contains a soft, doughy, \nstringy, mixture of curd and fresh \ncream known as stracciatella\nMozzarella\nStracciatella', 'INTERNAL USE ONLY\nOther Cheeses to Note...\nName Characteristics Taste Profile Example\nParmigiano \nReggiano DOP\nMilk: Raw Cow\'s Milk\nRegion: Emilia Romagna\nAging: Minimum 12 months\nSharp, complex fruity/nutty taste with \na strong savory flavor and a slightly \ngritty texture.\nThis is NOT "Parmesan Cheese"\nGrana Padano\nDOP\nMilk: Raw Cow\'s Milk\nRegion: Piemonte, Emilia Romagna, \nTrentino Alto Adige, Lombardy, Veneto\nAging: Minimum 9 months\nFine granular texture with a sweet \nflavor . More delicate and less nutty \nthan Parmigiano Reggiano and as it \nages, the flavors become more savory \nand complex.\nGorgonzola \nDolce DOP\nMilk: Cow\'s Milk\nRegion: Lombardy, Piemonte\nAging: Around 2 months\nSoft, sweet, and tangy.\nPecorino \nRomano\nDOP\nMilk: Raw Sheep\'s Milk\nRegion: Lazio, Sardegna, Tuscany\nAging: Minimum 5-8 months\nWarning: May not safe for someone who is pregnant\nAromatic and salty with slightly sweet \nnotes, becoming sharper and more \nintense as it ages.', 'INTERNAL USE ONLY\nKNOWLEDGE CHECK!\n1. True or False: Mozzarella is a fresh cheese.\n2. What is Burrata?\n3. True or False: Parmigiano Reggiano and \nParmesan cheese are the same.\n1. True! Our house made mozzarella is made \nfresh daily on site by our cheesemongers!\n2. A "pouch" made with mozzarella on the \noutside and stracciatella on the inside\n3. False! Parmigiano Reggiano is a DOP \ncheese. Parmesan is unregulated and may \nbe aged as little as 10 months.', 'INTERNAL USE ONLY\nSalumi | Cured Meats\nProduct Training', 'INTERNAL USE ONLY\nSalumi means Cured \nMeats!\nSALUMI \neq SALAMI\nSalami is a type of SALUMI\nSalumi Vocabulary', 'INTERNAL USE ONLY\nProsciutto = Ham\nPROSCIUTTO CRUDO - CURED HAM PROSCIUTTO COTTO - COOKED HAM', 'INTERNAL USE ONLY\nCuring Meats\nno Curing is general term referring \nto any process that helps \npreserve meat such as salting, \nbrining, aging, or drying\nno Slows spoilage and prevents \nthe growth of microorganisms', 'INTERNAL USE ONLY\nSalt: Key Ingredient in Curing\nno Whether it\'s applied in a dry-rub or as part of a brining solution, the salt works \nto draw moisture out of the meat. \nno The less moisture in the meat, the longer it can be preserved before being \neaten.', 'INTERNAL USE ONLY\nWhole Muscle: the whole cut of the \nanimal \nno Prosciutto\nno Speck\nno Pancetta\nno Guanciale\nGround: ground or chopped meat \nthat is stuffed into casings and dry \ncured as well as cooked.\nno Salame\nno Mortadella\nno Sausage \nTypes of Salumi:', 'INTERNAL USE ONLY\nSalumi to Note...\nName Characteristics Example\nProsciutto di \nParma\nDOP\nRegion: Parma province in Emilia Romagna\nAging: 14, 18, 22, and 30 months\nDelicate and nutty flavor with notes of lard. Saltier and more intense \nfruitiness compared to San Daniele DOP .\nSoppressata • A type of salame typical of Calabria, sopressata is much more coarsely \nground than salami, with big chunks of pork and fat visible.\n• Sopressata can be dolce (sweet) or piccante (hot)\nMortadella • A mildly cured, cooked product that is pale pink and studded with cubes \nof fat.\n• It has an almost creamy texture and a strong ham flavor \nInfused with pepper and spices like myrtle and coriander \nGuanciale • The cured cheek of the pig\n• Robustly flavored and seasoned on the surface with salt, pepper, sage, \nrosemary, or garlic\n• Seasoning can change depending on tradition and curing habits\nPancetta • Cured pork belly\n• Pronounced salty flavor, often complemented with pepper and other \nspices\n• Generous meat-to-fat ratio\ndolce piccante', 'INTERNAL USE ONLY\nKNOWLEDGE CHECK!\n1. What are the two types of prosciutto?\n2. What are the two types of salumi?\n3. What is guanciale?\n4. True or False: Prosciutto di Parma is a \ncooked meat.\n1. Crudo - cured, Cotto - cooked\n2. Whole muscle and Ground\n3. Cured cheek of the pig\n4. False! Prosciutto di Parma is cured, not \ncooked. The curing process allows the \nmeat to be preserved and aged safely.', 'INTERNAL USE ONLY\nExtra Virgin Olive Oil\nProduct Training', 'INTERNAL USE ONLY\nExtra \nVirgin \nOlive Oil', 'INTERNAL USE

ONLY', 'INTERNAL USE ONLY\nGenerally, olive oils from \ndifferent parts of Italy can \nbe classified in groups \nbecause the olives will be \ngrown in similar \nmicroclimates.', 'INTERNAL USE ONLY\nEataly & Olitalia Evoo\nBOH ONLY: Extra Virgin \nOlive Oil European Blend \nFOH: 100% Italian Extra \nVirgin Olive Oil at table \nservice in restaurants', 'INTERNAL USE ONLY\nHow to Taste EVOO\nWhat you need:\no Transparent cup (so you can see the color!)\noWhat to do:\n1. Pour a very small amount of olive oil into the cup\n2. Cover the cup with your hand for few seconds to warm the \noil\n3. Smell the aroma\n4. Taste the oil by sipping the oil between your teeth and lip\n5. Take deep breathes', 'INTERNAL USE ONLY\nINTERNAL USE ONLY\nKNOWLEDGE CHECK!\n1. What makes an olive oil "extra \nvirgin?"\n2. True or False: Olive oil tastes \nthe same regardless of the \nregion in Italy.\n1. Has acidity lower than 0.8%\nExclusively made from the first \ncold press\nPressed only by physical \nmethods\nDoes not contain any chemicals\n2. False!\n\nNorth/Central/South olive oils all \nhave different flavor profiles', 'INTERNAL USE ONLY\nProduct Training:\nTruffles | Tartufi', 'INTERNAL USE ONLY\nTruffles | Tartufi\nTruffle Agnolotti\nLoved by chefs for their \nrich, earthy, and woody \ntaste\nOunce for ounce, they \nare the one of the most \nexpensive foods in the \nworld\nRisotto ai funghi e tartufi', 'INTERNAL USE ONLY\nINTERNAL USE ONLY\nWhat are Truffles?\n• Truffles are a species of fungus called tubers\n• Only grow underground in forested areas\n• Form a symbiotic relationship with their host trees\n• Tubers are NOT mushrooms\n• Tubers grow underground\n• Mushrooms grow above ground\n• Tubers do not harm their host tree, but rather aids it in \nabsorbing nutrients from the soil, making this a \nbeneficial partnership for both the tree and the truffle.\n• Since truffles cannot be seen on the surface of the soil \nwith the naked eye, a trained animal is required to \nfind them.\nTruffles \nCannot be \ncultivated!', 'INTERNAL USE ONLY\nAt Eataly, we sell fresh truffles, truffle oil, salt and a variety of sauces that are \nproduced by Urbani.', 'INTERNAL USE ONLY', 'INTERNAL USE ONLY\nINTERNAL USE ONLY\nWhite Truffle\n(Tuber Magnatum Pico)\nSeason: September 1 \n-\nDecember 31\nBianchetto\nTruffle\n(Tuber Albidum)\nSeason: March 1 \n-\nMarch 30\nSummer Truffle\n(Tuber \nAestivum)\nSeason: April 1 \n-\nAugust 30\nTypes of Truffles\nBlack Truffle\n(Tuber \nMelanosporum\nVitt)\nSeason: November 15 \n-\nFebruary 28', 'INTERNAL USE ONLY\nWhite Truffle\n(Tuber Magnatum Pico)\nSeason: September 1 - December 31\n• Golden exterior with cream colored flesh\n• Deep musky slight garlic flavor\n• Most aromatic of all truffles\n• Limited quantities\n• Primarily found the Piemonte region \nof Northern Italy, Alba and Asti and Northern part of Le Marche near \nUrbino\n• Grown symbiotically with Oak, Hazel, \nPoplar and Beech trees\n• Largest white truffle found in Umbria \nregion of Italy (4.16lbs sold for \n\$61,250)', 'INTERNAL USE ONLY\nBlack Winter Truffle\n(Tuber Melanosporum Vitt)\nSeason: November 15 - February 28\n• Round dark brown, fruiting bodies\n• Strong aromatic scent reminiscent of \nstrawberries, dried fruit and cocoa\n• Average size is 30-60 grams price \n\$30-\$75\n• Peak season is December-March\n• Cultivated in Spain, France and Italy\n• Italy produces 30% of the worlds \nBlack Truffles\n• Largest Black Truffle was discovered \nin Australia and weighed 3.3lbs', 'INTERNAL USE ONLY\nBianchetto Truffle\n(Tuber Albidum)\nSeason: March 1 - March \n30\n• Also known as the "whitish" truffle or the spring truffle, the Bianchetto \ntruffle is very similar to the white \ntruffle.\n• They are less expensive and found in \nthe same region as the white truffle \nand run later in the season.\n• Flavor Profile: Very similar to the \nwhite truffle, although they generally have a bit more of a bite and are \nearthy, pungent, and musky.\n• Versatile, the Bianchetto takes on the \nsame role as the white truffle.\n• Its strong flavor and aroma can be \nused to accompany almost any dish \nwith a sauce.', 'INTERNAL USE ONLY\nSummer Truffle\n(Tuber Aestivum)\nSeason: April 1 - August 30\n• Intense Hazelnut aroma\n• Summer Truffle flesh has a paler \nhazel color\n• Summer Truffles aroma are less \nintense than Black Winter Truffle', 'INTERNAL USE ONLY\nKNOWLEDGE CHECK!\n1. Why are truffles so beloved?\n2. What are the 4 types of truffles?\n3. Which producer do we use for truffles at \nEataly?\n4. Where do truffles grow?\n1. They are rare, they cannot be cultivated, \nthey have an amazing flavor profile\n2. White,

bianchetto, black winter, black \nsummer\n3. Urbani Tartufi\n4. Underground in forested areas near tree \nroots', 'SUGGESTIVE SELLING\nRESTAURANT SERVICE STANDARDS', 'Suggestive Selling - The Purpose\nTo enhance the guest experience...\nWhat can we suggest to make the \nexperience better?\n• Beverages\n• Antipasti\n• Contorni\n• Bread\n• Dessert\nTo make more money...\nThe Foundation - "The Perfect Check" The Benefit\nDesserts\nAverage cost: \$15\n20% tip: \$3\nIf you can sell 10 per shift\n• 1 shift = \$30\n• 5 shifts = \$150\nIf 30 people can sell 10 per shift\n• 1 shift = \$900\n• 5 shifts = \$4,500\nCocktails\nAverage cost: \$16\n20% tip: \$3.20\nIf you can sell 10 per shift\n• 1 shift = \$32\n• 5 shifts = \$160\nIf 30 people can sell 10 per shift\n• 1 shift = \$960\n• 5 shifts = \$4,800\nScenario: You ask 100 people \nif they want dessert or a drink, \nand only 10 say yes...', 'Suggestive Selling - Goals\nHow Do We Get There?\nIt's not about pushing - it's about guiding \nthe guest towards the best experience \npossible! \nWhen we do this correctly, our check \naverage will naturally increase.\nAiming Higher in 2025\nCurrent Average\nLunch\n\$37\nDinner\n\$43\nOverall\n\$40\n2025 Goals\nLunch\n\$40\nDinner\n\$50\nOverall\n\$45', 'Suggestive Selling - Dos and Don'ts\nDo \nKnow your menus\nSuggest every time\nOffer specific items\nSuggest items that enhance the experience\nAdapt your suggestions to the guest\nSuggest items you believe in\nBe an advocate for your guests\nDon't\nAlways suggest the most expensive item\nSuggest items that don't go with the meal\nOffer a vague product category\nPush when someone says "no"\nOffer multiple attempts after a "no"\nEncourage guests to order more than is \nreasonable', 'Lunch | Suggestive selling\nSECONDO - Main \n(Healthy)\nINSALATA - Main\n(Vegetarian)\nPASTA OR PIZZA - Main \n(PIPA Classic)\nPane (to share) \$7.50\nSparkling Water (to share) \$8\nno Antipasto (to share) \$20\nno Insalata (1 each) \$17x2 = \$34\nno Espresso (1 each) \$4x2 = \$8\nno Cannolo (to share): \$9\nTotal: \$86.50\n(20% Tip = \n\$17.30)\nPane (to share) \$7.50\nno Secondo (1 each) \$36.50 x2 - \$73\nno Contorno (to share) \$13\nPane (to share) \$7.50\nno Antipasto (to share) \$20\nno Pasta (1 each) or 1 pasta + 1 pizza \n(shared) \$26x2 = \$52\nTotal: \$93.50\n(20% Tip = \n\$18.70)\nTotal: \$79.50\n(20% Tip= \n\$15.90)', 'Dinner | Suggestive selling\nSECONDO - Main\n(Healthy)\nPASTA - Main \n(Pasta Lovers)\nPIZZA & PASTA - Main\n(PIPA Classic)\nPane (to share) \$7.50\nno Antipasto (to share) \$20\nno Pasta (1 each) \$26x2 = \$52\nno Glass of Wine (1) \$16\nno Dolce (to share) \$14\nPane (to share) \$7.50\nno Secondo (1 each) \$36.50 x2 - \$73\nno Contorno (to share) \$13\nno Espresso (1 each) \$4 x 2 = \$14\nPane (to share) \$7.50\nSparkling Water \$8\nno Antipasto (to share) \$20\nno Pizza (to share) \$22\nno Pasta (to share) \$28\nno Dolce (to share) \$14\nno Espresso (1 each) \$4 x2 = \$8\nTotal: \$109.50\n(20% Tip= \n\$21.90)\nTotal: \$101.50\n(20% Tip= \n\$20.30)\nTotal: \$107.50\n(20%Tip = \n\$21.50)', 'Suggestive \nSelling - \nVerbiage\nBeverages\nBeverage order "May I start you with a crisp white wine or an Aperol Spritz?"\nAs the guest \norders food\n"Great choice. I highly recommend pairing a ____ with that to \nbring out the flavor. Would you like me to bring you one?"\nSecond Drink "May I bring you another ____?"\nHosts "The wait is going to be ____ minutes. Would you like to order a \n____ from the bar while you wait?"\nDesserts\nPreparing the sale (after taking the food order)\n"Great choices - you're about to have an amazing meal. Ending it \nwith tiramisu will be perfect, but we can talk about that later." \nDropping the \nDessert menu\n"I'm going to leave this here for you to look over. The tiramisu is \nwhat we're known for, but we just tasted the ____ and it's an \nexcellent choice as well." \nAntipasti, Bread, Contorni\nAntipasti (after the food order, 2-top orders 2 entrees)\n"Would you like to start the meal with a ____ or a ____?" \nBread (after taking the food order)\n"Would you like some bread with your meal? We have our \nselections here (point), and the ____ is excellent for savoring the \nsauce in your ____." \nContorni "Would you like to add some ____ or ____ to accompany your \n____?" \nHosts (walking guests to their table)\n"As you look at the menu, keep an eye out for the ____ it's my \nfavorite."', 'The Perfect Check\nWhat is included?\nBottle of Water: Still or Sparkling?\nBread: A serving of focaccia, or a basket of our \nsignature Pane Rustico with olive oil\nCocktail/Mocktail: Your current favorite, or a \nseasonal suggestion\nAppetizer or Shared Plate: Tailor \nsuggestions to party size, and consider what \nwould compliment their beverage

order\nSide or Upgrade: A protein, a seasonal \nvegetable, or some extra bread for
leftover \nsauce\nWine Pairing: A glass of red, white, rosé, or \nbubbles to
compliment their entree\nSweet Finish: Mention dessert during your \nopening spiel
to make sure the guest saves \nroom\nAnd remember - no Eataly experience is
\ncomplete without an espresso!\nHow Do We Get There?\nUse Suggestive Selling\nMake
recommendations that will enhance and \ncompliment with natura, conversational
language.\nRead the T able\nTailor your suggestions to the tone and pace of your
\nguests' desired experience.\nPerfect your Timing\nBe attentive, but never
intrusive.\nMake Every Category Count\nMissed a moment to offer bread? No problem!
Focus \non other menu categories - each one is a chance to \nelevate the guest's
experience and reach your goals.\nCurate a Journey\nUse your knowledge and
expertise to ensure the guest \ngets the most out of their menu and their
experience at \nEataly!', 'Let's Practice!\nSuggestive Selling', 'PRESENTING
CHECKS\nRESTAURANT SERVICE STANDARDS', 'Why is it important to present the \ncheck
properly?', 'Bringing the Check to the Table\nWhen to bring the check...\n• When the
table is halfway through \ndessert\nOR\n• When the guest answers "no" to "May \nI
bring you anything else?"\nOR\n• When the guest requests that you bring \nthe
check\nHow to approach...\n• Make sure the check is accurate before \napproaching the
table\n• When you can, have the check already \nprinted when you approach and on
\nyour person for efficiency and speed\n• Do not be afraid to drop the check\n• If
there is nothing left to bring, there is no \nharm in dropping the check\n• If the
check is requested, be sure to \nmake the process as quick as possible', 'Check
Presentation\n• Have a clean printed check\n• Clip to a clean postcard\n• Drop the
check face up', 'Collecting Payment\n• Credit card payments\n• Always bring a
pen\n• Take the signed check before the guest leaves to make sure it is signed
properly\n• Cash payments\n• Always bring exact change\n• We never assume the
change is the tip\n• We never ask if the change is the tip\nOnce payment is
complete, warmly thank the guest.', 'Let's Practice!\nPresenting Checks', 'TAKING
ORDERS\nRESTAURANT SERVICE STANDARDS', 'What is the most important part of \ntaking
a table's order?', 'Taking the Order - Steps of Service Review\nuf0fcGreeting in a
way that makes the guest feel welcome\nuf0fcOffer to explain the brand and tour
the menu after asking, "have you \ndined with us before?"\n• Ask about allergens
and dietary restrictions\n• Be prepared to answer questions about the
menu\nuf0fcSuggestive selling\nuf0fcOffer bread from the menu\n• Repeat the order
back to confirm all selections\nuf0fc We reviewed in a \nprevious Technical
\nLearning\n• We're about to review', 'Taking Orders - Allergies & Dietary
Restrictions\nWhen Taking the Order:\nAre there any allergies or dietary
\nrestrictions we should be aware of \nbefore placing the order?\nIf there ARE
allergies or restrictions...\n"I will be sure to alert the kitchen to make sure we
\nkeep you safe. Would you like me to guide you \nthrough the menu?" \nuf0fc Make
sure everything the guest orders adheres \nto these restrictions\nuf0fc Note the
restrictions in Salido through a "guest \nlabel" to make sure the kitchen is
aware\nuf0fc Check the food before it goes out or as soon as \nit hits the table
to make sure all restrictions were \nadhered to\nCommon Allergies:\nMilk, eggs,
fish, shellfish, tree nuts, peanuts, wheat, soybeans\nCommon Restrictions:\nPork,
vegetarian, vegan, gluten\nIf there are NO allergies or restrictions...\nContinue
taking the order', 'Taking Orders - Be Prepared to Answer Questions\nBeing able to
accurately answer questions \nabout the menu has many benefits:\n• Guest orders
precisely what they want\n• Avoids miscommunication and \nmistakes\n• Saves YOU
time running back and \nforth to the kitchen to solve issues\n• Keeps the kitchen
running smoothly\n• Re-fires slow the kitchen down\n• Re-fires cost \$\$ (tips &
wasted food)\n• Re-fires mean the guest is not at the same \nstep of service as the
rest of the table - \nrui ns their experience\nHow to be prepared:\n• Know your
menu\n• Follow-up questions\n• Ex: Cooking temp, preferred spirit brand\n•
Complements\n• Allergens\n• Know our policies\n• Substitutions\n• Add-ons\n• Be
100% sure you understand what the \nguest is ordering\n• Don't be afraid to ask
clarifying questions\n• Physically point to the menu if you cannot \nhear or
understand the guest', 'Taking the Order - Repeating the Order Back\nWhy do we do
this?\n1. It ensures the YOU heard the \nguest correctly\n2. It assures the GUEST

that you \nheard them correctly so they \ncan relax and enjoy \n3. We must avoid re-firing dishes!\nIf the item arrives incorrect, it \nwill ruin the guest's experience.\nWhen do we do this? \n2x during the order\n1. Immediately after each guest \norders\n2. After everyone has ordered, \nrepeat the entire order back\nPro Tip!\nWriting down the order, even if you can remember, \nmakes the guest feel more secure that their order will \nbe correct.', 'Let's Practice!\nTaking Orders', 'USING SALIDO FOR TEAMWORK\nRESTAURANT SERVICE STANDARDS', 'Why is it important to be diligent \nand accurate when inputting \norders in Salido?', '1. Guest \nLabels\nGuest Labels in Salido\nprint on every ticket the \nkitchen receives for that \ntable.\nBest used for \ncommunicating:\n• VIPs\n• Allergies\n• Special Occasions\nStep 1: \nSelect "Labels \nand Covers"\nStep 2: \nSelect "Check \nLabel"\nStep 3: \nUse the keypad \nto enter the \nguest label\nStep 4: \nTap to \ndeselect "\nLabels and \nCovers"', '2. Covers\nEveryone MUST input the \naccurate number of covers on \nEVERY check.\n1. Helps us coach your \nperformance.\n2. Ensures accurate reporting for \nEataly North America and \nEataly Global.\nExample:\nTable of 4 spends \$100.\n• Average cover = \$25\nYou put 1 instead of 4 covers\n• Average cover = \$100 (wrong X)\nWhat this means:\n• Server will show an amazing FAKE \nnumber.\n• We won't know if we hit our goals \nbecause the data is incorrect.', '3. Inputting Orders\nNO \nTICKET / \nNO \nDRINK \n(OR FOOD)\n• All items require a ticket\n• If you don't ring, the table won't receive the \nitem, Eataly won't receive the payment, and \nyou won't receive the tip for that item(s).\n• Enter orders immediately\n• The longer you wait, the more you could \nforget.\n• Don't "stack tickets."\n• Food doesn't drop with appropriate timing\n• Kitchen cannot make all tickets at once - \nstagger them!\n• Enter orders accurately\n• Always double-check before sending to the \nkitchen.', '4. Position Numbers\nBenefits\n• Runners can do their job \nproperly by placing plates in front \nof the right guest without \n"auctioning."\n• Discreet communication without \ngesturing or specifically \nmentioning the guest.\nDetails\n• Know your position 1, then \nproceed clockwise around the \ntable.\n• Items that are shared are marked \nas "table" to \n• Indicates to the runner that the \nitem will be placed in the center of \nthe table\n• Runner knows to bring serving \nutensils', '5. Complete Orders & Coursing\nComplete Orders\nInput all courses at one time\n(dessert can happen at the end)\nBenefits:\n• Fewer tickets to the kitchen\n• More control over timing\nCoursing\nSeparating the complete order into \ncourses\nOtherwise, items will go out as ready\nBenefits:\n• Can be more precise with what \ncomes out and when\n• Provides optimal dining experience\n• Utilize the "hold" button if your \nguests request a slower pace\nPro Tip!\nMention the benefits of coursing during your \nopening spiel.\n"We recommend ordering all courses at once for \noptimal timing from our multiple kitchens...'", 'Takeaways...\n1. Add Guest Labels to communicate VIPs, allergies, and special \noccasions.\n2. All covers must accurately represent the number of guests at each \ntable.\n3. All food and drinks must have a ticket.\n4. Enter orders in immediately and accurately.\n5. Utilize position numbers to enhance the guest experience.\n6. Suggest that guests order all courses at once.\n7. Course the meal when inputting the order.', 'Clover | Introduction\nWhat is Clover?\nClover is a hand-held device, designed to manage all types of payment: \n• Tap-to-Pay\n• Chip\n• Swipe\n• Eataly Gift Cards\nWhy are we implementing Clover?\n1. Ability to accept T ap-to-Pay.\n2. Make service faster by reducing the number of times the Server goes back and forth from the table to the Salido terminal to \nprocess a payment.', '❖ SOP\n• Server presents the check and allows time for the Guest to review their check.\n• When the Guest puts down a credit card or requests to use Tap-to-Pay, the Server must follow these steps:\n1. Log in onto Clover Flex by entering the 4-digit code Server Code - same code for all servers. (Local IT team to provide Server Code)\n2. Click on Sale button.\n3. Enter subtotal amount (before tax). Clover will automatically calculate tax and tip % before tax. (Local IT team to set up the tax rule)\n4. Enter the Salido Check Number under Invoice Number.\n5. Place the Clover device on the table facing the Guest for them to select the tip and pay.\n6. Once the payment is processed, the Clover device will print the Guest Receipt.\nWith certain credit/debit cards, Clover will prompt an additional step to either add a pin number or a digital

signature. Follow the steps prompted on the screen. \nMost of the credit cards will not require a signature.\nClover | Payment Processing', '❖ Clover and Salido do not communicate with each other.\nAfter processing a payment through Clover, the Server must close the check on Salido by following these steps:\n1. Click on the transaction to be closed.\n2. Click on Pay.\n3. Select Other Payments.\n4. Select Clover Flex.\n5. Enter the tip amount.\n6. Close the check.\n7. Save the receipts from Clover and Salido together.\n❖ At the end of the shift the Server must cross check the tips on the Clover receipts with the end of shift report.\nClover | Closing the Transaction on Salido\nIf payments are processed with Gift \nCards, checks on Salido should be \nclosed-out to Gift Cards, not CloverFlex', 'Clover | Split Checks - Multiple Credit Cards\n❖ Split Check with multiple credit cards \n(Tap-to-Pay, Chip, Swipe)\n1. Click on the Register App\n2. Click on Custom Item >> Enter subtotal amount \n>> Click Add\n3. Under Price enter the subtotal amount \n4. Click on Review Order\n5. Click on Pay\n6. Enter Check Number under Invoice Number\n7. Click on the 3 dots on the top right corner\n8. Select Split Custom Amount\n9. Select number of ways in which you want to split \nthe payment >> Click Pay\n10. Ask the Guest to select a tip and proceed with \nthe payment.\n11. Select Next Payment and repeat step 10 as \nneeded.\n12. When closing the check on Salido, click on Other \nPayments, select Clover Flex and enter each \npayment and tip.\nChecks may be split into up to 6 ways', '❖ Split check with T ap Pay + Cash \n1. Process the partial payment with the credit card on Clover.\n2. Divide the subtotal. Clover has a calculator on the main screen to facilitate this process.\n3. Enter the corresponding amount and check number. \n4. Process the payment.\n5. Close the partial payment on Salido. Click on Other Payments, select Clover Flex and enter the amount paid with CC.\n6. Close the pending balance to cash.\nClover | Split Checks - Credit Card & Cash', '❖ Processing Eataly Gift Cards\n1. Click on the Gift Card App to check the balance.\n2. Click on the 3 lines on the top left corner\n3. Select Check Balance\n4. Swipe the gift card or enter the card number.\n5. After checking the card has sufficient funds to process the payment, \nfollow the same SOP for payment till the T ap to Pay is prompted.\n6. Swipe the Gift Card. No tap, no chip.\n7. After processing the payment, a receipt will print out with the \nremaining balance on the gift card.\n8. When closing the check on Salido, click on Other Payments and \nselect Gift Card Redeem.\n9. Add the Tip and close the check.\nClover | Processing Eataly Gift Cards', '❖ Processing Refunds - Same Day and day After\nRefunds can only be processed with the Manager code. (Local IT team to provide Manager Code)\nFull Refunds \n1. Log in with the Manager code\n2. Click on the Transactions button.\n3. Select the transaction to be refunded. \n4. Click on refund button.\n5. A receipt will print showing the refund.\nPartial Refunds\n1. Follow the above steps 1 to 4\n2. Under Enter refund Amount enter partial amount >> Click Refund >> Confirm Refund\nDay After Refunds (Partial or Full)\nNecessary information from Customer:\n• Invoice # on the receipt\no If they don't have their receipt:\n▪ Purchase Date and Time\n▪ T otal Purchase amount\nFor Day After Refunds please alert Treasury after proceeding with the Refund\nClover | Processing Refunds', 'Clover | T roubles shooting Potential Issues\n❖ Who is the point of contact when experiencing issues with Clover?\nTREASURY - For payment issues, charge backs, transactions, and CC issues.\nLOCAL IT TEAM - For issues with your physical device, such as Wi-Fi connection, charging issues, broken device, configuration error.\nPlease email the following when opening an inquiry:\n• Treasury - Invoice #, Order ID, T otal, Date, Time (or a picture of the receipt) for further investigation. \n• IT - Open a ticket with an exact description of what is not working, when did it stop functioning, any known information for troubleshooting. \n❖ Common Error Messages\nProcessing Time Out \nAny time a device is stuck on a payment screen, reboot the app and check the status of the payment via the Transaction App. \n• The Transactions App will show any payments that have been processed on all devices at the location. The green check mark means the payment was successful and the last 4 digits of the \ncard will show. If the transaction was successful, you can reprint the receipt for the customer. \n• If the transaction does not appear in the transaction app, this means it was never processed. Please repeat the payment

[illegible]

(ie. All Mondays). \n \nClick on Copy Previous Day to \nimitate the same availability.', 'E. Enrol in Medical and Dental Benefits \n \n1. Click on Benefits. \n \n \n2. Click on Start Enrollment. \n \n \n3. Complete the benefits registration module. \n \n \nIf you have any questions, please do not hesitate to contact the \nHuman Resources team! \n \n \n \n*Smart Tip* \nRefer to the Benefits \nMedical & Dental \nPackages breakdown: \nBronze, Silver and Gold.', 'LOG INSTEP 1\nCHECK OUT\n• Review the shopping Cart. Click CHECKOUT.\n• Enter your information and verify shipping details. Click CONTINUE\n• Select shipping method, then Enter your personal credit card information.\nClick CONTINUE.\n• Review and confirm your order. Click COMPLETE ORDER.\nLEADING SLIP-RESISTANT FOOTWEAR SINCE 1984\nORDER PRODUCTSSTEP 2\n• Select your preferred slip-resistant style, size & width; enter your information.\nClick ADD TO CART.\n• Review your Shopping Cart. Enter a key code to redeem any promotional or discount item.\nClick CHECKOUT.\nQUICK ORDER\nSimply follow the steps below to get started. It' s as easy as 1-2-3!\nQuick Order Guide 1 Welcome to Shoes For Crews!\nSTEP 3\nFor order inquiries & tracking information, dial 800.523.4448 and follow the prompts.\n• If you are not 100% satisfied, return or exchange your\nshoes within 60 days of the original purchase\n• Check for wear and tear every few months and order new shoes when\nsoles are worn.\n• ENJOY your new shoes and STAY SAFE!\nVITALITY II\n• Access your Shoes For Crews ordering portal link for Eataly alti cibi at: \nwww.shoesforcrews.com/EatalyCA or scan the QR Code to the right.\n• Enter you work postal code and select Province. CLICK LOGIN', 'Eataly \n \n \nIncluded with your corporate membership: \n• Significant savings off regular GoodLife Fitness All-Access membership rates \n• Corporate rate may be extended to four family members \n• State-of-the-art cardio equipment \n• Free weights and weight machines \n• World-renowned Group Fitness classes \n• Professionally trained staff to assist you in achieving your goals \n• Shower Towel Service (where available) \n• Child Minding (where available, at an additional fee) \n• Seeking a health or fitness assessment? Ask the Club about a LifeChanger \n• 24-hour locations (select Clubs only) \n• Access to the GoodLife Rewards Program - savings and special offers \nfrom over 150 popular brands \n \nTry us free for 7 days goodlifeatwork.com/trial \nReady to join? Visit corporate.goodlifefitness.com', 'Employee \nand Family Assistance \nProgram\nLife can be complicated. Your \nEmployee and Family Assistance \nProgram (EFAP) can provide \nyou with immediate support and \nconfidential counselling - anytime, \nanywhere in Canada. \nWe're here to help.\nThis voluntary program offers confidential \nsupport for life's complexities - be it issues with \nwork, health, or other - at no additional cost. \nShort-term counselling\nGet 24/7/365 access to mental health practitioners by phone, \nvideo, in person, or online. \nSimply call 1-844-505-6240 to get help with issues such \nas anxiety, stress, divorce, family, mental health, weight \nmanagement, smoking, general health concerns, and more.\nYou and your eligible family members (as defined in your \nbenefits plan) will receive immediate, confidential, and \npersonalized support.\nSolutions for your health, life, and work\nReceive parenting and family care support, career coaching, \nfinancial and legal assistance, and much more:\n• initial assessment of your needs\n• information and coaching from professionals in their field \nOnline services\nEasy, convenient access to online tools, resources, and support:\n• informative articles on a wide range of topics, including \nmental health, stress, addiction, relationships, lifestyle, \nand more\n• self-guided care plans to support learning and growth, and \nhelp implement behaviour change \n• on-demand webinars* on a variety of topics\n* Availability and content is subject to change at any time with no advance notice. \nThe recordings are exclusively provided for Manulife clients and must not be shared \nexternally. Videos may not be recorded or posted on a client's website.\nEmployee and Family Assistance Program\nCanada-wide 24-hour immediate response\n1-844-505-6240 \nTTY 711\nSign in to Manulife Mobile app or plan member site to \nget access to care.', 'How to get started\nAccess EFAP\nChoose to access EFAP in a way that's most convenient for you. \nPhone: call 1-844-505-6240 - 24/7\nMobile: sign in to the Manulife Mobile app and access mental \nhealth support under "Get care"\nWeb: sign in to your plan member site at manulife.ca/signin \nand

access the program under "Mental health support"\nSet up your profile\nComplete your health assessment by answering a short questionnaire \nthat takes about 10 minutes.\nBook an appointment\nChoose a counsellor that's right for you based on experience, cultural \nbackground, language spoken, etc. Not sure what type of counsellor \nyou need? Live care support is available to help you. \nGet live care support\nIf you need assistance, click on the chat icon to connect with live \ncare support to help you navigate your personalized care plan, \nanswer questions, and help you find the right resources, support, and \ncounsellor - or direct you to immediate support if needed.\nFully voluntary\nExperienced, \ncaring professionals\nEasy, convenient access\nComplete \nconfidentiality\nAt no cost for you and your \neligible family members\nHow can my family \nmembers access the \nsupport and resources?\nYour family members can call \n1-844-505-6240. You can also invite \nthem to join through the online platform \nfeature "Invite a family member" and they \nwill be able to create their own account. \nAbout TELUS Health\nTELUS Health is one of the most established EFAP providers in the \nworld and has the most diverse clinical network in Canada. They bring \n35 years of experience in delivering health care services to Canadians. \nThey have invested billions of dollars in technology and in local \ncommunities to support health and well-being services to Canadians \nacross the continuum of care and support. \nEmployee and Family Assistance Program\nCanada-wide 24-hour immediate response\n1-844-505-6240\nTTY 711\nSign in to Manulife Mobile app or plan member site to \nget access to care.\nManulife Employee and Family Assistance program is an optional program provided by TELUS Health \nand offered through Manulife Group Benefit plans. Manulife, Manulife & Stylized M Design, and Stylized \nM Design are trademarks of The Manufacturers Life Insurance Company and are used by it, and by its \naffiliates under license. © 2024 The Manufacturers Life Insurance Company. All rights reserved. PO Box \n2580, STN B Montreal QC H3B 5C6\nGL3676E 03/24 AODA', 'Your perks are waiting.\nExplore your new\nPerkopolis membership!\nYour new employer has partnered with Perkopolis to bring you exclusive \noffers on everything from shopping to tickets and travel.\nYour Perkopolis account makes it so simple to access the best perks on brands you love. \nRegister now and seamlessly browse 5,000+ perks on our free-to-you platform.\nAs a new employee, you already have access \nto 5,000+ exclusive offers with Perkopolis.\nRegister for your perks at perkopolis.com \nVisit Perkopolis\nVisit perkopolis.com and click register\nEnter your preferred email address\nYou will receive an email to complete your registration & input your member ID code. \nYour member ID code is: "EATALY" + your employee # e.g. EATALY12345\n1\n2\n3', 'Did you know? You have access to 5,000+ exclusive perks with Perkopolis!\nHow to Register\nSHOP .TICKETS. TRAVEL.\nPerks to Enjoy\nYour perks \nare waiting\nstep 1\nScan to visit Perkopolis\nstep 2\nEnter your preferred email \naddress. \nLook for an email from \nus with a link to complete \nyour registration. \nstep 3\nEnter your member ID \ncode where requested \nYour member ID code is \n"EATALY" + employee ID \n# i.e. EATALY12345', 'M o n - T h u r s : 9 a m - 7 p m E S T\nF\nr\ni\n:\n\n9\na\nm\n\n-\n\n5\np\nm\n\nE\nS\nT\nS\na\nt\n:\n\n1\n0\na\nm\n\n\nt\no\n\n6\np\nm\n\nE\nS\nT\nC\nl\no\ns\ne\n\nd\n\nS\nu\n\nd\n\na\ny\n\ns\n\na\n\nd\n\na\nl\n\ns\n\nt\na\nt\nu\nt\no\nr\ny\n\nh\no\nl\ni\nd\na\ny\ns', 'Page 1 of 3\n\nFREQUENTLY ASKED QUESTIONS \n\nHow do I access the online Corporate Membership Program registration tool? \nPlease use the following link for registration <https://corporate.goodlifefitness.com>. \n\nHow do I register for a Corporate Membership? \nThe enrollment process will take approximately 10 to 15 minutes to complete. Please visit \n<https://corporate.goodlifefitness.com> \nYou will be prompted to create or log into a "My GoodLife" account. Following this process, you will enter \nyour company name and corresponding unique login information. If you have not created a MyGoodLife \naccount previously, you will need to "Sign up" using your personal email and create a password. Please retain \nyour password for future as you will be prompted to log in to this account for subsequent renewals. Following \nthis initial user account set up you will be taken to the authentication process. \nHave your payment information and your existing GoodLife Membership number or key tag barcode (if \napplicable) readily available.

If you also wish to enroll family members, have their information available before you begin the registration process. GoodLife will send you a copy of your membership agreement electronically after you've completed the online registration process.

How do I renew my Corporate Membership? If you pay in full for your membership an email will be sent to your personal email you used upon enrollment 35 days prior to your expiry date providing you have not unsubscribed to GoodLife emails. After you have received this email, please visit <https://corporate.goodlifefitness.com> to renew. Please note that your renewal cannot be completed more than 35 days prior to your expiry date. If you chose to pay bi-weekly for your membership, you will not receive any notification. Your membership will automatically continue on a month-to-month basis.

Can I cancel my corporate membership? The paid in full membership is a 12 month commitment and cannot be cancelled. The bi-weekly is a non-commitment membership and can be cancelled at any time with 30 days' notice. This can be requested at the club or through our Corporate Member Experience Department at 1-800-287-4631.

Can I place my membership on hold? Membership holds are not permitted for the paid in full option. If you opt into the bi-weekly option you may place your membership on hold for a maximum of 6 months for a fee. Please contact the club or our Corporate Member Experience Department at 1-800-287-4631.

Are my family Members eligible for this offer? A benefit of the Corporate Membership Program is the ability to add eligible family members to your Corporate Membership. Eligible family members include your spouse, extended family at or over the age of majority, child(ren) or any minor under your guardianship, as long as they are 12 years-of-age or older. You must register yourself into the GoodLife Fitness Corporate Program before you can register your family members. All payments for family member Corporate Memberships - including any added amenities (such as lockers, Hot Yoga, etc.) - will be withdrawn from your bank account or for paid in full, the additional memberships will be paid by credit card. Upon adding a family member, you will see the maximum number of eligible family members for your program.

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Are existing GoodLife Fitness non-corporate members eligible for this offer? Yes. If you are transferring into this Corporate Membership Program, GoodLife will waive the \$99 membership buyout fee. You will need to register for the new Corporate Membership offer online and complete the appropriate section with your existing membership details (your existing membership number or key tag barcode number so that we can automatically update your membership with your new corporate rate). Please continue to use your existing membership key tag.

Will my current bank payments immediately stop when I enroll for this Corporate Membership Program? No, your payment information will be updated to the new corporate rate automatically and will be withdrawn on your current payment schedule through the bank account information you provided previously. This can take ten business days to process. If you see more than one payment withdrawn at the old (non-Corporate) rate, please contact corporateprograms@goodlifefitness.com or 1-800-287-4631.

If I sign up online today, when will I have access to the Club? I am a brand New GoodLife Member... If you are a new GoodLife Fitness Member, your new membership key tag will be available at any GoodLife Fitness Club immediately after registration. Simply visit your Club of choice and mention you are there to pick up your new key tag. You will be required to show photo ID when you pick up your key tag.

I am an existing GoodLife Member (club or corporate)... If you are an existing GoodLife Fitness Member and already have a GoodLife key tag, you can continue to use the Club as normal. Your current key tag can still be used and no signature will be required at front desk.

What are my payment options for this Corporate Membership Program? I am a New GoodLife Member... Payment is through a pre-authorized bi-weekly deduction from your personal bank account, or you may select to pay up-front-in-full by credit card.

I am an existing GoodLife Member... You may continue to pay through a pre-authorized deduction from your personal bank account and we will match your current payment schedule with the updated rate or you may choose to pay in full via credit card.

Is there a minimum age to join GoodLife Fitness? The minimum age to join GoodLife is

12-years-old. We require a parent or legal guardian to sign for anyone under the age of majority in each province. In addition, all members under the age of 18 are required to complete a series of Orientations called a Youth Passport in order to help familiarize themselves and get comfortable in the Club. This is available at no additional cost. To get started with the Youth Passport, please request an appointment at any GoodLife Club.

Can I go to any GoodLife location with my Corporate Membership? Your GoodLife Fitness membership will give you access to 250+ GoodLife Fitness clubs as well as short term access to 24 Hour Fitness. For more information on this please visit a club near you.'

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Is Towel Service included in my Corporate Membership? Yes. Towel Service is included in your membership, however not every GoodLife location offers Towel Service. Please ask a friendly Associate at your Club if they offer Towel Service.

Is Squash included? We do have locations that offer Squash. Please visit www.goodlifefitness.com for more information on these locations.

Is Personal Training available? And is it included with my Corporate Membership? GoodLife Fitness offers Personal Training at an additional cost to your Membership. Please speak with an Associate at the Club(s) for details.

Can I add Hot Yoga or other paid services to my Corporate Membership? Yes you can! These services cannot be added through the online Corporate Membership tool or Corporate Wellness Office, but rather, are instead added and processed directly at the Club. As the Primary Member, you will be responsible for any additional amenities and services - such as Hot Yoga, lockers, etc. - that are added to your membership. Any family members you have registered under the Corporate Program must be present when these types of services are being added to their membership under the Corporate Program. Please visit www.goodlifefitness.com for a list of our Hot Yoga locations.

What happens to my Membership if I leave the company? If you paid in full for your membership, your membership will remain active for the balance of your pre-paid term and you can continue to use the club. If you pay bi-weekly, your membership will automatically be changed to a no-commitment preferred rate of \$25 bi-weekly plus tax. Towel Service will be removed from your membership.

What happens to my Membership if my company no longer offers this Corporate Program? In the event that your company no longer offers this program, or if you are no longer eligible to participate, GoodLife Fitness will automatically update all Memberships associated with your account to a no-commitment preferred rate of \$25.00 per Membership, payable bi-weekly plus taxes. Any amenities that were added onto each Membership will continue at their regular rates. You can cancel or inquire with our Member Experience Team (1-800-287-4631) about other Membership options that are available at any time without a buyout fee. This no-commitment preferred rate does not include Towels; please visit a Club if you want to add Towels onto this Membership.

What happens to my Membership after one year? Your Corporate Membership will continue to be paid by pre-authorized payments on your current payment schedule for as long as you are eligible under the Program terms or until you choose to cancel. There will be no renewal action required. If you have selected a Paid-In-Full Membership you will need to renew through the online link prior to expiry to avoid service interruption.

Who can I contact if I experience technical issues with the online tool? If you are experiencing technical issues with the site and are unable to complete your Membership registration, please contact the Corporate Member Experience Department toll-free at 1-800-287-4631.

I have specific questions about this Program. Who should I contact? Please contact corporateprograms@goodlifefitness.com or 1-800-287-4631.'

Your enrolment

guide

Make a move for your financial future.

EATALY TORONTO LP', 'It's time to get growing!

1 Go to grsaccess.com and sign in with the Guest access ID and password.

Access ID: EATALYTORONTO

Password: Guestaccess1

2 Fill out the form under Join the plan on GRS Access.

3 Send your completed form to the address on the top of the first page of the form.

Go online for more information about your group plan

Everything's on GRS Access - a website that connects you to your savings.

- Secure. Your personal information is safe.
- Helpful. You can find out what type of investor you are, learn about your investment options and get the

forms you'll fill out to join.

- Convenient. Sign in whenever you want for quick and easy access to your account. You'll create your own Access ID and password when you join your group plan.
- Need help? We're here for you
- Call us at 1-800-724-3402, Monday to Friday between 8 a.m. and 8 p.m. ET. Your policy number is 71381 - have this handy so we can help you faster.

'Welcome

Great-West Life is pleased to welcome you to your Eataly group retirement and savings plan. By joining, you'll have access to superior tools and the smartPATH education program to help you achieve your financial goals.

Retirement, and planning for it, looks different to each of us. This guide provides information to help you understand how your plan can be the foundation of your successful retirement strategy.

Great-West Life is here to help. Call 1 888 220-2017, Monday to Friday, between 8 a.m. and 8 p.m. ET to get answers from a client service representative.

Enrolling in your plan is a simple but important step to having a successful retirement. Start the enrolment process by turning the page and learning more about your plan.

Want to dive right in?

If you're ready to join your group plan now, find the form you need on grsaccess.com under Join the plan. Fill them out and send them in. That's

it!

{ "sectionName": "WelcomeLetter", "isFundPage": false, "uri": null }, 'What's in it for you? (A lot.)

You're busy living life and working hard for your money, so what can your money do for you? You can find out - and get the benefits both now and later by joining your group plan.

Pay yourself first. Payroll contributions are automatically invested in your group plan. It's easy because you don't have to do anything!

Tax benefits. Like immediate tax refunds? Contributions to your RRSP and DPSP can be deposited into your group plan before income tax is calculated, so you pay less upfront tax.

This means more money for you.

'Free money' from EATALY TORONTO LP. Every time you make a contribution, so does EATALY TORONTO LP. Not taking advantage of this perk is like having a cheque you don't bother cashing. Really.

Low fees. Group plan fees work kind of like a multi-deal at the grocery store - when you buy a lot of one thing, the unit cost is lower than if you only bought one. In a group plan, member contributions are pooled together and investments are bought in bulk - keeping fees low so your money can grow. Buying power - it's your group plan's superpower.

Combine your savings. Low fees and the beauty of compounding (when the money your investments earn gets reinvested to grow even more!) shouldn't be limited to money in your group plan. Transfer your other savings to your group plan so they can benefit, too!

It's easier to keep an eye on your financial goals when everything is in one place.

4 { "sectionName": "WhatsInIt", "isFundPage": false, "uri": null }, 'You can join these plans. To learn more about these plans, go to smartpathnow.com.

- Registered retirement savings plan (RRSP)
- Deferred profit sharing plan (DPSP)
- Tax-free savings account (TFSA)

5 { "sectionName": "WhatsInIt", "isFundPage": false, "uri": null }, 'Answers to your questions

Joining

When can you join?

RRSP

Right away

TFSA

Right away

DPSP

6 months

Do you have to join?

RRSP

No

TFSA

No

DPSP

No

Contributing

Do you have to contribute?

RRSP

No

TFSA

No

DPSP

No

6 { "sectionName": "Answers", "isFundPage": false, "uri": null }, 'Contributing

How much can you contribute?

RRSP

Employee contributions

only up to the CRA limit.

TFSA

Employee contributions

only up to the CRA limit.

DPSP

Employee does not contribute.

How often can you contribute?

RRSP

Payroll cycle.

TFSA

Payroll cycle.

DPSP

Your employer contributes

every payroll cycle.

How can you make additional contributions?

RRSP

Through payroll

contributions, online

banking or transfers

from another financial institution.

TFSA

Through payroll

contributions, online

banking or transfers

from another financial institution.

DPSP

Employer contributions

only.

What does your employer contribute?

RRSP

Employer does not contribute.

TFSA

Employer does not contribute.

DPSP

Employer contributes 100

per cent match up to 3 per cent.

When do your employer's contributions belong to you?

RRSP

nn/a

TFSA

nn/a

DPSP

NA

000er 1 year.

Can you transfer your other savings into the plan?

RRSP

Yes. Call 1 888 220-2017 to find out how to do

this.\nTFSA\nYes. Call 1 888 220-2017 to\nfind out how to do
this.\nDPSP\nNo\n7\n{"sectionName":"Answers","isFundPage":false,"uri":null}',
'Investing\nWhat happens if you don't make an investment choice?\nRRSP\nYour
contributions will be\ndirected to the target date\ndefault fund.\nTFSA\nYour
contributions will be\ndirected to the target date\ndefault fund.\nDPSP\nYour
contributions will be\ndirected to the target date\ndefault fund.\nThis is a
summary of your group plan as of February-23-2021. Find the complete details in
the\nofficial plan documents, which you can request from EATALY TORONTO LP. In case
of errors or\nconflict in wording with this section, the official plan documents
will apply. You can also call us at\n1-800-724-3402 for more information.\nIt's
your responsibility to inform yourself about the plan and your rights under it,
using tools\nprovided both by your plan administrator and by Canada Life. You also
have the right to request\na paper statement of your account, a copy of your
application for membership and any other\ndocumentation to which you are entitled
to receive under the applicable legislation. Some of\nthese rights are also
available to your plan beneficiary or another
claimant.\n8\n{"sectionName":"Answers","isFundPage":false,"uri":null}', '', 'Get to
know your investment\noptions\nHow you invest your money is personal. It depends on
your goals, your comfort with risk and\nhow much you can save a\ue000er you've met
your everyday financial needs (you do, a\ue000er all, have\na life to live). Read
on to better understand your investment options so you can make smart\nchoices
about your savings and put your plan into action.\nYou make all the investment
decisions for your group\nplan.\nYou can choose from:\n• Target date funds\n• A
variety of investment
options\n10\n{"sectionName":"GetToKnow","isFundPage":false,"uri":null}', 'Your fund
options\nTarget date funds\nWhat year do you want to retire? That's all you need to
know to choose a target date fund.\nWhy choose a target date fund?\n• Your
investments automatically adjust. They're more aggressive at first to grow
your\nsavings and become more conservative as you get closer to retirement to
protect your\nsavings.\n• Hands-off. Once you've chosen your target date fund, you
don't need to do anything else -\nunless things change.\n• Easy to start saving. It
doesn't take very much time to choose a target date fund and you\ndon't need to be
an investment expert.\n• A variety of investments. Target date funds give you
access to different asset classes,\ninvestment styles and investment managers - all
within a single fund.\nChoose your own investment options\nIt's the do-it-yourself
approach to investing.\nWhy choose your own investment options?\n• Freedom. Choose
from a variety of investment options - whatever you want to match your\nsavings
goals.\n• Hands-on. You monitor and change your investment options. You've got the
power!\n• A variety of investments. Helping you manage risk with as much variety as
you want.\nTake the Investment personality questionnaire on smartpathnow.com. Look
at the\nrecommended asset mix for your investment personality to choose investment
options that\nmatch your investment personality and savings goals.\nFind your
funds\nFor a full list of the funds you can choose, sign in to grsaccess.com using
the Guest access ID\nand password found on the inside cover of this
guide.\n11\n{"sectionName":"GetToKnow","isFundPage":false,"uri":null}', 'More
information about your\ngroup plan's investment options\nSign in to grsaccess.com
with the Guest access ID and password found on the inside cover of\nthis guide to
learn about fund performance and fees and check out the fund
reports.\n12\n{"sectionName":"GetToKnow","isFundPage":false,"uri":null}', 'notes',
'notes', '', 'Your questions\nhave met their\nmatch\nSee how we can help.\nCall
us\nIf you have questions about your group plan, call this\nnumber. We have a team
ready to help.\nContact 1-800-724-3402\nMonday to Friday between\n8 a.m. and 8 p.m.
ET\nManage your group plan with GRS Access\nThis is the place to go to check your
account balance, learn\nabout your investment options and manage your
group\nplan.\ngrsaccess.com\nLearn more with the smartPATH
education\nprogram\nCheck out some tools and resources to help you
understand\nretirement planning, saving, investing and more. There are\nvideos,
calculators and articles- all broken into different\nstages of your savings
journey.\nsmartpathnow.com\nSee what else Canada Life offers\nWe have more than

[illegible]

make our Italian food and wine products so unique.\nAt Eataly, we use only Parmigiano Reggiano ® DOP, \nmade with raw, unpasteurized milk fr om local cows, \naccording to traditional and artisanal methods. The dairies sourcing our \ncheese are based in Emilia-Romagna.\nMade according to a centuries-old recipe in the Po River \nValley in Northern Italy, Grana Padano DOP is a staple in \nItalian cuisine. Every wheel is made with semi-skimmed, \nunpasteurized milk fr om cows raised in the specifi c geographic area with a \ncontrolled diet of fr esh or stored forage and greens.\nLearn \nMore\nMSC Cruises brings European style, American \ncomfort & the only Eataly at sea for a cruise \nexperience beyond the ordinary. Scan the QR code to learn more \nabout MSC Cruises and our limited-time off ers.\nour partners\n2025.12.11\nBOLLICINE | SPARKLING GL 1/2L BTL\nProsecco DOC, Reguta | Veneto 15 45 60\nLambrusco 'Quercioli', 15 45 60 \nMedici Ermete | Emilia-Romagna\nMoscato d'Asti, Anno Domini | Veneto 15 45 60\nBIANCHI | WHITE\nPinot Grigio, Matto | Veneto 15 45 60\nGrillo 'Bio', Settesoli | Sicilia 17 51 68\nFalanghina 'Janare', 19 57 78 \nLa Guardiense | Campania\nPecorino, Jasci | Abruzzo 21 63 84\nRoero Arneis 'Pradalupo', 22 66 88 \nFontanafredda | Piemonte \nSauvignon Blanc, 23 69 92 \nScarbolo | Friuli-Venezia Giulia\nROSATI | ROSÉ\nSangiovese Rosato 'Frico', 16 48 64 \nScarpetta | Toscana\nCerasuolo d'Abruzzo, 19 57 78 \nAzienda Vinicola Jasci | Abruzzo\nROSSI | RED\nNero d'Avola, Matto | Sicilia 15 45 60\nPrimitivo 'I Muri', Vigneti del Salento | Puglia 17 51 68\nValpolicella Classico, Delibori | Veneto 18 54 72\nChianti 'Mama', Certosa di Belriguardo | Toscana 20 60 80\nMontepulciano d'Abruzzo, Jasci | Abruzzo 21 63 84\nBarbera d'Alba 'Raimonda', 23 69 92 \nFontanafredda | Piemonte\nBarolo DOCG, Fontanafredda | Piemonte 30 90 120\nvini italiani\n\nBionda, Indie Alehouse 10 \nItalian Pilsner, Draft | 5% abv | Toronto\n\nInstigator, Indie Alehouse 10 \nWest Coast IPA, Draft | 6.5% abv | Toronto\n\nAmarena, Indie Alehouse 12 \nCherry Sparkling Ale, Can | 4. 5% abv | Toronto\n\nDisco Grape, Indie Alehouse 12 \nConcord Grape Fruited Ale, Bottle | 4.5% abv | Toronto\n\nLunch-Box, Harmon's 8 \nNon-Alcoholic Lager, Bottle | 0.5% abv | Toronto\n\nbirre\n\nWater, San Benedetto 9 \nSparkling or Still | 25.4 fl oz\n\nMole Cola 6 \nClassic or Sugar-Free | 11.25 fl oz\n\nSanpellegrino ® Soda 6 \nBlood Orange, Grapefruit, \nLemon | 11.25 fl oz\n\nCarpano Highball 16 \nCarpano Bitter, Vermouth, \nSanpellegrino® Aranciata Rossa\n\nNegroni Bianco 18 \nEmpress Cucumber Lemon Gin, \nSt-Germain, Bitter Bianco, Mint, \nCucumber\n\nEspresso Martini by Civil Pours 18 \nCacao husk, toasted coconut and a trace of \norange distillate blended with neutral spirit \nand coffee to give a robust and velvety \nexpression of a classic Espresso Martini.\n\nLimoncello Spritz 17 \nPallini Limoncello, Prosecco, Soda\n\nAperol Spritz 17 \nAperol, Prosecco, Soda\n\nWinter Sangria 17 \nRed Wine, Apple Cider, Disaronno\n\nAmaretto, Triple Sec, Cranberries, \nLemon, Rosemary\n\nNegroni 16 \nCampari, Gin, Vermouth\n\nThe Junction 18 \nIrish Whiskey, Amaro Montenegro, \nLemon Twist\n\nIl Mulo 17 \nVodka, Cynar, Cherry Liqueur, \nLime Juice, Ginger Beer\n\nIl Magnifico 17 \nCanadian Whisky, Chambord Liquor, \nLemon Juice, Lemon, Cranberries\n\nThe Smoky Earl 17 \nEarl Grey Tea-Infused Vodka, Winter\n\nSyrup, Orange Bitters, Cinnamon Stick\n\nAmaro Old Fashioned 18 \nAmaro Nonino, Orange Syrup, \nBitters, Orange Slice\n\nSicilian Apple Pie 20 \nCocchi Vermouth, Etneum Gin, Apple\n\nCider, Winter Syrup, Lemon, Apple Slice\n\nCiao Bella! 12\n\nBella Aperitivo, Soda Water, Orange\n\nAnni Settanta 12 \nSeedlip Spice 94, Cherry Syrup, \nLemon Juice, Soda\n\nThe Purple Haze 12 \nBlackberry & Basil Syrup, Lime Juice, Soda\n\nL'E sot ico 12 \nSeedlip Grove 42, Caramel Syrup, \nLemon Juice, Soda\n\ncocktails\n\nzero proof\n\nbibite\n\nTOAST WITH \nA COCKTAIL\n\nThe Old Man And The Sea 16 \nSpiced Rum, Espresso, Simple Syrup, Lemon\n\nWITH YOUR \nPASTA\n\n'La Vitto Bianco' 19 76 \nLuca Menicucci\n\nWITH YOUR \nSECONDO\n\nChianti 'Mama' 20 80\n\nCertosa di Belriguardo\n\nT H E P E R F E C T \nDIGESTIVO\n\nVin Santo served with Cantucci 14 \nTravignoli Vin Santo Riserva 2015', 'SPAGHETTO AL POMODORO 22\n\nAfeltra Spaghetti, Così Com'è Datterino Tomatoes,\n\nRoi Extra Virgin Olive Oil, Sea Salt, Basil VG\n\nBUCATINI CACIO E PEPE 26\n\nAfeltra Bucatini, Pecorino Romano DOP,\n\nFreshly Ground Black Pepper \nLINGUINE ALLO SCOGLIO 35\n\nAfeltra Linguine, PEI Mussels, Manila Clams, Wild Gulf Shrimp,\n\nMutti Tomato, Chili Flakes, Extra Virgin Olive Oil\n\nSPAGHETTO AL POMODORO 32\n\nE BURRATA\n\nAfeltra Spaghetti, Così Com'è

Datterino Tomatoes, Burrata, \nRoi Extra Virgin Olive Oil, Sea Salt, Basil V
 \nLINGUINA ALL'ASTICE 44\nAfeltra Linguine, Canadian Lobster, Lobster Sauce,
 \nCherry Tomatoes, Basil, Extra Virgin Olive Oil\nMALTAGLIATI ALLA NORCINA
 31\nHousemade Spinach Maltagliati, Sausage, Porcini Mushroom Ragù, \nBlack Truff e
 Butter, Agriform Grana Padano DOP\n \nTAGLIATELLE AL RAGÙ TOSCANO 30\nHousemade
 Cacao Tagliatelle, Tuscan White Pork & Beef Ragù, \nRoasted Squash, Fried
 Rosemary\ntruffle specials \nTAGLIOLINI AL TARTUFO BIANCO 60\nHousemade
 Tagliolini, Urbani Fresh White Truff e, Butter, \nAgriform Grana Padano DOP »
 served tableside \nTAGLIATELLE AL TARTUFO NERO 39\nHousemade Tagliatelle, Urbani
 Black Truff e, Butter, \nAgriform Grana Padano DOP\nThe prized tartufo , or truff
 e, is a tuber found in very few areas in Northern and Central Italy, \nmost
 famously in the forests of the Piemontese town of Alba. Truff es come in both
 white and black \nvarieties, and each type is associated with different
 seasons.\nBRANZINO ALLA LIVORNESE 42\nOven-Roasted Branzino, Cherry Tomatoes,
 Capers, \nBlack Olives, Lemon Wedge\nBRASATO AL CHIANTI 38\nBeef Stew,
 Pepper-Infused Red Wine Sauce, \nCrispy Corn Polenta, Fried Sage \n \nPOLLO ALLA
 MILANESE 33\nCrispy Breaded Chicken Breast, Wild Arugula, \nAgriform Grana Padano
 DOP, Mediterranean Sauce, Lemon\nSALMONE ALLA PIASTRA * 35\nPan-Seared Norwegian
 Salmon, Mixed Lettuce, \nWatermelon Radish, Carrots, Herbs, \nWhite Balsamic
 Vinaigrette\npasta fresca\nsecondi\npasta secca\na selection of classic Italian
 dishes curated for the season\nAfeltra pasta made in Gragnano, Napoli, served al
 dente\nhousemade daily with Molino Grassi semolina\nRAVIOLI DI ZUCCA 26\nButternut
 Squash Ravioli, Butter, Sage, \nAgriform Grana Padano DOP, Walnuts\nTAGLIATELLE
 ALLA BOLOGNESE 29\nHousemade Tagliatelle, Pork & Beef Ragù alla
 Bolognese, \nAgriform Grana Padano DOP \nLASAGNA EMILIANA 27\nHousemade Lasagna,
 Pork & Beef Ragù alla Bolognese, \nBéchamel, Agriform Grana Padano DOP\nLASAGNA AI
 FUNGHI 29\nHousemade Lasagna, Mushroom Ragù, Housemade Béchamel, \nGrana Padano
 Fonduta, Crispy Artichokes\nLASAGNA ZUCCA E SALSICCIA 28\nHousemade Lasagna,
 Roasted Squash, Pork Sausage, Béchamel, \nAgriform Grana Padano DOP\nFETTUCCHINE
 'ALFREDO' » served tableside 32\nBURRO E PARMIGIANO REGGIANO ® DOP\nHousemade
 Fettuccine, Butter, Agriform Parmigiano Reggiano® DOP\nV vegetarian VG vegan GF
 gluten-fr iendly\ndiscover our pizza \nturn the page\nPATATA FRITTA 11\nFried
 Hand-Torn Russet Potatoes, Mediterranean Sauce, \nFresh Herbs, Sea Salt V
 \nBROCCOLINI 14\nSautéed Broccoli Rabe, Garlic, Chili Flakes, Breadcrumbs VG
 \nINSALATA CESARE * 17\nGem Lettuce, Pecorino Vinaigrette, Garlic Breadcrumbs
 \nINSALATA RUCOLA 17\nWild Arugula, Heirloom Tomatoes, \nAgriform Grana Padano
 DOP, Lemon Dressing GF\nINSALATA DI BARBABIETOLE 18\nLittle Gem Salad, Roasted
 Beets, Sicilian Pistachio Pesto, Orange GF\nPROSCIUTTO CRUDO E COCCOLI
 24\nHousemade Fried Tuscan Gnocco Fritto, Prosciutto di Parma DOP\n \nBURRATA E
 PAPPALATO AL POMODORO 26\nHousemade Burrata, Tuscan Tomato Bread Compote, \nTaggiasca
 Olive Crumble, Basil\nRIBOLLITA 19\nTuscan Vegetable Bread Soup, Olitalia Extra
 Virgin Olive Oil VG\ntruffle specials \nSUPPLI CACIO E PEPE 16\nCON BURRO AL
 TARTUFO\nCrispy Rice, Urbani Black Truff e Butter, \nPecorino Romano DOP, Black
 Pepper\nBRUSCHETTA 17\nToasted Sourdough Bread, Whipped Ricotta, \nRoasted Butternut
 Squash, Urbani Black Truff e Honey V\nFAGIOLI ALL 'UCCELLETTO 13\nStewed
 Cannellini Beans, Tomato Sauce, Garlic, Fresh Herbs VG\nZUCCA ARROSTO 14\nRoasted
 Kabocha Squash, Cinnamon, Pumpkin Seeds, \nOlitalia Extra Virgin Olive Oil
 VG\nINSALATA DI CAVOLO NERO 19\nTuscan Kale, Shaved Brussels Sprouts, Golden
 Raisins, \nPecorino Dressing, Garlic Breadcrumbs\n \nantipasti\nverdures\nMORTADELLA
 E PISTACCHIO 16\nRovagnati Mortadella IGP, Pistachio Pesto, \nToasted Sourdough
 Bread \nCALAMARI FRITTI E ZUCCHINE 24\nCrispy New England Squid, Fried Zucchini,
 Lemon, Aioli \nPOLPETTE DELLA NONNA 22\nHousemade Pork & Beef Meatballs, Mutti
 Tomato, \nAgriform Grana Padano DOP, Focaccia alla Pala\nPOLPETTE CACIO E PEPE
 23\nHousemade Pork & Beef Meatballs, Cacio e Pepe Sauce, \nMutti Tomato, Agriform
 Grana Padano DOP, Fried Sage\nPOLPETTE ALLA PARMIGIANA 24\nHousemade Pork & Beef
 Meatballs, Mutti Tomato, \nGrana Padano DOP Fonduta, Housemade Mozzarella, \nBasil
 Pesto\nFOCACCIA TOSCANA 9\nTuscan Focaccia, Lacinato Kale, Agriform \nGrana
 Padano DOP, Olitalia Extra Virgin Olive Oil\nPANE RUSTICO 5\nRustic Bread, Olitalia
 Extra Virgin Olive Oil VG\nFOCACCIA BIANCA 7\nFocaccia, Rosemary, Olitalia Extra

Virgin Olive Oil VG\naperitivopane\nsalad add-ons\nMozzarella V +8 | Burrata V +10 | Grilled Chicken +9\nPoached Shrimp +12 | Grilled Steak * +15\nFounded in the early 1850s and guided today by the sixth family generation, \nUrbani is the world's most esteemed distributor of Italian truff es. Urbani \nworks with truff e hunters who are connected to the land and hunt fr esh truff es \nwith trained dogs according to ancient traditions.\nFRESH URBANI TRUFFLE SUPPLEMENT\nfr eshly shaved onto a dish of your choosing (3 grams)\nWHITE TRUFFLE +\$ 45\nBLACK TRUFFLE +\$ 10 \nCarpano Highball 16\nCarpano Bitter, Vermouth Rosso, Sanpellegrino® Aranciata Rossa\nAperol Spritz 17\nAperol, Prosecco, Soda\nNegroni 16\nCampari, Gin, Vermouth\nEnjoy with La Vitto Bianco, Luca Menicucci 19\nEnjoy with Sauvignon Blanc, Scarbolo 23\nEnjoy with Montepulciano di Abruzzo, Jasci 21\nEnjoy with Chianti 'Mama', Certosa di Belriguardo 20', 'piatti choose one\ncontorni choose one\nwant to indulge?\nRAVIOLI DI RICOTTA E \nSPINACI AL POMODORO\nSpinach And Ricotta Ravioli, Mutti Tomato, Basil\nSPAGHETTI AGLIO E OLIO \nHousemade Spaghetti, Garlic-Oil Emulsion,\nHerbs-Bread Crumble, Peperoncino Powder\nGNOCCHI ALLA SORRENTINA \nHousemade Gnocchi, Mutti Tomato, \nHousemade Mozzarella, \nAgriform Grana Padano DOP, Basil \nMALTAGLIATI\nALLA NORCINA /plus.lprp/one.lprp/zero.lprp\nHousemade Spinach Maltagliati, Sausage,\nPorcini Mushroom Ragù, Black Truff e Butter,\nAgriform Grana Padano DOP\nMINESTRA CONTADINA\nVegetable Soup, Orzo Pasta, Agriform Grana Padano \nDOP, Olitalia Extra Vergine Olive Oil \nINSALATA DI CAVOLO NERO \nT uscan Kale, Shaved Brussels Sprouts, Golden Raisins, \nPecorino Dressing, Garlic Breadcrumbs\nINSALATA CESARE * \nGem Lettuce, Pecorino Vinaigrette, Garlic Breadcrumbs\nBARBABIETOLE \nLittle Gem Salad, Roasted Beets,\nSicilian Pistachio Pesto, Orange\n/plus.lprp salads add-ons Mozzarella V /plus.lprp/eight.lprp\nBurrata V /plus.lprp/one.lprp/zero.lprp | Grilled Chicken /plus.lprp/nine.lprp\nGrilled Steak* /plus.lprp/one.lprp/five.lprp | Poached Shrimp /plus.lprp/one.lprp/two.lprp\nPATATA FRITTA\nFried Hand-Torn Russet Potatoes,\nMediterranean Sauce, Fresh Herbs, Sea Salt V \nCAPONATA ALLA SICILIANA \nSicilian Eggplant Caponata,\nRicotta Salata, Toasted Bread \nCIPOLLA GRATINATA\nGratinated Slow-Cooked White Onions, \nAgriform Grana Padano DOP, \nBalsamic Reduction, Marjoram\nspeciali di pesce\nLINGUINE\nALLO SCOGLIO /three.lprp/six.lprp\nAfeltra Linguine, PEI Mussels, Manila Clams, \nWild Gulf Shrimp, Mutti Tomato, Chili Flakes,\nExtra Virgin Olive Oil\nSALMONE ALLA PIASTRA* /three.lprp/six.lprp\nPan-Seared Norwegian Salmon, Mixed Lettuce, \nWatermelon Radish, Carrots, Herbs,\nWhite Balsamic Vinaigrette GF\ndolce\nMINI TIRAMISÙ /six.lprp\ndi EATALY\nLayers of Espresso-Soaked Ladyfingers and \nMascarpone Cream, Topped with Cocoa Powder\na quick Italian lunch in one course\n/three.lprp/zero.lprp minutes to Italy starting at /dollar.lprp/two.lprp/five.lprp\nper person\npiatti choose one\ncontorni choose one\nwant to indulge?\nRAVIOLI DI RICOTTA E \nSPINACI AL POMODORO\nSpinach And Ricotta Ravioli, Mutti Tomato, Basil\nSPAGHETTI AGLIO E OLIO \nHousemade Spaghetti, Garlic-Oil Emulsion,\nHerbs-Bread Crumble, Peperoncino Powder\nGNOCCHI ALLA SORRENTINA \nHousemade Gnocchi, Mutti Tomato, \nHousemade Mozzarella, \nAgriform Grana Padano DOP, Basil \nMALTAGLIATI\nALLA NORCINA /plus.lprp/one.lprp/zero.lprp\nHousemade Spinach Maltagliati, Sausage,\nPorcini Mushroom Ragù, Black Truff e Butter,\nAgriform Grana Padano DOP\nMINESTRA CONTADINA\nVegetable Soup, Orzo Pasta, Agriform Grana Padano \nDOP, Olitalia Extra Vergine Olive Oil \nINSALATA DI CAVOLO NERO \nT uscan Kale, Shaved Brussels Sprouts, Golden Raisins, \nPecorino Dressing, Garlic Breadcrumbs\nINSALATA CESARE * \nGem Lettuce, Pecorino Vinaigrette, Garlic Breadcrumbs\nBARBABIETOLE \nLittle Gem Salad, Roasted Beets,\nSicilian Pistachio Pesto, Orange\n/plus.lprp salads add-ons Mozzarella V /plus.lprp/eight.lprp\nBurrata V /plus.lprp/one.lprp/zero.lprp | Grilled Chicken /plus.lprp/nine.lprp\nGrilled Steak* /plus.lprp/one.lprp/five.lprp | Poached Shrimp /plus.lprp/one.lprp/two.lprp\nPATATA FRITTA\nFried Hand-Torn Russet Potatoes,\nMediterranean Sauce, Fresh Herbs, Sea Salt V \nCAPONATA ALLA SICILIANA \nSicilian Eggplant Caponata,\nRicotta Salata, Toasted Bread \nCIPOLLA GRATINATA\nGratinated Slow-Cooked White Onions, \nAgriform Grana Padano DOP, \nBalsamic Reduction, Marjoram\nspeciali di pesce\nLINGUINE\nALLO SCOGLIO /three.lprp/six.lprp\nAfeltra Linguine, PEI Mussels, Manila Clams, \nWild Gulf

Shrimp, Mutti Tomato, Chili Flakes, \nExtra Virgin Olive Oil\nSALMONE ALLA PIASTRA*
 /three.lprp/six.lprp\nPan-Seared Norwegian Salmon, Mixed Lettuce, \nWatermelon
 Radish, Carrots, Herbs, \nWhite Balsamic Vinaigrette GF\ndolce\nMINI TIRAMISÙ
 /six.lprp\ndi EATALY\nLayers of Espresso-Soaked Ladyfi ngers and \nMascarpone
 Cream, Topped with Cocoa Powder\na quick Italian lunch in one
 course\n/three.lprp/zero.lprp minutes to Italy starting at
 /dollar.lprp/two.lprp/five.lprp\nper person', '*May be served or contain raw or
 undercooked ingredients. Please inform your server of any \nallergies or dietary
 restrictions. Some cheeses may contain animal rennet. The consumption \nof raw or
 undercooked eggs, meat, poultry, seafood or shellfi sh may increase your risk of
 \nfoodborne
 illness.\n/two.lprp/zero.lprp/two.lprp/six.lprp./zero.lprp/one.lprp./two.lprp/six.l
 prp\nV vegetarian VG vegan GF gluten-/f_r iendly\n *May be served or contain raw
 or undercooked ingredients. Please inform your server of any \nallergies or dietary
 restrictions. Some cheeses may contain animal rennet. The consumption \nof raw or
 undercooked eggs, meat, poultry, seafood or shellfi sh may increase your risk of
 \nfoodborne
 illness.\n/two.lprp/zero.lprp/two.lprp/six.lprp./zero.lprp/one.lprp./two.lprp/six.l
 prp\nV vegetarian VG vegan GF gluten-/f_r iendly', 'TIRAMISÙ di EATALY * 16\nOur
 Signature Tiramisù-Layers of Espresso-Soaked Ladyfi ngers \nand Mascarpone Cream,
 Topped With Cocoa Powder \nAMALFI 13\nLimoncello Syrup-Soaked Rice Sponge Cake,
 Lemon Cream, \nFrolla Cookies, Soft Whipped Cream, Meringue Flame \nBUDINO AL
 CIOCCOLATO 12\nSemi-Sweet Chocolate Custard, Dark Chocolate Glaze, \nWhipped
 Cream, Chocolate Crumble\nPANNA COTTA AI FRUTTI DI BOSCO 12\nSweet Milk Panna
 Cotta, Mixed Berries, Almond Streusel Crumble \nCANNOLO AL CIOCCOLATO E PISTACCHIO
 9\nRicotta Cream-Filled Cannolo, Chocolate Chips, Chopped Toasted
 Pistachios\ndolci\nPANETTONE di EATALY » served tableside 15 \nEataly's Classic
 Panettone with raisins and candied fr uits. \nFinally sprinkle on your favorite
 toppings! \nChoose your housemade sauce: Mascarpone or Chocolate\nEspresso single 4
 | double 5\nMacchiato 5\nCappuccino single 6 | double 7\nLatte single 6 | double
 7\nAmericano 5\nCaffè Corretto \n with Sambuca 10 \n with Grappa 13 \n with
 Cocchi Vermouth Storico di Torino 15\nCOPPA GELATO FRAGOLOSA 16\nStrawberry
 Sorbet, Fior di Latte Gelato, Strawberries, Whipped Cream\nCOPPA GELATO AL
 CIOCCOLATO 16\nChocolate Gelato, Hazelnuts Gelato, Toasted Hazelnut, Chocolate
 Sauce, \nWhipped Cream\nCraft ed with the legendary Italian Carpigiani Gelato
 Machine – a symbol of artisanal \nexcellence since 1946 – our gelato is spun to
 order in just 10 minutes. We use only \nthe highest quality ingredients, with fl
 avors that change seasonally to showcase the best of each time of year.
 \nExperience a uniquely fr esh, soft , and creamy texture that takes gelato to an
 entirely new level.\nIt's more than gelato – it's a true Italian experience, made
 fr esh just for you.\nIL GELATO\nDI EATALY\nGELATO AL PISTACCHIO SALATO 22\nE
 CARAMELLO serves two\nToasted Pistachio & Salted Caramel Gelato, made with real
 in-house toasted pistachio paste, \nfr esh milk, made-to-order caramel, and fl aky
 sea salt for a decadent treat perfect to share.\nitalian sundae\ncaffè e tè',
 '2025.11.06\ndolci e caffè\n*May be served or contain raw or undercooked
 ingredients. Please inform your server \nof any allergies or dietary restrictions.
 Some cheeses may contain animal rennet. \nThe consumption of raw or undercooked
 eggs, meat, poultry, seafood or \nshellfi sh may increase your risk of foodborne
 illness.\nV vegetarian VG vegan GF gluten-fr iendly', 'Closing Bar Duties \n•
 Remove all spouts from liquor bottles and soak in warm \nwater for 15 minutes, then
 rinse in cold water and store \nthem in order to air dry overnight. \n• Wipe down
 liquor bottles and bar well. \n• Empty ice well. \n• Clean and dry ice well \n•
 Wash and fill any juice bottles that are low. \n• Empty and throw away any cut
 fruit and/or fresh \ngarnishes. \n• Run all bar matts and bar tools in Dishwasher.
 \n• Place bar tools back on bar for next day use. \n• Wash any drainage grates
 through dishwasher. \n• Stock Prosecco from walk-in fridge. \n• Stock all non-alc
 from warehouse. \n• Wipe down all surfaces taking special attention to \ncocktail
 and beer service station and pass. Empty beer \ndripped bucket. \n• Put caps back
 on liquor bottles. \n• Refrigerate syrup bottles. \n• Take one last look over the

bar to ensure everything is \nwiped and cleaned (including front and sides of fridges \nand dishwasher) and well stocked for next day's \nservice.', 'Opening Duties Eataty Eaton Centre Bar \n \n• Setup of bar service section (Proper setup of all mats \nand tools). \n• Remove caps for each rail spirit. Store caps in a \ncontainer until closing. \n• Place pour spouts in each rail spirit bottle. \n• Place BTG reds ready for use on the back bar. \n• Get any juice (Lemon/lime/grapefruit) and fruit needed \nfor the day from the walk-in fridge and set up the \nstation. \n• Fill the well with cocktail ice. Setup juices, syrups and \nother ingredients in the caddies on the side of the well. \n• Cut fruit for service (more, or less, depending on time of \nyear, day of week and holidays). \n• Stock club soda and other non-alcoholic items, and \nensure Prosecco is always well stocked in the fridge for \nquick use during busy periods. \n• Make sure all glassware is in place and ready to go. \n• Constantly restock fridge, ice well, glassware (if \nneeded). \n• Setup the bar seats with proper mise-en-place.