

# DUFFY'S<sup>®</sup>

SPORTS GRILL

Day 2

## TEAMWORK

The atmosphere in our restaurants is always upbeat and happy. A fun attitude and teamwork make up our winning combination. If you have a great attitude and enjoy your work, you will be rewarded in many ways. You will make great money and have fun doing it. The concept of teamwork allows the guest to sense a friendly, cooperative atmosphere in which to dine. Every guest in our restaurant is YOUR guest. The “WE” system provides a sense of pride in both your ability and contribution, not to mention the overall efficiency of the restaurant operation.

As a team player, your primary responsibility is to the guests; however, you are also part of a team. By definition, a team is a group of people working together toward a common goal. As a member of a team, you must be constantly looking for ways to assist the team effort. Often, team players will need assistance in delivering food, refilling beverages, etc. and will look to other team players to help them with these tasks. If the management team feels that you are a key player to the team you will as a result get better or bigger sections. Never avoid an opportunity to help the team.

Suggestions for good teamwork are:

Assist in running food and beverages.

Pre-bus any table with empty plates or glasses on it. Never let any guests sit at a table filled with empty plates. PLEASE REMOVE THEM.

Never walk back to the kitchen/dish area empty handed. Remember “Full Hands In Full Hands Out”. When leaving the kitchen, check the window and make sure there isn’t food that needs to go to a table.

When in the dish pit area and you have time to help your teammates use the DROP AND GO system. While you are helping to stacking the dishes neatly, they might have time to get refills to your table. This will start to build trust between you and your teammates.

Automatically refill beverages for guests. Offer them another beer or cocktail.

Assist other areas of the restaurant: hosts, bussers, bartenders, and dishwashers.

Help answer the phone whenever possible.

Don’t walk over trash on the floor, pick it up.

When bussing tables, clean and reset the table completely before moving on to the next table. This will help get the guests that are on a wait sat in a timely manner. It also helps to ensure that servers have enough time to greet each table without being double sat too quickly and making their guest wait.

Common courtesy: If you empty something – fill it up. If you spill something – clean it up.

If you drop something – pick it up.

If any guest asks you for something, regardless of your position, simply get it or make sure the guest gets what they want immediately. If, however, you don’t have time, please ask someone who does have time to get it for you. This demonstrates to the guest that we care and shows the entire staff that you are a team player. To have a positive, fun atmosphere, every staff member must always have a positive attitude. If you don’t, several things happen:

First, when you need help, people suddenly become busy.

Second, the customer picks up on this tension immediately.

Third, when you don’t work as a team, it gets harder to do your job. Be considerate of your co-workers; they will return the favor.



## Steps to Excellent Service

### Host

#### "Fast, Simple, Friendly Service"

*Move with a sense of urgency*

##### 1. WELCOME

Greet the guest warmly

- Smile and open the door

##### 2. BE READY

- Plan ahead where you are going to seat the next table
- Know the table status
- Know the flow of rotation
- If on a wait, stand at the door (not at the host stand) with the tablet for the wait

##### 3. SEATING

- "We are delighted you are here, please follow me right this way."
- Walk at the guest's pace
- Wait for the guest to be seated. Place menus in front of each guest
- Make suggestions
- MVP – "Do you have an MVP Card?"
  - If yes, "please place your MVP card on the table for the server."
  - If no, "here is an application, it's self-explanatory, Please fill it out if you would like to join."

##### 4. FAREWELL

- Thank the guest for coming
- Invite them back

### Food runner

#### "Fast, Simple, Friendly Service"

*Move with a sense of urgency*

##### 1. Smile

*You are always on stage*

##### 2. Serving Food

Always serve immediately

- Auction food
- Prebus
- Scan table: Does everyone have plates, napkins, utensils?
- Ask the guest if they need anything else, offer refills

### Busser

#### "Fast, Simple, Friendly Service"

*Move with a sense of urgency*

##### 1. SMILE

##### 2. KEEP THE DINING ROOM CLEAN

A clean dining room sets a good first impression on the guest

- The quicker we clean the tables, the quicker we can seat them
- Pay attention to the pathways through the dining room
- Spot sweep periodically

##### 3. CLEANING TABLES

- Bring with you – Clean black bus tub, sanitizer bottle, clean blue cloth
- Bus – set the bus tub on the seat of the booth, place all dirty items in it
- Sanitize- Spray the table, wipe it, and ensure table is dry
- Set – Place silverware rolls on the table. One per seat to the left of the seat
- Final Touches – Remove the bus tub, wipe the seat, sweep if needed.

Clean one table at a time from start to finish. It is necessary in order to seat the guests quickly.



Steps to Excellent Service

## Bartender

### "Fast, Simple, Friendly Service"

*Move with a sense of urgency*

#### 1. WELCOME (within 1 minute of seating)

- Introduction
- Placemat Drinks Up & Coaster
- MVP Card
- Drink Order

#### 2. DELIVER DRINKS (2 minutes – 3 to 4 if alcohol)

- Place a cone of homemade chips in front of the guest
- SUGGESTIVELY SELL an appetizer or entree
  - Amazing Mozzarella Sticks
  - Major League Burger

#### 3. OFFER 2<sup>ND</sup> DRINK

- Bring appetizer plates and silverware rollup
- Deliver food
  - Appetizers 6-10 minutes
  - Lunch Entrees 8-12 minutes
  - Dinner Entrees 12-18 minutes
  - PREBUS any dishes immediately after guest is finished

#### 4. CHECK BACK /MAINTAIN CLEANLINESS OF THE BAR

- If food was ordered, offer a dessert menu

#### 5. DELIVER CHECK/SETTLE PROMPTLY/Invite the guest bac

## Server

### "Fast, Simple, Friendly Service"

*Move with a sense of urgency*

#### 1. WELCOME

##### 1 Minute Greeting

- **Smile!** Introduce yourself "Hello my name is \_\_\_\_\_."
- **Ask the guest if they have been here before.**

#### 2. SUGGEST: GUIDE AND SELL

##### Drinks, Appetizers, and Entrees

- **Suggestively Sell** – "Let me start you off with a Duffy's Tropical MVP Margarita and some Amazing Mozzarella Sticks."
- **Ask the guest if they have any questions about the menu.**
- **Take the drink and appetizer order.** Ask the guest if they are ready to place their entrée order or if they need a few minutes.

#### 3. RING & BRING

- **Ring** in the order and **ADD MVP.**
- **Bring drinks, appetizer plates, and extra condiments.**
- **Place the MVP receipt in front of the guest.**
- **Use the guests name as much as possible.**

#### 4. PREBUS

- **Remove appetizer plates**
- **Offer 2<sup>nd</sup> drink** – always ask them before they ask you!

#### 5. TAKE ENTRÉE ORDER

#### 6. CHECK BACK

- **Check back** within 2 minutes of food served. Ask the guest if you can get them anything else.
- **Print the check and have it ready for the guest.**

#### 7. PREBUS

- **Remove all plates, glasses, and anything the guest does not need off the table.**

#### 8. SUGGEST

- **Dessert/after dinner drink.** Bring the guest the dessert menu and describe the Brownie Sundae.
- **If no, leave the check with the guest**

#### 9. CHECK

- **Cash out** the guest quickly.

#### TIMING

- Drinks 2 minutes (3-4 if alcohol)
- Appetizers 6-10 minutes
- Lunch Entrees 8-12 minutes
- Dinner Entrees 12-18 minutes

## Lunch Service Standards

As we have learned from the fast-casual dining segment, the “**Speed of Service**” is a key deciding factor when choosing where to eat for lunch. To compete today, our food and service has to be flawless, consistent, and FAST.

Below are additional steps of service that will help achieve that goal:

- **Assume the guest has limited time** and is in a hurry, unless it is blatantly obvious, they are not.
- Servers should begin at the front door to help with the first round of seating.
- During the initial table greet, servers should describe the specials and then offer to take the entire order at that time. Rather than getting a drink order, leaving to get the drinks, then coming back later to take the order. **Ideally, the first time you open the check you are ringing in the drinks and food together, and then swiping the MVP card to check for vouchers and rewards.**
- Once you have taken the order, **immediately go to a computer and ring it in** before taking another table's order. If you are double sat, use your hospitality skills to communicate to the other table that you will be right back with them. Taking the order and getting the food rung in **quickly** is a crucial part to the success of this program.
- If appetizers are ordered, do not stage them as you normally would at dinner. Instead, inform the guest that all of the food will be coming out very quickly, and allow them to tell you otherwise. Ring in the appetizer and send it. Then, ring in the entrees immediately afterwards. You may need to follow up and communicate with the expo, as needed.
- **Teamwork:** Once a server's section is full and all of the service standards are being met, they must prioritize running all food. If there is no immediate need to run food, then check on your section (pre-bus and bussing tables, drink levels, etc.) and ask if someone else needs help. Finally, rotate back to the front door as needed. **This should remain a constant cycle for all servers throughout the shift.**
- **Check back, Check down!** After 2 minutes or two bites servers should be checking back with the tables to see what else they might need. At this time, we will present the table with their check by simply saying, “This is just for your convenience. There is no rush so please take your time.” The idea is to have them put down their credit and MVP card so you can **process the transaction before they are ready to leave**. This should give you enough time to close out the check to give them the final MVP receipt.

## **SUGGESTIVE SELLING**

When a guest walks into Duffy's, we have already sold them something. Guests go to restaurants to buy, not browse. Your job is to help the guest with suggestive selling to make a decision that is good for them. The more you suggest, the less the customer has to ask for, and the less effort the customer makes, the more they enjoy the dining experience! Many guests are visiting Duffy's for the first time or would like to try something new, and they rely on us to tell them what is good. It is our job to guide them in the right direction. The key to suggestive selling is to help the customer "see" the food without actually looking at it. That is why knowing your menu descriptions is so important; you can answer any questions the customer might have and be able to describe items on the menu.

### **WHAT TO SUGGEST TO YOUR GUESTS?**

#### **DRINKS:**

Sell soft drinks and tea rather than water. If a guest asks for water, offer bottled water.

If the customer is on a lunch break, offer a non-alcoholic beer.

Give the customer a choice of several beverages:

"We have a selection of imported and domestic draft beer."

"Can I get you something to drink...an ice-cold beer or a glass of wine?"

#### **APPETIZERS:**

Give customers a choice of appetizers:

"Would you like to start out with some Wings, Fried Mushrooms, or our Slam Dunk Nachos?"

Describe the menu items. Use suggestive selling words:

"How about starting with wings, or our amazing mozzarella sticks?"

Suggest sides and extras:

"Would you like a small salad or a bowl of clam chowder to start off with?"

"Could I get you an Onion Ring Tower?"

#### **ENTREES:**

Find out what guests are in the mood to eat:

"I would be happy to help you if you have any questions or need any suggestions."

#### **AFTER DINNER:**

Coffee:

"May I bring you a cup of our freshly brewed coffee?"

Desserts:

Bring the dessert menu to the guest when they are halfway finished with their entrée and entice them to try one of our desserts "I hope you saved room for dessert, have you ever had our fried cheesecake, it's to die for".

Coffee Drinks, Brandy, Cognac, or a Cocktail:

"Would you like an Irish Coffee?"

**SERVICE THAT SELLS  
TOP 10**

**10. Take advantage of guest's hesitation**

**Don't:** "Alright then, take your time. I'll be right back"

**Do:** "How about I start you with wings or our amazing cheese sticks while you are deciding what to eat."

**9. Identify the leader of the group**

Choose the person at the table that you believe will lead the other diners in ordering appetizers and drinks. Try and sell to the decision maker and they will help you sell the whole table.

**8. Warm & engaging Door presence**

Make a lasting first and last impression on our guests. All team members should display energy and warmth when encountering a guest.

**Don't:** "Hi Two?" or "See ya"

**Do:** "Welcome to Duffy's, will anyone else be joining you?" ... "How was your dinner?" ... "I hope you came hungry; we have some great new items on the menu."

"Thanks for coming, do come back and ask for me again."

**7. Sales timing tricks**

When you see that one guest at the table is close to finishing their drink, suggest another one before the other guest has a chance to finish. If you give them both a chance to finish their drinks at the same time they may decide to leave instead of ordering another round. Guests are always checking to see where the other person is to see if they have time to get in another before the other person finishes.

Take the long way to your table and parade the dessert through the dining room.

**6. Use unique words that engage the guest**

**Don't:** "Did anyone save room for dessert?"

**Do:** "Is anyone here a chocoholic like me? Well, let me tell you about our warm brownie sundae, it's soooo good."

**5. Drive frequency**

Sell the next visit. "How was your Amazing Mozzarella Sticks? Next time you should try the Crispy Calamari. It's the most popular starter on the menu." Also, "Will you be using your MVP card today?" Offer the MVP card as soon as you meet your guests and explain the rewards properly to them.

**4. Present as many checks as possible.**

Turn the tables as quickly as possible. At lunch, drop the check as soon as you check back with the guest after serving their entrée. At dinner, present the check in a timely fashion so your next table can sit and spend \$\$\$.

**3. Don't just "Up-sell" ... UP-SERVE**

**Don't:** "Would you like an appetizer?"

**Do:** "In the mood for healthy or not so healthy? Well, if you're looking for healthy, the Sesame Crusted Ahi Tuna Tataki is to die for and if you're not looking for healthy the Slam Dunk Nachos are ridiculously good."

**2. Stand out & make a personal connection**

Create "**Memorable Experiences**" for the guests. They will become regulars. Write your name on the check or on their to-go box. Make sure the guests know who you are. "Come back and see **ME** again".

**1. Increase check totals**

Build your base and customize the guest's experience. "My favorite entrée is the Grilled Mahi, but you can never go wrong with our ribs if the guest chooses a burger, customize it to increase the check average with grilled mushrooms or onions."

## Menu Descriptions

### Salads and Lunch Specials

#### Chopped Drafthouse Salad

Grilled chicken, diced tomatoes, diced cucumbers, diced red onion, bacon bits, crumbled blue cheese, and served on a bed of crisp lettuce mix. Served in a large salad bowl with a 4 oz. souffle cup of the guest's choice of dressing.



#### Shrimp Cobb Salad

Grilled shrimp, diced tomatoes, diced avocado, diced hardboiled egg, and bacon bits neatly arranged on top of a bed of crisp lettuce mix, Finished with crumbled blue cheese. Served on an oval plate with a 4 oz. souffle cup of the guest's choice of dressing.



#### Buffalo Chicken Salad

Crisp lettuce mix, diced tomatoes, diced red onions, diced cucumbers, diced celery, and crumbled blue cheese. Topped with fried chicken that is tossed in the guest's choice of wing sauce. Served in a large salad bowl with a 4 oz. souffle cup of the guest's choice of dressing.



#### Grilled Chicken Caesar Salad

Romaine lettuce, parmesan cheese, and croutons tossed in Caesar dressing and topped with grilled chicken. Served in a large salad bowl.



#### Asian Chop Chop Salad

Rare sesame crusted tuna, baby arugula, green and red cabbage, edamame, scallions, cilantro, and toasted sesame seeds, tossed in a ginger soy vinaigrette. Served in a large salad bowl and topped with wonton croutons.





### House Salad

Crisp lettuce mix topped with diced tomatoes, diced cucumbers, diced red onion, shredded cheddar & Monterey Jack cheese and croutons. Served on an 8" plate with a souffle cup of dressing.



### Caesar Salad

Romaine lettuce, parmesan cheese, and croutons tossed in Caesar dressing  
Served on an 8" round plate



### Dressing Choices

Buttermilk Ranch  
Creamy Blue Cheese  
Honey Mustard  
Caesar  
Balsamic Vinaigrette  
Lemon Vinaigrette  
1000 Island

### Substitutions for Proteins

Chicken  
Shrimp  
Mahi Mahi  
Salmon

### Lunch Menu – Pick Two

\$7.99 Soup and Salad		\$9.99 Half Sandwich and Soup or Salad	
Upgrade to a Bowl of Soup \$.99 Upgrade to a Bread Bowl \$2.99		Homemade Chips are served on all combinations	
Choice of salad: House Salad with choice of dressing House Caesar Salad	Choice of soup: New England Clam Chowder Broccoli and Cheddar Cheese Soup Creamy Tomato Bisque	Choice of sandwich: ½ Ultimate Grilled Cheese ½ NY Reuben	



## It's Lunchtime! Menu (Lunch Menu Portion)

### Asian Chop Chop Salad

Rare sesame crusted tuna, baby arugula, green and red cabbage, edamame, scallions, cilantro, and toasted sesame seeds, tossed in a ginger soy vinaigrette. Served on a 10" plate and topped with wonton croutons.



### Southern Fried Chicken Salad

Crisp lettuce mix, fried buttermilk chicken, diced tomatoes, red onions, cucumbers, hardboiled egg, shredded Cheddar jack cheese, bacon bits and croutons. Served in a large salad bowl with a 4 oz. souffle cup of the guest's choice of dressing.



### Chicken Tender Basket

Fresh tenders, lightly breaded and served with French fries, coleslaw, and the guest's choice of BBQ or honey mustard sauce. Served in a basket with and underliner on an oval plate.



### Lunch Fish n' Chips

Two filets of North Atlantic Cod dredged in crispy fry mix coated in beer batter and deep fried. This item comes with French fries, coleslaw. Served on a 10" round plate and garnished with a ramekin of tartar sauce and a lemon wedge.

**Service Tip: Bring a bottle of malt vinegar to the table prior to serving.**



### ½ Triple Decker Club Sandwich

Oven Roasted Turkey, lettuce, tomato, Applewood smoked bacon, Swiss cheese, and chipotle mayo on stacked on toasted artisan white bread. Served in a basket with an underliner with homemade warm potato chips.

