

Day 1 Training: Felice Basics:

1. What type of cuisine does our restaurant offer?
 - a. Tuscan Cuisine
 - b. Milanese Cuisine
 - c. Roman Cuisine
 - d. Italian-American Cuisine



Explanation: At FELICE, we are inspired by the spirit of the Tuscan countryside, creating inviting neighborhood atmospheres that offer rustic traditional dishes and best-in-class hospitality. Our menu features Italian classics made with the finest ingredients and an extensive, Italian-driven wine list.

2. What does Felice mean?
 - a. Felice means happy
 - b. It is the name of a famous Italian Chef
 - c. It is a region in Italy



Explanation: In 2007, Jacopo Giustiniani opened the first Felice on Manhattan's Upper East Side, creating a unique space for New Yorkers inspired by the spirit of the Italian countryside and the wines of his family's vineyard. Felice was also the name of Jacopo's grandfather.

3. Choose 3 examples of professional service:
- a. Be enthusiastic, energetic, and animated.
 - b. Smile and make eye contact.
 - c. Actively listen and recall guests likes and dislikes.
 - d. Never interrupt a guest's conversation to ask a question.
 - e. Showcase excellent wine and menu knowledge by making thoughtful suggestions and pairings.
 - f. All of the above.



Explanation: Exemplary service can be felt through your presence and positive mental attitude, use of sophisticated language, and being unobtrusive. Be mindful of your body language and negativity, using informal language like “hey”, and giving a less than fond farewell when a guest is leaving.

4. What is the Italian word we do not use when greeting guests?
- a. Buona Sera
 - b. Arrivederci
 - c. Buongiorno
 - d. Ciao



Explanation: Ciao is an informal greeting commonly used among friends and family. With our guests we wouldn't greet them saying “hey guys” or “howdy”, similarly we avoid using ciao in favor of more elevated greetings like “welcome”, “good morning/afternoon/evening”, “hello”, “buona sera”, “buongiorno”, etc.

5. What restaurants are in the SAHG family?
- a. Sant Ambroeus and Felice
 - b. Sant Ambroeus, Felice, and Casa Lever
 - c. Sant Ambroeus and Casa Lever



Explanation: Today, our three signature brands – Sant Ambroeus, Casa Lever, and Felice – can be found across New York City, Southampton, and Palm Beach. As a Group, we continue to evolve and grow within the world of hospitality, creating new and exciting expressions of the Italian experience rooted in time-honored traditions.

6. What is true about serving alcohol?
- a. It is illegal to serve alcohol to a minor.
 - b. It is illegal to serve alcohol to an intoxicated person not only for SAHG, but you can be held legally responsible for violation of these laws.
 - c. We check IDs for anyone who looks younger than 30.
 - d. All of the above.



Explanation: The serving of alcohol is a privilege that is granted by local authorities. This privilege carries an obligation for us to serve responsibly. Abuse or neglect of this privilege involves public safety and considerable liability to our organization as well as to employees personally. It is our policy to prepare you to deal with situations that arise from the serving of alcohol.

7. We serve STILL water and SPARKLING water. Why do we never say we serve FLAT water?

- a. Flat water is sparkling water that has lost its carbonation.
- b. Flat water is not elegant.
- c. There is a difference between Flat and Still.
- d. None of the above.



8. What is true about how we handle food allergies?

- a. After taking an order we ask if there are any allergies or dietary restrictions we should be made aware of.
- b. If a guest informs us of an allergy or dietary restriction we write it down and repeat it back to the guest.
- c. We inform the manager when there is an allergy.
- d. All equipment used to make a guest's order is washed and sanitized before preparation.
- e. All of the above.



Explanation: When every one of you was hired you were presented with our allergy protocol. This is because we are committed to providing our guests with the proper steps of service to handle allergies in our kitchens and to preparing our teams with the knowledge to guide our guests to safe menu choices.

9. What is the most important part of your uniform?

- a. Pens
- b. Shiny shoes
- c. Your Smile!
- d. Your hat



Explanation: A smile is a universal symbol of hospitality! Never underestimate the importance of a warm and welcoming appearance. Think of your face as a canvas and paint a beautiful picture for others with a big smile and welcoming facial expressions.