



JOB DESCRIPTION MANUAL: BRAND AMBASSADOR (CASHIER/SERVER)

Welcome to PINCHO!

Welcome to the Pincho family!

You have one of the most important jobs at PINCHO – and not because you’re collecting money – but because you’re the first face our guest’s see when they walk in our restaurants. We only ask a few things in exchange for this coveted position: **treat our Guests as if your job depends on it (it does) and be patient with them as they order their food.**

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About Your Job Description Manual

This Brand Ambassador (Cashier/Server) job description manual will explain your duties and responsibilities required to successfully become a professional Brand Ambassador (Cashier/Server) for our restaurant and will:

- Show you how you play a vital part to the success of our restaurant
- Define your job responsibilities from the start so you know what to expect from your new role
- Increase your confidence so you can perform your job to the best of your ability and contribute to the success of our establishment
- Teach you how to perform your job smoothly and help you become a successful, knowledgeable team member
- Serve as a quick reference guide for your convenience

Some of your duties may vary at times. If you have any questions, do not hesitate to ask one of your managers. Please review this manual together with your trainer. Please take the time to review the **Employee Handbook** that will give you a complete background about our company and policies. This job function manual is only one part of your training. PINCHO believes in your growth and development, therefore, we offer continuous training and development to help you succeed in your new role. Your manager will inform you of upcoming in-house training seminars, workshops, meetings, surveys, that relate to your job position.

Summary of Tasks Performed by the This Brand Ambassador (Cashier/Server) Position

People come to PINCHO for great food and a great experience. Given that your position is the main point of communication between PINCHO and the Guests, we expect you to be polite

and sociable. Below is a brief summary of your duties, and you may be responsible for other duties assigned by your manager.

- Impress our Guests by providing an awesome dining experience
- Follow sanitation guidelines- Food Safety Top 11 SOP
- Adhere to safety procedures
- Pitch in and work as part of a team
- Practice key Cashier/Counter Service Person skills and responsibilities
- Perform opening procedures
- Perform ongoing duties as displayed on daily checklists and deployment chart
- Follow proper Guest service techniques
- Accept payments
- Handle Guest relations issues and inform a manager
- Train and guide Brand Ambassador (Cashier/Server) as requested by your manager.
- Perform other tasks as assigned by your manager
- Depart from work

I. General Guidelines

WOW the Guest

As a PINCHO team member, you play a vital role in dealing with the most important people in our restaurant—*Our Guests*. Your involvement with our Guests' enjoyment makes you an asset in our organization. In the eyes of our Guests, you represent PINCHO and serve as a role model, influencing Guest decisions and contributing to their overall dining experience. All team members, whether front or back-of-the-house, are involved with ensuring our Guests receive a pleasurable dining experience. Every team member has the responsibility to treat each and every Guest with nothing less than the highest degree of respect and courtesy. PINCHO practices the philosophy: **The Guest is always right even when they're wrong**. Our Guests are paying their hard-earned dollars for a quality experience. Therefore, we must make it our number one priority to please all of our Guests all of the time. **Aim not to meet, but to continually exceed our Guests' expectations every day**. Delighted Guests will tell their friends and family about us. Please keep in mind, all it takes is one bad experience to lose a customer. So take pride in every meal you serve—do not ever allow a questionable product to be served to our Guests. When you take pride in delivering the highest quality product, you will create a pleasurable dining experience for our Guests and memories that will linger in their minds. At times, there may be a Guest relation situation brought to your attention. If this happens, be sure to handle the concern in a highly professional manner and see your manager.

Our Cashier/Counter Service Person goals are quite simple and make PINCHO unique. In order for us to be a success, you and your team members must be committed to these three main goals:

1. **Thinking positively**
2. **Making friends with every Guest you meet**
3. **Going above and beyond to deliver our Guests unsurpassed service**

Now, let's open our minds and see how we can achieve these goals. Goal number one: **Thinking positively.** It is proven that positive thinkers achieve twice as many goals as negative thinkers. Think of the positive people you know and how they affect others. How do they make you feel to be around them? Always is solution oriented, up for change, and look at the sunny side of things. This mindset will help you achieve your goals—both personal and professional. Each and every Guest experience must have a positive outcome, so always look at each situation or challenge with this question in mind: *How can I make this right for the Guest?*

Goal number two: **Making friends with every Guest.** Well, in order to make friends, you should enjoy interacting with people, right? Well, one of the reasons you were hired is for your people pleasing personality. So, making friends should be easy for you. Do you have an idol you would love to meet? Take a moment to think who that person is and the effort you would make to meet them—I bet you would light up with excitement and take the time to learn all about them.

Now, imagine your idol coming up to the counter to be served. How would you treat that person? I'm sure you would make certain everything was just right—each and every detail. So, let's talk about goal number three: **Delivering unsurpassed service.** Think outside the box to deliver our Guests unsurpassed service to make them our friends and part of our PINCHO family. You can deliver unsurpassed service by learning our Guests' names and remembering their Guest's favorite menu items.

The Value of a Complete Dining Experience

Always focus on delivering a complete dining experience to every Guest. It is important to make sure Guests feel welcome and as though they are a part of our family. Our Guests are deserving of the most professional and courteous treatment.

Each Guest will have different needs depending on their *perception*. **Perception is *not* the way things are, but the way people think things are.** Perception is subjective and is based only on the Guest's *individual needs*. What is a quality experience to one Guest may not necessarily be to another. Always use the three L's: **Listen, Look, and Learn.** **Listen** to what the Guest says, **look** at their nonverbal body language and gestures, and **learn** their needs. When our Guests perceive value in their dining experience, we all will win.

Your Best Image

As a key front-of-the-house team member, you are visible to our Guests at all times. It is important that you practice the proper hygiene standards and arrive to work well groomed and

properly dressed for every shift. You are our Guest's first impression and your image will reflect our Guests' view of the entire restaurant. *You do not get a second chance to make a first impression.* All Cashiers/Counter Service Persons are to follow the specified written dress code.

Take the time to become acquainted with our Guests and do not hesitate to introduce yourself. This personal touch is sure to add to our Guest's experience. Remember that *wearing a smile* is an essential part of your job at PINCHO.

Dress Code

All staff members must wear a PINCHO uniform that is clean and pressed and a PINCHO hat. Rubber soled/non slip shoes are always to be worn . Practice the best hygiene by being clean and showered. Short facial well groomed hair for men. Nails must be clean. The only form of pants acceptable are black or blue jeans and chef pants for cook and expo. No jewelry is allowed except for wedding bands. PINCHO shirts, hats, and other logo item must only be worn during individual working shifts. It is against company policy to wear on your time off.

Any staff member working on the line such as prep, cook, or expo the following applies to the dress code: No metal jewelry, watches, or earrings can be worn.

INSERT PHOTO OF UNIFORMED TEAM MEMBER



Sanitation Guidelines- Food Safety Top 11

1. HAND WASHING

- a. TEAM MEMBER KNOWS HOW AND WHEN TO WASH HANDS AND SANITIZE HANDS
- b. HAND SINKS ARE PROPERLY SET UP (Hand Soap, Paper Towel, Trash Can, Hand Washing Only Sign, Sanitizer), STOCKED, AND UNOBSTRUCTED

2. HEALTH VIOLATIONS

- a. MOST RECENT HEALTH INSPECTIONS REPORT AVAILABLE
- b. FOLLOW UP ACTIONS DOCUMENTED, COMPLETED AND STILL IN PLACE

3. HOT WATER

- a. HAND WASHING MINIMUM TEMP OF 100F
- b. NON HAND WASHING SINK MIN TEMP OF 110f

4. TEMP CONTROL

- a. WHEN TEMP IS USED AS THE CONTROL FOR FOOD SAFETLY
 - i. COLD FOOD HELD AT 34F TO 40F
 - ii. HOT FOOD HELD AT OR ABOVE 135F
- b. ALL FOOD COOKED T PROPER TEMP
 - i. CHICKEN- 165°
 - ii. STEAK- 150°-165° (RANGE DUE TO COOKING TEMP PREFERENCE)
 - iii. SHRIMP 145°

5. FOOD LABLES

- a. FOOD LABLES ARE USED ON EVERY ITEM IN WALK IN COOLER AND THE EXPO LINES

6. SANITIZING

- a. SANITIZER SOLUTION AVAILABLE AND AT 50-100 PM
- b. SANITIZER BUCKETS ARE IN REQUIRED AREA AND PROPERLY LABELED
- c. TESTED EVERY 1 HOUR
- d. CLEANING RAG FULLY SUBMERGED IN SOLUTION

7. APPROVED PRODUCTS PER APPROVED BRAND LIST

- a. ONLY APPROVED FOOD PACKAGING, CLEANING TOOLS AND PRODUCTS, EQUIPMENT AND SMALLWARE PRESENT

8. CROSS CONTAMINATION

- a. COOKED AND RAW PRODUCTS NEVER MIXED
- b. REQUIRED A COLOR-CODED TONGS AND/OR SCOOPS AVAILABLE AND IN USE
- c. STORING PRACTICES AND CHARTS FOLLOWED

9. APPROPRIATE CUTTING BOARDS ARE USED- BOTH COLOR AND CONDITION

10. RODENT/INSECT PEST ACTIVITY

- a. NO EVIDENCE OF INFESTATION, LIVE, OR DEAD RODENTS, VISIBLE RODENT DROPPINGS OR NESTING BIRDS

11. OTHER CRITICAL

- a. NO OTHER FOOD SAFETY VIOLATIONS PRESENT (DRAINAGE BACKUP, TEAM MEMBERS WORKING WHILE ILL, BREAKAGE OR CRACKS ON EQUIPMENT PARTS, NO ROOF LEAKS IN FOOD PREP AREAS.
- b. ALL MANAGER ON DUTY ARE SERV SAFE CERTIFIED

Proper Hand Washing Practices

Frequent hand washing helps maintain high standards of personal hygiene and prevents the spread of bacteria in the restaurant. To protect you, your teammates, and our Guests, be sure to wash your hands as follows:

- Before starting work
- Before handling food
- Before handling clean plate ware and utensils
- After using the rest room
- After taking out the trash
- After smoking
- After eating
- After taking breaks
- After coughing, sneezing, or using a handkerchief or a tissue
- After touching unsanitary areas of your body (face, hair)
- After applying makeup, combing, or brushing hair.
- After handling raw food such as meats, poultry and fish
- After touching anything soiled (dirty plates, linens, utensils)
- After handling money
- After performing any cleaning duty
- After touching anything where there is a chance of contamination
- Between glove changes

Proper Hand Washing Technique

1. Use a *hand washing* sink, not a *food prep* sink to wash your hands
2. Moisten hands using water as hot as you can comfortably stand
3. Apply soap thoroughly, lathering to your elbows
4. Rub hands together for 20 seconds
5. Wash backs of hands, wrists, between fingers, and under fingernails (Use a brush for your fingernails if necessary)
6. Rinse hands and arms well under warm running water
7. Turn off running water with a paper towel instead of your bare hands
8. Dry hands with a single-use paper towel or air dryer

Note: Antibacterial liquid can also be used to sanitize your hands

Safety Procedures

Your safety is of key importance to us at PINCHO. You play a vital role in helping us maintain proper safety standards. Safety hazards fall into four main areas:

- Burns from hot liquids or fire
- Cuts from knives and other sharp objects
- Back injury from improper lifting
- Bodily injury from falls

PINCHO promotes good safety practices and requires a conscious effort on your part to do your share in maintaining a safe environment. Please review the safety tips listed below and make them a part of your work habits.

- Be careful when handling knives or other sharp instruments. Learn how to properly handle, clean, and store them
- Dress properly for the job and follow your dress standards
- Many injuries are caused by wearing improper shoes, loose clothing, ragged sleeves and jewelry
- Wear only rubber soled/non slip footwear
- Keep long hair tucked under your cap. Long hair can easily get caught in equipment, tools, and supplies
- Check with your manager for cooking procedures, which avoid lifting heavy cookware
- Wear a back brace and ask for help when lifting heavy objects. Lift properly by keeping your back straight, bending your knees, and using your leg muscles
- When walking through the kitchen, be aware of possible wet and slippery floor conditions
- Follow established traffic patterns. Pass through doors and around corners cautiously
- Concentrate on what you are doing at all times and avoid horseplay, daydreaming, and practical jokes
- Clean spills immediately. If you can't clean a spill immediately, place a *wet floor* sign near the area to alert Guests, visitors, management, and fellow team members of a

hazardous condition

- Be careful and alert around hot liquids
- Keep the handles of all pots and pans turned away from the edge of all counters and surfaces so they are not protruding outwards or in the way
- Always use a stepladder for climbing instead of climbing on tables and chairs, which can be unstable
- Pass to the *right* of other team members in aisles and between tables, and always yield the right of way when appropriate
- Store dishware, glassware, silverware, and inventory correctly and in their proper storage locations
- Keep aisles and walkways clear and free of debris
- Do not operate equipment, tools, and supplies unless you have received proper training
- Make use of equipment guards, hot pads, and other safety devices that are provided for your protection
- Do not operate equipment, tools, and supplies without all safety guards and devices in place
- Always turn off or unplug electrical equipment before cleaning, assembling, disassembling, or adjusting
- Never handle *live* electrical equipment with wet hands or while standing on a wet floor
- Be careful with potentially combustible material. Never store such material near furnaces, hot water heaters, ovens, or stoves
- Do not pick up broken glass with your hands. Use a broom and dustpan and clean thoroughly
- Use a proper scoop to fill glasses with ice instead of using a serving glass as an ice scoop. Glasses can easily break in ice and be dangerous.
- Store glassware upside-down to reduce the possibility of chipping and having the chips fall into the glass
- Alert others to your presence. Say, “coming behind” or “behind you” loudly and clearly when passing behind someone
- Be alert and use your eyes to avoid collisions and look behind you when backing up
- Remove all jewelry when performing any activity in which there is contact with food or dangerous equipment, tools, appliances, and supplies
- Do not stack dishes, cartons, or bus boxes too high. They may block your vision, cause instability, or cause your load to fall and break
- Alert your manager to unsafe conditions or practices such as:
 - frayed electrical cords
 - broken or unsafe equipment
 - unsafe floor conditions
 - broken chairs or unsafe furniture
 - poor or broken lighting
 - leaky roofs, faucets, or pipes
 - chipped glasses
 - dangerous workflow hazards
 - other potential dangerous situations

You are the eyes and ears of your job. Don't assume that management is aware of a hazard. If you see or suspect a hazard, report it immediately and follow up on the report.

**It is PINCHO's policy to keep your area
Clean, organized, and safe.**

Cost-cutting Measures

Since food is the largest single expense, the entire PINCHO team must stay alert to cost-saving methods. As a PINCHO team member, you are expected to take a personal interest in keeping food costs under control. You might be thinking, how can I help cut costs? Well, communication starts with YOU. Since you're the first line of communication between the customer and the kitchen, conveying orders and special requests accurately and efficiently can make all the difference between a customer leaving happy and a customer leaving upset or sending back their food for inaccuracies. Here are a few additional suggestions to help cut costs:

- Keep your work areas clean and organized
- Follow storage guidelines
- Use scales to verify proper weights and follow specified portion standards. Always follow the PINCHO weight tolerance guidelines
- Use wiping cloths for cleaning, not linens or upgraded towels
- Be alert not to accidentally toss small metal tableware or kitchen utensils in the waste bin
- Do not over-use disposable product such as paper products, tableware, and cups used for side items.
- During non-peak periods, remain productive by preparing ahead for peak periods
- Read tickets carefully to prevent errors and costly food mistakes
- Always follow food item waste and remake procedures (See below)

Pitching in and Working as a Team

It is easier to achieve our goals working as a team or one tight unit, as opposed to working independently. Being part of a team is essential to the success of PINCHO. Always be willing to pitch in and in turn, others will be there to help you. Practicing teamwork is the only way we can continually exceed our Guest's expectations.

Remember **TEAM** means **T**ogether **E**veryone **A**chieves **M**ore. Here are some key teamwork actions:

1. Greeting Guests upon arrival
2. Cleaning and maintaining the dining room (I.e. tables, service area, floor)
3. Cleaning and maintaining the restrooms
4. Performing side work duties

5. Adhering to Guests' requests
6. Helping out in other areas of the restaurant

At PINCHO, we focus on a 100% Guest return rate. That means when Guests leave our establishment, we know each and every one of them will return. Practicing teamwork creates a sense of urgency and allows us to service our Guests efficiently. In addition, teamwork methods allow management to focus on other priorities feeling confident that our Guests are receiving excellent service.

Let's discuss each step individually:

1. **Greeting Guests upon arrival-** Be sure you greet your Guests and your fellow Cashiers'/Counter Service Persons' Guests upon arrival.
2. **Performing Side Work Duties-**Side work duties are a list of ongoing tasks/chores that will be assigned to you to help us efficiently serve our Guests. For example, restocking supplies, sweeping the floor, and cleaning the counters. It is everyone's responsibility to help with side work duties.
3. **Adhering to Guests' Requests-** If a Guest requests something from you, make every effort to promptly deliver their request or ask a coworker to help. If it is a non typical request such as adjusting the air conditioning or recovering a complaint, see your manager.
4. **Helping in Other Areas of the Restaurant-**Always be willing to pitch in and help your coworkers with their job duties, even if the duties are not assigned to you. In a time of need, they should help you too.

Practicing Key Cashier/Counter Service Person Skills and Responsibilities

The job responsibility of a Cashier/Counter Service Person involves the following areas.

Important: You must remember you are a vital part of the PINCHO's team. You are the first impression of each one of our Guest who enters the restaurant.

- Positive communication and people skills
- Knowledge and the willingness to learn
- Pairing skills
- Organization skills
- Superior Customer Service
- Sense Of Urgency
- Keeping work area clean and organized
- Smile
- Proper Cash Handling Skills
- Friendly
- Knowledge of the POS system
- Speed & Efficiency of each Guest while taking orders

- Proper Phone Skills for taking orders

Positive Communication and People Skills

Practicing positive people-skills and effective communication is a top priority in the hospitality industry. Be professional, and talk to our Guests, your co-workers, and our management team with respect. Here are some helpful tips when communicating with our Guests:

- Learn your job and show your Guests you are a true professional
- Deliver positive eye contact and verbal and body language. Smiling and exhibiting a friendly demeanor is key to making our Guests feel comfortable
- Call all Guests by their name or address them with *ma'am or sir*
- Answer questions politely and positively
- Initiate conversation and build relationships with our Guests by asking questions and determining their needs
- Show your concern and be courteous
- Remember your Guests' names, important facts/traits, and favorite menu items
- Anticipate Guests' needs and take action before they ask for assistance

Knowledge - A Key to Success

Knowledge creates confidence and displaying confidence will surely impress our Guests. Learning about our restaurant is an integral part of providing quality service. Become familiar with our food and beverage offerings. Remember that it is difficult to help answer menu-related questions if you don't have the proper knowledge. Our Guests want to learn about us, especially if they are visiting us for the first time. Always answer questions properly and confidently. If you do not know an answer, always refer it to a co-worker or manager who can assist.

Please see your manager for the PINCHO's Key Restaurant Knowledge literature to learn specific knowledge requirements. Menus, recipes, beer and wine literature.

Suggestive Pairing

When reading this section, it's easy to jump the gun and think beer and wine. Something about the word "pairing" ...But pairing a Pincho Burger with Cajun Fries or adding a fried cheese to your burger is just as important as pairing a Toston Chicken with a Saison. The two keys to suggestive pairing are Product Knowledge and Customer Knowledge.

Product knowledge begins in the back of the house. Taste and understand the types of ingredients that go into each menu item. Ask questions! The more you know, the easier it will be to suggest different pairings.

Customer knowledge is a little more difficult because you have very little time to get to know the customer. Asking the right question at the right time can be the difference between a good pairing and a bad one or none at all. For instance, you don't want to wait until the customer orders their fries and drink to suggest adding an egg to their burger. If a customer orders a single skewer, ask if they would like it in a bowl or a salad.

But always remember, suggestive pairing is exactly what it is...suggestive. Your goal is to enhance the customer's experience not to be that pushy car salesman.

The Menu: Your Sales Brochure of Knowledge

Remember *the more you learn, the more you earn*. View our menu as your own sales brochure. Become familiar with every aspect including features and benefits of the food and beverages we serve. Be prepared to routinely offer suggestions to our Guests to help them make the right selections. You are the menu tour guide and your sales role is to *bring the menu to life*. Don't expect the Guests to fully read the menu. Your job is to help guide the Guest through the ordering process. Suggest food and beverage specials, specialty signature items, and your favorites—your personal suggestions weigh more than any advertising. Remember, it is difficult to sell food and beverage items without having the proper knowledge—you *can't sell what you don't know*.

Learn Menu Features

Features describe your menu items. Here are some examples of menu item features and other areas of menu knowledge:

- The names of food and beverage items on the menu
- General menu price range
- Menu specials and items "sold out" (if applicable)
- Descriptions
- Portions, weights, and sizes
- Ingredients
- Flavors (rich, light, smooth)
- Comparisons (what other food/beverage does it resemble)
- Cooking procedures
- Meat temperatures/descriptions (R, MR, M, MW, W)
- Food/beverage complementary items (items that go well together) Pairing Beer & Wine for specific menu items.
- Accompaniments, side orders, and condiments
- Salad dressings, sauces, and toppings

Learn Menu Benefits

Showing how food and beverages can be beneficial to our Guests will help you sell more. Here are some examples of menu item benefits:

- Refreshing and thirst-quenching beverages for hot, sunny days
- Large portions or combinations for hearty appetites

- Foods/beverages that complement (Burger and fries, pincho's and cola)
- Value sizes (*Upsize or Supersize*) beverages or fries for enhanced value and larger portions

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Organization and Consolidation

Consolidation is coordinating your steps in an organized manner and working your entire area/station as a whole. It involves anticipation and pre-planning. In order to provide efficient service to our Guests, learn to coordinate your steps. Do not wear "blindness" and overly focus on one task. Keep alert to your entire station by keeping the Guests' needs first. Be proactive and look at the *big picture* and keep productive by accomplishing tasks and completing cleaning duties during lull or wait periods.

If everyone works in this way, all Guests will receive the best quality service and You will:

- Be efficient and organized
- Save energy by taking less steps
- Serve more people
- Create less stress by being in control of the situation and working proactively
- Prevent burnout and maintain a healthy attitude
- Handle multiple tasks at one time

Handling Peak Periods

If a peak period arises and Guests become backed up, it can be dealt with quite efficiently. Follow the steps below:

- Ask for help from fellow coworkers and/or managers
- Always remain calm and consolidate your steps to deliver smooth, efficient service (as listed above)
- Try to politely lesson conversations with Guests and save causal talk for when you have the situation under complete control
- Continue servicing Guests starting with the parties who Arrived the earliest, treating all tables like one large party

Visibility

Remember to be visible to our Guests at all times. Being available to tend to their needs is essential. Do not get caught up in lengthy conversations with co-workers and Guests. If you are serving a particular Guest, nod in recognition to Guests waiting for service. Then, the Guest can then relax, knowing that they were recognized.

Terminal Procedures P.O.S. (Point Of Sales)

PINCHO uses the BRINKS P.O.S. system for ringing in orders, processing your sales, and handling other various functions. The operation of the P.O.S. terminal is essential to your success at PINCHO. You will have the opportunity to practice P.O.S. procedures in your restaurant so you will become knowledgeable and comfortable in this area.

**When using the computer, always read the screen and verify the information before pressing any function key.
This will prevent errors and save time**

Please Note: On rare occasions, the P.O.S. system may be inoperable. When this occurs, your manager will assist you and/or refer you to the written manual operation procedures.

Telephone Answering Procedures

PINCHO's telephone procedures are to be followed by *anyone* answering the telephone whether you are a front or back-of-the-house team member.

The ability to service our Guests, takes messages, and relay information is crucial for maximum operational performance.

PINCHO's telephones are for business purposes only. Please do not encourage your family and friends to call you at work unless of an emergency. *Personal* outgoing calls of any kind including long distance calls are not allowed without management approval.

How you answer the telephone will give the Guest a first impression of us. Keep in mind the following when answering our telephones:

When answering the phone, be sure to:

- Answer it with an upbeat, well-modulated voice without sounding monotone
- Project your voice and be confident
- Be courteous and act professionally

Be polite and courteous to every caller—even if they are not buying a product.

You never know the networking ability your callers possess—even if they are not paying Guests. Because of your professionalism, maybe one day their neighbors or friends will become valued Guests. Here are some of the reasons people will call us:

-Receive company information (directions, menu, hours of operation, gift Certificates/cards, etc.) -Receive an order (supplier call)	-Inquire about a job position -Conduct an employment background check -Sell a product/service -Conduct a survey -Catering Quotes	-Place an order -Page a Guest -Make reservations/banquet accommodations -Voice their feedback
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Refer any calls that you have not been trained to handle to a manager

Answer the phone immediately. If you wait for more than three rings, you may risk losing a caller to our competitors.

Deliver an enthusiastic greeting. Delivering an enthusiastic greeting is key in building a positive relationship with our Guests. An energetic greeting with an upbeat voice will set the tone for the entire call. At a minimum, the greeting should include: Thanking the caller, stating your company name, introducing yourself, and offering your assistance. You may also want to mention your specials or make a suggestion.

Greet the Guest using the following examples:

Groups

“Hey, how’s it going guys, what can we get you today?”

“Hey Ladies, what can we get you today?”

Do not greet the guests in line the same. Switch it up to not sound boring. You may use the word “Fellas” or “Gentlemen” when/if you have a group of guys approaching the counter.

Individual Guests

Always switch it up with individual guests.

Examples:

“Hey how’s it going, what can we get you?” or “Hi, how are you, is this your first time here”? (Use judgment to determine if the guest needs help, and if its their first time visiting)

Regulars

It is very important to foster a relationship with our regulars. Ideally, you would remember their faces and greet them by name.

Examples:

“Hey what’s up Carl, how’s it going?”

*“Thank you for calling PINCHO (location), this is (your name), how may I help you?
(Be sure to use the caller’s name at the end of the phone call at all times)*

Please Note: The phone is often the Guest’s *first contact* with us and creates their first impression of our establishment and the energy behind the voice is what sells us to our Guests.

Avoid placing callers on hold unless you must. When placing anyone on hold, be courteous and ask: “*May I place you on hold?*” and wait for a response, **DO NOT** place them on hold without an ok from the caller. Do not place callers on hold for longer than

30 seconds. If you cannot service them within the 30-second period, let them know you will be right with them.

Win over callers by communicating effectively with your voice. Since 15% of your message is communicated through the actual words you use and 85% through the quality of your voice, tone and inflection are very important. Be aware of how you come across on the telephone. Since you do not see callers face to face, it can be challenging to rely only on your words and your voice. To show confidence, project your voice and use an energetic, upbeat tone. Try smiling when you are talking—a smile on your face will stimulate a positive attitude and make for a welcoming call.

Be an effective listener. Ask the right questions to help expedite the call and/or clarify the order.

Speak clearly and articulate your words. Do not use filler words like yah, nope, uh-huh, etc. Use polite words such as: please, thank you, excuse me, good morning, good afternoon, good evening, would you prefer, may I offer, certainly, and please let me verify.

Jot down important information when taking messages. Make sure to legibly and accurately jot down the following information:

-Name -Call-back number(s)	-Date -Time	-Complete message
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Be patient—even if you find that you have answered the same questions repeatedly with other callers. Remember, you are answering it for the first time for this particular caller. If you do not know the answer to their question, always find out and follow up.

Use the caller's name whenever possible. A person's name is the single most important action you can take to make someone feel valued. You may be able to get their name from computer records taken from past orders or by asking them for their name in your initial greeting. Always address the Guest by the name they introduce themselves to you. For example, "Ms. Brown" or "Mr. Stevens." If you absolutely cannot get their name, address them with "Sir" or "Ma'am."

When on the phone, do not ignore walk-in Guests. Use head nods or hand gestures to signal recognition. If necessary, politely place the caller on hold and acknowledge the walk-in promptly. Let the caller know you will be right with them. On the other hand, if you are talking with a walk-in Guest and the telephone rings, excuse yourself and let the walk-in know you will be right with them.

Give accurate directions. Know how to give accurate directions to Guests telephoning for directions. Always ask the Guest from where he or she will be coming. If you are unsure of providing accurate directions, refer the question to someone who can help.

Refer non-typical requests or unfamiliar situations to your manager. For example, refer very large orders, party arrangements/banquets, catering orders, and upset or dissatisfied Guests to your manager's attention.

Thank the caller/Bid farewell. Always show your appreciation by using the caller's name when thanking them. For an extra-special touch close the conversation with a pleasant farewell.

At the end of each call since PINCHO has several locations it is imperative you verify which location they have called to avoid any confusion. You may want to end with "Mr. Long can I give you directions to our Gables location for you to pick up your order?"

Use the phone for business purposes and emergencies only. Tying up the phone talking with friends can mean thousands of dollars in lost business.

Other Phone Tips:

- Team members are not permitted to make or receive non-work related phone calls unless a legitimate emergency situation exists. If an actual emergency, notify your manager immediately
- When someone calls for another team member, take a message and inform the caller that the person is busy, and cannot be interrupted while serving Guests. Again, if the call is an emergency, notify the manager
- If a PINCHO team member calls asking for another team member's telephone number, the manager can call that person on behalf of the caller or take a message
- **Never give any information (personal, work-related) to anyone about any team member.** If urgent, refer the call to management
- If someone is calling to verify employment, place the caller on hold, and ask a manager to answer the call. If a manager is not available, take a message and the caller's phone number. Inform the caller that a manager will return the phone call as soon as possible
- Have cab companies' phone numbers available for quick reference when a Guest needs a cab

Reporting to Work

Carefully read your schedule for your assigned shifts and arrive on time

- Enter through the proper doors
- See your manager for the designated parking area
- Clock in according to company procedure
- Follow all dress code requirements and arrive clean and neat. Add additional time in your schedule if you plan to dress on the premises
- Check information areas for updates pertaining to your job

BE AWARE

When walking through the kitchen, be aware of possible wet and slippery floor conditions

III. Operational Procedures

Daily assignments

Before each shift, check the following: (see your manager as to the location of this information.)

- Your assigned station/computer terminal
- Your assigned opening, closing, and ongoing side work
- Daily food and beverage specials
- Daily marketing and promotions (coupon specials and other offers)
- Re-stock Beer and Wine Coolers
- Re-stock water bottles and other beverages in coolers
- Clean front glass doors and windows
- Wipe down soda fountain area
- Wipe down keg area and counter areas
- Re-stocking all items for take-out orders
- Dust off POS system and monitors. As well as POS Shroud
- Make sure you have an empty trash can in your area
- There is no such time as “DOWN-TIME” in this business. If you have a moment free, grab a sanitized towel, wipe down shelving, bottles, window ledges, clean glass doors and windows, chairs, tables that might need attention. **A CLEAN RESTAURANT KEEP’S A GUEST COMING BACK.**

Attend any company pre-shift meetings and be in your assigned station at the time Specified on the deployment chart.

Please Note: Typically, PINCHO’s *weekday* lunches are very fast paced and *weekend* lunches and Brunch along with dinners are more leisurely. Please make sure you are very job focused during high peak times and do not socialize with coworkers. When non peak hours occur, you must remain productive, but you can carry on light, non personal conversations.

Receive your cash drawer

The Brand Ambassador/Cashier Service Person will receive a cash drawer at the start of his/her shift with an allotted amount of money. The money in the drawer will help you make change for your Guests and the cash drawer will allow you to secure received cash. The drawer includes \$200.00 and the denominations will include: fives, ones, and quarters. Make sure you have proper rolled coins before any rush and ask Manager for any change needed.

Money Responsibility

You are responsible for all money received. Please follow these money handling procedures:

- While in view of the manager, count all monies issued to you upon the start of Your shift
- Use a calculator to verify the money in the drawer. Count individual bills and place a paper receipt (from the calculator) in the drawer (begin counting, starting with the highest bill denominations, verifying the amounts of each)
- Verify the total amount by including your initials on the paper receipt. Also, have your manager who witnessed your counting, initial the receipt. Notify the manager immediately if the drawer is short
- If a manager or co-worker enters your drawer for any reason, you must be present. If a manager takes/transfers money from your drawer to hold in the safe, again, be present and both *you and your manager* must sign the receipt verifying the amount taken from the drawer
- At no time should the drawer be open other than during a “ring in” sale
- Only managers are to make change for cash drawers

WARNING
Always count your money!
You are responsible for all money in your drawer

Complete Opening Work

Perform your daily opening work assigned to you. The term “side work” refers to the duties you will perform other than those directly related to serving our Guests. Side work duties are performed before, during, and after your shift. You will be assigned varying daily side work tasks. These duties are vital to ensure a steady flow of service.

Always make sure your wardrobe and apron (if applicable) are clean and wrinkle-free

After you have completed your opening duties and prepared your station for business, you are ready to start serving our Guests.

Performing Ongoing Duties

You should be productive by performing your assigned side work and these work-related tasks throughout your shift:

- Sweep and clean the floor
- Wipe counters
- Stock and check par levels of beer, wine, water and other beverages, desserts
- Maintain and stock soda and beverage machines and individual containers (if necessary)

- Stock and check par levels of non-food items (plates, cups, garnishes, utensils, condiments, pads, paper, stapler, paper clips, thermal paper, writing utensils, etc.)
- Straighten up and organize the dining area
- Clean and organize your station, hutches and service alleys
- Replenish ice and ice down the appropriate foods/liquids
- Assist helping other co-workers and communicate regularly
- Re-stock glassware
- Re-stock all to go containers, napkins, utensils

Performing Proper Guest Service Techniques

When the doors open, Guests will arrive and order food for lunch or dinner. Our goal is to exceed our Guests' expectations by providing them with a superior Guest experience.

Order Taking Procedures

When taking Guests' orders, follow the below order taking procedures and use the computer assigned to you.

Order taking can run smoothly if you are organized and follow the below procedures:

- To avoid errors, always take your time and do not rush
- Make *specific* suggestions (naming particular menu items vs. food groups) to inform the Guest of our menu items
- On occasion, compliment the Guest's food/beverage selection
- Ask the proper questions to prevent the remaking or omission of food
 - Specific menu items ordered
 - Food and beverage size (I.e. Large, medium, small
 - Choice of salad dressing, side dishes, sauces, accompaniments, toppings, etc.
- Answer Guests' questions
- Check with the kitchen manager/chef for Guest's special requests. (if we Have the items(s) in house, we can grant the request).
- Ring up the order into the computer and verify the accuracy before pressing the Main function keys
- Always repeat orders back to the Guest (reading from the screen) to verify The order

1. Quick Service-Order Taking Procedures

1. Determine who the next person in line is. If it can not be determined, say, "*May I help the next person in line?*"
2. Smile and be friendly
3. Welcome the Guest e.g "Hey how's it going guys, what can we get you tonight?"
4. Suggestive sell items
5. Before starting a new order, make sure the previous order was closed out and paid

6. Take the Guest's order while inputting it into the computer (see above for order taking procedures) If the Guest is not sure what to order, suggest something or carefully explain the menu to them. Ask questions, listen to their needs, then suggest specific items.
7. Collect payment (see below for procedures for processing payment types)
8. Place the receipt with the Guest's order or hand it to them
9. Give Guest their order number to set on table or their name for calling out when their order is ready
10. Thank the Guest

Prepare Food/Beverage Items

The back-of-the-house team members prepare/cook the majority of the menu items. However, you may be assigned simple preparation/cooking tasks.

Pick Up Procedures

When the order is ready:

1. Check the following when serving beverages:

At PINCHO we offer a self-serving beverage system where Guest gets their own soft drinks. If the Guest orders a Beer properly pour the beer slowly and carefully then hand to the Guest.

Ensure the following:

- Fountain* water is served only by request and is free of charge
 - The Guest is being charged for all beverages
 - The Guest is notified that they receive unlimited refills on all non- alcoholic beverages
2. Keep alert as food orders are ready for pick up
 3. Promptly coordinate and assemble food from the service pick up area
 4. Ensure items are fresh and of high quality
 5. Verify the order is complete and the correct items are prepared as listed on the ticket. Make sure the order:

- is placed correctly on the plate?
- looks attractive and fresh?
- has the correct side orders, condiments, and accessories?
- is at the correct temperature?
- is complete according to the ticket?
- contains lids that are closed tightly?
- is stacked properly and distributed towards the center of the tray so they are well balanced
- contains containers/plates that are clean and in top condition

6. Be careful of hot plates and use hot pads when necessary. Also, alert Guests to hot plates
7. Provide the Guests with their order
8. Thank the Guest

Please Note: When taking phone orders follow the telephone procedures above and apply the “order taking” and “pick up” procedures listed. Be sure to properly bag all takeout orders and include the necessary condiments and accessories.

You must be 18 years of age to serve alcohol and 21 years of age to consume alcohol. Under no circumstances should you serve alcohol to an under aged person. Always check identification of any person who looks 30 years old or under and practice safe alcohol serving. You will be receiving additional training in this area. Please see your manager if you have any questions.

Food/Beverage Errors

While you and your team members are expected to be professional and follow the proper procedures, mistakes will take place on occasion. To avoid making mistakes, listen closely to the Guest’s order and repeat the order back to verify everything. If the mistake was unpreventable, follow the service recovery steps that are the Waste Log and record the mistake in your company’s tracking log. This log records items that were served to the Guest and returned or rejected, as unaccepted by our Guests. The actual returned items must be shown to a manager for approval. Items that were not served to a Guest and are considered waste should be tracked in a waste log by back-of-the-house team members.

Record the following information in the log:

- Cashier’s/Counter Service Person’s name (handling the error)
- Table number/Guest’s name (to identify where to deliver the newly made item(s))
- Name of the food/beverage item(s) returned
- Reason for the returned item(s)
- Date/Time the mistake/error occurred
- Requested temperature and temperature in error (if applicable)
- Verification (denoted by a checkmark or notation) that the new item(s) are delivered to Guest and the transaction was completed

Here are some reasons for remakes:

- Poor taste or flavor that doesn’t meet the Guest’s expectations
- The preparation of an incorrect menu item (misunderstanding of an order)
- Improperly prepared with the incorrect ingredients

- Improperly cooked (i.e. over/under cooked item, an item that was *cooked* when it was supposed to be *cold*, an item that was fried when it should have been grilled)

IMPORTANT: As a cashier or Food Runner it is mandatory if a Guest has a complaint or returns a food item for any reason to notify the Manager immediately so they can ensure Guest Satisfaction.

Making a professional first interaction with your Guest is critical. Greet Guests upon arrival and welcome them with a warm, sincere smile, positive attitude, and lots of energy. Work together as a team to provide the full scope of service.

Greeting the guest upon arrival achieves the following:

- Acknowledges our Guests and shows we care
- Sets a positive first impression and creates impressive expectations
- Allows for efficient service

If you cannot service your Guests within 10 seconds, you must immediately acknowledge their presence within 10 seconds and tell them you will be right with them. It takes only a few seconds to say, "Hey, *I'll be right with you*". If it is impossible to greet them on time, ask a co-worker or manager to help. Make Guests feel welcomed upon their arrival. If at any time you notice *anyone* (whether in your or your co-workers area) that is not greeted, greet them and tell them that someone will be with them right away.

Powerful Introduction: Make your introduction powerful and exciting. For example, say: "*Hey how's it going guys, welcome to PINCHO*". Vary your introduction so everyone in line is not greeted the exact same way and people do not feel like a number with a generic, non personal greeting. Try to be both informative and lively and boast about our signature items and daily menu specials. These special gestures will show how much we care about our Guests.

Handling Takeout Orders

Our takeout Guests may order online, in person, or by phone. Even though they don't require a seat in our restaurant, they are to be professionally treated as any other Guest dining with us.

You will be trained to learn how to process all types of take-out orders. Also, always keep the phone free for call-in orders.

Takeout Procedures

Professional communication and organization skills are key when processing take-out orders. Always be polite, and to speak clearly and slowly to prevent possible communication breakdowns. Make sure you record all aspects of the order according to your restaurant's procedures. **Make sure the Guest has called the proper location so make sure to verify what restaurant they have called.**

Example: "Thank you for calling PINCHO, Coral Gables, this is Nizar how can I help you today?"

Answer the phone within two rings and follow the proper steps when handling takeout orders:

1. Greet the Guest- Delivering an enthusiastic greeting is essential to establishing a positive first impression with your Guest. Use your unique style and personality when communicating with our Guests. An energetic greeting with an upbeat voice will set the tone for the entire call and streamline the ordering-taking process. Follow the phone procedures listed the section above and carefully listen to the Guest's needs while recording their name and telephone number.

2. Record their name and telephone number- Ask the Guest politely for their name and telephone number and be sure to get the correct spelling and verify their number. Also, always get the telephone area code, especially since cell phones have various area codes.

3. Suggestive sell (pairing) and carefully take the order- When taking the order, always be specific and ask questions to clarify. Offer specials and always pair the right item with their main course.

4. Confirm the order- Repeat the order to the Guest to confirm its accuracy.

Verify the order as follows:

- The complete menu items ordered
- Toppings
- Quantities
- Sides
- Desserts
- Sizes
- Special requests (If customer specifies for his order to be cooked a certain way. i.e. rare, medium rare, well-done)

For example: "That will be two Tostone Burgers one without sauce, cooked medium rare and the other with extra sauce, and no tomato. Also, I have two sides of fries with pink sauce". Be sure to always record the details to prevent costly mistakes and the remaking of food items. You may lose a valued Guest if they don't receive exactly what they ordered.

Please Note: Always, be alert to false orders made by children or pranksters—confirm the order in suspect (or \$30.00 or over) by phoning back and/or alert your manager. Always confirm large untypical orders by calling the Guest back. Tell the Guests that since they placed a larger than normal order, we would like to double check the order so we can make it right for them.

5. Confirm the final price and directions- Make sure the Guest knows the *exact* total of their order and directions.

For example: “The total order is \$36.50 and do you need directions to our Gables location?”

For example: “The total order is \$16.50 with your \$1.00 coupon.”

For pick up orders, provide Guests with clear, specific, and accurate directions to the restaurant if asked, and always confirm the location at the end of each phone call. This is very important, especially if you have several restaurants. Always ask callers what direction they will be coming from. If you are unsure about the directions, refer the caller to the manager. Some restaurants use a computer system so the Guest’s contact information can be retrieved on the computer.

6. Quote an estimated time- Give the Guest a time range for their order to be completed.

For example: “The estimated time will be within 10-20 minutes.”

7. Thank the caller for their order- Always shows appreciation for our Guest’s business and use their name when thanking them. Close the conversation with a pleasant, upbeat farewell.

For example: “Mr. Johnson, thank you for your order and we look forward to your visit.”

8. Handling the Guest pickup transaction- When the Guest picks up their order, professionally greet them with a smile. Make sure their order is 100% accurate with all the correct sides, sauces, condiments, plastic ware, etc. Collect the money and provide them with the proper change by counting it back to them. Follow the money handling procedures in this manual.

9. Bid Farewell- Close the conversation with a pleasant farewell.

For example: “Have a great day and call us again soon.”

Anticipation

The goal of *Anticipation* is thinking ahead (being proactive) to provide our Guests with everything they need without them ever asking. The following are some examples of being proactive and anticipating the needs of our Guests:

- Offer condiments, sides, and toppings that go with the meal
- Have enough small bills and change on hand for making change
- Offer children's meals/special promotions to parents
- Perform the necessary cleaning duties
- Prepare and stock for peak periods
- If a Guest appears in a hurry or is dining at a peak period, accelerate your service. Suggest items with quick preparations and inform the kitchen of a *rush* order

Handling Tableware

The health department established codes to protect Guests from contamination and contacting food-related diseases. Always follow these guidelines established to protect the public:

- Handle all cups by the base instead of the top rim because the germs from your hands may remain on the rim of the cup where a person's mouth comes in contact
- Handle dishes with your four fingers. Your hand should be placed under lower edge and thumb on upper edge

Preparation Time-

On an average our orders should take 8-10 minutes from the time the Guest places the order until the order is ready for pick up. If you see we are falling behind our preparation time see your manager right away. Do not wait until the time has elapse, instead, be proactive and keep on top of preparation times.

Accepting Payments

We accept the following payments:

1. Cash
2. Credit Sales (American Express, Visa, Master Card, and Discover.)
3. Comps and Coupons
4. Gift Certificates
5. PINCHO App

PINCHO accepts cash as full payment for items. However, all bills larger than \$50.00 must be verified of their authenticity with a \$100.00 bill being the limit of acceptance. Please follow company procedures by checking the authenticity of large bills.

- When accepting money from a Guest, verbally state the amount given to you
- Place the amount on the top/ledge of the drawer (not in the drawer with the other money at this time)

- Return all money to the Guest according to the amount indicated by the computer system
- Slowly *count* the money back to the Guest
- Place the money (from the top/ledge of the drawer) directly into the cash drawer sorting the bills in the appropriate slots. Keep cash drawer neat and organized with all bills facing up
- Close the drawer after each transaction
- Give the Guest a receipt

2. Credit Card Payment

Many of our Guests will pay by credit card. Your P.O.S. training will include processing credit card transactions. If a Guest's credit card appears invalid, say *"I am having some trouble getting authorization, do you have another form of payment? We take Visa, Master Card, Discover, American Express, and cash."* Please do not say: *"Your credit card is bad"*. Always confront a Guest quietly and non-intrusively so the person paying and/or their Guests do not become embarrassed. If the Guest does not have another form of payment or becomes bothered, please inform your manager. After authorization is approved:

- Provide the Guest with the total
- Present one of the two printed credit card vouchers and politely ask the Guest to sign it. When the Guest has signed the voucher, check the addition. You must not write on the credit card voucher. Make sure the *Guest* totals their voucher—you must not total it or change totals
- Inspect the Guest's signature to make sure it matches the signature directly on the credit card
- If "See ID" is indicated on the "signature line" on their credit card instead of their signature, check the cardholders' license for identification
- Retrieve the signed voucher and place in the cash drawer
- Give the unsigned voucher to the Guest for their records as a receipt

Please Note: If our computers are inoperative and you have to process credit cards manually, make sure to contact the credit card center (according to your company's procedures) to ensure the validity of the submitted card.

3. Comp/Credit and Coupon Payments

On occasion, we may advertise special coupon offers or may comp/credit food items for various reasons. Be sure to submit all coupon and comp/credit receipts at the end of your shift.

4. Gift Certificates/Cards

PINCHO offers gift certificates. It is handled like cash and should be secured like money. A Guest is not obligated to spend the entire gift certificate amount on one particular visit so A Guest can purchase gift certificates in any denomination.

5. Employee and Manager Meal Privileges

Employee and Manager Meal privileges are issued to managers/team members as a food benefit. All company employees receive a 100% discount off the clock, not to be combined with any other offers.

6. PINCHO Rewards App

Refer to THANX (PINCHO app) training manual.

Keep all documents such as coupons, gift certificates/cards, discounted tickets, and credit card receipts to submit with your cash responsibility at the end of your shift. See check out procedures located towards the end of this manual.

Additional Tips

Here are useful tips:

- Pay close attention to children, disabled, or elderly Guests to ensure they receive the proper attention/guidance
- Immediately attend to all Guests' emergencies
- Always inform the kitchen of large orders
- Do not ignore Guests requesting music or thermostat temperature adjustments. Be sure to notify your manager immediately
- Do not assume a Guest's relationship such as husband and wife or mother and daughter. You may risk offending our Guests
- Make an effort to avoid *very* personal conversations with Guests and intrude on their conversations
- Always speak positively about our restaurant and never divulge confidential sales figures
- Refer both positive and negative Guest comments to your manager
- Do not serve anything that does not meet our standards or appears questionable
- Do not point your finger in the presence of a Guest
- Be specific when suggesting a menu item and do not say, "*Everything is good*", instead, suggest a particular item
- Approach all Guests with a positive attitude, regardless of their age, appearance, race, nationality, behavior, or gender
- Pay attention to the volume of the music in the dining area, if it is too loud or too low. Anticipate before a Guest may make a complaint.
- **IMPORTANT:** As a Cashier it is imperative at dusk that all outside lights are turned on. Please help in making sure the outside is well lit at proper times.

Handling Guest Relations Issues and Informing a Manager

On occasion, your Guests may provide you with negative or positive feedback. Make sure you follow our standard recovery techniques and notify a manager immediately of a negative comment. Also, positive comments should be conveyed to your manager in a timely manner.

Training New Brand Ambassadors as Requested by Your Manager

On occasion, you may be asked to help train new employees. This experience is very rewarding and will increase your value in our company. Also, this solid experience will be the next step in your career at PINCHO. If you enjoy training, you may be considered to train as part of the opening team of trainers, at various new restaurants locations upon expansion. Remember when training a new staff member you're their first impression of friendliness, work ethic and proper training. Your personality will go a long way. As YOU are part of the Pincho family it should shine through while training new staff. Remain positive and upbeat at all times.

Perform Additional Tasks Requested by your Manager

Sometimes management may need you to assist in areas that are not a direct job responsibility of the Cashier/Counter Service Person. Always, keep a positive attitude and view it as a learning experience to gain more knowledge in our operation. This experience will help you become a valuable team member and grow within our company.

V. Closing Procedures

Please check with your manager for proper closing procedures. You will be given a checklist every night for your closing duties. Also reference your shift plan for special assignments.

Closing Paperwork

After your shift ends, your manager will run a Cahier Report prior to you performing checkout procedures. The Cashier/Counter Service Person Report will break down all your individual payments types and indicate total cash owed (at the bottom).

Be sure to face all cash bills in the same direction

Before clocking out all Cashiers' must claim their tips into the POS system.

Closing Chores

When your manager ends your shift, check the following areas in the dining room:

- Tables are clean and well balanced (not wobbly)
- Floors and surrounding fixtures are clean
- Booths, chairs, and high chairs are clean
- Condiment bottles are full and clean
- Napkins are replenished
- Windows, frame, walls, and ledges are clean
- POS/Phone area is clean

- Beers are restocked

Additional Duties

Please check the daily deployment chart for additional duties.

A clean area is a trait of PINCHO's professionalism

Restaurant Sanitation Inspection

Every 16 weeks, there will be an unannounced inspection of all areas of the restaurant to ensure cleanliness of our operation and compliance of all Health Department guidelines. Inspection results are recorded in an in-house inspection report and are scored on a point system with points being deducted for areas that are not up to standard. Make sure all cleaning lists and side work duties are followed on a routine basis to make sure Guests are enjoying great food and beverages in a clean, safe environment.

Following a rigorous thorough cleaning program helps prevent a major cleanup the night before the health inspector arrives. Clean your assigned areas as if we are going to get a *daily* visit from the health inspector.

BE ALERT

When walking through the kitchen, be aware of possible wet and slippery floor conditions.

VI. Departing from Work

Before clocking out, see if any of your coworkers need help, then:

- Complete your closing duties and receive your manager's/shift leader's approval
- Receive your manager's approval to depart
- Declare 100% of your tips received (if applicable/tips jars)
- Exit through the proper doors

IT'S THE LAW

To comply with IRS, be sure to always declare 100% of your tips at the end of your shift

A Final Word

You are essential to the PINCHO's team, essential to the success of our company. We ask that you review this manual frequently to be sure you understand all the procedures outlined here. Please be sure to follow all procedures properly so that PINCHO can

continue to offer our Guests professional service and quality food in a clean and pleasant environment.

***Thank You And
Welcome Aboard!***

Appendix A: Handling Complaints

No matter what you are doing in the restaurant or where you are assigned, a Guest's complaint brought to your attention is your responsibility. When a Guest complains, he/she is communicating his/her dissatisfaction with something. Many times, it may be as simple to resolve as adding more ice to a beverage. Other times, it may mean re-making several food entrees. When a Guest complains, it gives us a second chance to make it right. **Always inform your manager of Guest dissatisfaction.**

There are three chief reasons why people complain:

- They view the situation differently than the company
- They honestly feel they should have been treated or served better
- They are having a challenging day

When approached with a complaint, never:

- Take offense
- Argue
- Challenge
- Ignore
- Criticize
- Blame
- Make excuses
- Interrupt
- Dwell on the negative aspects
- Smirk, laugh, or act condescendingly

Do not take a Guest's complaint personally. Although an angry Guest may take his/her dissatisfaction out on you, he/she is seldom angry with you as an individual. Most often, he/she needs to vent. If other Guests can hear the complaint, lead the dissatisfied person to a secluded area. A complaint that gets out of hand may disturb the good time of other Guests.

Take the time to review the steps to successfully handle complaints: LAST

1. (L) Listen carefully. The server/manager needs to listen fully to the situation from the guests with zero interruptions. Stay engaged to show they have your attention. Something like a long bill time for example happens from time to time however the guest does not have that exposure level to understand.

2. (A) Apologize-This does not necessarily mean you admit business failure however it does mean you are apologetic that they feel the way they do. This is when a seasoned manager can apologize and educate the guest at the same time without coming across as defense or apprehensive.

3. (S) Solve. Now that you have heard the guests concerns and based on their demeanor, language and tone you can mitigate a solution. Will it be a 25%, 50% or did the business truly fail and you may need to possibly do 100% with a return coupon? most people will always talk about their poor experience versus their great experiences so this is your chance to make the difference.

4. (T) Thank After you have listened, apologized and now have solved their concern it is always best practice to Thank them for bringing it to their attention. To be fair

most times a guest has the courage to ask for a manager there generally is a concern that has/is affecting your business that you may need to dig into. Thanking them, may be hard, however should be done.



Statement of Compliance Form

Statement of Compliance

I, _____, read and understand the policies
And procedures presented in this manual. I also understand that failure to
Comply with any of these policies and procedures may result in disciplinary action
And/or termination of my employment with PINCHO. I understand that this is not
a contract or a contractual obligation of any type and that Florida is a *right to work*
State. PINCHO reserves the right to change any policy or procedure at anytime
with or Without notice.

Team Member's Signature Date Team Member's SS#

Manager's/Witness's Signature Date