



Station Code
CSH-GUI-2014A

Updated
Oct/2014

Cashier

Station Guide

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TRAINING VIDEO



This training material contains standards and procedures for the Shakey's system that relate to the Shakey's brand, specifically the quality of the products that the public associates with the Shakey's brand, other content is in the nature of advice and suggestion as to operations. You should consult with the Manager on Duty or the Franchise owner if you have questions about restaurant operations. For training use only. All Rights Reserved © 2014 Shakey's USA, Inc





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Description of Work

A **Cashier** is responsible for providing guest service to each guest that comes in to a Shakey's® Restaurant. The Cashier is also responsible for generating sales, cleanliness of work area, cash register operations (POS), and maintaining accurate cash handling.

The following responsibilities may vary depending on the store and business hours:














- Maintain a solid knowledge of all product information, product promotions, test products and advertisements.
- Complete opening and closing procedures for work station.
- Adhere to Alcohol and Beverage standards.
- Accurately and efficiently complete all sales transactions and maintain proper cash and media accountabilities at POS registers.
- Assist in maintaining a safe, clean, and sanitary workstation at all times
- Assist in maintaining a safe, clean, and sanitary lobby and/or restaurant areas.
- Comply with ServSafe practices with regards to personal cleanliness and food handling.
- Adhere to all company policies, procedures and practices, including pricing and discounts.
- Communicate guest requests to Manager on Duty, as needed.



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Tools for Preparing and Maintaining Work Station

 <p>Sani-buckets Quaternary and Bleach Sani-Bucket</p>	 <p>Clean Towels Always keep towels in sanitizer solution</p>	 <p>Wet Floor Signs To be placed over spill until clean and air dried</p>
 <p>Spray Bottles Fill Spray bottle with cleanser; properly label bottle with specific cleanser name</p>	 <p>Paper Towels Maintain adequate supply for cleaning glass</p>	 <p>Sani-Wipes Used to clean register and surfaces that guest may come in contact with</p>
 <p>High Light Marker</p>	 <p>Pen</p>	 <p>Tokens</p>
 <p>Stapler</p>	 <p>Table Number To identify an order.</p>	 <p>Paper Rolls</p>
 <p>Calculator</p>	 <p>Clear To-go box For salads</p>	 <p>To-go box (Except buffet)</p>
 <p>Cup Lids and Straws</p>	 <p>To-go bags</p>	






Cashier Sequence

1) Welcoming the Guest: **"Hi, welcome to Shakey's®. How may I help you? Do NOT use** "May I take your order?" or "Next guest in line...", or even worse, "Next".

Using: **"What can we start with you"** or **"What would you like to begin with?"** are great ways to start the order taking process.

If the guest is a regular you can say: **"Welcome Mr. Jones. Are you going to have your usual buffet today?"** (Never assume a regular order is what a guest wants each time).

 "Regular guests"	<p>"Regular" guests are the guests who come to Shakey's® a few times a week and usually have a favorite order. Sometimes a reminder of drinks may be appreciated, otherwise, knowing the "regular's" order is the best way to "sell" to this guest. Don't forget to offer new or promotional items.</p>
 "Occasional Guests"	<p>The "Occasional" guest generally knows what they want but may be looking for a few suggestions for toppings, side orders or specials. You may be able to "up sell" a larger size pizza, chicken, or salad bar. This guest should hear about new products during the order taking process. This often gives them an idea for future ordering and may increase the opportunity for more frequent visits.</p>
 "New to Shakey's® guests"	<p>"New to Shakey's®" guests are completely unfamiliar with the menu, extra time and care must be given to ensure that we give them a reason to return. Asking question about group size, ages of children, or the occasion, will assist you in navigating these guests through the menu. Always offer you name and assistance during their visit. It is also helpful to offer a take-out menu for future reference.</p>

2) Listen Affectively:

Listening means "being there", hearing what our guests are saying, and not saying, about what they want. Listening gives you a chance to pick up cues for creating a unique Shakey's® Experience when it comes to birthday, anniversary, sport event, fund raiser, etc.

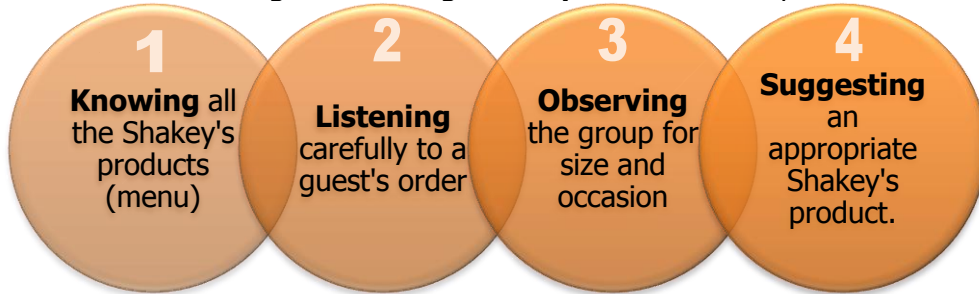
3) Suggest: Offering ideas to our guests for additional items, beverages, or "up-selling" on their order can give the guest a better experience, as well as increase sales.



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Selling and offering other options can be easy.



Combos, Beverages, Salad, Appetizer and Dessert, Specials, Promos and Party Package

Listening to see if they've ordered Beverages, Appetizers, Salad and Dessert.

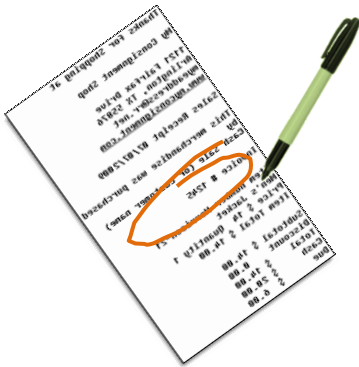
Family, Children, Groups, Sport Teams, etc?

Based on their order and amount of people in their group you can suggest additional items or toppings.

- 4) **Repeat:** Repeating back a guest's order shows that you are listening and may keep mistakes from happening. *One wrong topping on a pizza can ruin the whole experience.*
- 5) **Ask:** Always ask the guest **"What else may I get for you?"**, this gives you and the guest an opportunity to add on additional items. **Do NOT use** "is that it?" Or "is that all".
- 6) **Inform:** Inform the guest of the total their purchase.

Remember: Call the guest by **name** if they pay with credit card

Be sure to provide the guest with their copy of the receipt and explain the **Key Call System**. It is important for the guest to be informed on what will happen next.



Do not forget to mark the coupon on the guest's receipt.
When a guest presents cash for payment, **verbally acknowledge** the amount given, and keep the bill(s) visible to the guest until the transaction is complete.

Table Numbers



Time	
	Target Time to deliver a Completed Order is Less of 15 Minutes

- 7) **Thank:** Always thank our guests for coming to Shakey's®.



Telephone Guest Service Sequence

Just like face-to-face interactions, it is just as important that we give great guest service when talking to our guests on the phone. The phone should be answered in three rings or less.

Smiles: When answering all calls.

Be Upbeat: Be energetic when answering the phone.

🗨️ **"Thank you for calling Shakey's®**, this is , **how may I help you?"** (or the current promotional product phrase).

Speak: Clearly.

Listen: Carefully.

Refer the Call to Others: If the guest requests service other than a food orders.

Repeat: Always repeat the guest's order. All phone orders must always include the guest's telephone number.

Confirm: Confirm that the guests knows the restaurant location and take-out area for your restaurant.

Inform: Let the guest know when their order will be ready. Be specific when quoting a time. (15-30 minutes is not specific, 20 minutes is).

Thank: The guest for calling Shakey's® and say you'll see them soon.

Calls for management: When someone calls for management ask 🗨️ **"May I tell who is calling?"** Then be sure you give that information to the manager; if the guests says "no" be polite and get the manager-in-charge.

Check Hold Calls: Always check in quickly with the guests on hold, do not leave the guest on hold for more than 30 seconds. If you must put someone on hold, tell them why: 🗨️ **"I have one guest ahead of you"** or 🗨️ **"I'm just finishing with another guest and I will be right with you."**

For those On Hold for someone else, ask 🗨️ **"Would you like me to take a message, or do you want to continue to hold"**

Remember: While on the telephone, make eye contact with and smile at those guests in line.



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Take-Out Guest Service Sequence

Take-Out Order Service is another opportunity for you to welcome our guests, call them by name (it's right there on the order, or they may be a "regular") and suggest an additional quick item such as a beverage.

When giving a guest their Shakey's® order, always repeat the items ordered, and make sure the guest has confirmed the order.

Prior to bagging, lift the lid to confirm the guests order.

Always use this opportunity to **call the guest by name** (the name is on the order) and say 🗨️ "See you soon" or 🗨️ "See you next time". 🗨️ "Enjoy your meal".

This is also a great opportunity to suggest reasons for them to return to Shakey's® for other Take-Out or Dine-in (i.e., birthday parties, watch special sports, events, fundraisers, new items, etc.).

Serving Alcohol

Selling and serving beer and wine may be part of the responsibilities of the Cashier.

Important: You must be **18 years or older** to sell and serve alcohol. If your restaurant has a separate bar area with its own cash register, the law requires that you are **21 years or older** to serve alcohol. (Check with your manager regarding the laws in your area)

- If you violate the law by selling to minors or intoxicated persons you are guilty of a misdemeanor and could face arrest, fines and/or a county jail sentence.
- As a Restaurant, violating the law may result in:
 1. A fine, suspension, or revocation of the ABC license.
 2. A damaged reputation in the community.
 3. A loss of guests.
 4. A forced sale of your ABC license.
- As a Team Member, violating the law may result in:
 1. Being laid off during the period when the ABC license is under suspension.
 2. Being terminated.
- ABC investigators rely on complaints to determine where follow up.
Where do complaints come from?
 1. Your ex-co-workers.
 2. Your competitors.
 3. Your neighbors.
 4. Parents of kids they find in possession or under the influence of alcohol.
 5. Guests who see underage guest purchasing alcohol.
- Responsible Alcohol Service Laws:
 1. You must be 21 years old or older to serve alcohol, unless alcohol order is sold as part of the meal at the POS and there is not a separate bar. (Check with your manager regarding the laws in your area).
 2. Never serve alcohol to an **intoxicated person**.
 3. Never serve alcohol to the point of intoxication.

How to card:





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- Always ask the guest if they are **"over 21"**.
- Look at the I.D. and do the math! (If you have an automated system, use it).
- Valid **driver's license or passport only**, expired IDs are not acceptable.
- Match face with picture (passports can be up to 10 years old).
- I.D. must be intact and undamaged.
- **Watch where multiple drinks/glasses go (1 per I.D.)**
- Let all team members know when you have denied service.
- Never serve anyone who cannot prove age.
- When in doubt **do not serve**.

How to check the Date of Birth and Verifying Guests are over 21?



Many state IDs include the date that the minor will turn 21-years old. This eliminates the need to calculate the guest's age from their birth date. However, several states do not always provide this information and it is important to be able to calculate if a guest is old enough to drink.

Example: If the current date is 6/20/2014 and the guest was born 6/18/1994

Step 1 Add 20 to the guest's birth year

$$1994 + 20 = 2014$$

Step 2 Add 1 to the total

$$2013 + 1 = 2015$$

Step 3 Compare the calculated year to the current year

$$2015 \text{ to } 2014$$



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IF	Then
The calculated year occurs before the current year	The guest is 21-years or older.
The calculated year occurs after the current year	The guest is underage.
The calculated year matches the current year and <ul style="list-style-type: none">The guest's birthday has passedThe guest's birthday has not passed	<ul style="list-style-type: none">The guest is 21 years old.The guest is underage.

The ABC expects you to do the following:

- Familiarize yourself with the standard driver's license I.D. formats.
- Use a guide to check out state I.D.s
- Ask for I.D.s from anyone who appears younger than 30
- Have the person remove the I.D. from their wallet.
- Thoroughly check I.D. and feel the I.D. for alterations.
- Compare the I.D. to the person for a reasonable match.
- Question the person for specific information on the I.D.
- If suspicious, get a 2nd form of I.D. or just say "NO"
- Do the math!

We are committed to promoting and ensuring responsible alcohol consumption:

- No "To-Go" alcoholic drinks are allowed
- We promote food service at the bar
- Never permit drinks to stack up in front of a guest
- Alert a Manager once a guest has consumed 3 alcoholic beverages

Notify Manager-on-duty at the first sign of:

- Slurred speech
- Red, watery or glassy eyes
- Alcohol breath
- Flushed, pale skin
- Staggering and stumbling
- Abusive language, lewd, or profane
- Blank stare
- Obvious impairment
- Annoying other guests

Offer alternatives:

- If possible, invite the guest to stay eat something.
- Tell the guest he is welcome to stay and finish his meal.
- Offer a non-alcoholic beverage and/or food.
- Strongly discourage the guest from driving.** Offer to arrange for Taxi if the guest is driving. If the guest ignores your suggestions and insists on driving, call the police.

Important: A liquor license is a privilege granted to us by local authorities. This privilege comes with one very serious obligation:

"To operate our liquor service in a legal and responsible manner"

Abuse or neglect, intentional or not, creates serious liability for Shakey's USA and you personally. In other words the law holds both you and Shakey's USA responsible (legal charges and/or fines for which only you will be responsible to pay to the courts) for violating alcohol-related laws and regulations.



Guest Resolution Sequence

With every guest interaction, we strive to make each experience an enjoyable one; however, there are situations where a guest may be unhappy with the service they are receiving.


Let management know if you suspect the following:

- Unhappy, disappointed Guests for any reason
- Guests not happy with any part of their order
- There may be a specific issue with another team member
- The order is not what they selected
- Their food is delivered to them too slowly
- The buffet doesn't have the food they want
- The bathrooms are messy
- They want an extra discount
- They want to use an expired coupon

Managing guest complaints can be easily turned into a positive experience. A guest will appreciate it if you can handle a situation without calling the manager to assist. After handling the situation, make sure you notify your Manager on Duty. Of course, if you are uncomfortable with the situation, call a member of the management team to help you. The quicker the problem is solved, the better chance we have of making the guest happy and they will want to return.

Shakey's® Problem Solving System

<p>1.- Listen</p> <p>Don't interrupt. Let them talk. This will help you to learn why they are upset or disappointed and what you can do to solve the problem.</p>	<p>2.- Apologize</p> <p>Say, "I'm sorry". Two magic words that say to the guest "I care and I am concerned" You are not taking the blame or admitting fault. Rather, you are personally sorry our guest is upset. Don't take it personally.</p>
<p>3.- Solve</p> <p>The problem together. Ask your guest "How can I fix it for you?" "...for you..." two other magic words that show you care and want to turn this situation into a positive experience.</p>	<p>4.- Thank</p> <p>Thank for the guest to bringing to our attention.</p>



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