



Station Code  
FDR-GUI-2014A

Updated  
Oct/2014

# Food Runner

## Station Guide

# 4

CLICK OR SCAN TO VIEW  
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







## Food Runner Station Guide

Station Code  
FDR-GUI-2014A

### Description of Work

The **Food Runner** provides guests with superior guest service. The Food Runner is thoroughly familiar with Shakey's® product and proper table service. The Food Runner maintains a pleasant and upbeat personality, while interacting with guests in a friendly and professional manner.

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

- Offers additional items, samples, etc. to guests.
- Maintain a solid working knowledge of all product information, product promotions, test products, and advertisements.
- Adhere to Alcohol and Beverage standards in serving all beverages.
- Follow Shakey's® proper POS/Cash Handling procedures when necessary.
- Maintain work area cleanliness and sanitation standards.
- Keeps work area stocked and visually appealing.
- Comply with National Restaurant Association practices with regard to personal cleanliness and food handling.
- Communicate guest requests to Manager on Duty as needed.
- Assist with pre-bussing according to table bussing procedures as needed.



# Food Runner Station Guide

**Station Code**  
FDR-GUI-2014A

## Tools for Preparing and Maintaining Work Station

 <p><b>Quaternary and Bleach Sani-Bucket</b></p>	 <p>Always keep towels in sanitizer solution</p>	 <p><b>Spray Bottles:</b> Fill Spray bottle with cleanser; properly label bottle with specific cleanser name</p>
 <p><b>Paper Towels:</b> Maintain adequate supply for cleaning glass</p>	 <p><b>Wet Floor Signs:</b> To be placed over spills until cleaned and air dried</p>	 <p><b>Receipt Spike:</b> To hold completed order receipts</p>
 <p><b>Table Number:</b> Used to locate Guest</p>	 <p><b>Portion Cups:</b> Use for sauces or dressings</p>	 <p><b>Squeeze Bottles:</b> Used for Expo Table</p> <p><b>Sauces:</b> BBQ Sauce Mild and Tangy Hot and Spicy Scorching Sauce Tiger Sauce</p> <p><b>Dressing:</b> Ranch Dressing</p>
 <p><b>Pizza Spatulas:</b></p>	 <p><b>Dine-in Plates</b></p>	
 <p><b>Service Bell:</b> Used to call order</p>	 <p><b>Pen</b></p>	



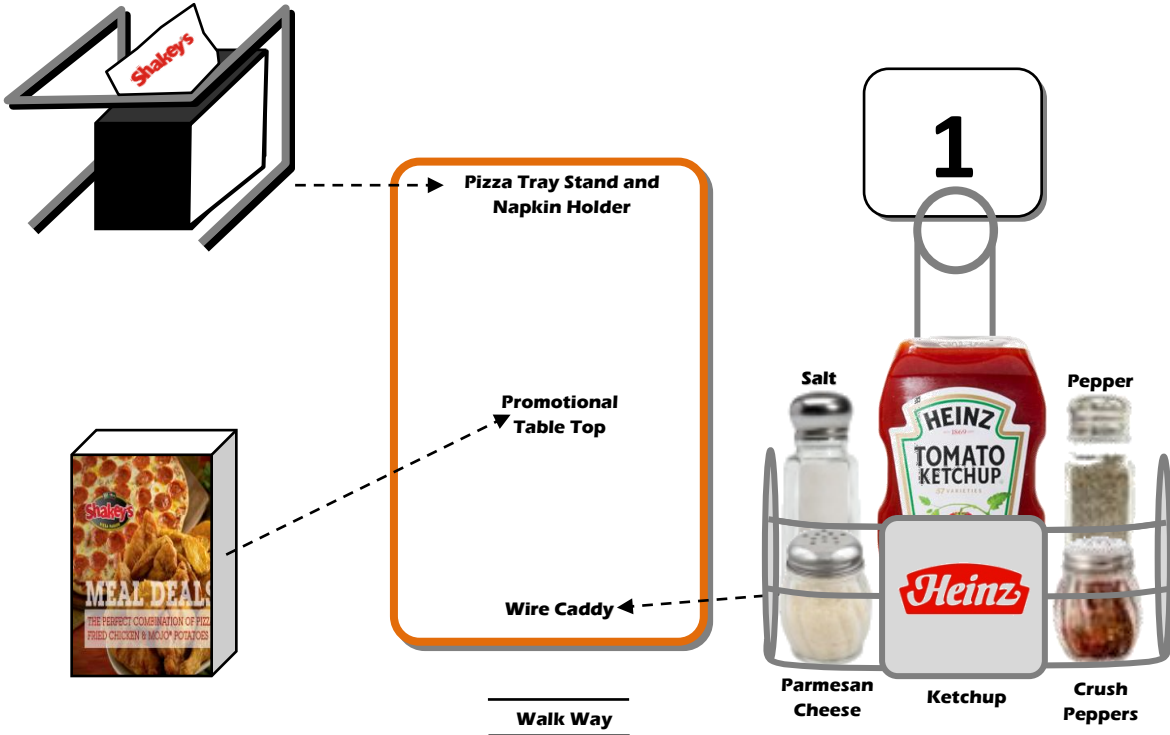
# Food Runner Station Guide

Station Code  
FDR-GUI-2014A

## Shakey's® Dine-in Table



### Shakey's® Table Set-up





## Food Runner Sequence

The Food Runner Sequence begins by applying the **4 Steps of Guests Service**:

### Initial FDR Guest Contact

#### "Welcome and Offer"

- Greet the guest 🗨️ **"Welcome to Shakey's®, My name is [ ] , and I will be serving you today (tonight)"**.
- Ask if they are celebrating a special occasion.
- Ask them about plates, silverware, and condiments. (Sauce and Jalapenos)  
🗨️ **"How many plates would you like"** 🗨️ **"Can I offer you some dressing"**.
- Ask them if they have ordered any appetizers; if they haven't, this is a perfect opportunity to offer suggestions while the guest is waiting for their order (wings, sampler platter, garlic bread, etc.).
- Offering ideas to our guests for additional items, beverages, or "up-selling" at their table. This will not only increase sales, but can give the guest a better experience by giving them a more cost-effective total for their purchase.
- If they decide to order an appetizer, take their order, place the order with the Cashier and return change and/or receipt to the guest.

### Second Food Runner Guest Contact

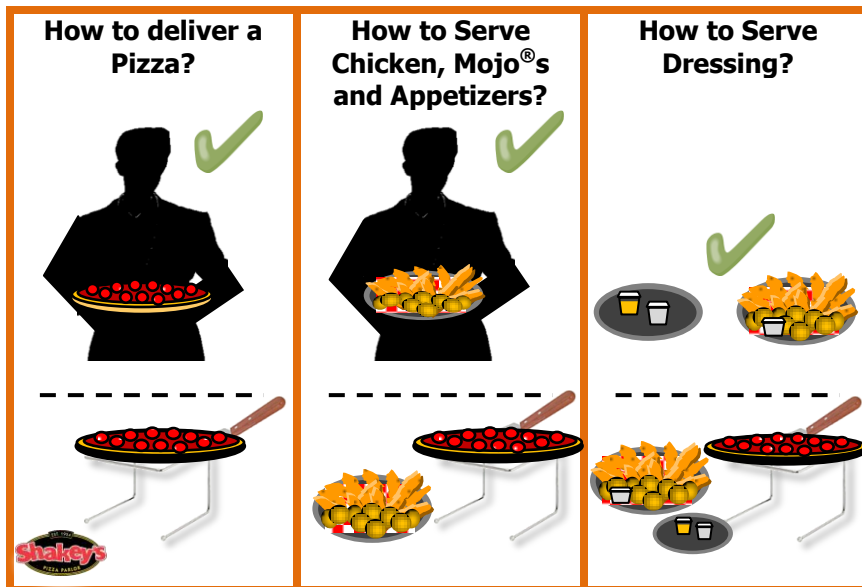
#### "Deliver Plates, Condiments and Appetizers"

- Return with plates, silverware, and condiments; communicate the general time the order will take. Do not give a specific amount of time.
- Deliver appetizer as soon as it is ready.

### Third Food Runner Guest Contact

#### "The Food is Ready"

- Review the order ticket to confirm the items ordered.
- Inspect for food quality. We only serve top-quality food at Shakey's®.
- Identify the food when placing food on the table (🗨️ **"Here is your large Fire House pizza"**).
- Remember you shouldn't touch the pizza directly with your hands.
- If guests are consuming beer, offer re-fills following the alcohol service policy.





# Food Runner Station Guide

Station Code  
FDR-GUI-2014A

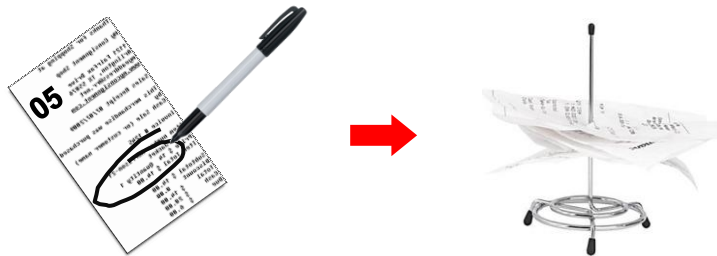
## Fourth Food Runner Guest Contact

### "Ask, Clean, Suggest-Refill"

- Pre-buss any unused dishes.
- Return to table and suggest dessert (🗨️ "Our brownie sundae would be a perfect after-dinner treat. Can I get you any? They are only \$ [ ] each.")
- Check on status of their visit. Offer containers for any left-over's.
- Thank the guest for joining us.
  - 🗨️ "Have a great day"
  - 🗨️ "Thank you for coming"
  - 🗨️ "Hope you had a great birthday celebration"
  - 🗨️ "Hope to see you soon"
- After the guests leaves bus the table, thoroughly cleaning the table, condiments, napkin dispenser, chairs or booths. Ensure table settings are re-organized.

**Remember:** No to-go boxes for buffet, to go boxes are only for dine-in orders.

**Important:** The Food Runner is in charge of making sure all the orders have been delivered, using a pen to check off the delivered food. Never remove a receipt from the expo table, clear "LRS Track Table Device" or remove the number from table, **until the order is completed.**



**Circle** the pending orders on receipt and check the "Dine In Orders Monitor" to view the time and items remaining.

## Table Numbers



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

# Food Runner Station Guide



CLICK OR SCAN TO VIEW  
TRAINING VIDEO



Human Resources Department  
All Rights Reserved © Shakey's® USA, Inc. 2014  
2200 W Valley Blvd Alhambra, CA 91803  
(626) 576-0616

