



**Station Code**  
DIN-GUI-2014A

**Updated**  
Oct/2014

# Dining Room Attendant

## Station Guide

# 5

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"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,







## Dining Room Attendant Station Guide

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### Description of Work

A **Dining Room Attendant** provides our guests with a clean, welcoming restaurant environment by greeting guests, removing dishes, glassware, and silverware from the tables. Secondary responsibilities include proper maintenance and cleaning of side stations, floors, furniture, booths, tableware, restrooms and performing other duties as assigned.

#### Essential Duties and Responsibilities:


- Consistently maintain opening procedures for work station.
- Review cleaning/stocking checklist for position, and complete tasks.
- Pre-bus tables accordingly.
- Greet the guests upon arrival at the table.
- Continually monitor table for quality of service.
- Clear and clean the table immediately upon the guests' departure.
- Clean chairs and booths as needed.
- Check restrooms for cleanliness and stock every 20 minutes, and initial the checklist.
- Every hour check parking lot and planters, walkways, window sills, doors and glass, interior floors, carpeting, and runner stations.
- Vacuum and/or sweep restaurant interiors and exteriors, as required.
- Support other work stations as needed.



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## Tools for Preparing and Maintaining Work Station



**Quaternary and Bleach Sani-Bucket**  
To sanitize work area



**Towel for Sani-bucket**  
Always keep towels in sanitizer solution



**Wet Floor Signs**  
To be placed over spills until cleaned and air dried




**Utility Cart**  
**Important:** Use a Utility Cart or ask help when moving more than **20 lbs**




**Mop and Bucket**  
Always use a separate mop and bucket for back of the house and front to the house, use chlorine and soap.




**Spray Bottles**  
Fill spray bottle with cleanser; properly label bottle with specific cleanser name



**Cordless Vacuum**  
Always keep the vacuum on the charging station



**Broom**



**Dust Pan**



**Food Handling Gloves:** Always wear food safe gloves when handling food



**Cup Lids and Straws**  
For Drink Station.



## Dining Room Attendant Sequence

### 1. OUTSIDE/ENTRANCE

#### Parking Lot

- Using a broom and dust pan; clean walkways, landscaping, trash cans, curbs, and parking lot.

#### Doors and Windows

- With a spray bottle and paper towels, clean entry doors and front windows for smudges and fingerprints.
- Spray the surface with glass cleaner. Wipe clean with paper towel.
- Clean door frames and handles.

#### Welcome and Good-bye

- Smile and make eye contact.
- Greet customers as they come into dining area. 🗨️ **"Hi. Welcome to Shakey's®"**
- Hold the door for people entering or leaving the restaurant.
- Thank the guest when they are leaving or simply say 🗨️ **"Thank you, see you again soon"**.

### 2. BUFFET AND SALAD BAR

- Do a quick wipe-down, with a sanitized towel, whenever you walk by the buffet and salad bar.

### 3. DRINK AREA

- Keep checking the condiment stations (Food Runner expo table) in the beverage or condiment area.
- Keep plenty of napkins, straws and cup tops available.
- Check soda bags and replace; check ice dispenser and refill if necessary. (Ask for help when needed).
- Wipe down surfaces with a sani-towel.

### 4. DINING ROOM/PATIO

#### **BUSSING TABLES**

#### Pre-Bussing

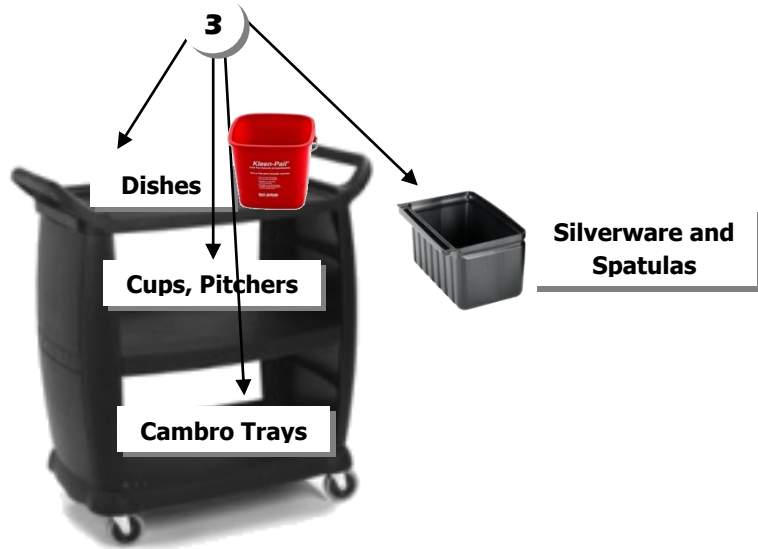
Performed while guests are at the table.

1. Monitor tables to see if pans and plates are empty or pushed to the end of the table.
2. Remove used napkins.
3. Always ask large parties if they want new plates, pans removed, etc. Some parties like to have the tables cleared to prepare for any cake, presents, etc.
4. Politely ask the guests 🗨️ **"May I clear some of this away for you?"** or 🗨️ **"Would you like me to get some of the empty plates out of your way?"**
5. Offer to bring take-out packaging. Allow guests to package their leftovers and then remove the trays and plates. (Not to be done during buffet hours).

**Bussing**

1. Clear the table, removing utensils, plates, cups, pans and trash.
2. If single bussing tray is used, everything including trash, will go into the bussing tray.
3. Place items in bussing trays or bussing cart.
4. Wipe tables with a clean, sanitized damp towel; wipe any food bits from the table into the bus tub or tray, not onto the floor.
5. Using a sanitized towel, wipe chairs or booth seats.
6. Wipe High Chairs with a sanitized towel.

**Regular Bussing Cart:**



**Note:** Busing cart are not allowed in the front of the house.

7. Re-set the table set-up (shakers, napkins, etc.). Re-stock if needed.



**Shakey's® Dine-in Table Set-up**

8. Sweep or vacuum food crumbs and spills on the floor, if needed.
9. Place the "Wet Floor" sign and mop if needed.
10. Place the chairs back in the appropriate position at the table.



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11. Look over the table one last time.
12. Scan dining room for any other tables that need bussing.
13. If you are not sure that the guest has finished eating, do not bus the table. Many guests enjoy the game room and may return to continue eating their food.

### **Floors:**

1. Always remove paper and trash from the floor.
2. For wet spills, place a "Wet Floor" sign over the spill or have another Team Member stand near the spill so that no one gets hurt; then mop the spill clean.
3. For ice spills, remove the ice from the floor with a broom and dust pan, mop the remaining liquid, and place a Warning Sign over the spill until the floor is completely dry.

### **4. RESTROOMS**

Check and clean the following areas of each restroom:

1. The floor should be clean, dry and free of clutter.
2. Sweep and/or mop floor.
3. Always place a "wet floor" sign in or near the restroom if you mop.
4. Sinks, urinals and toilets should be clean and free of odor.
5. Clean sinks, urinals, and toilets with rubber gloves and the correct brushes and chemicals.
6. Always use the Body Fluid Clean-up Kit to remove and clean any body fluids (i.e., vomit, etc.)
7. Re-stock all paper products (tissue, paper towels, etc.)
8. Mirrors should be clean and free of water spots and smudges.
9. Remove trash more than ½ full in trash cans, tying the trash bag closed to prevent spilling the trash in the restroom or dining room
10. ALWAYS check and refill soap dispensers. Always wash your hands before returning to any other job duties.

### **5. GAME ROOM**

When you open or close the restaurant you may also be required to sweep, vacuum or mop the game room floor. It is important to reduce germs for our "small" guests. If you are required to clean the game room please complete the following:

1. Remove trash from the floor.
2. Clean glass on games with the Window Cleaner to remove smudges and fingerprints.
3. Clean game seats, handles and controllers with the sanitized towel.

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