

# *Bazil Server Training Manual*

*We are a “quick service” restaurant.  
This means we want you to bring food &  
drink to your customers quickly, with  
great service!*

## **WELCOME !**

On behalf of the Daniele Family, managers and staff, welcome to Basil. Our focus is aimed toward our guests and just as importantly, to you, our staff. You and your co-workers are an extension of the Daniele family. Without you, Basil would not be a success. Without you, Basil would not function. It is for those reasons that we strive to train you and educate you as much as we can so that you understand our goals and how we intend on reaching them.

Your job is to exceed our standards in handling the needs and desires of our guests who enter the restaurant, both in your table section and elsewhere. Just because a guest may not be sitting at your table tonight doesn't mean that they won't be sitting at your table the next time. That's why we always give the customer the right of way when we cross paths in the dining room, and that's why we always try and smile and be as cordial as we can to everyone in the restaurant. It's also why we have developed this extensive training program... to ensure our customer retention and promote high tipping from your customers!

## **TRAINING**

We take pride in our efforts to train all of our employees and give them a comprehensive orientation and training package. We want to make sure that you succeed and are empowered to perform the duties of your job to the level we require for all of our staff.

Training will consist of six days. The first day is an introduction to your training along with some basic orientation. Next you will have two (2) "follow" shift on the floor with a trainer, then two (2) "lead" shifts on the floor with a trainer, and a final food running shift. You will be evaluated after each shift with your trainer and manager on duty. During your last few shifts you will be giving a comprehensive server test, which focuses primarily on the dining room menu – so start memorizing the menu tonight! You will also be in contact with the Training Manager and we encourage you to give us feedback on your training. Again, our goal is to have you succeed and enjoy working at Basil.

The following is your training schedule and all the materials necessary for your training.

Welcome To Basil!  
A Casual Italian Kitchen

## SERVER UNIFORM POLICY

The Bazil Server uniform consists of:

- Black pants (*no more than 50% cotton straight leg, conservative-style, no bell bottoms, boot cuts, spandex, jeans, or anything else that doesn't look conservative*)
- Black socks
- All black shoes or sneakers, no logos or added color, and must be skid-resistant
- Tan colored polo-style shirt
- Name tag
- Solid white t-shirt, with no logos, may be worn under polo
- Clean, short fingernails: neutral nail polish may be worn, no spice girls colors
- Women may wear one pair of non-hanging or small hoop earrings (size of a dime)
- Men must be cleanly shaven, no facial hair, no earrings or jewelry
- Men: Hair combed neatly, no longer than shoulder length
- Women: Hair combed neatly, away from face and tied up if longer than shoulder length
- Only one solid metallic necklace (no more than 1/8" thick) may be worn, no pendants larger than a dime
- One ring per hand
- One bracelet per hand
- Only subtle amounts of perfume
- Not too much make-up
- Wine opener
- 4 matching black case pens
- A functional lighter
- \$20.00 bank (must include a combination of small bills)
- A sincere smile and positive attitude

Servers should have as many uniform shirts as necessary. We recommend one shirt for each shift you work weekly. As a server you are required to have the shirt pressed and cleaned prior to the beginning of each shift. You may purchase shirts at one of many locations selling polo shirts, or you can also purchase shirts from Bazil for a very discounted price. Your manager will help you choose the correct size.

Per handbook, The Company reserves the right to interpret and make final decisions on what is considered appropriate. Please remember that when we ask you not to wear a particular item of clothing it is for the good of the business and the clean cut image we are portraying as a family restaurant.

*If at any time you do not have any of these items, you will be considered out of uniform.*

## THE BAZIL MISSION STATEMENT



**Bazil Mission Statement:** 100% customer satisfaction.  
If you feel someone is not happy, no matter how slight, inform a manager immediately. No one leaves Bazil unhappy.

## DONENESS CHART FOR MEATS - This is for the Porterhouse

Rare = Cold Red Center (140 degrees)  
Medium Rare = Warm Red Center (150 degrees)  
Medium = Warm Pink Center/Slight red in middle (160 degrees)  
Medium Well = Hot Pink/Brown center (165 degrees)  
Well = Hot Brown Center (170 degrees)

## ABBREVIATIONS - This is for your scratch pad while taking orders at the table

### PASTA

LING      LINGUINE  
SPAG      SPAGHETTI  
PENN      PENNE  
CAPP      CAPPELLINI  
FETT      FETTUCCHINE  
TORT      TORTELLINI  
RAVI      RAVIOLI  
GNOC      GNOCCHI

### SAUCES

MAR      MARINARA  
MTS      MEAT SAUCE  
VOD      VODKA  
A&O      GARLIC & OIL  
BUT      BUTTER & PARMIGIANO  
ALF      ALFREDO  
BAS      BASIL PESTO

### ADDITIONS/TOPPINGS:

MOZZ      MELTED MOZZARELLA  
MTBA      (3) MEATBALLS  
SAUS      ITALIAN SAUSAGE  
CHIX      GRILLED CHICKEN  
MUSH      MUSHROOMS  
PROS      PROSCUITTO  
RPEP      ROASTED RED PEPPER  
BROC      BROCCOLI  
PEAS      PEAS

## DESSERTS AND DESCRIPTIONS

At Bazil we have a dessert tray that is brought to each table at the end of dinner so our guests can actually SEE our desserts.

First describe each dessert in detail. Then ask the first person at the table “which dessert would you like to try this evening?” Never just ask, “would anyone care for dessert?” because 93% of the time people will just say “no thank you.” By asking “which dessert would you like to try this evening” greatly increases the odds that the customer will feel more comfortable ordering a dessert that they have had their eyes on, but were too embarrassed to order. Also, you may want to strongly suggest the funnel cake, it is what Bazil is known for. You can even guarantee that they will like it or we won't charge them for it. (Everyone loves the funnel cake!)

- Funnel Cake – a fresh hot carnival-style funnel cake with caramel, confectionary sugar, chocolate shavings, vanilla ice cream and whipped cream
- Chocolate Lover's Cake – a chocolate filling layered between layers of dark, moist chocolate cake, with more chocolate drizzled on top, served with whipped cream
- Lemon Ice – a refreshing traditional Italian favorite as a “digestivo” (helps with digestion) made with Island of Capri-like lemons
- New York Style Cheesecake – a cut of the finest cheesecake topped with a fresh strawberry sauce and whipped cream
- Tiramisu – (tee-RAH-mee-sue means “pick me up”) traditional Italian dessert, chocolate and espresso soaked sponge cake layered with fresh whipped sweet marscapone cheese and cocoa
- Canoli – two canoli shells filled with a sweet and creamy chocolate chip ricotta cream based filling
- Snickers Bar Pie – chunks of Snickers bar, caramel and peanuts with a tart cream cheese filling
- Vanilla Ice Cream – a wonderful creamy vanilla bean ice cream.

## STANDARDS OF SERVICE AND GUIDELINES FOR QUALITY SERVICE

### Prepare for Shift

- Arrive prior to your scheduled time in proper uniform
- Clock in under the correct job assignment
- Check your station to make sure it is set up properly (*silverware rolls, b&b plates, booths and chairs cleaned*)
- Review the night's **86** items if any

### Guest Arrival

- Guest is to be greeted within 60 seconds of arrival
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- Im sorry, when should you greet the guests?
- If you are with guests at another table and you get sat again, let the new guests know you will be there in a moment – in a calm sincere manner!
- Place a bev nap in front of each guest when you greet them, this lets managers know that you have greeted the table
- Welcome the guests to Bazil
- Introduce yourself by name
- Suggest an appetizer to enjoy while they review the menu
- KNOW your product – remember, this is one of your opportunities to SELL and UPSELL
- NEVER force something on a guest
- READ your guests – anticipate and customize your service to them Formal/non Formal
- ASK your guests (if they have children) if they would like the kids food rushed or if they would prefer to eat together.

### Beverages

- All beverages are to be delivered using a tray, except bottled wine
- Remember, it is your responsibility to ensure AUTOMATIC SODA & WATER REFILLS
- Empty glasses should be removed before the full glass is replaced
- Never place your fingers inside the glass or near the rim (this includes clearing tables as well). Glassware should always be delivered by the stem
- Water glasses should be removed from the table to be filled and placed back to its original location
- Requested beverages should always be delivered to the table before the food
- Cold coffee cups should be heated with hot water before coffee goes into the cup

### Placing the Order

- It is important to place the guest's drink and appetizer order immediately – your guests expect this (drinks take 2-3 minutes & appetizers take 4-8 minutes)
- Repeat the order back to the guest
- Always write down the order – it is unprofessional to get the order wrong because you couldn't remember it correctly
- Always double check the order in the computer before sending it (especially on large tables)
- Return to the table with guest beverages, if the bar drinks aren't ready bring water instead
- OFFER suggestions on menu items, if the customer needs help in deciding

## **Maintaining Food Quality Standards**

- Food *should* be delivered using a tray whenever possible, it is ok however to carry one dish per hand without a tray if to save time, this isn't Mario's – this is per Danny J. Daniele
- Everyone runs food: HOT food is the biggest priority
- Make sure all your items are garnished and have the proper utensils.
- Complete food orders should never sit in the window for more than 1 minute
- All items from the previous course should be removed before the next course arrives (i.e. unneeded or used silverware, app plates, salad plates, empty or unused glassware, etc.)
- Desserts are to be presented to every table (at tables with small children, ask the parents first before presenting the tray)

## **Making sure silverware is always available to eat with !!!**

- All necessary and appropriate silverware needed will be delivered prior to, or accompanied with each course
- Searching for silverware after food has been delivered is unacceptable and it makes you look like a friggin' jackass...

## **Tableside Service at Bazil**

- When serving a table, always be un-obtrusive to the guest
- Stand straight and never sit down or kneel at the table with a guest
- Stand approx. one foot from guest and speak in a clear and confident voice
- Always take the woman's order first if possible, then the men's orders
- Ask temperatures where applicable (using the Doneness Chart)
- It is our job to anticipate our guest's wants
- The guest should never **have** to ask you for anything they need, like make sure they have a fork to eat dessert with, or a full basket of breadsticks when dinner is served...
- These are the top 3 complaints at the restaurant, be aware of them and try not to let it happen to you:
  - My water glass is empty, could you please find my server
  - It took forever to get breadsticks
  - The server seemed rushed, like they didn't care about us

## **Presenting the Food**

- Never serve food that isn't up to our high standard – by leaving the kitchen you are telling the guest this is our very best
- Make sure the dish is properly garnished !!!
- Make sure the proper utensils are available !!! ie. Tongs, big spoon etc.

## **Customer Satisfaction**

- Return to the table within 1 minute (after the first bite) to check with guests regarding their meal
- Use your skills as a server – LISTEN to what they're saying and NOTICE their body language
- If there is a problem – fix the problem and get your manager involved. Save the plate for the Manager to analyze

## **Clearing and Selling**

- Package any items "to go", either tableside or in the kitchen
- Clear using a large tray placed on a near-by tray stand

- Remove all finished, soiled plates, silverware and finished glasses
- Remove breadsticks
- Return to table a few minutes later with dessert tray and present each dessert
- Promptly place order and return to present items

### **Presenting the Check**

- This is the last impression our guest will have before deciding on your tip – MAKE IT GOOD
- Never keep the guest waiting for their bill
- Present the bill and let the guest know it was a pleasure to serve them
- Return promptly to make change or run a credit card

### **Guest Departure**

- Always wish your guest a fond farewell and thank them
- Invite them back and let them know we look forward to serving them again soon
- Begin the re-setting process regardless if the busser is available yet

### **Tips & Suggestions**

- Anticipate guest's needs
- It may be wise to bring the salad before the appetizer if the kitchen is running long ticket times (ask your guest if this will be acceptable)
- All servers will assist others (clearing tables, coursing, wine service, water, etc.) if they have nothing to do
- Nothing should be on the table when the guest departs with the exception of glassware in use (this includes: B&B plates, breadbaskets, silverware, finished dessert plates, etc.)
- Keep your hands away from your face and/or hair while serving food
- Wash hands frequently (every time they are soiled)
- Let manager know that you will be ordering a large ticket soon (give at least a 10 minute window)
- Please don't put glasses in the ice bin – Always use a scoop for ice, cause the glass may break while your scooping ice with it and then we have to empty the whole damn ice bin!
- Please don't leave trays and stands in the dining room unattended, guests and servers may trip on them.
- Please don't retrieve beverages from the bar with hot food on a tray, hot food goes straight to the table!!!
- No smoking, eating, or drinking sodas during service hours: between 11a-2p and 5p-9p.  
The water fountain is always available

### **Table Setting Standards**

- Tables should have complete symmetry and organization
- The half-table/booths should be in a straight line
- Check salt & peppers, cheese, and red pepper flakes (clean and full)

### **Linens should look nice!**

- Linen should be free from stains or holes, and placed seam side down
- Brown paper (the size of the table) placed perfectly on top of the linen
- Straighten bottom linen (replace once per week or when necessary)

### **Brown Paper Tops**

- Always make sure the paper tops are wrinkle free and cut nice and straight



- If the paper isn't cut clean and straight, fold it over tightly so it looks crisp and clean at the table. Your paper tops should look perfect, especially BEFORE your shift when you actually have time to fix it

### Silverware

- Examine for cleanliness and spots before rolling silverware
- The roll should be tight and even and placed on the basil plate with the basil logo facing the customer correctly

<h2>THE 13 STEPS TO SERVICE</h2>
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1. **Greet the table** - Greet the table within 60 seconds. This is the customer's first impression of you and the restaurant. Speak clearly and with enthusiasm. *Welcome to Basil, my name is \_\_\_\_\_, Thank you for choosing to dine with us this evening/afternoon.*
2. **Sell a drink order** - This is where your salesmanship begins. If your customer orders a glass of wine or cocktail - up-sell the wine or liquor or introduce them to our house specialty. *Would you care for a drink from the bar this evening. We have a house specialty frozen drink called the Basil Mediterranean Vacation, it's made with strawberries, coconut and pineapple with Malibu rum and vodka, it's wonderfully refreshing!*
3. **Sell an appetizer order** – Suggest an appetizer by name before you leave the table. By taking an appetizer order right away with the initial drink order you will expedite the table service. *Would you like an appetizer to start with while you look over the menu. Some of our most popular appetizers are the fried calamari with spicy Aioli and Marinara dipping sauces or the Basil Bread Melt with spicy sausage, spinach, ricotta cheese and melted mozzarella. (If your table is ready with their appetizer and dinner order, ask your table if they would like the salad and breadsticks to be brought out with the appetizers or as a separate course.)* If they say yes, bring the salad plates right away with the drink order, they will use the plates for both the appetizer and the salad at the same time. By allowing your table to enjoy the salad with the appetizers saves time, steps and will end up turning your table faster.
4. **Deliver the drinks & appetizers** – When customers go to a restaurant they are usually very hungry, make them happy by bringing them something to drink and eat as soon as possible! It is very important to bring the first order of drinks to your table right away. It lets your customers know that you are an expedient server. They will appreciate you and know that they can count on you to serve them well during their meal. You will be rewarded in gratuities.
5. **Sell the dinner order** – Begin by asking if anyone has any questions with the menu before you take the order. This will eliminate most questions while you are taking individual orders. Remember to repeat everything the customer orders for verification. It's too late to realize there was a misunderstanding on the order once you are delivering the tables entrees.
6. **Deliver the salad and breadsticks** – If the table did not order any appetizers, bring the salad and breadsticks out immediately after the drinks. Remember to the breadsticks policy for the exact amount to place in each basket based on the number of guests at your table. Be sure the guests have salad plates in front of them. You can always bring the plates out before the salad bowl if you have the time.

7. **Send the order to the kitchen** – Be aware of the “ticket times”, this is the amount of time it will take the kitchen to prepare the order. Always be alert to if the kitchen is running long or quick on ticket times. Our entrees normally take 8-14 minutes. If ticket times are running 5-10 minutes (usually early or late in the day) wait until your table is almost finished eating their salad before placing your order. If the ticket times are longer, you may have to place the order at the same time as you are delivering the salad and breadsticks.
8. **Prepare the table for dinner** – Before you can deliver the dinner entrees be sure to clear the salad plates and any empty appetizer plates. **Be sure that your guests all have a fork and knife to use when their dinners arrive.**
9. **Deliver the dinner order** – At this point the table should be ready for their dinners. **Be sure that the dinners are correct based on what each guest ordered. Be sure that all side dishes are delivered, along with twirling spoons, steak knives, clam forks and bowls.** It is the server’s ultimate responsibility to make sure the guests have all the proper utensils, not the food runners.
10. **Check Back** – ALWAYS check back no more than 1 minute after the food has been delivered to be sure that the dinners are prepared correctly and are to the customer’s satisfaction. This is always a great opportunity to sell another drink by asking if they would like another!
11. **Clear the dinner plates** – Clear all the dirty plates from the table and ask if they would like the rest of their food wrapped up to go home with them.
12. **Sell the dessert order** - Present the dessert tray to the table. Don’t ask if they would like to see it, just bring it (except if children are present – then ask the parents). Present the desserts with full descriptions of each and then ask your guest by looking them in the eye and say “*which dessert would you like to try this evening?*” You will sell many more desserts this way. Ask if anyone would like an espresso or flavored cappuccino.
13. **Deliver the check** – After your guests are finished with their desserts, ask if there is anything else they would like and then immediately present the check by saying with a sincere smile “*Thank you for dining at Basil this evening, it is our pleasure to serve you*”.

<b>SALESMANSHIP</b>
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It is important to know the difference between being a SERVER and being a SALES PERSON. A SERVER does just that; they serve what is asked for and nothing more. A SALES PERSON is someone who goes the extra mile and is equipped with knowledge. We are SALES PEOPLE !

By selling you are doing the guest, the restaurant, and yourself a great service by offering up-sells and options. Often, someone will not know that they want something unless they are offered it. What about you when you go out to dine?

**It is important to NEVER be pushy, and always be SINCERE and POLITE**

## LIQUOR OVERVIEW

### **Bourbon**

This is an All-American spirit. It is a corn-based Whiskey and gets its name and start from Bourbon County, Kentucky (a dry county in the days of prohibition). Legally, bourbons can be made in any part of the United States, however the majority still comes from Kentucky. All bourbon is based on MASH – grain that is ground or crushed before being steeped in hot water and fermented (yeast acting on sugars to produce alcohol). Aged in new charred – oak barrels, these may only be used once.

### **Whisky or Whiskey**

An alcohol distilled from a mash of cereal grains (barley, corn, oats, rye, & wheat). The four main producers are Canada, Ireland, Scotland, and the United States. Whiskey comes from a Celtic term meaning “water of life”.

Here’s the basic thing about most “whiskeys”: You are fortunate to have come across this cause it’s the easiest and *common-sensicle* way its ever been written on paper...

- Scotch is a whisky made in Scotland
- Bourbon is a whisky made in Kentucky
- Most whiskys are a blends of whiskys, like Seagrams 7, it’s a blend of 7 whiskys.

### **Other Categories:**

1. American Whiskey – also referred to as “rye”, the origin was that it was made from rye. After a while it became generic as American whiskey. These are generally blended and are light in color and taste. (ex. Seagram’s 7)
2. Canadian Whisky – this is the most popular in the United States, all are blended and like American light in color and taste, used generally mixed. (ex. Crown Royal)
3. Irish Whiskey – has its own distinctive taste, but unlike scotch it does not have the smoky peat flavor because the grain is dried before distillation where the peat moss is smoldered and it is triple distilled.
4. Scotch Whisky – see scotch below

### **Scotch**

Scotch is a whisky made by the Scots and is the finest among whisky connoisseurs. They Scottish say it is because of its crystal clear water from their sparkling streams, barley grown on mountain slopes, and the peat moss fuel that gives Scotch its characteristically smoky flavor. Each clan (family or “glens”) made and drank their own, a hearty drink for hearty men. Scotch must be matured at least 3 years, the older the liquor the more expensive it is – some experts say that it does not improve after 12 years in the cask. The majority of all scotches are aged from 5-10 years.

### **Gin**

A distilled liquor made from grain and flavored with Juniper berries – originally developed for medicinal purposes as an appetite stimulant, stomach soother, fever reducer, and sedative in 1650 by a Dutch doctor. Gin is first distilled to achieve desired alcohol level, then it is re-distilled with Juniper berries and other botanicals to extract desired flavor. Gins are not aged. Gin producers closely guard their secret recipes.

## **Vodka**

A neutral spirit made from grain, fruits or vegetables that is distilled to at least 190 proof, bottled at a minimum of 80 proof, and devoid of distinctive character, aroma, taste or color. Vodkas date back to the 12<sup>th</sup> century, its origin Russian or Polish. Vodka in Russian means, “little water”. They made be made from everything from potatoes to beets, generally speaking we see **grain** or **potato**. The purity of vodka is a direct result of the distillation at high proof levels and triple-filtered. This is the number one consumed liquor in the United States. (ex. Belvedere and Stolichnaya)

## **Rum**

An alcohol produced from sugarcane; rum is one of the oldest distillates made, dating back thousands of years. Rum is produced throughout the Caribbean, West Indies, Argentina, Brazil, Indonesia, and the Philippines. The process begins by extracting the juice from the sugarcane, and then boiling it down into a thick syrup (molasses), which is mixed with water, yeast, fermented, and then distilled to less than 190 proof. Rum is oak aged from 1 to 10 years, depending on the style, then bottled at anywhere between 80 to 151 proof.

## **Tequila**

Is made in or around the small town of Tequila, Mexico. In order for this spirit to be classified as tequila the distilled liquor must be produced from blue agave plants grown in five Mexican states of Guanajuato, Jalisco (where Tequila is), Michoacan, Nayarit, and Tamaulipas – all others are called Mezcal. Tequila must have at least 51% blue agave, the remaining 49% is sugarcane.

### **LIQUORS AVAILABLE FROM THE BAR AT BAZIL – This is probably not up to date...**

#### **Bourbons**

Makers Mark  
Wild Turkey  
Jack Daniels  
Jim Beam

#### **Gin**

Beefeater  
Bombay Sapphire  
Tanqueray

#### **Vodka**

Absolut  
Absolut Citron  
Absolut Peppar  
Finlandia  
Grey Goose  
Ketal One  
Sky  
Sky Citrus  
Sky Orange  
Stoli  
Vox

#### **Rum**

Bacardi  
Bacardi Limon  
Captain Morgan  
Malibu Coconut

#### **Tequila**

Jose Cuervo

#### **Scotch**

J&B  
Dewers  
Johnny Walker Red  
**Glenlivet 12year**

#### **Whiskey**

Seagrams 7  
Southern Comfort  
Black Velvet  
Canadian Club  
Seagrams VO  
Crown Royal  
Bushmills  
Jamesons

### **WINE OVERVIEW**

#### **HOW TO PRESENT THE BOTTLE AND OPEN IT**

The first and most important aspect to opening a bottle of wine is the equipment – you must have a good wine key, with a knife, and strong barrel. That being said, it is relatively simple (however the more practice you have the easier it is).

1. Present the bottle to the host that ordered it with the label facing him/her – let them inspect the bottle to see if it is the acceptable to them.
2. After the host accepts, remove the foil from the top of the bottle with your wine knife (if applicable – some bottles do not have one), always keeping the label facing the host. Press you knife

against the lip underneath and make one clean cut and remove the foil cap and place it in your pocket.

3. Taking you corkscrew, using your finger as a guide, place it slightly off center to the cork and twist the key, adjusting, as you need to, straight down into the cork. Be very careful not to screw at an angle or too close to the side of the cork – you will break the cork that way.
4. Stop, just before the last twist of the screw is in the cork, anchor the key on the lip and remove the cork in one smooth movement, slightly rock the cork out. DO NOT pop the cork.
5. Remove the cork from the screw, being careful not to touch the end, and give it to the host for inspection. They are looking to see if the cork is moist – this tells them several things: 1. If the bottle has been stored properly, 2. Approx. how long it has been stored properly, and 3. The correct moisture/humidity of the cork.
6. With a clean white linen, wipe around the inside and top of the bottle removing any pieces of cork.
7. Pour 1oz of wine into the host's glass and let them sample it. Twisting up slightly after pouring.
8. After approval from the host, start with serving the wine to the clergy (if applicable), than ladies (oldest to youngest), from the right. The Host is always served last.

**NEVER PICK UP THE WINEGLASS TO FILL IT, ALWAYS FILL THE GLASS WHILE IT IS ON THE TABLE. GET COMFORTABLE POURING WINE FROM THE BOTTLE. PRACTICE x100**

## **ALCOHOL AWARENESS AND SERVING RESPONSIBLE**

### **Responsible Drinking**

As much as we may enjoy wine, beer, or cocktails, it's important to treat them with respect. Excessive drinking can affect your life and someone else's life as well.

### **What does responsible drinking have to do with responsible serving?**

A lot, if you don't take the time to respect alcohol yourself, you won't do it with others in your care. Bottom line? **Responsible serving is a must.** When serving alcohol it is important to remember that in New York you can be held personally liable and charged accordingly for serving irresponsibly.

### **IT IS UNLAWFUL TO SERVE OR SELL ALCOHOL TO ANYONE UNDER THE AGE OF 21**

Acceptable forms of identification: (Identification Book located at Bar)

- ⇒ Valid Driver's License issued by a State, Federal, or US Territory
- ⇒ Valid Non-Driver's Identification Card issued by a State, Federal, or US Territory
- ⇒ Valid Passport
- ⇒ Valid Military Identification Card

Liability Law Overview: You first need to understand that you, personally, may be charged and/or fined along with the establishment you work for. The restaurant, besides being fined, could also lose their license to sell and serve alcohol.

If you serve a minor alcohol, it is a misdemeanor, in accordance with the law you may be fined up to four (4) times the cost of a special on-premise license (approx. \$1700). A New York misdemeanor conviction may carry a term of imprisonment of one year or less, together with a fine up to \$1000. Civil damages, if cause is established may be applicable.

**THE POLICY AT BAZIL IS NO ONE CAN CONSUME MORE THAN THREE (3) DRINKS WITH IN TWO HOURS, then one drink per hour after that...**

## FOOD SAFETY, PERSONAL HYGIENE & SERVING STANDARDS

It is everyone's responsibility to practice and enforce proper food safety and hygiene practices to prevent cross-contamination. To begin, we need to understand that humans are the primary source of such food-borne illness-causing microorganisms, such as Hepatitis A and *Staphylococcus aureus*. These, as well as others, can be easily transferred to food and food-contact surfaces through poor personal hygiene practices and can make CUSTOMERS, FAMILY members, and YOURSELF ill.

In order for us to prevent this from occurring, we need to understand the following:

### FOOD HANDLERS CAN CONTAMINATE FOOD WHEN:

1. They touch anything that may contaminate their hands
2. They have been diagnosed with a food-borne illness
3. They show symptoms of gastrointestinal illness
4. They have an infected lesion
5. They live with, or are exposed to, a person who is ill with a food-borne illness

### GOOD PERSONAL HYGIENE INCLUDES:

1. Hygienic hand practices; such as proper hand-washing, use of hand sanitizers, and gloves
2. Maintaining personal cleanliness, such as showering daily and keeping hair clean
3. Wearing clean and appropriate uniforms and following dress code – wearing hair restraints and removing jewelry prior to work
4. Avoiding unsanitary habits and actions, such as chewing tobacco or gum, smoking, or spitting while around food and food-contact surfaces

### SERVERS SHOULD:

1. WASH HANDS FREQUENTLY!!! After you clear a table, before you pull food from the window to tray and serve, before you make a salad, and get a drink for a guest
2. Handle all glassware and dishes properly; NEVER touch the food-contact area of the plate, bowls, glasses, or cups
3. NEVER stack glasses or dishes when serving
4. HOLD flatware and utensils by the handles, NEVER by the food-contact surfaces
5. Cloths used for cleaning spills SHOULD NOT be used for anything else, store cloths in sanitizing solution at correct concentration in between uses
6. ALWAYS practice good personal hygiene

### PREVENTING CROSS-CONTAMINATION AT CUSTOMER SELF-SERVE BUFFETS:

1. Food shields or sneeze guards in proper place above food – to ensure temperature and prevent contamination
2. Food properly identified to prevent customers from taste testing
3. Raw food is kept separate from cooked and ready-to-eat foods
4. Customers do not use soiled plates or silverware for return trips – always a fresh plate

## GENERAL INFORMATION YOU SHOULD KNOW

### **Birthdays & Anniversaries** – We can do:

- Offer a dessert sampler platter with an assortment of our desserts (priced per dessert)
- For kids under 12, place a candle in a free scoop of vanilla ice cream and bring it to the table
- We do not sing in the dining room
- Guest may purchase a cake or individual dessert from us or we can create a dessert combo for them

**Call Ahead Seating** – Basil is a non-reservation restaurant, however a guest may call in 30 minutes before arriving when we are on a wait to place their name on our list. This will greatly reduce their wait time. For Large parties of 8 or more give the call to a manager.

**Banquet & Catering** – Basil is not equipped for large on-site banquet, all inquiries need to be referred to Mario's Via Abruzzi Banquet Office. Their hours are Monday through Friday 9a-6p, or by appointment. They can accommodate up to 300 people on sight. We also do off-site catering.

**Gift Certificates** – are available for purchase in person in any dollar denomination. See manager or host for assistance. You can also purchase sauce and gift certificates on line.

**Carry Out** – Our entire menu and specials are available for carry out. All the guest has to do is call in their order, we'll let them know how long it will take. They may call us from their car and we will bring the order to them or they may come in to pick it up. All orders include: Parmesan cheese, breadsticks, utensils & napkins, stickers and a copy of our TOGO menu. **Express Pick Up** works like this: the guests calls us 20 minutes before picking up the order and pre-pay with a credit card, parks in one of the "Express" parking spots, lets us know they have arrived via their cell phone, and we will deliver their order to their car.

**Phone Etiquette** – Answer the phone by the second ring, "Thank you for calling Basil, my name is \_\_\_\_\_, how may I help you?" Always ask before you place someone on hold and it is your responsibility to make sure the appropriate person picks up the call or a phone message is taken.

Our web site is: [www.bazilrestaurant.com](http://www.bazilrestaurant.com) (remember we spell Basil with a "Z")

**Thank you for choosing to work at Basil, and we look forward to creating a great relationship with you and we hope you enjoy working with our team!**

## AND REMEMBER THE BAZIL MISSION STATEMENT !



**Basil Mission Statement: 100% customer satisfaction.**

If you feel someone is not happy, no matter how slight, inform a manager immediately. No one leaves Basil unhappy.

**And remember, Basil is a "Quick Service" restaurant. This means we want you to bring food & drink to your customers quickly, with great service! (Don't lolly gag around for Gods sake...)**