# Sinatra's Kitchen Employee Training Manual

FAB 467 | BEH 228 Tuesday, March 10<sup>th</sup> Service Time: 11:30AM - 12:45PM Schedule Time: 8:00 AM - 2:30 PM

### **Management Team**

Tam Nguyen, General Manager

Angelica Lee, Dining Room & Marketing Manager

Andres Bolanos, Executive Chef

Bonnie Sam, Sous Chef

Wenzhen (Sophia) Ni, Prep and Pastry Chef

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## **Position Assignments**

Service Date: Tuesday, March 10<sup>th</sup>, 2015 Schedule Time: 8:00 am to 2:30 pm

### **Management Positions**

General Manager	Tam Nguyen
Dining Room/Marketing Manager	Angelica Lee
Executive Chef	Andres Bolanos
Sous Chef	Bonnie Sam
Prep and Pastry Chef	Wenzhen (Sophia) Ni

### **Front of the House Positions**

Hostess	G5: Nahiely Gomez
Bartender	G1: Ryan Cabrera
Server 1	G6: Krystal Varela
Server 2	G6: Chelsea Graff
Server 3	G1: Laura Basinski
Server 4	G5: Casey Nagamine
Server 5	G5: Lou Devito
Server 6	G1: Jake Dlouhy
Food Runner 1	G6: Lucas Amarilla
Food Runner 2	G6: Logan Slusher
Food Runner 3	G1: Kiah Vandemeer
Busser 1	G5: Danita Neville
Busser 2	G5: Louie Lopez

### **Back of the House Positions**

Prep Staff 1	G3: Ashley Leafman
Prep Staff 2	G3: Michael Almeter
Prep Staff 3	G3: Kevin Chiong
Line Cook 1	G3: Chris Nelson
Line Cook 2	G3: Keanna Pettaway
Line Cook 3	G4: Jacquelyn Purze
Line Cook 4	G4: Cody Vukovich
Fry Cook 1	G4: Danielle Susz
Bakery Staff 1	G4: Vanessa Aguirre
Bakery Staff 2	G4: Courtney Wood
Dishwasher 1	G4: Brian Orjiako
Dishwasher 2	G1: Kiara Torres

## **Uniform Requirements**

### **Front of House**

- Red UNLV polo shirt, clean and pressed
- Black slacks of professional length, clean and pressed
- Apron, clean and pressed
- Black dress shoes, non-slip and polished
- Black socks
- UNLV name tag on the right

### **Back of House**

- Skull cap with all hair restrained properly
- White UNLV chef coat, clean and pressed
- Black chef pants, clean
- Apron, clean and pressed
- Non-slip black shoes, upper material must be made of non-porous material or leather. No cotton or canvas materials will be permitted.

## **Front of House Timeline**

7:45-8:00	Arrive in dining room wearing clean, pressed uniform.
8:00-8:15	Begin pre-shift meeting with all staff members Review all menu items Review safety precautions and important kitchen procedures Explain management team expectations of staff members Answer additional questions from staff
8:15-8:30	Begin Front of the House pre-shift meeting Review dining room floor plan Review opening checklist Explain management team expectations of staff members Answer additional questions from staff
8:30-9:50	Complete FOH checklist
9:50-10:30	Review employee training Review job descriptions Address POS system questions and concerns Inspect uniform standards Review importance of FOH and BOH communication Explain management expectations of staff members
10:30-10:55	General Manager and Donald Wood inspection for opening Initial opening checklist tasks are completed
10:55-11:15	Employee meal, if time permits
11:20-11:30	Management team ensures FOH and BOH is ready to open for service
11:30-1:00	Open for service
1:00-2:30	Begin FOH and BOH closing checklists

## **Back of House Timeline**

7:45-8:00	Arrive in dining room wearing clean, pressed uniform.
8:00-8:15	Begin pre-shift meeting with all staff members Review all menu items Review safety precautions and important kitchen procedures Explain management team expectations of staff members Answer additional questions from staff
8:15-8:30	Begin Back of the House pre-shift meeting Review every kitchen station tasks and responsibilities Review opening checklist Demonstrate expected plating appearance Explain management team expectations of staff members Answer additional questions from staff
8:30-10:30	Begin prepping for service Prepare all stations with appropriate equipment Complete BOH opening checklist
10:30-10:45	Demonstrate expected plating appearance Display a plating sample
10:45-10:55	Prepare employee meal, if time permits
10:55-11:15	Employee meal, if time permits
11:20-11:30	Management team ensures FOH and BOH is ready to open for service
11:30-1:00	Open for service
1:00-2:30	Begin FOH and BOH closing checklists

# **Front of House Opening Checklist**

Please complete the following tasks:	GM Initials
General Manager and Dining Room Manager	•
Pre-shift line-up with FOH	
Turn on the music and adjust air temperature, if needed	
Ensure all light bulbs are lit	
Distribute MICROS cards to servers	
Assign servers to their individual sections	
Reset head count cover tool to 0	
Ensure menus are printed and set properly	
Ensure floor and windows are clean	
Hostess	
Prepare menus for opening	
Head-count tool is marked to 0	
Entrance area is clean and organized	
Server	
Set up tables and chairs in individual section according to floor plan	
Stock MICROS station (3 thermal papers/15 pens)	
Attend line-up	
Bartender	
Restock bar with all applicable liquors, beers, and wine	
Prepare drink special	
Precut garnishes	
Food Runner/Busser:	
Set up sanitizer buckets at the POS stations/Expo station	
Prepare garnishes for Expo Line	
Clean trays	

Donald Wood Signature: \_\_\_\_\_\_ Time: \_\_\_\_\_

# Front of House Closing Checklist

Please complete the following tasks:	GM Initials
General Manager:	
Make sure dining room is clean and free of debris.	
Turn music off when the last guest leaves	
Close MICROS station down	
Close beverage station	
Collect total head-count from head-counter tool	
Close entrance area	
Make sure dining room is clean and free of debris.	
Hostess:	·
Close entrance area	
Count final head count	
Collect all menus	
Server:	
Clean and close MICROS station	
Polish silverware	
Put away any glassware/silverware/plates	
Return MICROS cards to manager	
Clean and wipe off tables and chairs	
Bartender:	
Clean and wipe entire down bar area (bar top, bottles, nozzles, well, etc)	
Restock any liquor	
Food Runner/Busser:	
Wipe off expo line and trash garnishes	
Clean trays and empty sanitizer buckets	
Clean dining room floor, sweep if needed	

Donald Wood Signature: \_\_\_\_\_\_ Time: \_\_\_\_\_

# **Back of the House Opening Checklist**

Please complete the following tasks:	Chef Initials
Executive and Sous Chef	
Pre-shift all kitchen staff	
Ensure kitchen area cleanliness	
Retrieve all food products necessary for preparation	
Obtain all equipment needed for preparation	
Prep Staff	
Set up prep station	
Retrieve cutting boards and knives needed	
Retrieve all food products needed	
Line Cook	
Set up hot line station	
Assist Prep Staff in retrieving food products needed for preparation	
Retrieve kitchen tools such as pots and pans needed for service	
Fry Cook	
Set up fryer station	
Ensure fryer functions properly	
Prepare ingredients and equipment needed for fried service items	
Bakery Staff	
Set up dessert station	
Retrieve all food products needed	
Preheat oven to 350F	
Dishwasher	
Set up dish washer machine and ensure operating properly	
Check clean silverware, glassware, dishware are properly stored	
Ensure cleanliness of surrounding area and walkways	

Chef Swift Signature: \_\_\_\_\_ Time: \_\_\_\_\_

# **Back of the House Closing Checklist**

Please complete the following tasks:	Chef Initials
Executive and Sous Chef	
Ensure all food products should be properly labeled and stored in the proper area	
Ensure all kitchen equipment is clean and stored properly	
Floors should be swept and mopped properly	
Kitchen must be clean and ready for opening	
Prep Staff	
Store and label all remaining food products	
Dispose trash and left over food	
Clean and wipe down station area	
Line Cook	
Store and label all remaining food products	
Clean and wipe down station area	
Sweep and mop floors	
Fry Cook	
Properly dispose fryer oil	
Clean fryer and station areas	
Clean and wipe down stainless steel walls and counter tops	
Bakery Staff	
Store and label all reaming food products	
Clean and wipe down station area	
Assist Dishwasher storing clean kitchen equipment	
Dishwasher	
Dissemble dish washer machine, clean thoroughly and properly	
Dispose all trash to the dumpster	
Clean and store all utensils, silverware, glassware, and equipment properly	

Chef Swift Signature: \_\_\_\_\_ Time: \_\_\_\_\_

# **Front of House Job Descriptions**

Hostess Bartender Server Food Runner Busser

## Hostess

Employees: Nahiely Gomez and Kiah Vandemeer

Report Time: 8:00 am to 2:30 pm

### Job Description:

The Host/Hostess sets the tone for the restaurant. The first interaction is between the host/hostess and guests, so it is important to maintain a professional and pleasant attitude when greeting each guest. The host/hostess will bring menus and seat each guest to designated table in a timely manner. The hostess will help keep track of availability, with the help from the dining room manager, and help maximize for the most amount of seating during service. The host/hostess will warmly thank guests when leaving.

### Job Responsibilities:

- Responsible for providing superior guest service
- Greeting and seating guests
- Provide each guests with menus and show drink special menu on table
- Assist managers with table management to maximize seating
- Keep track of table times and which are open, occupied, or ready for next service
- Keep track of total guest count for the entire service

### Job Expectations and Physical Requirements:

- Professional appearance and positive attitude
- Ability to work efficiently and within a team environment
- Ability to work under high pressure and fast pace setting
- Ability to bend, lift, push, and reach throughout shift
- Communicate with the dining room manager and general manager about occupancy
- Communicate with the busser and dining room manager on proper turnover times
- Rotate tables properly as to not double seat or occupy servers
- Keep menus clean and presentable

### Job Requirements:

- Valid Clark County Health Card, or equivalent
- Valid SAWC Card
- Ability to verbally communicate in English
- •

- Red UNLV polo shirt, clean and pressed
- Black slacks or skirt of professional length, clean and pressed
- Apron, clean and pressed
- Black dress shoes, non-slip and polished
- Black socks
- UNLV name tag on the right
- Health Card and SAWC Card

## Bartender

Employee: Ryan Cabrera

Report Time: 8:00 am to 2:30 pm

### Job Description:

The Bartender is responsible for creating our drink specialties and other drinks if necessary. The bartender is to know the correct measurements and garnishes that should accompany a particular drink. The bartender is to communicate with the servers, dining room manager, and general manager to ensure drinks are being made and delivered to guests in a timely manner.

### Job Responsibilities:

- Make sure bar is properly stocked before service
- Know drink specialties (standard size, portions of each drink, and the garnishes that go into each drink.
- Keep bar area clean

### Job Expectations and Physical Requirements:

- Professional appearance and positive attitude
- Ability to work efficiently and within a team environment
- Ability to work under high pressure and fast pace setting
- Ability to bend, lift, push, and reach throughout shift
- Know alcoholic and non-alcoholic drink specialties
- Keep bar area cleaned and stocked

### Job Requirements:

- Valid Clark County Health Card, or equivalent
- Valid SAWC Card
- Ability to verbally communicate in English
- •

- Red UNLV polo shirt, clean and pressed
- Black slacks or skirt of professional length, clean and pressed
- Apron, clean and pressed
- Black dress shoes, non-slip and polished
- Black socks
- UNLV name tag on the right
- Health Card and SAWC Card

## Server

**Employees**: Krystal Varela, Chelsea Graff, Laura Basinski, Casey Nagamine, Lou Devito, Jake Dlouhy

### Report Time: 8:00 am to 2:30 pm

### Job Description:

The Server is responsible for ensuring a high quality guest experience. They will handle the dining interaction from sit-down to cash out. The server is to fulfill all reasonable requests and accommodations for the guests in a timely and concise manner. He will work with the Host, Kitchen and management team to make sure nobody at Sinatra's Kitchen ever gets less than exceptional service and overall dining time.

### Job Responsibilities:

- Greet customers after they have been sat at the table.
- Take drink orders along with appetizer/entrée orders
- Bring drinks and all applicable food and condiments to the table
- Fulfill guest needs and request within a reasonable timeframe
- Present check and collect payment at the end of the meal for the cashier.
- Keep MICROS stations clean and organized.

### Job Expectations and Physical Requirements:

- Professional appearance and positive attitude
- Ability to work efficiently and within a team environment
- Ability to work under high pressure and fast pace setting
- Ability to bend, lift, push, and reach throughout shift
- Communicate effectively with front and back of house staff
- Be able to explain the full menu in detail such as ingredients and cooking methods

### Job Requirements:

- Valid Clark County Health Card, or equivalent
- Valid SAWC Card
- Ability to verbally communicate in English

- Red UNLV polo shirt, clean and pressed
- Black slacks or skirt of professional length, clean and pressed
- Apron, clean and pressed
- Black dress shoes, non-slip and polished
- Black socks
- UNLV name tag on the right
- Health Card and SAWC Card

## **Food Runner**

Employees: Lucas Amarilla and Logan Slusher

Report Time: 8:00 am to 2:30 pm

### Job Description:

The Runner is responsible for making sure the food hits the table, and goes there correctly. They will be working hand and hand with the Head Chef to keep the line moving, and preventing food from backing up. The runner will take food to all of the tables at the correct time.

### Job Responsibilities:

- Ensure food leaves the kitchen in the proper presentation
- Continuously stock and clean the EXPO line area
- Present the food to the correct seat number at the correct table number
- Assist guest with any addition sides or condiments upon request

### Job Expectations and Physical Requirements:

- Professional appearance and positive attitude
- Ability to work efficiently and within a team environment
- Ability to work under high pressure and fast pace setting
- Ability to bend, lift, push, and reach throughout shift
- Be able to explain the full menu in detail such as ingredients and cooking methods
- Know the dining room floor plan by table number and seat number

### Job Requirements:

- Valid Clark County Health Card, or equivalent
- Valid SAWC Card
- Ability to verbally communicate in English

- Red UNLV polo shirt, clean and pressed
- Black slacks or skirt of professional length, clean and pressed
- Apron, clean and pressed
- Black dress shoes, non-slip and polished
- Black socks
- UNLV name tag on the right
- Health Card and SAWC Card

### Busser

**Employees**: Danita Neville and Louie Lopez

### Report Time: 8:00 am to 2:30 pm

### Job Description:

The Busser is responsible for cleaning tables and taking plates, utensils, and glassware to the kitchen to be washed. Plates, glasses, and silverware should be removed properly after each course (clearing from the right side of the guest). The Busser is to make sure that the diners' water glasses are full and tables are reset for the next service, with new linen, silverware, glassware, and plates. The Busser will assist in the needs of the servers to help ensure the best customer service, and also remain professional and friendly towards each guest. The Busser will help refill and deliver drinks and help keep dining room area clean and presentable.

### Job Responsibilities:

- Clear all dishes between each course and place in dishwashing area
- Reset and clean tables after each party has left
- Place dirty dishes and silverware back to the dishwashing station
- Help servers refill drinks and delivery drinks from the bar to the table

### Job Expectations and Physical Requirements:

- Professional appearance and positive attitude
- Ability to work efficiently and within a team environment
- Ability to work under high pressure and fast pace setting
- Ability to bend, lift, push, and reach throughout shift
- Communicate with servers and management
- Keep tables and dining room clean during service
- Maintain service standards when greeting guests and clearing tables

### Job Requirements:

- Valid Clark County Health Card, or equivalent
- Valid SAWC Card
- Ability to verbally communicate in English

- Red UNLV polo shirt, clean and pressed
- Black slacks or skirt of professional length, clean and pressed
- Apron, clean and pressed
- Black dress shoes, non-slip and polished
- Black socks
- UNLV name tag on the right
- Health Card and SAWC Card

# **Back of House Job Descriptions**

Prep Staff Line Cook Fry Cook Bakery Staff Dishwasher

## **Prep Staff**

Employees: Ashley Leafman, Michael Almeter, and Kevin Chiong

### Report Time: 8:00 am to 2:30 pm

### Job Description:

The Prep Staff is responsible for preparation for service. They are responsible to prepare large quantities of ingredients that will be components of all service items. They are expected to have knowledge of the kitchen equipment and the respective safety guidelines when using equipment. The Prep Staff is also responsible for preparing the first course service items at the front line from composing the salad and plating the soups. They need to assist corresponding stations as needed.

### Job Responsibilities:

- Demonstrate proper cutting methods according to recipe
- Perform safe food handling procedures
- Properly plate service items according to guide provided by management
- Adhere to safety guidelines working within a kitchen area
- Follow recipes and portion control guide provided by management
- Maintain cleanliness and sanitation of prep station
- Perform other duties necessary by Executive Chef

### Job Expectations and Physical Requirements:

- Professional appearance and positive attitude
- Ability to work efficiently and within a team environment
- Effectively communicate with all staff members
- Ability to work under high pressure and fast pace setting
- Ability to carry plates, lift glass racks weighing up to 30 pounds
- Ability to bend, lift, push, and reach throughout shift
- Ability to withstand steam, smoke, and heat

### Job Requirements:

- Valid Clark County Health Card, or equivalent
- Ability to verbally communicate in English
- Knowledge of all kitchen equipment

- Skull cap with all hair restrained properly
- White UNLV chef coat, clean and pressed
- Black chef pants, clean
- Apron, clean and pressed
- Non-slip black shoes, upper material must be made of non-porous material or leather. No cotton or canvas materials will be permitted.

## Line Cook

Employees: Chris Nelson, Keanna Pettaway, Jacquelyn Purze, and Cody Vukovich

### Report Time: 8:00 am to 2:30 pm

### Job Description:

The Line Cook is responsible for cooking the service items according to the standard recipes provided by the management team. They are responsible to communicate with the corresponding cooks in order to prepare the service items in a timely manner. They are expected to have knowledge of the equipment in the kitchen and be able to locate equipment needed for the service items specified by the recipes.

### Job Responsibilities:

- Stock and prepare the hot line station
- Perform standard cooking methods, measurements, equipment
- Assist Prep Staff with food preparation, if needed
- Follow recipes and portion control guide provided by management team
- Maintain high quality service item presentation and food quality
- Adhere to safety guidelines working within a kitchen area
- Communicate effectively with corresponding staff members
- Perform other duties necessary by Executive Chef

### Job Expectations and Physical Requirements:

- Professional appearance and positive attitude
- Ability to work efficiently and within a team environment
- Tasks and preparation are completed in a timely manner
- Ability to work under high pressure and fast pace setting
- Ability to withstand steam, smoke, and heat
- Ability to stand and walk during entire shift

### Job Requirements:

- Valid Clark County Health Card, or equivalent
- Ability to verbally communicate in English
- Knowledge of all kitchen equipment
- Ability to comprehend standard recipes and cooking methods

- Skull cap with all hair restrained properly
- White UNLV chef coat, clean and pressed
- Black chef pants, clean
- Apron, clean and pressed
- Non-slip black shoes, upper material must be made of non-porous material or leather. No cotton or canvas materials will be permitted.

## Fry Cook

Employee: Danielle Susz

### Report Time: 8:00 am to 2:30 pm

### Job Description:

Fry Cook is responsible to prepare and cook all fried menu items in a timely and professional manner, while maintaining safety and quality standards. They are required to pay specific attention to detail, and maintain effective communication with Executive Chef and corresponding line cooks to prepare following service item in a timely manner for service.

### Job Responsibilities:

- Stock and sanitize fry station
- Follow recipes and portion control guide provided by management team
- Prepare all fried service items in a timely manner
- Maintain cleanliness of fry station area
- Adhere to safety guidelines for operating a fryer and kitchen area
- Perform other duties necessary by Executive Chef

### Job Expectations and Physical Requirements:

- Professional appearance and positive attitude
- Ability to work efficiently and within a team environment
- Tasks and preparation are completed in a timely manner
- Ability to work under high pressure and fast pace setting
- Ability to bend, lift, push, and reach throughout shift
- Ability to withstand steam, smoke, and heat

### Job Requirements:

- Valid Clark County Health Card, or equivalent
- Ability to verbally communicate in English
- Knowledge of all kitchen equipment

- Skull cap with all hair restrained properly
- White UNLV chef coat, clean and pressed
- Black chef pants, clean
- Apron, clean and pressed
- Non-slip black shoes, upper material must be made of non-porous material or leather. No cotton or canvas materials will be permitted.

## **Bakery Staff**

Employees: Vanessa Aguirre and Courtney Wood

Report Time: 8:00 am to 2:30 pm

### Job Description:

The Bakery Staff is responsible for preparing and cooking the dessert service item according to the standard recipes provided by the management team. They are responsible for properly cooling and storing the service items until the item needs to be served. They are expected to have knowledge of the kitchen equipment and adhere to safety guidelines when working in a kitchen. They are responsible for proper plating presentation provided by management.

### Job Responsibilities:

- Stock and prepare the dessert station
- Perform proper cooling and storing procedures prior to service
- Follow recipes and portion control guide provided by management team
- Demonstrate safe food handling guidelines
- Maintain high quality service item presentation and food quality
- Adhere to safety guidelines working within a kitchen area
- Effectively communicate with Pastry Chef as needed
- Perform other duties necessary by Executive Chef

### Job Expectations and Physical Requirements:

- Professional appearance and positive attitude
- Ability to work efficiently and within a team environment
- Tasks and preparation are completed in a timely manner
- Ability to work under high pressure and fast pace setting
- Ability to bend, lift, push, and reach throughout shift

### Job Requirements:

- Valid Clark County Health Card, or equivalent
- Ability to verbally communicate in English
- Knowledge of all kitchen equipment

- Skull cap with all hair restrained properly
- White UNLV chef coat, clean and pressed
- Black chef pants, clean
- Apron, clean and pressed
- Non-slip black shoes, upper material must be made of non-porous material or leather. No cotton or canvas materials will be permitted.

## Dishwasher

Employees: Brian Orjiako and Kiara Torres

Report Time: 8:00 am to 2:30 pm

### Job Description:

The Dishwasher is responsible for the cleanliness of all equipment used prior, during, and after the service. They are expected to ensure all equipment is properly cleaned and sanitized. They are responsible for appropriately storing all equipment in the proper location. The Dishwasher is expected to have knowledge of all kitchen equipment and the properly location of where the equipment is stored.

### Job Responsibilities:

- Inspect kitchen and equipment for cleanliness
- Operate the dish washer machine and sanitation area
- Ensure all traffic areas are clean
- Polish dishes and china for service
- Report any breakage, accidents, and safety hazards to Executive Chef
- Clean and sanitize food storage area, including walk in fridge and ovens
- Adhere to safety guidelines working within a kitchen area
- Dispose the trash in the dumpster

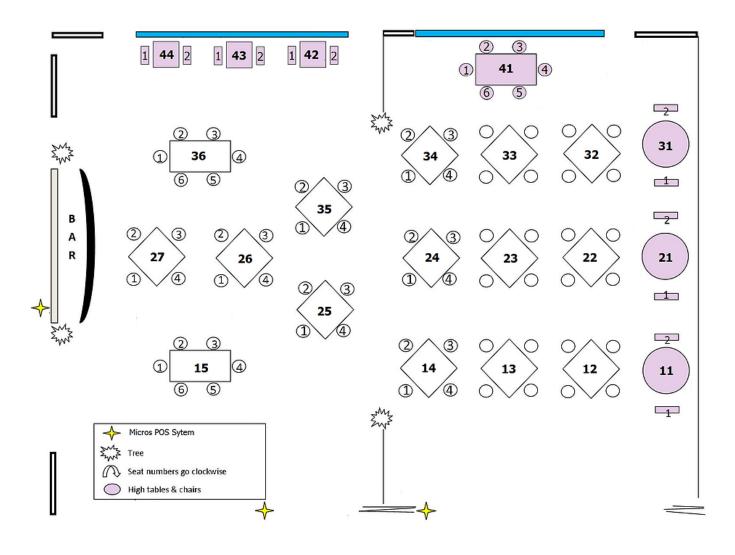
### Job Expectations and Physical Requirements:

- Professional appearance and positive attitude
- Ability to work efficiently and within a team environment
- Ability to work under high pressure and fast pace setting
- Ability to bend, lift, push, and reach throughout shift
- Ability to lift and empty trash weighing up to 50 pounds

### Job Requirements:

- Valid Clark County Health Card, or equivalent
- Ability to verbally communicate in English
- Knowledge of all kitchen equipment

- Skull cap with all hair restrained properly
- White UNLV chef coat, clean and pressed
- Black chef pants, clean
- Apron, clean and pressed
- Non-slip black shoes, upper material must be made of non-porous material or leather. No cotton or canvas materials will be permitted.



## **Dining Room Floor Plan**

### Menu

# Sinatra's Kitchen

## Balsamic Vinaigrette Salad & Minestrone Soup

Spring mix greens lightly tossed with house-made balsamic vinaigrette, accompanied with a hearty soup of zucchini, carrots, celery, onions, and macaroni



### Chicken Parmigiana

Breaded, baked, and smothered in house-made marinara on a grilled polenta with a vegetable medley of yellow squash, zucchini, and onions

## Penne with Baked Meatball

House-made marinara sauce over penne pasta topped with a baked Italianstyle pork and beef meatball

## Eggplant Parmigiana

House made marina sauce on top of a lightly breaded and fried eggplant layered with sliced mozzarella cheese



Lemon Pound Cake accompanied with Glazed Strawberries

Deliciously sweetened strawberries over buttery, moist lemon pound cake

Three-Course Meal | \$8