

F I D E L M U R P H Y ' S

S E R V I C E

I N T R O D U C T I O N

Service Staffing Direction

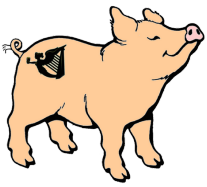
What are we working towards: A knowledgeable & communicative experience for staff & guests alike.

It is important for our staff: that all of us come to work every day with the intention to be better than we were yesterday. More knowledgeable, more patient, more helpful, more organized. After every shift (good, bad & ugly) we should be honestly asking ourselves what the pros & cons of those shifts were.

It is also important that we each carry our weight in the work place.

It is important that our customers: always feel as though we are welcoming, and authentic in our interactions & suggestions. It is not always easy to build a rapport with all customers, but it is very important to always try.

Remember that the very 1st negative a customer sees, no matter how small, leads them to expect an overall negative experience.



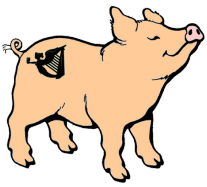
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Service Expectations, Step by Step

- Employees are expected to be at work, dressed & ready to jump on a minimum of 15 minutes before their scheduled shift.
- You should always look presentable & be dressed in a clean, work uniform with no holes or stains on it.
- Remember to sign in to the closest quarter hour.
- Ask your coworkers if there are any updates you should be aware of or tables they are ready to transfer. This discussion could include items we are sold out of, a change in scheduling, any tables booked for the evening, etc. Note: tables cannot be transferred after a food order has been punched in; the original server must finish the table.
- If it is busy in the restaurant when you arrive, ask your coworkers where you are most needed & jump in.
- If it is quiet when you arrive, make sure that your service station is properly stocked, & always plan for a busy night...how can you make your life easier when you do get busy?
- take a quick look at the overall appearance of the floor/bar if tables are out of place, or tasks like dusting, updating the specials boards, etc. have been overlooked then begin with them.
- **Say hello to EVERY person who walks through the door; even if you are busy, a quick welcome makes guests feel noticed & more comfortable in their surroundings.**
- When you first approach a table you should have menus & coasters with you. Coasters allow your coworkers to know that you have already been to the table.
- Ask to take a drink order. You should know all brands we carry, but our wells & top selling beers are the MOST important to have product knowledge on. Always have a cocktail suggestion ready in your mind too. For example "my favourite cocktail is our Don Julio Margarita, it is made with fresh squeezed lime juice and served on the rocks."
- It is not enough to simply point to the specials board, you should learn every item on the board at the beginning of your shift. If you can not describe how it is served or what a certain ingredient is, ask the kitchen before a customer asks you. Describe the specials before leaving to get drinks, so that patrons know that there are other options to consider when reading the menu.
- Always know the soup of the day.

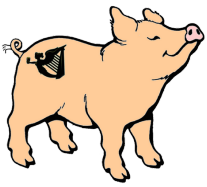


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- **Carry a tray for every drink order that leaves the bar. This is a requirement.**
- When setting down a glass on a table, the logo should face the customer & your hand should never touch the glass higher than $\frac{3}{4}$'s of the glass.
- Ask if your customers are ready to order their food.
- Once they've ordered, punch the order into the computer. Be proactive with large tables by assuming that they will all pay separately & keeping them on different tabs.
- Consider every condiment & type of utensil your guests may need for their upcoming meal & bring it to the table immediately.
- Have enough control over your section to be able to approach a table two minutes before their food is up on the pass and see if they need a top up on their beverages. Clear any empty glasses now & make sure that the table is as tidy as you have control over.
- When setting down food at another servers table, if you are unsure of who is getting what, be sure to ask "who is enjoying the (menu item)?" instead of "Who ordered the _____?"
- Be sure to ask if the table needs anything else before leaving them to their meal.
- Always perform a two bite check on every table.
- Unless the customer requests otherwise, clear a patron's plate as soon as they finish rather than leaving a dirty plate in front of them while the other guests at the table eat.
- When clearing the last plate from the table, Offer dessert.
- If a dessert is ordered: make sure to clear table of all empty dishes, & reset it for the next course.
- If they say no to dessert: Ask if you can get the table anything else, if they are happy for the moment then step back your service so not to hover, but make sure to keep an eye on them in case they need anything. The only time it is ever appropriate to rush a table to pay a bill is at 11:45 pm on Saturdays & Sundays when they legally have to be out by midnight.
- When delivering a bill, never circle a part of the bill or write anything on it. If you have something you wish to share or clarify with a table it should be done verbally.
- We work with an automatic 15% gratuity system. It is completely up to the discretion of the patron to tip extra on top of that. They should never be made to feel as though they are required to give you an extra side tip.

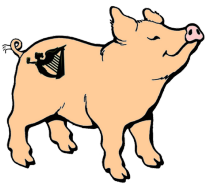


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- Once your guests have left it is important to clear the table as soon as you are able, and to close out the table on the computer system in order to avoid confusion/errors.
- Any staff sharing a computer number need to be especially vigilant with what happens on each tab in order to avoid double taps or walk outs.
- **When finishing up you should always refer to our cleaning checklists & closing duties. Always leave the restaurant clean & stocked for the next rush. Nothing breaks a team faster than someone not pulling their weight.**
- When you are satisfied you've completed all your closing duties you can begin your cash out. Remember to sign out once your cash out is complete.
- **You are welcome to stay for drinks after work, but should change out of your work clothes & please drink responsibly.**



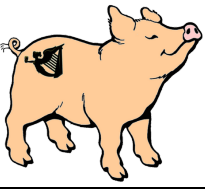
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Tip Pooling & Sections

- **Fidel Murphy's practices tip pooling**, which we have found to be very successful in creating a team environment. This means that each employee should feel responsible for the satisfaction of every customer who visits the restaurant. Any food/drink you see sitting for too long becomes your responsibility to run & anything a customer asks of you becomes your responsibility to ensure they get. This practice offers a wonderful support system when everyone puts in the same amount of effort. Communication is key to the success of team work so make sure to keep your coworkers update.
- **It is important for bartenders to always be aware of what is going on in the whole pub**, not just around the bar. If a crowd comes in all at once the floor can quickly become overwhelmed. Make sure to check in with service staff, as even something as simple as making coffee or topping up their water station can be a big help. And it goes both ways, if the bar is the busy section do not be afraid to ask for the servers help.
- **On a quiet night** expect us to schedule 1 bartender & 1 server, on an event night you can expect 2 bartenders, 3 servers & an expediter.
- **At Fidel's, as with many restaurants on island, we implement a %15 auto gratuity to each bill.**
- **Removing the Auto-Grat off of a tab** needs to be a unanimous decision among all staff within the tip pool. If one person is against it, it does not happen.
- **That being said** we do have a list of regulars that no one should auto-grat, as the staff knows them well enough to feel safe about the decision.
- **Staff should never be auto grated on either staff meals or tabs off shift.**
- **You are tipped based on the hours you work.** Keep busy during these hours; sticking around without tables or purpose in order to make more tips will not be tolerated.
- **On a regular shift the morning tip pool should stop when the bar switch over happens.** If a server stays longer than the bartender switch over then they become included in the night pool. There should never be an instance where either shift includes the cross over hours in two tip pools.



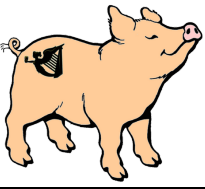
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A List of Do's :

- **Always find a way to contact us if you are going to be late for a shift.** You will be written up for tardiness if we are not forewarned.
- **When opening the very first thing to do is turn on tvs/sound & unlock all doors.**
- **If someone wanders in while you are opening, do let them know they are welcome to a coffee while they wait for the kitchen to open at 8 am, but that we do not serve alcohol before 9 am.**
- **Say hello to everyone who comes through the door.**
- **Always ask John any questions you may have on pricing & stick to the prices he has given to menu items.** A lot of time is dedicated to developing fair & competitive menu prices. No price is arbitrary. If a customer wants to add a side, substitute higher price point items, or get a little extra protein in their dish then they need to pay for it. This is not unfair because we serve a quality product, & you do not need to feel uneasy to tell them about the price change...but be sure to always be clear when there is a price increase for a certain item!
- **If there is a customer complaint, always take the item of issue off the table as soon as the problem is brought to your attention.** While doing so you can ask if the customer would like anything else instead, but it is important that we are able to assess the verity of the complaint ASAP, and it also gives the customer the impression of being heard & taken care of.
- **Expect to close.** No matter when you are scheduled to leave, if it gets busy you will probably be asked to stay longer. If you walk into every shift (including an open) with the expectation that you will be working until we close, then it is a pleasant surprise when you do get to leave rather than a rude awakening when you need to stay.
- **Your mental health is incredibly important to the success of the business.** We try to check in with each staff member periodically to make sure that you aren't feeling over worked or overwhelmed. That being said, we are not mind readers, please keep an open line of communication with us in regards to your workload.
- **Keep a log of your shift.** At change over take a couple minutes with your coworkers to go over the shift and write down the sales, any customer complaints, bookings or events that happened, whether it was sunny or raining, etc. Knowledge is power & this log helps with customer service & notable trends.
- **Assume it will be busy & stock appropriately.**

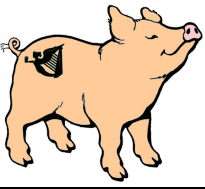


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- **Have your coworker's backs.** You spend the majority of your time together, invest effort in a healthy & supportive working relationship & always give them the benefit of the doubt.
- **Know your stuff.** How informative you are directly impacts the opinions of our clientele.
- **Own up to your errors.** If you forget to punch in an order, or state the wrong temperature on a steak, own it & apologize to your table. Blaming the kitchen, or anyone else, is not the solution.
- **Be in control of your section.** A strong server never leaves a table wondering what is happening with their drinks, food, or bill. If something is running behind or going wrong be honest with your guests. Miscommunication is usually at the heart of most issues.



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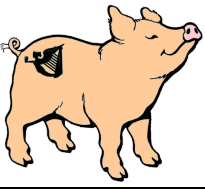
Rules of the Restaurant:

Kitchen Rules:

- **What John Says goes.**
- **Respect the Kitchen.** Without them your job wouldn't exist. Trust them, support them and respect the chain of command. If an issue arises or you see something that seems wrong, approach your coworker in a respectful way, if you feel it is a serious enough issue then make John or Cait aware of the problem.
- **Clean up after yourself.** Never leave the dish pit, or dry storage messy or cluttered. you are never too busy to clean up after yourself.
- **Learn to use the dishwasher.** We are a small staff, if the kitchen is busy you may need to wash your own cutlery or side plates. Also, any dishes that are left over after the Dish Washer has finished cleaning down their section & gone home are your responsibility. Never leave dirty dishes over night.
- **The kitchen is not for complaining.** Sure, we all need to vent about some maniac at a table every now & then...just know the time & place. If the kitchen is under pressure it will only ever agitate them to hear you recapping anything that is happening FOH.
- **Every time you want to mention how hot it is back there, offer to fill up the guys' waters instead.** If you're sweating from a two minute stint in the kitchen, think about how the guys must feel working a 14 hour shift back there.

FOH

- **Inventory is done once a week.** You will all hear about it if the percentages are off.
- **We use a 1.5 pour.** Your counts will be tested.
- **FOH staff are entitled to 1 drink on the house if sales reach \$2,500+ in a shift.** A shift means 8-4 or 4 to close. You may only order this drink after you are cashed & clocked out.
- **Fidel's is a dry bar.** Drinking on shift is a fire-able offence.
- **Fidel's employees & their immediate family/spouse are entitled to %25 off drink & %50 off food.** Staff has to be in eating with family members.
- **Fidel's shareholders and their immediate family get %50 off of their bill.** There are two Caymanian partners who will be pointed out to you, please use discretion when applying this discount as it is up to said partners who they disclose their involvement in the restaurant with.



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Rules of the Restaurant:

FOH:

- **There is a "comp" tab allotted once a day, once it is used up anything you wish to give away will be covered by you.** On really busy days this comp tab will begin new again with the shift change over, but on regular days the day & night staff have to share the one tab.
- **Stock your bar.** the hour crossover between bar shifts is so that this & all other side duties are performed before you leave.
- **Always mark down your wastage.**
- **Account for all voids & over rings.** While all staff have access to performing these tasks, evidence of them & a reason for the use of the button must be submitted with your cash out. We perform in depth reviews of all terminal transactions once a month and you will be brought in for questioning on any unusual activity.
- **Smoke breaks are allowed once every 2 hours,** so long as the restaurant is not busy. You must be on the clock for a minimum of 2 hours before taking your first break. Smoke breaks should never last more than 10 minutes.
- **It is credit card fraud to adjust or add in tips on a customers credit slip.**

This pamphlet should be used as a guideline of what is & is not tolerated in Fidel Murphy's. We give all of our staff the benefit of the doubt, & trust in their ability to serve our clients in a friendly & professional manner. Being such a small business means that there is plenty of room for communication & suggestions on improvement. That being said, just because suggestions are taken into consideration does not mean that they will always be used, or that any employee has the right to disregard the decisions that management makes. Take our trust in you, & our collaborative approach, as an opportunity to learn, grow, and improve upon the skills you already have; don't assume it a weakness to be taken advantage of. We are involved in our business everyday and attentive to changes in the natural flow of things.

Lastly, please try to refrain from complaining in the work place. We have found it to poison even the closest knit work environments. If there is a serious problem bring it to our attention immediately, but if you are thinking of complaining to a coworker, about another team member or any kinks in the system, please try instead to come up with a positive solution to any problems you witness!