

2020

Steps of service



ZEST

AT VALENCIA BONITA

Welcome to Zest!

What does Zest mean?

Great Enthusiasm
Flavor of Life
Hearty Enjoyment
Enhance Appreciation
Charm
Liveliness
Passion

Seasoning
Spice
Tang
Charm
Savor
Colorful
Anticipation



Our service culture at Zest are all of these things!

Vibrant, relevant and friendly.

We deliver every experience with great enthusiasm and passion to enhance the spirit of our resident guests.

Our guests have a zeal for life that we enhance by our anticipation of their needs and appreciation of their expectations.

We deliver a fresh experience!

Zest is the Flavor of Life for Valencia Bonita!

Zest is a fine dining experience refined for our resident guests in a way that is inviting and comfortable, yet specific to their interest. Zest is a restaurant for the residents of the 55+ community of Valencia Bonita and their guests. Zest includes 150 seats for dining indoors or outdoors, 225 poolside chairs, 14 cabanas, a separate demonstration kitchen and a social hall that seats 375 for a sit-down dinner or 700 for a theater-style show. Valencia Bonita will have 1,025 homes when it is completed.

In addition to Zest the restaurant, our team will be responsible for all food and beverage services in the clubhouse and in some instances extending to the Racquet Center. The future of Zest will include pool side service, to go and pick up for residents, delivery and catering in the residents' homes. Welcome to all things Zest!

What A Resident Guest Means

A resident guest is our most treasured asset. Without active resident guests we cannot exist. It is, therefore, the primary responsibility of each and every staff person to keep each and every resident guest happy and always looking forward to their next visit to their clubhouse and Zest!. You must first understand just exactly what makes our restaurant different than a public facility. First of all, Zest at Valencia Bonita can be used only by the resident guests and their invited guests. Second a purchase of a home and residency at least part of the year are required to utilize the clubhouse and dine at Zest. Third, and probably most important, is that our restaurant affords the resident guest the opportunity to be personally recognized in a manner simply not possible in a public facility. How well we do in recognizing resident guests *and calling them by name* will largely determine our success.

As a server you will have more direct contact with the resident guests than anyone else in the clubhouse. It is only natural, therefore, that they should judge the quality and standards of Zest at Valencia by your *appearance, attitude, and actions* as well as the quality of the food and atmosphere, You are the most important representative of our food service operation. You cannot afford to be careless in appearance or manner. Your attractive *appearance, courteous manner* and *skillful service* will help to develop the good will of the resident guests. But that's not all! *In addition, you need to maintain harmonious relations with the people you work with.* Confidence in and loyalty to Zest Valencia and respect for its management also are essential for a good working relationship. The word 'professional' refers to those engaged in a learned profession. It refers to the manner in which one conducts oneself in the pursuit of a profession. *Professionalism refers to the pride that one takes in one's work*, and it is as much a matter of attitude as it is anything else. We have hired you, because you are a Professional!

THE RESIDENT GUEST

THE RESIDENT GUEST....

Is the most important person in our business.

THE RESIDENT GUEST....

Is not dependent on us - We are dependent on them

THE RESIDENT GUEST....

Is not an interruption of our work - They are the purpose of it.

THE RESIDENT GUEST....

Does us a favor when they call. We are not doing them a favor by serving them.

THE RESIDENT GUEST....

Is a part of our business - Not an outsider.

THE RESIDENT GUEST....

Is not a cold statistic – They are a flesh and blood human being with feelings and emotions like yours and ours.

THE RESIDENT GUEST....

Is not someone to argue or match wits with, to belittle or to snub, but is someone to be welcomed warmly and graciously.

THE RESIDENT GUEST....

Is a person who brings us their wants - It is our job to fill those wants.

THE RESIDENT GUEST....

Is deserving of the most courteous and attentive treatment we can give them.

THE RESIDENT GUEST....

Is the person who makes it possible to pay our salary whether you work in the front-of-the-house or the heart-of-the-house.

THE RESIDENT GUEST....

Is the life-blood of our business, just as you are.

Dealing with Difficult Guests

THE EARLY

Receive courteously and explain when the service will begin. Offer them a comfortable seat.

THE LATE

Make them feel welcome. Deliver good service without making them feel that they are being hurried.

THE HURRIED

Recommend ready items when they are available. Tell them in advance about how long the service will take. Give the best service possible under the circumstances.

THE OVERFAMILIAR

Be courteous but dignified with them. Avoid long conversations. Stay away from the table except when actual service is needed.

THE GROUCHY

Meet them cheerfully and serve him pleasantly. Do not argue with them. Listen to any complaints courteously, but do not encourage them. Do not be distressed by unreasonable complaints.

THE ANGRY

Listen to his complaints, empathize and try to rectify the issue if related to the restaurant.

THE TROUBLEMAKER

Be courteous but do not be drawn into arguments. Neither participate in criticisms of the management nor make statements that may be construed as complaints about the restaurant. Warn others serving the troublemaker type to avoid antagonizing them.

Attitude Affects Teamwork, Teamwork Affects Guests, Guests Affect Paychecks, Paychecks Affect Attitude?

Your attitude affects the teamwork of the rest of your peers. If you come to work with a bad attitude your work effort will not compare with the other people trying to do the best job possible,

Your guests will suffer as a result of this bad attitude. If there is not enough teamwork in the dining room your guests will notice this immediately and leave disappointed. If your guests do not feel like their service is superior, they may not visit as frequently as we would like them to.

If guests usage drops, or doesn't increase, then of course the tip pool will drop. There will not be a need to schedule so many people to handle less business and your weekly hours will not be consistent. Your paycheck will not reflect a good business climate and you will notice that the tip pool is a direct reflection of guest usage.

Your attitude will be affected by all of these factors. One can see how important a good attitude can be, to Zest at Valencia, your peers, your paycheck but most of all to OUR RESIDENT GUESTS who are the reason our restaurant exists and prospers in our community.

ESSENTIALS OF GOOD SERVICE

The following 10 points are the most important services we can give our resident guests, know these steps and use them!

1. Acknowledge residents by name.
2. Provide instant but discreet service.
3. Be aware of your appearance, wear a clean uniform and practice proper hygiene.
4. Always wear a smile and use clear and articulate speech.
5. Know the menu and your job well enough to make recommendations to your guests.
6. Listen carefully to guest comments and react.
7. Be aware of the appearance of your workstation and the restaurant keeping them clean at all times.
8. Be aware of clubhouse events
9. Know what tools are necessary for you to perform each task successfully and maintain them.
10. Listen carefully and anticipate guests' needs and follow up.

Remember that you're on a team and you play a position... and ... the way the rest of that team plays depends on how you play your position.

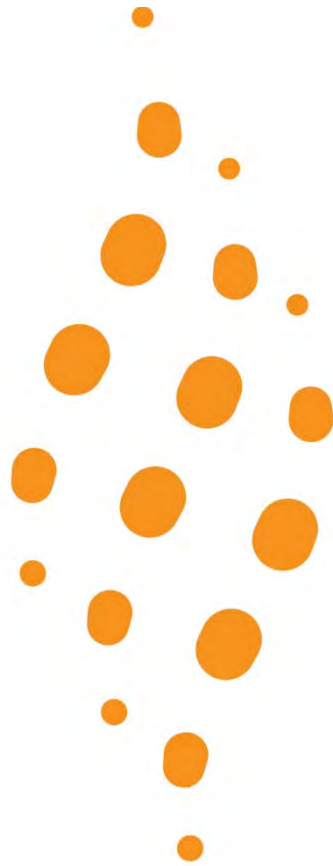


TABLE SET UP

DINING ROOM TABLE SET UP

LUNCH SET UP— Squares and Booths



Salt and Pepper shakers should always be set with salt on the right as you are facing the pool area (salt shakers have two holes).

Use optic rectangle mats, rolled silverware in grey napkins, water tumblers, and silver salt/pepper shakers. Note, table tops should be cleaned prior to service and after each guest. Wine glasses will be presented with wine carafe for wine by the glass service at lunch.



LUNCH SET UP— Rounds

Use Optic round mats, rolled silverware in grey napkins, water tumblers, and silver salt/pepper shakers. Note, table tops should be cleaned prior to service and after each guest.



The sugar caddy, (for lunch service) should be set in front of the salt and pepper shakers. Sweetener should be arranged from left to right (White, Brown, Yellow, Green). Each sugar caddy should be stocked prior to lunch and have the sweetener in the same order.

DINING ROOM TABLE SET UP

Dinner SET UP— Squares and Booths



Use optic rectangle mats, with flatware placed as pictured along with the napkin, water tumbler, wine glass, salt and pepper and candle. Napkin folds will change from time to time as directed.

All place settings should be directly across from one another. The chairs should be in line across the table, the place mats should be at the edge of the table and not overlapping each other.

Flatware should be clean, polished and lined up across the table. Salt and Pepper shakers should always be set with salt on the right as you are facing the pool area (remember salt shakers have two holes). Candles should be placed with the “X” pattern in front of the salt and pepper shakers as you are facing the pool area.

Flatware for additional courses should be “marked” or placed in the proper position for each guests. Marked flatware should be on a prepared plate or proper vessel at the waiter station and placed prior to the course being served.

Always inquire if your guests would like side plates with appetizers or shared plates.



Water glasses should be on the place mat, over the spoon, and to the right of the knife. The wine glass is placed on the table directly above the knife as pictured.

DINING ROOM TABLE SET UP

Dinner SET UP— Rounds



Use optic round mats with the design lined up properly in front of the guests chair. Flatware should be placed as pictured along with the napkin, water tumbler, wine glass, salt and pepper and candle. Use the correct napkin fold as directed.

On round tables flatware placement is dictated somewhat by the shape of the placemat. Notice the placement of the salad fork and spoon in the photo above.



All place settings should be directly across from one another. The chairs should be in line across the table, the place mats should be at the edge of the table and the design placed properly in front of each guest. Place mats should be cleaned between each shift and dirty placemats during a shift should be replaced prior to a new guest being seated.

The flatware should be clean, polished and lined up across the table. Candles should be placed with the “X” pattern in front of the salt and pepper shakers as you are facing the pool area.

Water glasses should be placed at the top of the place mat, over the spoon. The wine glass should be placed on the table directly above the knife as pictured.

INDOOR BAR SET UP

BAR SET UP



The bar should always be set up in the most functional way, while also maintaining a neat appearance to draw guests in. Once you set the bar for your shift, walk into the dining room and review what the guests sees when they arrive.



The bar should be set with three equally placed candles on the front bar for dinner service. No candles should be on the bar for lunch service.

LUNCH AND DINNER SET UP— Bar



Use optic rectangle mats, rolled silverware in grey napkins, water tumblers, and silver salt/pepper shakers. Note, bar top should be cleaned prior to service and after each guest. Wine glasses will be presented with wine carafe for wine by the glass service at lunch and dinner.

The bar should always have set ups readily available for guests who decide to eat at the bar. Set ups should only be placed in front of guests once they have decided to eat at the bar.



OUTDOOR SET UP

OUTDOOR BAR (LUNCH AND DINNER)

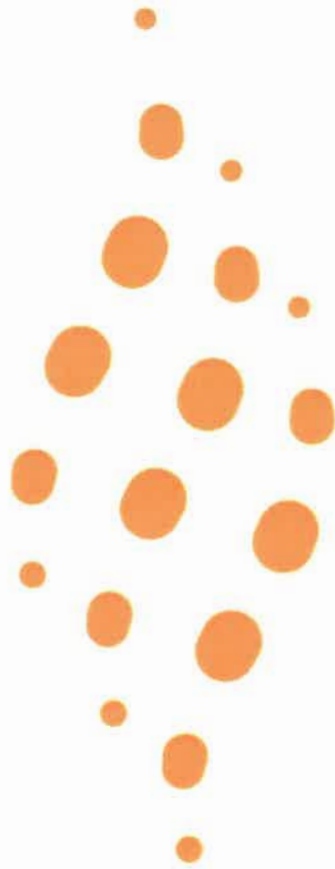
Simple set up for lunch and dinner. Use Zest round mats, rolled silverware in grey napkins, water tumblers, salt/pepper grinders and sugar caddy (only if needed). Note, bar top should be cleaned prior to service. Bar guest should receive the same level of service as dining room guests.



PATIO TABLES (LUNCH AND DINNER)



Simple set up for lunch and dinner. Use Zest round mats, rolled silverware in grey napkins, water tumblers, and salt/pepper grinders. Note, outside tables and chairs must be cleaned prior to service. Outside tables should only be set up just prior to service and water glasses will be presented with water to guests at the time of service. Present sugar caddy with beverage service as needed. Do not preset with sugar caddies.



STEPS OF SERVICE

Attitude

A most important ingredient to a pleasant dining experience is the frame of mind of the service, cheerfulness is contagious. A positive frame of mind is very important. Be a part of the team and stand by the business you represent. Here are some suggestions to help you increase your value to within the organization:

1. Don't be critical of your fellow employees.
2. Take pride in the excellence of your work.
3. Always do more than is expected.
4. Do everything you can to avoid waste.
5. Never take the attitude, "let someone else worry about it, that's not my job."
6. Take instructions willingly. Follow the rules.
7. Don't let the poor work or negative attitude of anybody else affect you. Be enthusiastic. Enjoy your work.
8. Continue to strive for self-improvement.

Not only can the wrong attitude result in job failure and unhappiness, it can also result in dissatisfaction in your own personal life

Servers

We place a lot of responsibility on our servers. We want you to lead the dining room and create a level of comfort and connection with our residents and their guests that go above beyond expectations.

Servers Ques:

1. Report to the Managers and Chefs. Please speak to a manager before bringing a guest issue to the kitchen's attention whenever possible.
2. Work as a team. Although you will have a station to focus on, the ENTIRE DINING ROOM is your station.
3. Guests' needs are your priority, but table maintenance should also be your major focus. The tabletop should always be up to date - no empty glasses or silver left after clearing.
4. Clock-in on-time dressed in PROPER uniform complete with wine key, at least 2 pens, and a note pad.
5. Always uphold proper grooming standards (see the handbook).
6. Be responsible for maintaining your own tables and assist others when you're not busy.
7. Reset tables in a timely manner.
8. All orders are input into TOAST CORRECTLY to insure no mistakes for our guests.
9. Have open communication with the kitchen expeditor at all times.
10. Review the check before it is presented to the guest to make sure that everything is correct.
11. Responsible for knowing the specifics of every food item on the menu. You should also be able to pronounce the names properly as well.
12. Know all specialty cocktails on the menu in detail and be able to sell the guest on them.
13. Must have sufficient knowledge of wine to be able to suggest at least BTG.
14. Must be accessible to the guest at all times. If you leave the floor for any reason: bathroom etc., you MUST tell a Manager and/or ask a neighboring Server to watch your section. You will be held accountable for this.

15. Responsible for understanding service standards and upholding them every single day.
16. Responsible for collecting pertinent guest information and relaying it to the Host for reservations notes - this is a step of service that is so often overlooked but is crucial to tailor the experience of our guests.

Server-Steps of Service Beginning of Shift

1. Clock in for your shift.
2. Check in at the host stand to get you station assignment and check for large or VIP parties.
3. Begin to detail your station. Detail the table from top to bottom.
4. **Table set up and Detail:** Always polish the silverware and glasses.
Lunch Service: Assure the table is set properly with rolled silverware and a water glass for each place setting. The silverware (fork, knife and spoon) should be rolled in the grey napkin and placed on the placemat with the top of the roll at 10 o'clock and the base of the roll at 5 o'clock. There should also be a set of salt and pepper shakers on the table and a sugar caddy.
5. **Dinner Service:** Align flatware about a thumb's width from the edge of the table on the placemat. Place the wine glass above the dinner knife and the water glass to the right of the knife. A perfectly folded napkin (per spec) should be placed between the knife and dinner for at the center of the place setting. There should also be salt and pepper on the table as well as a candle. Arrange the candle holder in the center of the table, however, move the candle where the guest has more room if a table setting is removed. Hostess should light candles just prior to dinner service.
6. Check that the table is balanced, adjust the table leg screws, use a wobble wedge if necessary.
7. Polish the wood chair backs and remove any crumbs that may have made it onto the seat cushions or in the cracks of the chair. This should also happen with booths as well. It may be useful to sit in the booths to make sure the table is at a comfortable distance for our guests.
8. Check the ledges and windows for dust or debris
9. Check the floors and sweep up any unwanted debris, both inside and outside.
10. **Outside Service:** Same as above inside the fence only. All other pool areas will be serviced with plastic ware and rolled silverware. Pay particular attention that the chairs are aligned with pivot points in mind.
11. Place silverware marking trays with clean linen on service station with appropriate flatware for shift.
12. Check the salt and peppers to make sure they are cleaned and filled.
13. Polished, neatly arranged check presenters. Polished wine glasses evenly distributed between all stations.
14. Dust shelves. 4 folded serviettes by the water station. 4 more for the bar.
15. At server station ensure that there is an empty metal bucket for small trash behind the POS. A filled stapler. Backup thermal paper.
16. Underneath the service station should be sufficient rolled silverware, or folded napkins. Additional polished silverware should be stored in the drawers
17. In the kitchen make iced tea and set up beverage area. If we need to brew a new container. One bag is used.

18. Check to make sure we have To-Go containers and To-Go bags, milk, 1/2 & 1/2, and hot teas. Inform a Manager if we are low on anything. Double check that the
19. **Water Service:** Am bartender fills water carafes and places them in the cooler to be chilled for service. PM servers should assist the bartender to accomplish this. Still water should be poured into the glass carafes and placed in the cooler to chill for service.
20. Once everything is set up before pre-shift, fold napkins and review menu specials and daily features.

Pre-shift Lineup and Inspection

Pre-shift will take place around 10:30 am for lunch and 4:30 pm for dinner service

Lineup is a brief meeting held before each meal to discuss the menu, inform you of special items, to discuss salesmanship techniques, discuss problem areas, communicate other pertinent information, and go over any guests' comments.

Menu Readings

The primary purpose of a menu reading is to inform and educate the service staff. It may be conducted by the chef, sous chef or restaurant manager.

The following items will be covered:

- Special appetizers
- Items of the moment
- Special salads
- Entree specials
- Vegetables du jour
- Special desserts

Additional items to be covered:

- Market Pricing
- Special instructions on methods of preparation
- How dishes will actually be served, garnished, merchandised, etc.
- Any logistical problems between kitchen and dining room
- Items which are 86'd
- Chef should inform service staff of items he would especially want merchandised. For example:
 - a. Highly perishable items
 - b. Low food cost items
 - c. New items the chef may be testing the market with
- Items limited in quantity. A white board will be maintained in the kitchen and constantly updated with the remaining quantities, 86 items, special instructions, etc..

Questions will be asked of all service personnel concerning menu items. It is imperative that you know your lunch and dinner menu well. This knowledge will better equip you to sell your product, and better service your member. If there are any new items, check to see if they are in the computer and priced correctly, if not, inform Manager.

Ask questions. There are no stupid questions. If you're not familiar with an item.

Beginning of Service - Hostess

The Bar is open at 11 am, Lunch service begins at 11 am until 2 pm. Dinner service begins at 5 pm until 9 pm. Please be inviting, welcoming, and accommodating, especially to guests that have arrived early.

The first guest walks in.

The Host greets the residents warmly, ensuring to make eye contact, and smile. "Welcome to Zest, do you have reservations?" If this is not your first interaction with a resident, make sure to use their name.

The Host will check the guest in using their reservation and glance at the notes. If celebrating an anniversary or birthday make sure to acknowledge this. If the guests do not have reservations, make a reservation for them, ask if they have any food allergies and record this in their profile.

Using Seven Rooms, check to see if the table is ready. If it is not, see if the guests would like to have a seat at the bar for a drink and assure them that you will be right back to bring them to the table as soon as the table is available. The guest will have the choice to close their ticket at the bar, or transfer it to their table. It is not required to close out their check at the bar.

The Host will then escort the guests to their table and alert the server. If a guest is unhappy with their table, please reseater them if at all possible. If it isn't possible notify a Manager so they can handle the situation.

If possible, pull chairs out for ladies and guest who may need assistance. Place the menu in the guest hands. It is not necessary to open the menus for them. The Host leaves the table wishing guests a great meal, please do NOT say 'enjoy'

The Hosts and the Servers make sure throughout the shift to always update each other on the status of tables, particularly for tables that are needed for a 2nd turn. We constantly scan the dining room to access this as well. All menus should be brought back to the host stand. Hosts should also be constantly scanning the restaurant for menus.

Server's Greeting

The Host has seated your guests. Obtain the guest information from Toast noting any important information such as, their name, if they are celebrating a special occasion, any dietary restrictions, and if we are welcoming them back as a returning guest.

Greet new tables and guests within a minute. Even if you are busy or sat multiple tables, acknowledge all guests promptly. Greeting is quick and easy - please refrain from asking 'How are you?' or forcing the guest to answer personal questions (on a case by case basis) and always use discretion, especially for high profile guests or those wishing to keep a low profile. "Thank you for joining us at Zest." or "Welcome back Mr./Mrs...." followed by an acknowledgement of any special occasion.

Offer water “May I offer you house filtered, bottled still, or bottled sparkling? - If sparkling, ask if they would enjoy lemons or limes on the side. Place the bottle on the table.

If pouring filtered tap water, always wipe down the glass bottle and remove any condensation. Always use a serviette when pouring, either to shield them from small splashes or to wipe away a spare drop from the spout of the bottle. If the guest would prefer ice water, you may either bring them a glass of ice from the bar, continuously monitor throughout service.

Ask the table what other nonalcoholic beverage, cocktail or wine you may get for them. If the guest chooses to not have a beverage, then you may go ahead and go over the menu with the guest, explaining the daily features.

Wine Service

When a guest places an order for a glass of wine, be sure you know which one they mean. A guest may ask for a glass of Cabernet and that could be any of several different wines we offer.

When a guest places an order for a bottle of wine, please be sure you know EXACTLY which wine they want. If they still have the menu open, you can point WITH YOUR FINGER to the wine if you have any doubts. If they have closed the list and you are not sure, which wine they mean, and feel comfortable doing so, please ask them to show you the bottle.

RING IN THE WINE!!!!!! Make sure when you are ringing up the bottle in TOAST that it is the correct producer and varietal. This is incredibly important and could be a huge difference in the sales price and loss to the restaurant. Please clearly and concisely tell the bartender and manager what wine the guest has chosen. If it is a wine BTG (by the glass), you can retrieve it from the bar. Wines by the glass will be served as a 6-ounce portion. The presentation will be in a 10-ounce carafe filled to the neck. During lunch service it will be necessary to take a wine glass to the table along with the wine. Remember to take the appropriate number of glasses for any table who orders a bottle of wine with lunch. For dinner service you may use the wine glass on the table. Never pour a second selection of wine in the same glass.

After the Server assists the guest with selecting a bottle, it is time to serve.

Only a Manager can pull out bottles of wine from the wine case. Bartenders can pull wines from the coolers behind the bar. If for some reason, there was no Manager/ Bartender present, then for the benefit of the guest, you could pull the wine just be absolutely certain you have the correct wine.

Present the wine to the guest that ordered the bottle, specifically to his/her right-hand side. Make sure you are carrying a serviette with you prior to approaching the table. Show label and CONFIRM producer and varietal. Cut the foil while keeping the label of the bottle facing the guest, gently place the foil in your pocket and continue to pull out the cork. Cut below the lowest lip. Remove cork without any popping sounds and place on the table to the right of the guest.

Pour a taste (1-2 ounces). After guest approves, move clockwise around the table in a natural motion, serving ladies first, gentlemen last, and finally the host. Always plan to have

wine left in the bottle after pouring the host. Always use your serviette after a pour and wipe the lip of the bottle avoiding spills or droplets pour to the right side of the guest. After the wine is poured, place bottle in the middle of the table wherever you find appropriate, label facing the guest who selected it.

If a guest orders sparkling or white wine, ask if they would like it placed in a chill bucket, do not assume. Chill buckets are marble buckets that do not require ice. The stone maintains the temperature of the wine.

If the guest disapproves of a wine after tasting never question his/her opinion. Immediately remove the bottle and either offer another bottle of the same wine or bring back a wine list so they may make a new selection. ALWAYS ALERT MANAGER!!!

N/A Beverage Service

Iced tea and lemonade are served in a large glass full of ice and beverage. Servers will bring refills in a new glass and remove the old one from the table. When iced tea is ordered, inquire whether the guest would like lemon. Then ask if they would like sweetener or simple syrup-again don't assume. Simple syrup may be obtained from the bar and served in a wine carafe half filled to the neck of the carafe.

Cocktails and Beer

Cocktails will be made at the bar by the bartender. No cocktail will leave the bar without its appropriate garnish and accompanying drink ticket. Please don't let drinks die at the bar, run your teammates drinks and they will run yours, so make sure the correct garnish is on the ticket.

Off menu cocktail orders must contain the following (Assumptions lead to mistakes): Base Spirit, Cocktail Name, Ice preference (Large square cube, Small ice cubes, None) and garnish. At the bar, drink orders are to be taken together as much as possible, to allow for rounds. Making one drink at a time is inefficient. It is crucial that cocktails are not sitting at the bar dying and are delivered in a timely manner.

Up selling cocktails is an excellent way to increase your average check. If a guest orders a simple cocktail (i.e. Gin and Tonic). Always know/offer at least two name brand options. Bottled beer will be opened at the service bar, but served table side in a chilled glass, label facing the guest. Do not finish pouring the full beer, leave some in the bottle with the label still facing the guest.

Food Service

After the beverages or wine service is completed. Begin addressing the guest and finding out if they have any questions about the menu. Also, now is a good time to ask about any food allergies. (Always be sure to address allergies and major dislikes)

This is your opportunity to use any information you have gathered from the guest during your introduction to make them feel comfortable with your knowledge and understanding of the menu.

As such, please speak with clear and comforting language and never make the guest feel uncomfortable for asking questions. The more confident we make them feel while asking questions, the better chance we will have to learn about their preferences to exceed their expectations. Once guests feel your genuine kindness and confidence towards them, the rest is easy.

At this point you have the liberty to make suggestions. Read your table, some people love every ounce of information, some people and tables conducting business may not.

Everyone's palate is very different so try to stay away from the phrases:

"my favorite"

"this is very popular"

"this is delicious"

Instead, simply offer more knowledgeable descriptions of other items with confidence and Excitement. Say "accompanied with," rather than "served with." Find out their preferences or what the guest may be in the mood for. "If you enjoy _____ you would love the _____," Etc.

After suggestions have been made to the guest, return to the table in a few minutes to see if they are ready to order. Do not wait too long, typically when the menus are closed, it signifies they are ready. Take the order with the Toast handheld beginning with the ladies first. If you haven't trained or are not 100% with the handheld you may write down the order very specifically. In either case, repeat the order back to the guest. *(please note that using the Toast handheld units is not an option, all staff will use these units).*

Write down seat numbers and ask key questions such as temperature, sauce/dressings etc.

VERY IMPORTANT- ask if there are any allergies or dietary restrictions at the table. Always ask. Dietary restrictions are not only entered into TOAST with every course but are communicated to the expediter and entered into guest notes.

It is important to differentiate between an allergy or a preference.

If it is a simple allergy, such as allergy to mango, that can be typed in with each course, including cocktails, appetizer, entrée, pre-dessert, and dessert and then also relayed to a the expo.

If it is a more involved allergy, such as allergy to tomato or garlic, you may need to consult

with the Chef before ordering because many of our sauces and stocks have these ingredients already in them. If someone tells you they are allergic to onion, ask if they are just allergic to raw onion, or everything in the onion family (i.e. leeks, shallots, wild ramps jam etc.)

Return the dinner menus to the host stand.

Bread Service (Upon Request)

Bread service is ultimately the Server's responsibility, yet bussers may assist. More detail to be added.

Entering the Order in TOAST

After ensuring that you have written everything down correctly and repeated it back to the guest, enter the order in TOAST. There is no over communication - speak to the expeditor regarding any VIPS or special guest BEFORE ringing in the order.

Enter the entire order at one time. This is extremely important, so the kitchen can gauge ticket times. If a guest does not want to order everything at once, try to suggest that they do so, in a kind way, because it will benefit their entire meal in terms of timing. Enter a server note with the guest name and VIP, when determined or if indicated on the guest ticket. If the guest is heading to a specific event and needs to leave by a certain time, please also specify this on the ticket. Table must be out by 6:45

Allergies are labeled under every course. If the table is sharing items, this must be specified with the allergies too. Wine BTG and Cocktails- MUST be rung in before receiving them from the bar. An exception would be if a guest is deciding between say a Sauvignon Blanc and a Chardonnay, then you ask the bartender for a tasting of the two wines and serve them to the table ultimately ordering the guests preference.

The Table AM/PM

AM- The table will be set with roll ups, bread plate, and water glass. PM- The table will be set with silverware, napkin, wine, water glass and candle (as mentioned in a previous section). After entering the order into TOAST the Server will mark the table with any additional silverware needed for the first course.

The correct mise en place for every item will already be written down on a paper in the server station drawer. Silverware will always be brought on a marking tray, NEVER bring any kind of silverware with your hands. It is extremely important to mark your tables on time and following exactly what the guest order.

Pay close attention to ticket times as the night progresses, particularly for tables that had to wait a long time for early courses.

Table Maintenance

Water needs to be refilled when the glass is 1/3-1/2 filled. Request for another cocktail should be done when there are one to two sips left in the drink.

Ask before removing cocktails, wine glasses. Sometimes, non-verbal cues may be used in order not to interrupt a conversation. For instance, in this situation they have already declined a second cocktail and their Martini is essentially completely empty. You put your thumb and forefinger right next to the stem of the glass for a couple brief seconds, the guest notices you out of the corner of their eye, gives you a slight nod that it's ok for you to take the glass. You give them a slight nod and smile that you are both on the same page and remove the glass, all without interrupting their conversation.

Remove anything and everything from the table that does not need to be there for example, an opened sugar packet. After each course has been dropped, check in using the First Bite rule (aka the 2 bites, 2 minutes rule). Can be verbal or visual for the early courses, read your guests and your table.

Main course should be checked verbally. If a guest is dissatisfied with their dish please ask if there is anything else you can get for them in terms of a replacement. If the dish was delivered and had a mistake such as improper temperature, immediately remove the item and let the manager know. Alert the kitchen if you cannot find a manager to do so right away. The Manager will properly communicate with the kitchen and perform guest recovery.

As a part of table maintenance make sure to sell beverages throughout service.

Upsell when you have the opportunity. When you offer a certain bottle of wine or spirit, you may suggest the most expensive one last, so it pleasantly lingers more in the guest's mind.

When it comes to wine, it is a good idea to offer three options- a mid-range, a lower range, and a high range. Check in with your table throughout the meal without being a nuisance to the guest. Always be available and in sight of the guest. Make them feel loved and make them our return guest!!!!

Running the Food

Our style of serving the food is called refined not formal.

Food Runners will run the food with the assistance of the Servers, Server Assistants, and Managers. Runners are expected to know every single food item on the menu well enough to be able to explain it to a guest. We have one-liner descriptions of all food items which we should know by heart. If you anticipate being handed a hot plate, have a white towel from the line at the ready. If something looks off with a dish, fix it before you leave the kitchen, make sure the plate is free from fingerprints.

When the Expediter gives you a dish, listen to the table number and seat numbers and then repeat the seat numbers back to the expo. Approach the table together. Always keep the plates level. Know where 6 o'clock is on all dishes. Often, you will have to plan in terms of how you are going to serve the dish and ensure that you are serving in an open-handed manner. If you have the dish for table 1, seat 1, you will need to be holding the right side of that plate with your right hand when you drop it at the proper pivot point.

Let's say that you are serving a 6 top at table 41. You have 3 servers, each with 2 plates, and let's say the dishes already have their sauces. We would want to let the Runner who has seats 3 and 4 go first so that they can get in the right position. They would probably want to have seat 3 in their right hand because that is the easiest way to serve the guest sitting there. While seat 3 is being served, the Runner with the food for seats 1 and 2 is serving seat 1 with their right hand, again easy to serve at the same time the Runner with seat 5 and 6 is serving the lady at Seat 5 with their right hand.

It goes without saying, no auctioning off food items, make sure you pay attention to the ticket for seat numbers, this also is crucial for allergy restrictions. If you are serving somebody with an allergy, and they look nervous, you can discretely mention that the dish is gluten free or if they have a severe shellfish allergy, "this is the Cast iron Salmon, roasted fennel potato hash, tomato saffron broth and no clam or shellfish whatsoever."

Typically, we will carry only 1 or 2 plates. Do not carry more than you can handle.

At the same time, we are trying to be polite and serve ladies first. If you have 2 or more Runners and all the space in the world it looks better to have everybody synchronized in terms of which side they are serving and clearing from. Importantly, never show the back of your hand when dropping a plate or a cocktail.

Stay away from canned phrases, such as "Bon appétit," or "Enjoy." If you have to say something, an understated, "Please enjoy your entrées (or the specific name of the dish)." After setting all the dishes down at a table, it is a good idea for one person, preferably the Server, to ask if we may offer anything else.

If you are bringing food to a table and you can see that it is not marked, just keep walking by nonchalantly, quickly inform a Server or Manager and see that it is marked, then serve the food. If the wrong mise-en-place is on the table, double check as to why and make sure that everyone is being served the correct food. And lastly, when serving food, try to look like we've done this many times before, serve with confidence and constantly work with each other to refine our techniques.

Returned Food and Voids

If any item does not meet the guests' satisfaction, apologize and inquire if the guest would like for the item to be recooked or replaced with something else. Never doubt the guest. Returned items are shown to the Chef and a Manager. Returned food is given top priority in the kitchen. If it is a recook, write down a re-fire ticket with the correct seat number. Re-mark the guest with fresh silverware. All returned items will be replaced with fresh garnish, starch, and vegetable on new plate. Concise explanation is to be written clearly on the re-fire ticket, with table number, seat number, and waiter's name. In some instances, a new order ticket may be required to be sent.

All voids and/or comps need to be done before presenting check to guest, split the item on to a separate check so that it doesn't appear on the main check. Enlist a Manager to run the re-fired item if necessary. Guests are to feel at ease through procedure.

Bar Service (For Bartenders)

The bar will be run by 1-3 Bartenders for lunch service and dinner service, one will be more dedicated as Service Bartender. The Service Bartender (when staffed) will focus more on making cocktails and espresso coffee drinks. Upon a guest sitting at the bar greet them with eye contact, "Welcome sir/ma'am how are you this day/evening?" Guest should have already had the "Welcome to Zest" greeting at the door.

Offer the bar menu and briefly explain the layout. Feel out your guest and inquire if they would also like to see a full lunch or a full dinner menu. If yes, explain the layout of that menu as well. Overall, the same service standards should be also carried out at the bar. Our resident guests are valued wherever they sit in the restaurant they should have an equal luxury experience. The Bartender will ask which type of drink or cocktail they would like, being able to recommend cocktails, wine, and spirits based on guest preferences.

Always approach the guest somewhat assuming that they do not have an extensive knowledge of wine, spirits/cocktails, but ready to switch gears in case they do. Be helpful and gauge their knowledge. Make them feel welcome and open to trying your suggestions.

When not servicing the bar, step back and refrain from involving yourself in the guest's conversations. Be attentive and efficient, but never appear to be listening to the conversation. Never take part in a guest's conversation unless directly addressed by the guest. Continually check for reorders with eye contact and attentiveness. When your guest is ready, approach respectfully and take the order. Attempt to take the entire order. To ensure efficiency, attempt to collect orders and build drinks in rounds, according to our Order of Operations. Checks should be rung in accurately and drinks entered in TOAST before making them. Bartenders need to have complete knowledge of the food menu and be able to easily recommend food items to the guest.

Clearing the table

Everyone has a responsibility for clearing tables.

There should never be an empty cocktail or wine glass on the table without offering another one. In clearing it off the table, this signifies that they are finished and do not want a refill. Ask before taking the Martini glass or wine glass, especially if there is a little bit left.

If a second glass of wine is being poured for the guest, you may inquire if they would like a new glass, even though they will usually decline. Wait until every guest is finished with dinner to begin clearing the table, exception would be if the guest asks for plates to be removed or pushes their plate away or stacks their napkin on top. Often, the position of the silverware can inform you.

Clearing the table of plates may take some forethought. For instance, if the guests' fork and knife is already positioned at 5 o'clock, you may simply use your right hand to clear that plate, put that plate in your left hand and move around the table counterclockwise and clear the next person from the right side with your right hand. If their fork was lying on the table

on their left side, you may then want to use your left hand to clear the fork, then clear the plate and knife with your right hand and continue as before. Pick up pieces of silverware from the table one at a time, not all together in one hand motion. Plan ahead as to how you will stack the plates, larger ones that fit together, then smaller ones on top. When stacking plates, with food on them, do not brush food off one plate onto another. Carry no more than 3 entrée plates. Clear tables as a group. Clearing a table with 4 or more guests should always be done by at least 2 team members.

If there is food leftover, ask if they would like to take it to go. Leftover food is given to the host with a table and seat number with descriptions so that they can give it to the guest as they are leaving. Always use a tray when clearing glassware and smaller items, do not carry more than you can handle to avoid dropping items on the floor. One glass may be cleared with your hands so long as nothing else is in your hands.

No items that are unnecessary to the guest should be left on the table. If a guest by chance did not use a piece of flat ware during the meal, that should not be left on the table either. No extra settings should be there in the event of a guest that didn't show up. Do not hand plates off in the dining room. If a Manager or Server is clearing a table but then gets stuck in conversation with a guest, politely see if you can take the plates or glasses out of their hands.

Dessert Service

Server presents dessert menus and explains the menu making proper suggestions. It is not necessary to open the menus for the guest. Server has full knowledge of after dinner drinks/dessert wines/digestifs and can successfully recommend with desserts. Order is taken. Enter the order in TOAST. The table is marked properly depending on the type of dessert, pre-dessert, coffee and after dinner drink.

Coffee Service

Coffee drinks are a nice way to add a few extra dollars onto the end of the check. Ask the guest if they have any dairy product preference (cream, whole milk, skim. etc.). Ask guest if they would like sweetener or sugar. Ask the guest to specify if they would prefer the coffee with dessert or after. Don't forget to ring in the coffee. Espresso drinks and specialty coffees will be made by the bartender at the bar. Regular coffee, decaf coffee, and hot teas will be served table side by the server. Set up a coffee cup on its saucer with the handle at 4 o'clock. Pre-set a coffee/teaspoon. Freshly grind the coffee per spec. You may need to warm the cup and pitcher with hot water. Add the grounds and hot water, set timer for four minutes. Coffee will be served at the table from a French press from the guest's right-hand side. Pour coffee into the coffee cup at the table - do not pick up the coffee cup.

Be careful trying to balance a tall metal coffee pot on a tray, preferable to hand carry the pot and use a serviette. If the guest orders a tea, let them know if the tea needs additional steeping time. Offer to pour if needed

French Press

What's the Point of French Press Coffee?

The French Press uses pressure to force coffee to the bottom of an elegant pot after brewing, capturing the concentrated flavors. This is coffee in its purest form. A French press filters the brew directly through a metal screen, which means the essential oils found in the grounds are not absorbed by filters or evaporated. Instead, they remain in the brew and result in a stronger, richer coffee with a more aromatic flavor.

23 Ounce, 5 - 6 Cup Pitcher



8 Ounce, 1 - 2 Cup Pitcher

French Press Process

The process to make coffee with a French Press is relatively simple, but exact. The following are the basic steps to follow. Remember, always pour coffee immediately after the brew time. Coffee that remains in the pot with the grains become bitter. If needed take an additional clean press pot to the table for coffee left in the brew pot.



Measure the freshly ground coffee (1/2 ounce per cup)



Pour measured coffee into the dry brew pot



Fill pot 1/2 way with 200" water and let coffee bloom for 1 minute



Place lid and plunger, let steep 3 minutes. Push plunger to the bottom and serve

KNOWING THE LB 4733



Portafilter— holds the capsules during brewing , Single, Double and Blind portafilter

BLUE Capsule— contains ground coffee blend, the machine only works with BLUE capsules

Pressure Gauge—There are two: one measures the boiler pressure (0.9-1.3 atm or 12.8-18.49 psi) and the other measures the pressure created by the volumetric pump (9 atm or 128 psi) dispensing.

Automatic easy milk Wand— Heats up milk using steam, automatically adds air. Automatically shuts off when temperature is reached

Auto-Steam Wand — Heats up milk using steam, froth milk for cappuccino drink. Automatically shuts off when temperature is reached

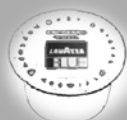
Hot Water Spout— Dispenses hot water when left turn knob is turned

Selection Keyboard— Dispenses the correct amount of water for the selected brew; Left keyboard controls Auto-Steam wand.



Espresso Buttons

SHORT
Single Espresso
0.8 oz. (24 ml)



Always use

SINGLE Portafilter
SINGLE capsule

For SINGLE espresso



SHORT
Double Espresso
2oz (60ml)



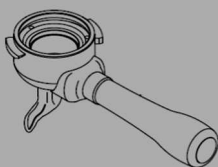
Always use

DOUBLE Portafilter
DOUBLE capsule

for DOUBLE espresso



REGULAR
Single Espresso
1.0 oz. (30 ml)



Dispensing Distribution



Hot water



Stop/Programming



ESPRESSO

1. Chose the desired Capsule
2. Place capsule in the matching portafilter
3. Hold portafilter under brew head
4. Bring portafilter upward and to the right until snug
5. Press desired button to brew espresso

Auto Steam Buttons



Hot frothed
Milk 65°C



Very hot
frothed Milk
70°C



Hot Milk
65°C

Cappuccino/Latte

1. Fill pitcher half way with milk
2. Submerge steam wand in the milk
3. Press Cappuccino/Latte button
4. Steam wand will stop automatically

Manual Buttons



Manual Steam

LB 4733 CLEANING : During Service



Remove portafilter after brewing. Do not leave used capsules inside brewing head



Clean the drip tray periodically



Machine should be clean at all times



Stock clean cups no more than 2 high



Wipe and purge steam wand after each use

End of Day Cleaning



Clean Portafilters

1. Insert without capsule
2. Press manual dispense switch
3. Turn switch off when water comes out clean



Backflush Brewing Group

With Espresso Cleaner

1. Insert BLIND portafilters
2. Add pinch of Espresso Cleaner
3. Backflush each group
4. Rinse until clean



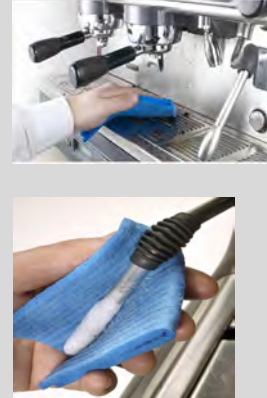
Clean Drip Tray

1. Take out from the machine
2. Hand wash with soapy water



Clean Draining Line

1. Pour 8oz of hot water into draining cup to avoid residues drying out



Clean Exterior

1. Wipe clean with a wet towel
2. Assure steam wands are clean

Weekly Cleaning

Clean Draining Line

With Espresso Cleaner

1. Mix 1tbs Espresso cleaner and 8oz of hot water
2. Pour solution into draining cup.
3. Pour 8oz hot water to rinse



Monthly Checks

- Check Steam wands for leaks, cracks, and pressure for steaming
- Visually check the top piercing prongs to verify they are not bend

Annual Checks

- Check the water softener and water filter condition (call technician)
- Check for possible lime scale build up on the heating element and boiler (call technician)
- Check the safety valve, pressure relief valve and discharge one way valve (call technician)

Check Presentation

Review guest check to make sure all items are correct and fully added on. Especially check to make sure that the correct number of bottled waters were rang in. The correct bottle of wine at the correct price and all wine pairings. Let the Manager check all VIP checks before presenting.

Present the check in a check presenter making sure to check that it is clean and free of food stains. Approach the table and drop check to the right of the host. If you are unsure of the host, you may drop it towards the center of the table. Make sure the transaction is performed in a timely manner. Do not make the guest wait. When picking up a cash payment do not ask if the guest will need change. Say "Thank you, I will be right back with your change."

Thank them one more time for dining with us. Invite them back when at all possible. Mention any upcoming events as well. Service does not end when dropping the check, it ends when the guest leaves. The guest will remember the last interactions sometimes the most. Don't wait too long at the end to drop the check, we want to leave them with a great last impression.

Resetting the table

Resetting the table at the end of the meal should not involve a lot of effort since most of the items from the meal should be cleared away with the exception of the coffee and dessert course. When the table has left the Server will clear off the napkins first, followed by any remaining items on the table. After that, all furniture should be returned into place. Make sure floor and surroundings always remain clean. Reset the table using a tray to bring over items, for the most part, do not carry them in your hand.

Once the table has been reset it should be recognized by the host or communicated so that it will be able to be re-sat.

At the end of the night, clear wine glasses. Clean stations, break down the outside if necessary. Roll napkins for following shift. Check the side work sheet for your assignments

Guest Notes

Take detailed legible guest notes during service and hand them to the host throughout the evening. Include water preference, garnishes, sugar preferences, wines by the glass and by the bottle, what they liked, what they didn't, where they are from, when their anniversary or birthday is, anything that will help us provide better service for the next time.

Checking Out

Check out with the closing Server and the closing Manager following Toast prodigal.

Systems

Zest at Valencia Bonita operates with three resident management programs that integrate with one another. A brief explanation of each system and direction on training are included below.

Point of Sales (POS)

TOAST is our point of sale system. Toast is a touch screen system that is easily learned and has similar attributes to other point of sale systems you may be familiar with. There will be training on the terminal during your initial shifts, but there is online training (TOAST University - *Employees in Full-Service Restaurants Learning Path*) available as well. Ask your supervisor for access to this training.

Reservations System

SEVEN ROOMS is our reservations system. This system integrates with TOAST and shares resident information between the systems. With this integration between TOAST and SEVEN ROOMS you will know your guests name and preferences before you approach the table. There is both server and host training available for SEVEN DOORS. Servers will receive an overview of the system and how it works, while host/hostesses and supervisors will attend an online training session (*Host & Front of House iPad training*). Ask your supervisor for access to this training.

Customer Management System

UT&I is our customer management system. This system works behind the scenes with both TOAST and SEVEN DOORS to integrate resident information across all platforms making it possible to research resident preferences and dining patterns while also providing client contact information. UT&I also makes it possible for residents to view their dining spend for any given period of time and allows the resident to view the balance of their mandatory annual spend of \$500. There is no training for this system as you will not have direct interaction with the system.

Gratuity Calculation

The auto gratuity will be calculated weekly to determine a tip share for each week. Each week the total tip pool will be divided by the total number of hours worked by all tipped employees for that same period of time to calculate the tip share. In addition to the regular hourly rate, each tipped employee will be paid the calculated tip share times the number of hours worked that week in a tipped position. Servers and bartenders will share 15% of the pool, while bussers will share 5% of the pool. If no bussers are scheduled for any given week, the server share will be based on the full 20%. All earnings will be taxed income.

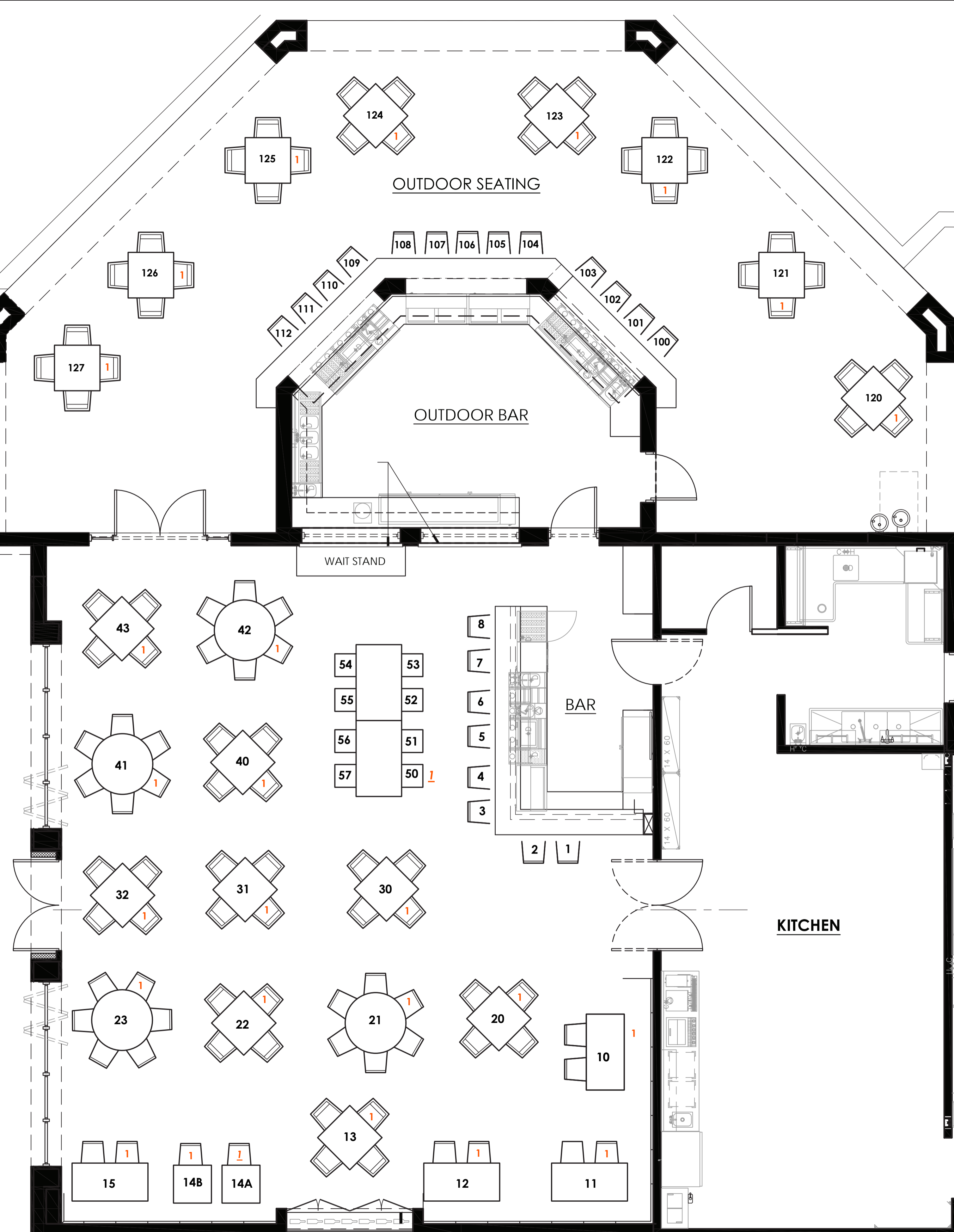
Calculation Example:

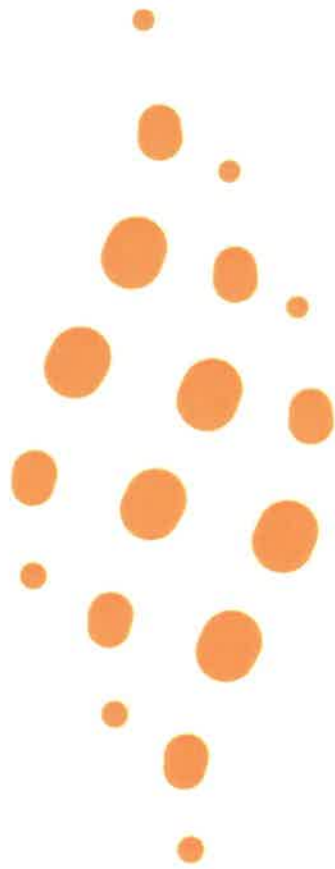
Work Week Sunday - Saturday

Total Gratuity	\$ 2,750.00
Server 95% Tip Pool	\$ 2,612.50
Busser 5% Tip Pool	\$ 137.50

Server / Bartender Total Hours	192
Server / Bartender Share	\$ 13.61

Busser Total Hours	16
Busser Share	\$ 8.59





MENUS



ZEST
AT VALENCIA SONITA

DESSERTS \$7

GINGER CRÈME BRÛLÉE (GF)
Blackberry Jam, Sugar Crust

LEMON TART
Meyer Lemon Curd, Fresh Berries,
Sugared Almonds

ITALIAN STYLE VANILLA CHEESECAKE
Local Honey, Pistachio Crust,
Macerated Strawberries

CARROT, WALNUT – CARAMEL CAKE
Maple Cream Cheese Frosting &
Cinnamon Apples

DECADENT CHOCOLATE CAKE
French Vanilla Gelato, Kahlua Caramel

FRESH BERRIES & WHIPPED CREAM(GF)
Showered with Citrus Zest

GELATO or SORBET FLIGHT (GF)
A Tasting of 3 Flavors.
Ask Your Server for our Flavors of The Day!

AFTER DINNER DRINKS

LAVAZZA COFFEE

1 Cup FRENCH PRESS COFFEE \$2.50

4 Cup FRENCH PRESS COFFEE \$8.00

CAPPUCCINO \$3.75

CAFÉ LATTE \$3.75

ESPRESSO \$2.50

DOPPIO ESPRESSO \$3.25

SPECIALTY COFFEES

SPANISH COFFEE \$8
Coffee with Brandy

FRENCH COFFEE \$9
Coffee with Grand Mariner

IRISH COFFEE \$9
Coffee with Jameson's Irish
Whiskey

MEXICAN COFFEE \$8
Coffee with Kahlua

KEOKE COFFEE \$9
Coffee with Kahlua & Brandy

RUSSIAN COFFEE \$9
Coffee with Frangelico &
Vodka

ITALIAN COFFEE \$8
Coffee with Amaretto

MUDSLIDE COFFEE \$9
Coffee with Bailey's & Kahlua

Zest Cocktail Menu

Pure Zest Cosmopolitan

Svedka Citron Vodka, Simple Syrup, Lime,
Cointreau, White Cranberry Juice & Lemon Zest

French 75

Tanqueray Gin, Lemon Juice, Simple Syrup,
Sparkling Wine, Garnished with a Lemon Twist

The Club Old Fashioned

Evan Williams Black Label Bourbon, Angostura Bitters,
Served over an Ice Sphere, Garnished with an Orange Swath and Cherry

Hemingway Daiquiri

Bacardi Rum, Grapefruit Juice, Maraschino Liqueur & Lime

Moscow Mule

Absolut Vodka, Lime Juice, Simple Syrup, Ginger Beer
Poured over Crushed Ice

Valencia Rob Roy

Dewars Scotch, Noilly Prat Sweet Vermouth
House Blend of Bitters and Luxardo Cherries Served over an Ice Sphere

Paloma by the Lake

Sauza Silver Tequila, Cointreau Orange Liqueur, Grapefruit Juice
Grapefruit Soda, Pinch of Sea Salt

Dark n Stormy

Gosling's Black Seal Rum, Splash of Lime
Velvet Falernum, Ginger Beer

**** All mixed drinks and the above cocktails can be upgraded for an additional fee to any of your favorite call and premium liquors such as: Grey Goose, Titos, Absolut, Bombay Sapphire, Tanqueray, Hendricks, Bacardi, Patron, Crown Royal, Jack Daniel's, Jameson, Maker's Mark, Whistle Pig, Woodford Reserve, Dewars, Johnny Walker, Glenlivet, Remy and more!**

Wines by the Glass and Bottle List

Sparkling

	By the Glass	By the Bottle
Gambino Sparkling	\$10	\$29
Cantine Maschio, Prosecco Brut	\$11	\$34
Mionetto Prestige Prosecco (Org)		\$41
Mumm Napa Cuvee Sparkling		\$85

Whites

	By the Glass	By the Bottle
Ck Mondavi Pinot Grigio	\$7	N/A
Anterra Pinot Grigio Terre Siciliane	\$9	\$28
Masi Pinot Grigio	\$10	\$32
Firesteed Pinot Gris		\$40
Seeker Riesling	\$8	\$29
Weingut Frank Riesling, Herrnbaumgarten		\$52
Stone Cellars Sauvignon Blanc	\$7	N/A
Brancott Sauvignon Blanc		\$32
Ferrari Carano Fume Blanc Vs 19	\$12	\$39
La Craie Vouvray		\$46
Ck Mondavi Chardonnay	\$7	N/A
Kenwood Chardonnay Sonoma		\$30
Seaglass Chardonnay Unoaked		\$30
Wente Vyds Chardonnay Rest Cuvee	\$10	\$32
Rodney Strong Chard Chalk Hill	\$14	\$45

Rosé

Stone Cellars White Zinfandel	\$7	N/A
Fabre Provence Rose	\$11	\$37
Zestos Granache Rose Blanc		\$37

Reds

Snap Dragon Pinot Noir	\$8	\$26
Noble Vines Pinot Noir	\$10	\$34
Vivette Pinot Noir		\$48
Stone Cellars Cabernet	\$7	N/A
Josh Cabernet		\$37
Benzinger Cab	\$14	\$46
Sharecropper Cab		\$47
Simi Cabernet		\$62
Red Diamond Shiraz	\$8	\$26
Maggio Family Vineyards Old Vines	\$10	\$32
Ricasoli Chianti		\$38
Marchetti "Due Amici" Rosso Canero	\$14	\$44
Gundlach Bundschu Mountain Cuvee		\$50
Mansalto "Castelo Rapale"		\$88

Beers by the Bottle

Mich Ultra	\$5.50
Miller Lite	\$5.50
Bud Light	\$5.50
Funky Buddha	\$6.50
Corona	\$6.50
Stella	\$6.50
Yuengling	\$6.50
White Claw	\$4.50
Angry Orchard Hard Cider	\$4.50

Local Beers on Tap

Check out this month's local selections!



TO GO
PROCEDURES

Zest Online To Go Orders

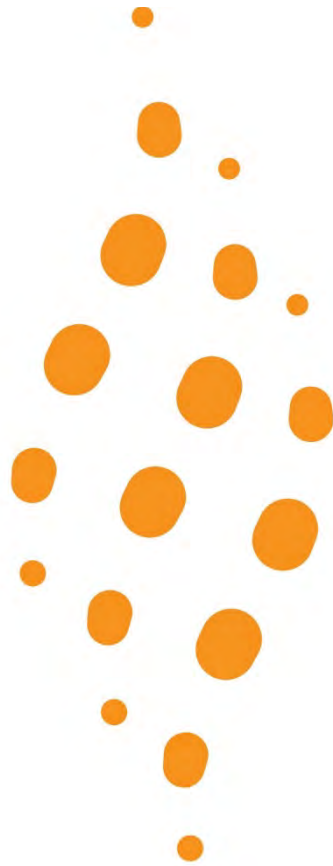
- Residents may place to go orders online through the Zest Bonita web site (zestbonita.com) up to two days in advance.
- All To Go orders will be picked up at the pool bar between 11AM and 7:00PM.
- The initial dates of service are May 21 – 25 and May 28 – 30.
- Residents may pay by credit card or house account when ordering online or in person.
- When ordering online the resident should choose the pay at restaurant option to pay by house account when they pick up their food.
- When ordering online there is a drop-down box where the resident may choose Food or Drinks.
- Alcoholic and non-alcoholic beverages are available to go. All beverages must have lids.
- Once the order is placed online the order will go into the kitchen KDS with pick up time and a chit will also print out at the pool bar with the resident's contact information, order and pick up time. A Yellow circle with a red bell will also appear at the top of your Toast screen with a number in it. This indicates how many to go orders you have in and you may accept them (clicking "X", or click into them to review the order).
- A 5% package fee will be charged on each to go order, however, there will not be an auto gratuity assessed.
- When the resident arrives to pick up their order inquire of their name and match it to the chit with their contact information.
- Pull up their check and review the order with them verbally. Choose "PAY" and then "HOUSE ACCOUNT". You may enter their 4-digit code or lot number into the pop-up box to pull up their account. You may also choose "SEARCH" to enter their name.
- Once you select their name and pay the check a receipt will print out that they will need to sign. There is a gratuity line on the receipt where they may add gratuity if they like.
- Gratuity will be added to the check prior to closing it.
- These signed tickets must be kept and turned in with your check out at the end of your shift.

Food Pick Up

- Fulfill any drink orders the resident may of ordered.
- Pick up your food from the Expeditor in the kitchen by the Resident's name. Check the order to make sure it is complete including side items, any condiments and plastic flatware.
- Deliver the food to the resident and remind them that they may order in advance using the QR code if they like.

Zest Bar To Go Orders

- The menus for week will be posted at the bar with the QR code. The resident may choose to order on their phone using the QR code, to maintain social distance, or they may order directly with the bartender.
- The bartender will use the Toast Quick Order screen to enter the residents order and send it to the kitchen.
- Residents may pay by credit card or house account when ordering online or in person.
- Pay the residents check as outlined in the Online procedures.
- Fulfill any beverage requests for the resident.
- Your order should be brought to you by the expeditor, however, in some cases there may not be an expeditor and it will be necessary for you to pick up your own order.
- Pick up your food from the Expeditor in the kitchen by the Resident's name. Check the order to make sure it is complete including side items, any condiments and plastic flatware.
- Deliver the food to the resident and remind them that they may order in advance using the QR code if they like.



COVID 19

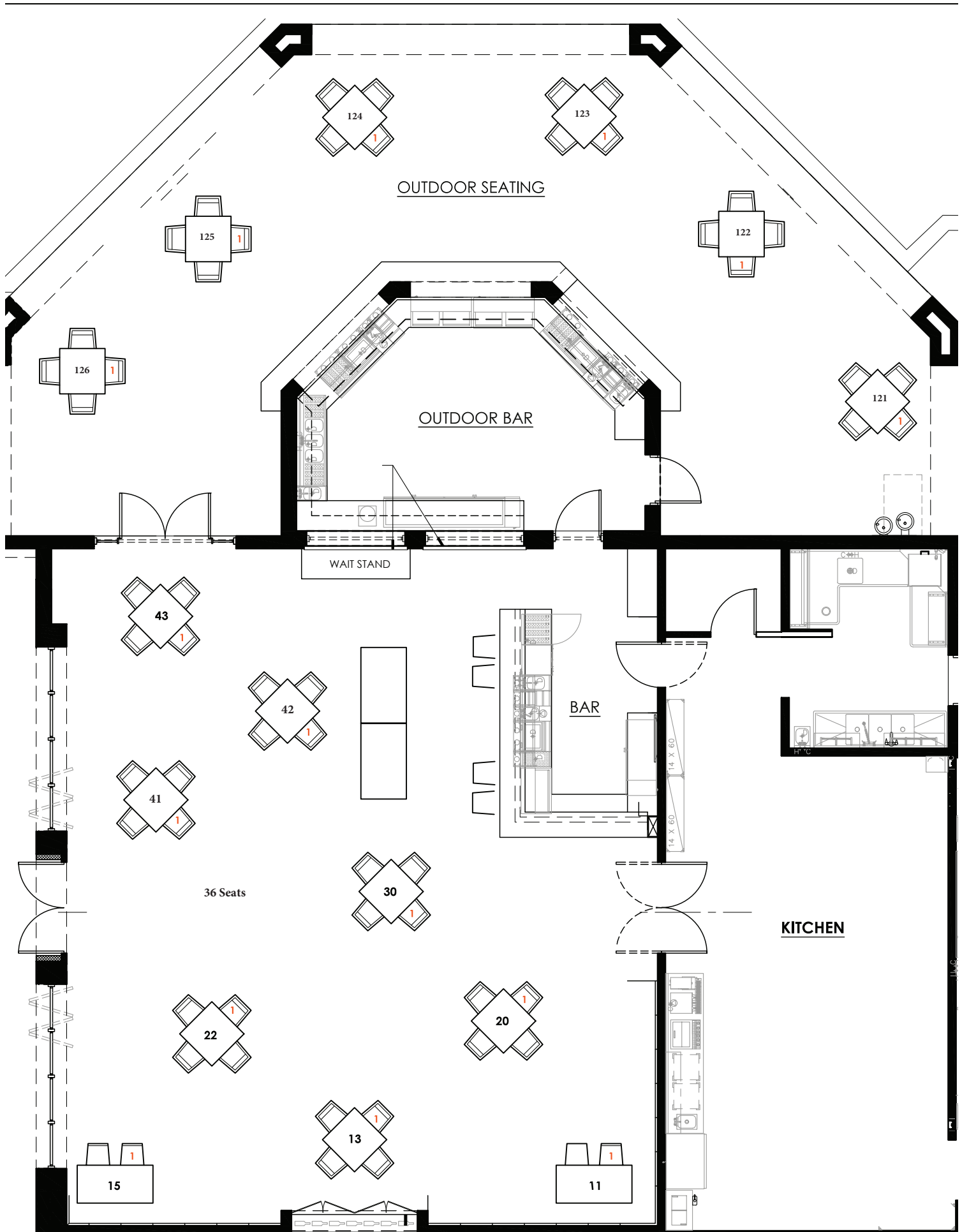
Zest Covid Health Precautions

Staff

- Temperature check w/ documentation at arrival of each shift
- Proper glove protocol throughout shift (front and back of house)
 - Monitored by management and peer group
- Mask requirement of all staff (front and back of house)
- Any indications of employee illness or temperature will be reason to immediately send that employee home

Service

- No table larger than 4
- Tables are a minimum of six feet apart (chair back to chair back)
- Guest may be required to have temperature taken upon arrival, prior to being seated
- Disposable menus will be used
- Rolled silverware only for all meals
- No preset glassware on tables
- S&P is brought to the table once order has been taken, sweeteners are brought to table as requested
 - Sanitize after every use
- Servers are friendly, but need only to take the order, serve the order, bus the table and present the check. No extended conversations
- No bar seating will be available inside or outside.
- Joiners table is closed (bar stools removed)



OUTDOOR SEATING

OUTDOOR BAR

WAIT STAND

BAR

KITCHEN

36 Seats

15

11

124

123

125

122

126

121

43

42

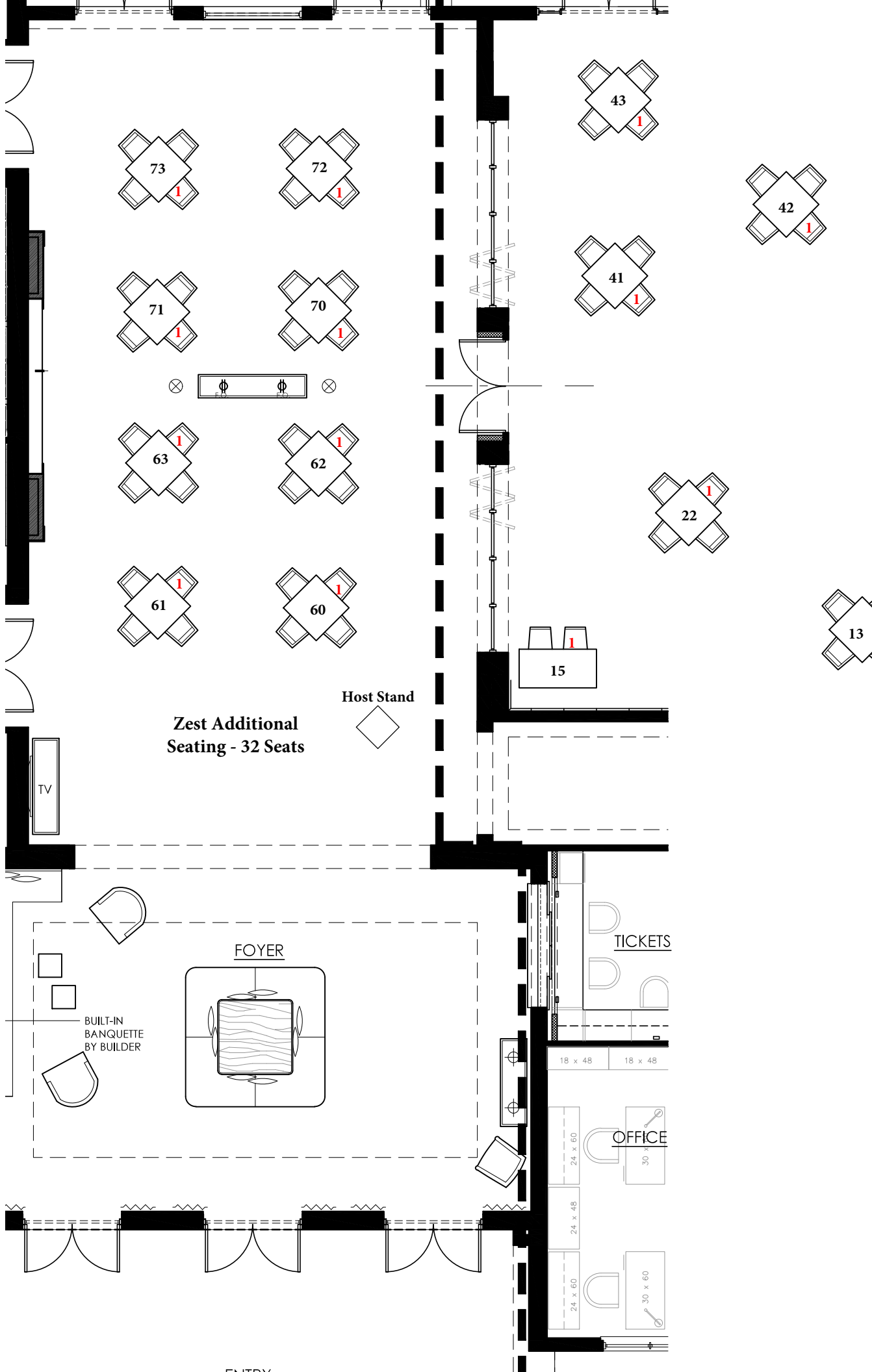
41

30

22

20

13



Zest Additional Seating - 32 Seats

Host Stand

FOYER

BUILT-IN BANQUETTE BY BUILDER

TICKETS

OFFICE

18 x 48

18 x 48

24 x 60

30 x 60

24 x 48

24 x 60

30 x 60

TV

15

73

72

43

42

71

70

41

63

62

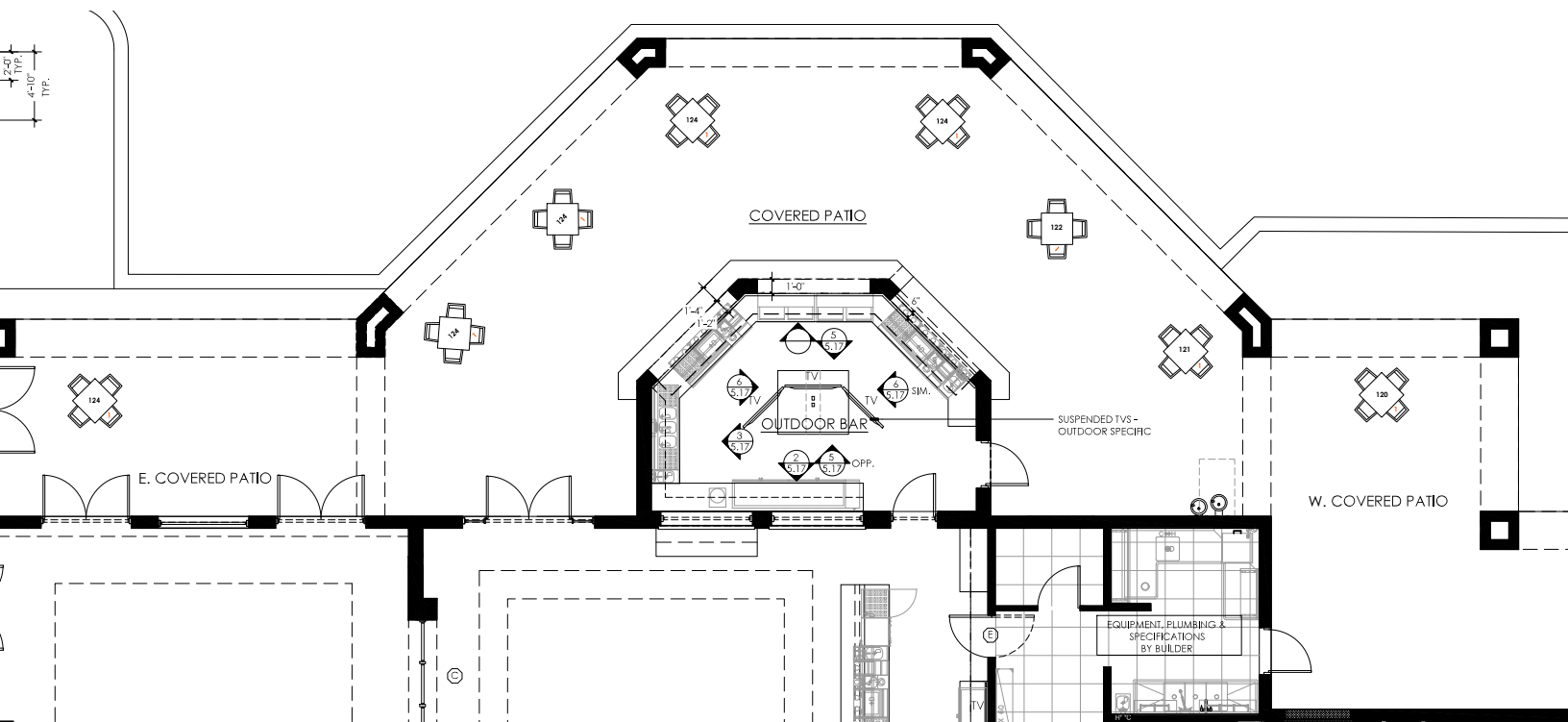
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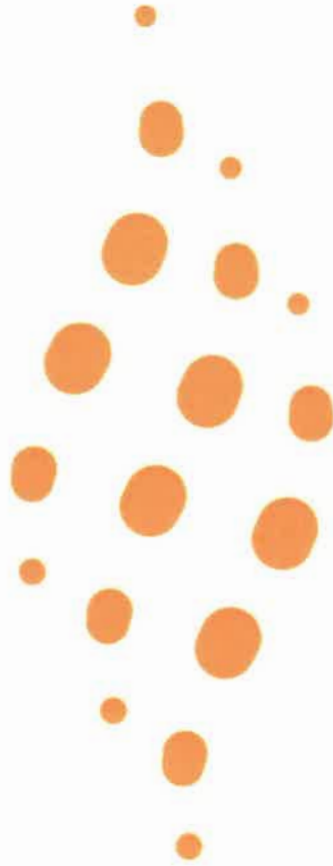
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13

ENTRY





JOB DESCRIPTIONS

ZEST JOB DESCRIPTION

HOST AND HOSTESS

General Purpose

A Host/Hostess presents a positive first impression of the establishment's friendliness, excellent service and high standards. The Host/Hostess also greet Guests upon arrival, inform Guests of their wait time, monitor a waiting list, enter Guest names into the computer system, show Guests to their table and bid Guests farewell as they leave.

A Host/Hostess must be able to carry natural conversation with Guests without sounding scripted or intrusive. Additionally, the Host cares for our Guests by refilling beverages and performs light housekeeping duties such as cleaning glasses and menus. As a member of an energetic team, the Host/Hostess may also need to answer the phones and fill to-go orders when needed. Availability must include days, nights, weekends and holidays.

Main Job Tasks, Duties and Responsibilities

- Greet incoming and departing Guests warmly with a genuine smile and eye contact; escort them to assigned dining area; present menus; announce waiter's name
- Use visual cues to seat Guests in either the bar or dining area depending on their preference
- Inform Guest of current promotion and who will be serving them to ensure a smooth handoff to the service staff
- Answer incoming calls to the restaurant and provide appropriate service
- Manage the flow of Guests into the Dining and Bar areas, provide accurate wait times to incoming Guests if appropriate
- Tend to special Guest needs and requests
- Observant to Guests' needs throughout dining experience to ensure they receive high quality service.
- Protect establishment and patrons by adhering to sanitation, safety and alcohol control policies
- Help dining room staff by setting and clearing tables
- Contribute to team effort by accomplishing related results as needed

Skills and Experience

- Must be able to read menus
- Must be able to articulate clear greetings and farewells to Guests, as well as being able to understand requests for assistance
- Must be computer literate and have the ability to quickly learn the cloud based reservation system

- Must be able to clearly communicate Guests' needs to Servers, Bussers, Managers, etc.
- Must be able to hear well in a loud environment in order to answer telephone and respond to Guest requests
- Must be able to walk and stand during entire shift
- Must be able to reach, bend, stoop and wipe
- Must be able to understand requests for assistance
- Must be able to carry trays or supplies (10-30 lbs.)
- A desire to help out where needed and work as part of a team
- Passion for providing extraordinary service
- The ability to thrive in a fast-paced environment
- An appetite for learning (and great food)
- Flexibility to work a variety of shifts
- 6 months experience in a full-service restaurant preferred
- Must be upbeat, outgoing and positive
- Must be able to assist Guests and possess great Guest relations skills
- Ability to work positively in a fast-paced environment
- Ability to stand/walk and stay focused and alert for extended periods of time
- Ability to work effectively within a team
- Ability to effectively communicate on the telephone.

ZEST JOB DESCRIPTION

BUS PERSON

General Purpose

Bussers are restaurant staffers who are responsible for discretely clearing away the empty plates and dishes from tables during the course of a patron's meal. They are responsible for being unobtrusive in the way they approach diners, so as to not interrupt the meal. They discretely inquire about whether a customer has finished with a beverage, side dish, main course or dessert, and then they carefully move that dish away without allowing food or drinks to spill on the table or on the diners. Bussers may also wipe up spilled food and crumbs, and refill water glasses.

Main Job Tasks, Duties and Responsibilities

- Prepare for guests by cleaning and setting tables
- Setting up any seasonal decorations, candles.
- Greeting patrons, and if needed, escorting guests to tables
- Assisting guests by providing menus; keeping menus clean and presentable
- Serving water to guests and refilling beverage glasses as needed
- Placing and replacing silverware as needed
- Stocking wait staff serving stations with napkins, utensils, trays, condiments, and salt and pepper containers
- Removing guests' dirty dishes and utensils
- Delivering used dishes and utensils to the kitchen for cleaning
- Assisting dishwashers to scrape, stack, or load dishes into dishwasher as needed
- Vacuuming, sweeping or mopping dining room
- Removing trash and recycling; replacing trash bags
- Cleaning up guest spills as needed
- Directing guests to restrooms or exits as needed
- Clearing table as guests complete their meals and preparing tables for next guests
- Following and maintaining all sanitation and safety procedures

- Performing closing activities such as cleaning chairs and tables, stacking chairs, preparing stations for the morning shift

Additional duties may include assisting kitchen staff with preparing ingredients and cleaning kitchen surfaces.

Provide excellent customer service to residents.

Assist and support wait staff in serving meals to residents.

Ensure clean maintenance of dining rooms or halls.

Ensure cleanliness of dinnerware.

Set up dining tables as requested.

Interact and coordinate with hosts and service staff to ensure effective service.

Polish glassware and restock the floor

Replenish ice as needed for the bar areas

Assist expo and food runners with opening/running/closing sidework

Skills and Experience

- Able to move and clean quickly in a fast-paced environment
- Friendly “people-person”; polite and courteous to all patrons
- Works well as part of a team and on individual tasks
- Excellent at verbal communication
- Works well and efficiently under pressure
- High school degree or equivalent
- Willing to work days, nights, weekends and holidays
- Physically able to wipe down table tops, chairs, and booths; able to pick up debris from the floor; able to carry 30 or more pounds; able to push vacuum or mop
- Physically able to stand and move during the length of shift; able to bend and kneel through shift
- Eager to learn and grow with restaurant

ZEST JOB DESCRIPTION

Server

General Purpose

To accurately and completely take food and beverage orders, efficiently serve food and beverages to customers and attend to customers' needs.

Main Job Tasks, Duties and Responsibilities

- Greet customers politely as they enter the restaurant
- Maintain an up-to-date working knowledge of the menu items and daily specials
- Explain the menu items in terms of preparation, ingredients and presentation
- Be aware of allergy information on menu items
- Upsell and offer food and wine suggestions
- Have a working knowledge of special items not listed on the menu
- Take food and beverage orders accurately including any special requests
- Check customer's identification to ensure they meet alcohol legal age requirements
- Check food orders with customers to ensure correctness
- Know how to use the Toast System
- Knowledge of bar and alcohol service
- Work with kitchen staff to process and expedite food orders
- Pre-set tables for the orders and reset tables as tables turn
- Run food to your tables and other teammates tables as needed.
- Use established food handling and serving techniques
- Ensure customers are satisfied with their food orders, beverages and service and accommodate their needs promptly
- Handle customer complaints in a polite and professional manner

- Maintain the table setting by clearing courses as completed, replacing utensils, refreshing water glasses, dealing with spills
- Prepare and provide customers with accurate check for the meal
- Process cash and credit card payments
- Prepare to-go boxes for customers
- Re-set and prepare table for customers including decorations, condiments, napkins, utensils
- Maintain a clean and organized service area
- Perform any side-work as requested on each shift
- Update guest preferences daily

Key Skills and Competencies

- Customer service
- Communication skills
- Ability to multi-task
- Adaptability and appreciation of diversity
- Teamwork
- Accuracy and attention to detail
- Stress tolerance
- Reliability
- Honesty and integrity
- Sense of urgency
- High energy level

ZEST JOB DESCRIPTION

BARTENDER

General Purpose

Prepare, mix and serve drinks and beverages correctly to either customers directly or through serving staff.

Main Job Tasks, Duties and Responsibilities

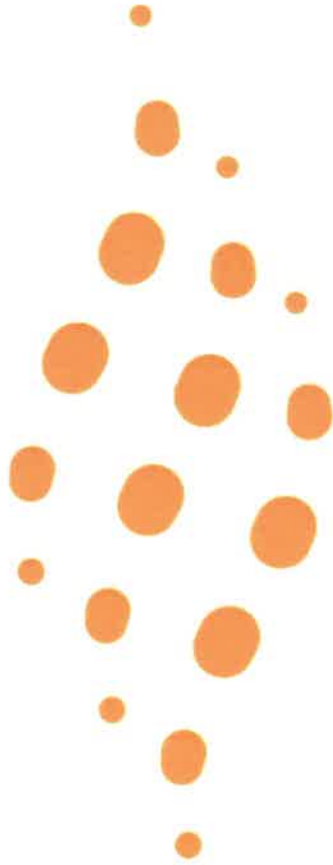
- Prepare alcohol or non-alcohol beverages for bar and restaurant patrons
- Interact with customers, take orders and serve food and drinks
- Assess customers' needs and preferences and make recommendations
- Mix ingredients to prepare cocktails
- Plan and present bar menu
- Check customers' identification and confirm it meets legal drinking age
- Take orders from serving staff or directly from customers
- Restock and replenish bar inventory and supplies
- Stay guest focused and nurture an excellent guest experience
- Comply with all food and beverage regulations
- Record food and drink orders accurately into register system
- Prepare and serve alcoholic and non-alcoholic drinks in accordance with standard recipes
- Peel, slice and cut fruit for garnishing drinks.
- Mix and garnish cocktails according to standard specs
- Serve food to customers seated at the bar and in the bar area
- Upsell drinks and food items to customers
- Respond promptly to requests from customers in a polite and professional fashion
- Practice responsible bartending methods
- Prepare checks for customers
- Process customer payments
- Arrange glasses and bottles per spec
- Ensure clean glasses, bar equipment and working areas
- Comply with all health, safety and hygiene standards and policies
- Requisition and maintain alcohol inventory per Bar SOP.
- Close out cash drawer according to Toast parodical as directed by management

Skills and Experience

- High School Diploma
- Minimum age requirement of 21 years
- Working knowledge of standard drink recipes
- Working knowledge of spirits, wine and beer
- Understanding of classes of alcohol, different glasses, brand names and garnishments
- Working knowledge of bar equipment
- Knowledge and education in mixology an advantage
- Cash-handling skills
- Ability to work flexible schedules
- Ability to work in a standing position for long periods
- Ability to reach and bend and frequently lift up to 30 pounds

Key Competencies

- Communication skills
- Interpersonal skills
- Team member
- High energy level
- Handle a fast-paced work environment
- Reliability, honesty and integrity



**ADDITIONAL
KNOWLEDGE**

70 Do's and Don'ts of the Restaurant

1. Do not let anyone enter the restaurant without a warm greeting.
2. Do not make a singleton feel bad. Do not say, "Are you waiting for someone?" Ask for a reservation. Ask if he or she would like to sit at the bar.
3. Never refuse to seat three guests because a fourth has not yet arrived.
4. Tables should be level without anyone asking. Fix it before guests are seated.
5. Do not interrupt a conversation. For any reason. Especially not to recite specials. Wait for the right moment.
6. Do not recite the specials too fast or robotically or dramatically. It is not a soliloquy. This is not an audition.
7. Do not inject your personal favorites when explaining the specials.
8. Do not touch the rim of a water glass. Or any other glass.
9. Handle wine glasses by their stems and silverware by the handles.
10. When you ask, "How's everything?" or "How was the meal?" listen to the answer and fix whatever is not right.
11. Never say "I don't know" to any question without following with, "I'll find out."
12. If someone requests more sauce or gravy or cheese, bring a side dish of same. No pouring. Let them help themselves.
13. Do not take an empty plate from one guest while others are still eating the same course. Wait.
14. Know before approaching a table who has ordered what. Do not "auction" your food!
15. Never serve anything that looks wrong.
16. If someone is unsure about a wine choice, help them. That might mean sending someone else to the table or offering a taste or two.
17. Make sure the glasses are clean. Inspect them before placing them on the table.
18. Never assume people want their white wine in a bucket. Inquire.
19. Do not pop a champagne cork. Remove it quietly, gracefully. The less noise the better.
20. Never let the wine bottle touch the glass into which you are pouring. No one wants to drink the dust or dirt from the bottle.
21. Never remove a plate full of food without asking what went wrong. Obviously, something went wrong (ie: Was that not to your taste or may I offer to box this up for you?)

22. Do not bang into chairs or tables when passing by.
23. Do not have a personal conversation with another server within earshot of customers.
24. Do not eat or drink in plain view of guests.
25. Never reek from perfume or cigarettes. People want to smell the food and beverage.
26. Do not drink alcohol on the job, even if invited by the guests (it's against company policy).
"Not when I'm on duty" will suffice.
27. Do not call a guy a "dude."
28. Do not call a woman "lady."
29. Never say, "Good choice," implying that other choices are bad.
30. Saying, "No problem" is a problem. It has a tone of insincerity or sarcasm. "My pleasure" or
"You're welcome" will do.
31. Do not compliment a guest's attire or hairdo or makeup. You are insulting someone else.
32. Never mention what your favorite dessert is. It's irrelevant.
33. Do not discuss your own eating habits, be you vegan or lactose intolerant or diabetic.
34. Never acknowledge any one guest over and above any other. All guests are equal.
35. Do not gossip about co-workers or guests within earshot of guests (or at all!).
36. Do not ask what someone is eating or drinking when they ask for more; remember or
consult the order.
37. Never mention the tip, unless asked.
38. Do not turn on the charm when it's tip time. Be consistent throughout.
39. Know your menu inside and out. If you serve a Riesling sauce, know something about the
grape varietal.
40. Do not let guests double-order unintentionally, ie: remind the guest who orders petite filet
that Yukon potato puree comes with the entree.
41. Do not ignore a table because it is not your table. Stop, look, listen, lend a hand.
42. Do not bring judgment with the ketchup. Or mustard. Or hot sauce. Or whatever
condiment is requested.
43. Never serve a course you haven't marked (placed appropriate flatware) for on the table.
44. Bring all the appetizers at the same time, or do not bring the appetizers. Same with entrees
and desserts.
45. Do not stand behind someone who is ordering. Make eye contact. Thank him or her.

46. Do not fill the water glass every two minutes, or after each sip. You'll make people nervous.
47. Do not let a glass sit empty for too long.
48. Never blame the chef or the busboy or the hostess or the weather for anything that goes wrong. Just make it right.
49. Specials, spoken and printed, should always have prices.
50. Never stack the plates on the table.
51. Do not reach across one guest to serve another.
52. If a guest is having trouble making a decision, help out. If someone wants to know your life story, keep it short. If someone wants to meet the chef, let a manager know.
53. Never deliver a hot plate without warning the guest. And never ask a guest to pass along that hot plate.
54. Do not race around the dining room as if there is a fire in the kitchen or a medical emergency. (Unless there is a fire in the kitchen or a medical emergency.)
55. Do not bring soup without a spoon. Few things are more frustrating than a bowl of hot soup with no spoon.
56. Let the guests know the restaurant is out of something before the guests read the menu and order the missing dish.
57. Do not ask if someone is finished when others are still eating that course.
58. Do not ask if a guest is finished the very second the guest is finished. Let guests digest, savor, reflect.
59. Do not disappear.
60. Do not ask, "Are you still working on that?" Dining is not working — until questions like this are asked.
61. When someone orders a drink "straight up," determine if he wants it "neat" — right out of the bottle — or chilled. Up is up, but "straight up" is debatable.
62. Never insist that a guest settles up at the bar before sitting down; transfer the tab.
63. If you drop or spill something, apologize, clean it up and replace it. Refrain from touching the wet spots on the guest.
64. Do not let an empty coffee cup sit too long before asking if a refill is desired.
65. If a few people signal for the check, find a neutral place on the table to leave it.
66. Do not stop your excellent service after the check is presented or paid.

67. Never patronize a guest who has a complaint or suggestion; listen, take it seriously, address it.
68. Never hover long enough to make people feel they are being watched or hurried, especially when they are figuring out the tip or signing for the check.
69. Do not wear too much cologne, makeup or jewelry. Follow the dress code.
70. Do not show frustration over any situation. Your only mission is to serve. Be patient.

As Bill Gates has said,

“Your most unhappy customers are your greatest source of learning.”

WHAT TO KNOW ABOUT COCKTAILS

What's the difference between liquor and liqueur?

Liquor refers to a distilled alcoholic spirit (vodka, whiskey, etc.), while a liqueur is a flavored spirit with at least 2.5 percent sugar by U.S. law. Liqueurs are usually lower in ABV and are called "cordials" in the UK.

What's the difference between ABV and proof?

Both "ABV" and "proof" are terms that refer to the amount of pure alcohol in a spirit. ABV stands for "alcohol by volume," which measures the amount of ethanol in a specific bottle of alcohol by percentage. The proof refers to the spirit's alcohol content on a 0 to 200 scale. To calculate the "proof" of a spirit, simply double the ABV. For example, if a rum is 50% ABV it would be 100-proof.

What does it mean to order a drink "neat", "up" or "on the rocks"?

When you order a spirit "neat," it means you just want the booze poured straight into the glass with no ice or added flavorings. Ordering a drink "on the rocks" will get you a straight spirit or cocktail poured over ice in a lowball glass. Ordering a drink "up" means you want it chilled and strained without ice into a stemmed cocktail glass like a coupe. Don't order a drink "straight up on the rocks" or you'll confuse everyone.

What does a highball or lowball drink mean?

A highball and lowball usually refers to glassware. A highball glass is a tall, thin glass, and a lowball is a smaller, squat glass—also referred to as a rocks or old-fashioned glass. A highball can also refer to a type of drink, usually a basic mixture of a liquor and soda, like a Rum & Coke.

Do different glasses serve a purpose, or are they just for looks?

Glasses serve very particular purposes, which is why cocktails usually call for a specific one. Highball glasses and Champagne flutes funnel the bubbles of soda up to the top, preventing it from going flat. The wide opening on a lowball glass opens up the aromas of a cocktail or spirit, and certain speciality whiskey glasses claim to further enhance the experience of drinking whiskey. Some mugs are designed to keep drinks hot, like an Irish Coffee, while a metal Mint Julep cup keeps the cocktail frosty. A Hurricane glass is big enough to fit all those tiki ingredients, and a coupe glass delicately holds any drink that is served up. Whatever you do, avoid the Martini glass—it's an unwieldy, lesser coupe that deserves to die in a fire, in our humble opinion.

Do I need to refrigerate alcohol?

Short answer: usually no. Most alcohol is shelf-stable and can be displayed on your bar cart without fear of spoiling. Most spirits do not go bad, though people sometimes store spirits like vodka in the fridge to avoid having to cool them with ABV-diluting ice. Cream-based liqueurs like Baileys are shelf-stable, but should be used within two years of opening. The notable exception to the rule is vermouth and other fortified wines. Just like a bottle of wine, an open bottle of vermouth should be stored in the fridge and used within two weeks of opening or it will turn—undoubtedly why so many people have a misinformed hatred of vermouth.

Is it safe to consume egg whites in cocktails?

Yes. Many people are afraid they'll get salmonella if there are egg whites in their cocktail, but that is nearly impossible. Egg whites are shaken without ice very thoroughly in a cocktail, so that they emulsify. Agitating the whites causes their proteins to unfold and mix in air bubbles, creating a nice foam for a cocktail that's perfectly safe to drink.

Is it "whiskey" or "whisky"?

The difference in spelling indicates where the whiskey originated. Ireland and the United States (with a few exceptions) spell it "whiskey," while pretty much the rest of the world—namely Scotland, Canada, Japan and India—spell it without the "e."

What is peat?

You hear the word "peat" or "peaty" thrown around when describing scotch. Peat is spongy material comprised of decayed plant matter found in bogs, that's harvested and burned to heat the stills. Distillers also burn peat to smoke and dry the barley, which contributes to scotch's smokiness. The remote Islay region is particularly known for their smoky, heavily peated whiskey.

Should you add water to whiskey?

This is a matter of preference. Some people swear by drinking whiskey without even a drop of dilution, while others claim that a drop of water opens up whiskey's aromas, making it more palatable. The type of water you use could even affect the whiskey. So, try it both ways and see which way you like it.

What's the difference between mezcal and tequila?

Contrary to popular belief, mezcal is not a type of tequila. In fact, it's the other way around. Tequila is a type of mezcal that can only be made in Jalisco, Mexico from the blue agave plant. Mezcal, on the other hand, can be made anywhere in Mexico from various types of agave. Mezcal is smokier than tequila since the agave piñas are roasted, instead of steamed, before they are crushed.

What are aperitifs and digestifs?

Aperitifs and digestifs are fancy names for liquors meant to stimulate the appetite or digestive system, respectively. They're designed to be slowly sipped before or after a big meal, and are particularly popular in Italian culture. Popular aperitifs include bitter Campari and dry vermouth, while brandies and Sambuca are go-to digestifs.

What are bitters?

Bitters are highly concentrated, potent flavoring agents made from steeping herbs, roots, citrus peels, seeds, spices, flowers and barks in high-proof alcohol. You only need to use a few dashes in a cocktail, but it will hugely affect the taste of your cocktail for the better. Contrary to the name, bitters do not actually make your drink taste bitter. When used in the right quantities, they can spice up a drink in all the right ways, especially if you use flavored ones like Tiki or orange bitters to compliment the flavors of your drink. You can use bitters to add complexity to a cocktail, as an aromatic garnish, or even as a curative elixir to help alleviate digestive issues and hiccups. You can even make your own bitters.

What's a "botanical" ?

The word botanicals is frequently used when describing gin. Botanicals are plant-based ingredients, such as juniper or coriander, used to flavor spirits, tinctures, bitters and oils. Without botanicals, gin would just be vodka.

What's a "twist"?

When someone asks for a cocktail "with a twist," they're not asking for the bartender to surprise them. A twist refers to a swath of citrus peel—usually lemon, orange or grapefruit with no white pith—that's twisted over a drink so that its zest is expressed, releasing a light and bright citrusy flavor into the cocktail.

What's in simple syrup?

It's all in the name: Simple syrup is a simple mix of water and sugar, usually in a 1:1 ratio. Simple syrup is used to sweeten drinks, and it is easily customizable with other flavors. Increasing the ratio of sugar to water will yield a sweeter, rich simple syrup, while using demerara sugar will give it a more caramely flavor. Honey can be swapped in for the sugar for a honey syrup, and endless other ingredients can be added to make flavored simple syrups.

What's in sour mix?

Pre-made sour mix is an artificial syrup meant to replace a mix of fresh citrus juice and simple syrup. It's probably why you've had less-than-satisfactory Whiskey Sours at a dive bar. Never make a cocktail with store-bought sour mix, and definitely avoid ordering ones made with it.

What's a "chaser" or "back"?

"Chaser" and "back" are synonymous, both referring to something taken after a shot of liquor, to dull the burning sensation and cleanse the palate. The most famous chaser is the Pickleback—a shot of pickle brine taken after a shot of whiskey, effectively nullifying the taste of the whiskey instantly. People commonly order water backs with a stiff drink, to switch between the hard stuff and some hydration.

Should a Martini be shaken or stirred?

Technically, a Martini can be either shaken or stirred depending on your preference, but the classic way of preparing one is by stirring, which, in our opinion, yields the best balance. We feel personally victimized by James Bond for confusing the entire world on this matter.

How long should you shake or stir a cocktail?

Shaking a cocktail isn't just about flair bartending, it serves a purpose—as does stirring. Shaking and stirring a cocktail is meant to incorporate all of the ingredients, chill down the cocktail and slightly dilute the drink to create balance. In order to achieve this, you should be shaking and stirring for at least a full 10 seconds unless otherwise noted. Drinks with eggs require longer shaking sessions, especially the labor intensive Ramos Gin Fizz.

What does muddle mean?

To muddle means to press ingredients against the base of the glass using a muddler, to extract the flavors from herbs like mint (in the case of a Mojito) or juice from fruits like limes (in the case of a Caipirinha).

Does the type of ice you use in a cocktail matter?

Yes, the standard ice that comes out of your fridge dispenser isn't going to cut it, since it will dilute very quickly before it's had time to chill the cocktail. Large ice frozen in a mold will melt the slowest, while crushed ice will keep the cocktail super icy and dilute drinks with high-spirit contents like tiki drinks or Mint Juleps. There are even ways to make sure your ice comes out clear.

What does it mean to order a Martini or Manhattan dry, wet, perfect, etc.?

This refers to the amount of vermouth you want in a Martini or Manhattan. Dry doesn't mean using dry vermouth—it means using less vermouth. Wet conversely means adding in more vermouth. A perfect cocktail calls for equal parts sweet and dry vermouth. And ordering a Martini "dirty" means you want olive brine added to the mix.

What's a nightcap?

A nightcap isn't a specific cocktail or even a particular type of drink—it simply refers to a drink that's enjoyed at the tail end of an evening before bed. That said, classic nightcaps are usually digestifs meant to help soothe the tummy and mind before bed, like straight whiskey or Cognac.

How much is in one shot, finger, dram, etc.?

A conventional shot is 1.5 oz of liquid, though be wary of double shot glasses that can hold up to 3 oz. A finger of liquor is about an inch of liquid pour into a glass. A dram technically refers to an eighth-ounce of liquid, but is used colloquially to refer to a neat pour of whiskey.

Bartender Lingo That Every Good Bartender Knows

Back – a ‘back’ is a small glass of something (like water or cola) which accompanies a drink.

Eg. “Scotch on the rocks with a water back.”

Bar Spoon – a long mixing spoon which often has a lemon zester or something similar on the other end



Bitters – a herbal alcoholic blend which is meant to be added to other cocktails to enhance flavour (e.g a Manhattan is rye, sweet vermouth and a couple dashes of bitters). Angostura Bitters is one of the most popular brands and was first invented by a German physician for stomach maladies in 1824.

Blend – To mix up ingredients and ice in an electric blender. Depending on where you live, these could be called frozen drinks or blended drinks.

Build – A bar term meaning to make a drink – starting with ice and then ‘building’ the drink by adding the other ingredients (i.e. alcohol, juice, garnish etc).

Burnt – refers to martinis with Scotch. Some recipes call for 1:2 scotch to gin. While others are just a drop of a peaty single malt swirled around the glass and then dumped out. Then the gin is added. A burnt martini is technically not a martini as it doesn’t contain any vermouth.

Call Drink – Refers to when the customer orders a drink by giving both the specific name of the liquor and the name of the mixer.

E.g. Tanqueray Ten and Tonic, Bacardi and Coke.

Chaser – In bar terms, anything that is consumed quickly after a shooter or straight (neat) shot of alcohol. Meant to ease the strength of the original shooter and / or to mask its taste.

Chill – To chill a glass add ice and then water to any glass and let sit for a minute or two (while mixing the drink in a shaker). Pour out the contents of the glass and strain the drink into the chilled glass. This bar terminology is often used for martinis.

Cocktail – A mix of alcohol and / or liqueurs combined with a mixer (like soda or juice) and often shaken.

Cooler – An alcoholic-based bottled beverage offered in a variety of different alcohols – vodka, rum, wine – which comes in a variety of flavours. (E.g. Smirnoff Ice, Wildberry cooler, Mike’s Hard Lemonade).

Dash – A few drops or a very small amount of an ingredient.

Dirty – Adding olive juice to a martini which makes it a Dirty Martini. The more olive juice, the dirtier the martini.

Dry – Very little vermouth added to a martini. The drier the customer wants their martini, the less vermouth added.

Flame – Setting a drink on fire. Sambucca is often lit on fire to heat it up before putting the flame out and drinking it. Another common method is to use 151-proof rum which is very flammable. It's not recommended to flame drinks unless you are VERY skilled. Bad things can happen!

Float – when one alcohol sits on top of another alcohol in a shooter glass. (E.g. a B-52 shooter contains Kahlua, Irish Cream and Grand Marnier. Kahlua is heavier than Irish Cream which is heavier than GM so each one floats on the other. This can be done by pouring very carefully down the side of the glass or pouring the floated alcohol over an inverted bar spoon, allowing the alcohol to trickle off the spoon in many directions).

Free Pour – To make and mix drinks without using a measuring device like a jigger or measured pour spout. To pour free of a measuring device, usually straight from a bottle with a non-measured pour spout



Frost – To frost a glass, dip it in water, let it drain and then put it in the freezer. This creates a layer of frost around the glass and works especially well for beer mugs.

Garnish – A garnish is something added to a drink after the ingredients to enhance the presentation. Common garnishes are lemon slices or lime wedges, cherries, olives etc. Some garnishes are purely for looks and some are to add to the flavor of the drink.

Highball – Any liquor mixed with soda, served in a tall glass (often called a highball).



Jigger – A jigger is an hour-glass shaped steel measuring device – where one side measures 1 ounce (30ml) and the other measures 1½ ounces (45ml). However, jiggers come in many different sizes.

Layer – Layering a shot or drink is done the same way as floating. The heavier alcohol goes on the bottom and the next, lighter alcohol gets floated on top using a careful pour down the side of the glass or a pour over an inverted spoon.

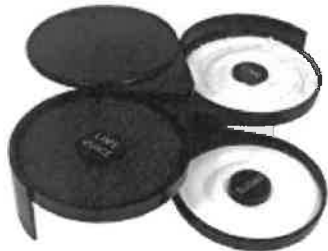
Mixer – Mixers are the non-alcoholic ‘mixes’ that accompany alcohol in drinks. Mixers can be water, soda, juice, energy drinks etc (i.e. in the drink Rum & Coke, the mixer is Coke).

Muddle – To crush up ingredients with a special tool called a muddler. This is done for drinks such as the Mojito – where the muddling process extracts essential oils and flavors (from the mint leaves in case of the Mojito).

Neat – This one is important to know in bar terms. If someone asks for a whiskey neat, they are asking for a shot straight out of the bottle. Neat means no ice. Of course that shot must be in a whiskey glass. Whiskey drinkers are picky!

Pony – A pony or pony shot is equal to 1 ounce.

Premium – Premium refers to premium alcohol or top-shelf liquor (E.g. the well or bar rail gin is Beefeater and the premium is Tanqueray)



Rim – To rim a glass, first wet the rim with a lime, or the lime juice in a rimmer, then gently press the rim of the glass into a saucer of salt (for margaritas and Bloody Marys), celery salt (for Bloody Caesars) or sugar (for specialty coffees and cocktails). Be creative with your rim jobs – try to look for alternatives like crushed candy cane, flavored salts or other more exotic spices that match well with your drink’s ingredients.

Rocks (On the) – On the rocks simply refers to a drink with ice. Eg. Scotch on the rocks.

Roll (aka Box) – Not heard all too often in bar terms. To roll or box a drink, first build the drink then pour it once into and out of a shaker tin. This gently mixes the drink.

Sangria – A wine-based cocktail that contains wine, triple sec, orange juice and fruit. Many variations exist and some recipes may call for the addition of a different juice or may not contain triple sec but the basis of this drink is wine and juice.

Shaker Tin – A shaker tin is usually metal while the mixing glass is made from, well, glass. Used to mix cocktails, first ice and ingredients are added to the shaker tin, then the mixing glass placed on top (creating a seal) and shaken.

Shake – Fill a glass with ice, build the ingredients, then pour everything into a shaker tin and shake. Pour everything back into the original glass. Or, if you are an experienced bartender then you will be able to



fill the shaker with ice and ingredients in perfect proportions.

Shake and Strain – Put ice and ingredients into a shaker tin, shake and strain into a glass. Often used for shooters and martinis.

Shooter – a shooter or shot is a 1-2 ounce serving of either straight liquor (like Tequila) or a mixture of alcohol (like a B-52 Shooter – Irish Cream, Kahlua and Grand Marnier) that is meant to be drank (or shot) in one gulp.

Sour – the term ‘sour’ refers to the sourness of sour bar mix, bar lime mix, lime bar mix or margarita mix (all different names for what are essentially the same thing), which are used in many cocktails (such as a Margarita). If someone orders a Vodka Sour, they want vodka and bar lime mix.

Speed Rail – This bar terminology typically means the long stainless-steel shelf connected to the front of the sinks and ice well at bartender stations behind the bar. It holds the most commonly ordered liquor eg. rum, vodka, gin and whiskey, and possibly other popular liqueurs or mixes.

Straight up – Refers to a drink, like a martini, which is shaken in a shaker and strained into a glass. In some areas, straight up is used interchangeably with ‘neat’.

Strain – To drain the liquid out of a shaker tin.

Toddy -A sweetened drink of liquor and hot water, often with spices and served in a tall glass.



Twist – The rind of a lemon which is peeled using a special peeler called a zester or lemon zester. The resulting lemon twist is thin and long.

Virgin – refers to a non-alcoholic drink. Used to order common cocktails minus the alcohol. Eg. Virgin Bloody Mary, Virgin Pina Colada.

Well Drink – Last but not least for bar terms, Unlike a Call Drink, a well drink is a drink where neither the brand of the liquor or brand of the mix is mentioned (E.g Gin & Tonic, Rum & Coke).

Bar Terms

ABV – alcohol by volume; a measure of how much alcohol is in an alcoholic beverage

Advocaat – a Dutch emulsion liqueur made with egg yolks, sugar and brandy.

ale – a dark, malted beverage

Amaretto – an Italian liqueur with a sweet almond flavor

Angostura bitters – the most popular bitters, made in Trinidad and produced with a secret blend of aromatic spices

Aquavit – a spirit from Scandinavia flavored with herbs and spices

aperitifs – drinks served before a meal that are intended to stimulate the appetite.

Aperol – an Italian bitter aperitif flavored with oranges

bar spoon – a long handled spoon used for stirring and measuring ingredients. Many will have a disc on top that acts as a muddle.

bar strainer – a specially shaped strainer that fits over the top of a shaker and prevents piece of ice, fruit and other ingredients from being poured into a serving glass

beer – an alcoholic beverage made from yeast-fermented cereal grains

bitters – herb and root extracts or liqueurs flavored with herb and root extracts, traditionally thought to help stimulate the appetite and aid in digestion.

Boston Shaker – two pieces, a 26 – 28 oz. mixing tin and a 16 oz. mixing glass, make up the Boston shaker. Use it for shaking or stirring drinks.

bourbon – an American whiskey distilled from corn mash, malt, and rye.

brandy – a distilled spirit made from grapes, typically aged in oak barrels

brut – the lowest level of sweetness of sparkling wines

Cachaça – a Brazilian spirit made from fermented sugarcane

Calvados – an apple brandy produced in Normandy in France and aged in oak or chestnut barrels

Campari – an Italian bitters with a distinctive red color

Can Punch – A can punch is used to punch holes in cans of fruit juice, mixers, etc. so the liquid can be poured from the can. The other end of the punch is a bottle opener.

Cassis – a dark red black current Liqueur

Cava – Spanish sparkling wine

Champagne – sparkling wine from the Champagne region of France

chaser – a drink that follows a shot of alcohol

Cointreau – a citrus liqueur made with Seville oranges and lemons

Cognac – brandy produced around the town of Cognac in western France. VS means the cognac has been matured in oak barrels for at least two years. VSOP and Vieux indicate four years; and Extra or XO indicate 6-10 years of aging.

creme de cacao – a cocoa liqueur flavored with roasted cocoa beans and vanilla

creme de methe – a creamy peppermint flavored liqueur

crusta – a sugared rim on a glass

curacao – liqueurs produced from the bitter peel of the Seville orange. It comes in many colors, although blue is very common

dash – the smallest ingredient amount measured

digestive – a drink consumed after a meal to aid in digestion

Drambuie – a Scottish whisky and honey liqueur

dry – a term applied to drinks and spirits that are differentiated by degree of sweetness, such as sparkling wines and gin. “Medium dry” is sweeter than “dry”, while “extra dry” is less sweet than “dry”

Eau de vie – colorless fruit brandy

float – an ingredient carefully poured so that it floats on top of a drink.

fortified wine – wine with a spirit added to it

Frangelico – an Italian liqueur made from hazelnuts

Galliano – a gold-colored Italian liqueur flavored with herbs

Genever – juniper-flavored spirit from Holland, the precursor to gin

gin – a clear spirit flavored with juniper berries

Grand Marnier – an orange liqueur

Grappa – clear Italian brandy distilled from the remains of grapes used in wine production

grenadine – a sweet pomegranate syrup used to add color and flavor to drinks.

hard cider – an alcoholic drink made from fermented cider

Hawthorn Strainer – Hawthorn strainers have a coiled spring-like wire that allows it to sit snugly onto the top of your mixing tin. Drinks that are shaken with ice should be strained through the Hawthorn strainer.

ice wine – a dessert wine pressed from grapes that have been frozen on the vine

Jigger – a jigger is a two-sided metal cup used to measure out liquid. The larger side measures 1 1/2 oz. and is called a jigger. The smaller side is called a pony and measures one ounce. Jiggers come in different sizes so make sure you know which one you’re using before you start pouring.

Julep Strainer – A Julep strainer is used to strain stirred drinks from a mixing glass. Unlike the Hawthorn strainer, the Julep strainer is made to fit in the mixing glass, has no spring, and is concave in shape.

kirsch – a brandy distilled from fermented cherry juice

lager – a beer that is light in color and body

liqueur – a sweetened spirit that has flavor, aroma and/or color added

mixed drink – a drink where alcohol is combined with a mixer

mixer – juices, sodas and other non-alcoholic liquids mixed with spirits

moonshine – a high proof spirit, often illicitly distilled

muddler – a tool with a flat end for crushing herbs, fruits, sugar cubes and other ingredients into drinks.

neat – straight liquor, with no mixer, water or ice

pastis – a French anise flavored liqueur served as an aperitif

Pisco – a clear Chilean brandy

pony-jigger – a bar measure made of stainless steel with two cups for measuring ingredients. The jigger is larger and measures 1 1/2 to 2 oz. The pony measures 1 oz

pousse-cafes – layered drinks consisting of liqueurs of various weights

proof – a measure of how much alcohol (ethanol) is contained in an alcoholic beverage. The alcoholic proof is defined as twice the percentage of alcohol by volume (ABV)

quinine – a bitter compound which flavors tonic water; a malaria preventative

rocks, on the – a drink served over ice cubes

rum – a spirit distilled from fermented sugarcane and the byproducts of sugar production. Light rum is typically aged in steel tanks. Dark rum is aged in wood casks and has a stronger flavor.

sake – a Japanese alcohol made from fermented rice

Sambuca – an Italian liqueur flavored with anise and elderberries

sherry – a fortified wine made in Southern Spain

sloe gin – a liqueur made by macerating crushed sloes, a small tart fruit related to the plum, in gin

soda water – carbonated water used as a mixer or to finish drinks

soju – a clear Korean grain alcohol

Southern Comfort – a whisky liqueur from New Orleans with an orange-peach flavor

spirit – a distilled alcohol

tequila – a spirit distilled from blue agave cactus

tonic water – a slightly bitter, carbonated beverage flavored with quinine that is used in mixed drinks

twist – a small piece of citrus peel squeezed over a cocktail to flavor it

vermouth – a fortified wine flavored with aromatic herbs and roots

virgin – a nonalcoholic version of a drink that typically contains alcohol

vodka – a clear spirit distilled from mixtures of grains or potatoes with a neutral taste

well drink – a mixed drink made with unspecified brands of spirits

wine – an alcoholic beverage made from fermented grapes

whiskey/whisky – a spirit made from fermented grain mash and aged in oak barrels

zester – a tool for removing the flavorful zest of citrus fruits