



Training

Server

Tour of the building and property
Locate fire extinguishers, alarms, first aid kits, emergency exits
Server Stations
Employee Parking
Dry Storage
Garbage cans
Refrigeration
Creamers, lemons, coffee
Glassware Silverware/Napkins
Sinks-soap and paper towels
Bathroom Supplies
Introduce to as many employees during the tour
Safety Awareness
Location of wet floor signs
Broken glass procedures
Dish washing procedures- bar vs beverage glassware
Proper handling of hot plates
Review proper labeling, storage and use of hazardous chemicals/cleaners SDS sheets and posters
Proper lifting techniques, ladders and shelves
Emergency procedures
Evacuation procedures (earthquake, flood) Use of “corner, in/out, behind”
Closing safety and walking to your car

Wearing Apparel Guidelines

- Front of House, servers, bartenders, expo and busser:
 - Black, slip resistant, clean shoes Ram logo or black T-shirt, purchased by team member
 - Shirt must be clean and wrinkle free
 - Shirt color must be original and not faded, no holes, no stains, like new
 - A team member may purchase a Ram T-shirt from us or provide their own black t-shirt of similar look and quality.
 - A long sleeve t shirt may be worn under the Ram or team member provided shirt. The undershirt must be a complimentary color and free of any logo or writing. Dri-fit is OK
 - No sweatshirts, sweaters, or jackets to be worn by servers working inside.
 - A ram hat may be worn if you wish. The hat must be worn bill to the front
- Blue jeans
 - Jeans must be dark blue and not faded
 - Jeans must be free of holes and fraying
 - Jeans must fit appropriately, no sagging or dragging at heels
 - Jeans may not have decorative additions like glitter, jewels, studs, etc.
- Plain black belts must be worn
- Nametags must be worn

Company Vision:

“Nourishing our communities and enhancing the lives of our team members”

The Story of Ram International

Our company was born February 26, 1971, in the Villa Plaza Shopping Center in Lakewood, Washington. Cal Chandler and Jeff Iverson, two fraternity brothers and football teammates from the University of Washington, combined their business talents and experience in college making pizza and serving beer at Shakey’s Pizza Parlor to create a new business – Ram International. They named their first restaurant Ram Pub, a “Deluxe Tavern,” because it served hot food (such as “cook-your-own” burgers and steaks) along with beer and wine.

Capitalizing on their initial success, the founders opened new restaurants in college towns – Pullman, Washington; Salem, Oregon; Lincoln, Nebraska; Fort Collins, Colorado; and Brookings, South Dakota – throughout the West. This expansion into new territory was facilitated by a strong friendship and business relationship with Olympia beer, which grew to be the 7th-largest brewery in the United States during the 1970s.

Throughout the 1970s, our “Deluxe Tavern” concept gradually evolved into our casual, family service, family-oriented restaurants of today. The company opened its first fine-dining dinner house in Spokane, Washington in 1980. Together with the casual restaurants in Washington, Oregon and Idaho, we currently own and operate 14 restaurants.

We use the brand slogan, “The Nation’s leading purveyor of America’s Favorite Foods and Beverages” to focus and position our business. This branding also permits us a great deal of flexibility in responding to the changing expectations of our Guests. Regardless of trends in food preferences, however, our primary commitment will always be to provide superior food quality and exceptional service.

Late in 1995, we established Big Horn Brewing Company and began adding breweries to our restaurants. As beer is the second-largest consumable product in restaurants such as ours, producing beer ourselves makes financial sense and allows us to offer our guests a superior-quality product at a value price. Although Big Horn Brewing Company is now one of the largest brewpub companies in the country, the goal of our brewers continues to be to produce the freshest, most “drinkable” malt beverages of the highest quality.

The future is bright and promising for our company. In 2001, the second generation assumed leadership of Ram International and has infused Ram with renewed vitality and vision. As we continue to expand into new markets, we remain committed to nurturing in our Team Members the dedication to excellence and Guest service that has inspired us since 1971.

Jeff Iverson, Jr.

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RAM CULTURE

You make all the difference

When you are waiting tables, you are the restaurant. Everything about YOU will impact the guest perception of their visit. The first impression is usually a lasting one and we only get one chance to do it right. If you are friendly, cheerful, and having fun with your guests it creates a contagious energy that people want to be a part of. We always want to create a sense of comfort and home for each guest. Be yourself and create a genuine connection that turns into repeat guests.

Menu Knowledge

Menu knowledge is a non-negotiable requirement. Menu knowledge does not mean you have to like everything on the menu, it just means you must be prepared to answer questions and become a guide for our guests. The food menu and beer list are the best tools to engage people in creating an experience. Confidence at the table stems from educating yourself and tasting through the menu, so do not be afraid to sample our latest beers and food offerings. When you work in a brew house you need to be able to talk about beer!

Get your HEAD in the GAME

Attitude- You must want it, be willing to work for it, and follow through. Our restaurants can be high volume, large, loud, and often mentally exhausting. Positivity is an essential part of this job. Your daily interactions with your coworkers and guests are paramount to the overall well-being of the restaurant. Ram does not welcome those with a poor attitude. We play favorites based on performance, and high performers see the high-volume sections
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Goal-orientated

How you set goals will greatly affect your performance. If you come into work with a clear mind and want to have a great day you will. Work should be an escape from the outside world and your opportunity to have a great time while making some money. It all starts with the way you enter the shift each day. Come in with the following goals- to create a regular guest, a set amount you sell and earn to make this shift and create a positive impact on the people around you. Showing respect is defined as a willingness to show consideration or appreciation, and that's always the goal of our leadership team. We want you to feel respected & rewarded when you accomplish your goals at the end of a busy shift.

Teamwork

Teamwork is the most important aspect of Ram culture. If your teammates see you standing around while they are busy, they don't want you on the team period. Teamwork is created by offering your team members a helping hand, running drinks, running food, and stepping in when they cannot. Helping teammates when your section is slow motivates them to come to your aid when you get overwhelmed. At Ram we pride ourselves on having team synergy, helping each other in those busy moments creates a family bond and keeps our level of service 5 star!

Gracious Hospitality

Gracious Hospitality is all about how we make each other feel. Maya Angelou said it best “I’ve learned that people will forget what you said, people will forget what you did, but ~~people~~ will never forget how you made them feel”. People who practice Gracious Hospitality are driven by the desire to make others happy. There isn’t a one size fits all approach, but instead is brought to life by a team member’s personality and desire to genuinely “be the best part of our guests day”.

What does Gracious Hospitality mean to you?

Key Concepts of Ram’s Culture

Kaizen: This means that we are constantly improving by making little improvements each and every day.

Ramitization: Being in alignment with Ram’s vision, Core Values, WOW Factors and Purpose.

Above the Line: To exceed expectations.

Below the Line: To not meet expectations.

Limitations and Remove Limitations: Limitations are limits that you put on yourself such as “I cannot accomplish this task. It is too hard.” To “Remove your Limitations” is to have a “Can do” attitude.

Muda: An object of waste; a waste of time; non-productive; takes you away from things that are important. A negative attitude is an example of MUDA

Rocks: Every time a Guest enters our restaurant there are small things that create either a positive or negative experience for the Guest. For each experience we create, we are building “rocks” in the Guest’s subconscious mind. For example, when a Guest walks in the door is opened for him or her and the host smiles. This has created 2 positive rocks. If a Guest is sat at a dirty table, a negative rock has been created. Picture a teeter-totter, one side with positive rocks and one side with negative rocks. We want the teeter-totter to be heavy with positive mini experiences (rocks) that are created during a Guest’s visit.

Boulders: Team Members going out of their way to serve Guests and create dynamic experiences. One example would be a Team Member walking a Guest to their car with an umbrella when it is raining. This experience creates a Boulder. When you put a Boulder on the imaginary teeter-totter the negative rocks will all slide to the positive end.

Opportunity: Ram version of a negative situation that needs to be addressed and/or focused on.

What are some examples of Rocks and Boulders?



Training Plan

Shift	Training Items	Trainer	Notes

Menu Classroom #1:

Menu Classroom #2:

Beverage Classroom:

Beer Classroom:



Expo

GATOR: Get All The Orders Right

Expo Line Etiquette

- The Expo, Leader and Kitchen Leader are the only people who are allowed to address the Kitchen during peak hours
- During high volume hours only the Expo, Leader or Kitchen Leader pulls plates from the window. You may only pull plates if you have permission
- Plates are taken out of the window when the Chef places a ticket on the plate. Don't pull a plate from the window unless there is a ticket on it
- Always pull your tickets
- Always double check the ticket against the order you are pulling for accuracy. It could belong to another order or a modification may have been missed
- Plates are trayed up in order of position points so they are not "auctioned off" at the table
- All re-fires must be ran by a Leader or followed up on by a Leader shortly thereafter
- The Expo will call to "order in" or "fire" items to sell a ticket
- Make the Expo or Kitchen Leader aware of long ticket times so they may ask for an ETA. Bring long ticket times to the attention of a Leader so they can touch the table
- Use safety words such as "corner", "behind" and "on your left/right" to avoid collisions
- Always keep the expo area and windows clean and free of spills
- EVERYONE runs food. Hot food hot, cold food cold is the priority on the line

When Should I Wash My Hands?

- After eating, drinking or smoking
- After taking out garbage
- After touching un-sanitized equipment or work surfaces
- After touching your hair or face or after coughing or sneezing

- After cleaning tables or bussing dirty dishes
- After using the restroom

Expo Follow – Expo Line Orientation, Standards, Non-Negotiables, Etiquette
(Wear appropriate Expo apparel)

Educator

Initial Once Taught:

- I have reviewed the Expo Job and Standards
- I have reviewed using the correct terminology and avoiding “restaurant speak”
 - “No problem”
 - “You guys”
- I have oriented my new Teammate, showing them:
 - Expo Line – basic set-up, location of supplies
 - Kitchen Stations and Prep Area with introductions to the Chef & Kitchen Team
 - Dish Area with introduction to Dishwasher
 - Walk-ins and freezer
 - Dry Storage areas
- I have reviewed “Expo Line Etiquette” and the importance of proper communication **a** terminology
 - “Order In”
 - “ETA”
- I have reviewed all service timing standards
 - Appetizers 6 – 8 minutes
 - Entrees 12 – 15 minutes
 - Dessert 6 – 8 minutes
- I have reviewed the importance of “Hot Food Hot, Cold Food Cold”
- I have reviewed the importance of personal and food safety:
 - Properly handling knives and use of the cut glove
 - Proper communication with Team and Guests about hot plates and food
 - Proper use of “Safety” words
 - Proper communication with Guest and Kitchen Team about Allergies
 - Proper use of the Allergy Book
 - “Gluten Free” procedures
- Food safety
- I have reviewed the importance of GATOR
- I have reviewed all food delivery standards and non-negotiables
 - “Steak Knife” program and terminology to ensure correct temp of all steaks
 - “Ground Pepper” program and all applicable items
 - Steak knives on each plate for burgers and chicken sandwiches
 - Soup spoons for all soups placed on the plate not in food
 - 1 pack of crackers per cup of soup – 2 packs per bowl of soup
 - Additional sauces can be placed directly on plate
 - Extra sauces requested after delivery of must be delivered on a side plate
- I have reviewed the difference between the Expo and Kitchen tickets and how an item is “sold”
- I have reviewed the correct way to read an Expo ticket with emphasis on all “add-ons” and sides
- I have demonstrated for my new Teammate the correct way to hang tickets as they print
- I have explained the importance of and demonstrated for my new Teammate how to use the “Spindle Program”
- I have demonstrated for my new Teammate the correct way to set up trays
- I have demonstrated the delivery of food correctly using position points and when to deviate from this practice
 - Ladies first etiquette

- Serving the back of the booth first
- I have demonstrated for my new Teammate the importance of surveying and asking for any needs upon the delivery of food
- I have reviewed when to “call” for extra items and when they must be rung in
- I have demonstrated for my new Teammate how to separate and stack plates in the Dish Area
- I have demonstrated for my new Teammate how to properly operate the Dish Washing Machine and reviewed the importance of only running full racks
- I have reviewed opening or closing and all ongoing side work duties

New Team Member

Initial Once Understood:

- I understand and practice the Expo’s Job and Standards
- I will use the correct terminology avoid “restaurant speak”
- I have familiarized myself with the expo line
- I am an expert on Kitchen and Expo Line Etiquette
- I am an expert on all Kitchen timing standards and understand the importance of ~~ft~~ Food Hot, Cold Food Cold and GATOR
- I am an expert on all food delivery standards and non-negotiables
- I am an expert on reading and hanging Expo tickets
- I am an expert on the importance of and how to utilize “Spindle Program”
- I am an expert on setting up trays
- I am an expert on the correct use of position points and when to deviate from this program and understand the importance of surveying the table for any needs before returning to the expo line
- I know the difference between items that can simple be “called” for and items that ~~nt~~ be rung in
- I am an expert on correctly separating and stacking plates in the Dish Area
- I am an expert on properly operating the Dish Washing Machine
- I understand opening, closing and all ongoing side work

Educator _____

New Team Member _____

Leader _____



Host

A Brand is not a name but a relationship

Providing Guest first hospitality and the highest quality of product is a promise made and upheld at all points of contact between our guest and us.

Our Brand starts at the front doors and is everywhere throughout our establishments.

It is not so important that our Guests visit just once, but rather how many of them we are able to bring back again and again. Learn something about your Guests that you can use on their next visit. Their name, what they ate or drank or a comment about an event they mentioned to you on their last visit, can be used to make them feel not only welcome but also important.

It is important that we make each Guest feel as though they have been personally invited to dine in our home. By taking this approach with each Guest, we are certain to create a gratifying “we’ll be back” experience in our restaurants. Once we have instilled that very special feeling, we can count on our Guests returning again and again. Always thank your Guests for coming in and invite them back real soon.

Everything our Guest orders must be totally satisfying, or it will be replaced without question! Our Guests will not leave our establishments without being fully satisfied-we guarantee it! We have our Brand on it!

As a Host at the Ram you have an opportunity to create memorable first and last impressions for our Guests through friendly and personalized service.

The most important duty you have as a host is to use your energy, excitement and enthusiasm to convey the fun atmosphere and Guest First approach that is our culture. Be personable, friendly and have fun!

The primary responsibility as a Host is to welcome and seat the Guests. Because the Host is both the first and last person that the Guest sees, it is critical that you create a memorable, positive first and last impression for each Guest. You are ultimately setting the tone for their whole experience.

Secondary responsibilities include answering the phone, taking reservations, taking to-go orders and maintaining awareness of all activity within the restaurant.

Additional responsibilities, such as restocking desk and rest room supplies, maintaining the lobby and rest rooms, mopping the floor, dusting the front, cleaning the glass on the doors etc are all part of the daily work schedule. Each store will carry a "side work" list outlining these responsibilities.

First Contact

You are the very first impression the Guest has when they enter the restaurant. A smile and a sincere greeting take only a few seconds, but they make all the difference in the world. When you greet the Guest warmly, the Guest is much more likely to trust you.

Front Desk Etiquette

The most important thing to remember is to smile, be personable and have fun! Keep your drinks out of Guest sight.

Do not loiter at the front desk, or anywhere else you might be visible to Guests. Limit conversations to matters that pertain to the business at hand. You are on stage, so be aware of your body language.

Make eye contact with all of your Guests and smile 😊 Have Fun!

The Farewell

While the greeting is the most important part of the experience, thanking the Guest is our last opportunity to send an incredibly positive message, as well as to spend some last minute time with them. This is also a great time to find out how their dinner and service was. If a Guest has a poor dining experience, notify a leader immediately.

Never ignore or avoid Guests as they are leaving. It is very important that the Guest knows that not only are they our focus while they are here, but also that we appreciate their business and look forward to seeing them again. It is for these reasons that thanking a Guest and inviting them to return is such a critical part of the whole experience.

You should open the doors and thank them again for their business. Remember eye contact and be sincere!

Host Follow - Host Desk Orientation, Standards and Non-Negotiables (Wear Business Casual apparel)

Educator

Initial Once Taught:

- I have reviewed Wisely and how to make a reservation
- I have reviewed the Host Apparel Guidelines
- I have explained to my new Teammate the importance of Communication and Relaying information to create "Rock Moments"
- I have oriented my new Teammate, showing them:
 - Location of Host Book and it's contents
 - Host Side Work
 - Coloring Sheets, Crayons, Highchairs and Booster Seats
 - Menus
 - I have reviewed Telephone Etiquette
 - Greeting, ask "May I put you on hold?", NEVER ask who is calling
 - How to transfer calls and use the intercom (if applicable)
 - I have reviewed Floor Maps, Table Numbers, and Seating Rotation
 - I have reviewed the Lost and Found procedure in Host Book
 - I have reviewed the Call Ahead Waiting and Reservation Policy
 - I have reviewed how to quote accurate wait times and controlling seating with an emphasis on communication
- I have reviewed how to go on a wait and quoting proper wait times
- I have reviewed taking To-Go Orders
- I have shown my new Teammate how to perform bathroom checks every 15 minutes

New Team Member

Initial Once Understood:

- I understand Wisely and how policies on reservations
- I understand and practice the Host's Job and Standards
- I understand and spoke with my trainer about the concept and examples of how to create "Rock Moments"
- I have familiarized myself with the host area
- I am an expert on telephone etiquette
- I know the layout of the restaurant and am confident following the seating rotation
- I understand the Lost and Found Policy
- I know my location's Call Ahead Waiting and Reservation Policy
- I confidently quote wait times and control seating with excellent communication
- I know and follow all the steps to take To-Go Orders
- I fully understand how to perform a bathroom check every 15 minutes

Educator _____

New Team Member _____

Leader _____



Server

To Be The Best Part of Our Guests Day

SERVICE TRAINING

Ram Restaurant and Brewery Steps of Service

The Greet (60secs or less)

Step one: the approach...start the experience with a smile, your name, and make a genuine connection. Everyone will have their own style, we believe in being different, being remarkable and having a genuine knowledge of the products we offer. Now is your chance to make a great impression of who we are and recon the table for a sales strategy. Be sure to introduce the concept, Award Winning Brew Pub, Delicious Food, Locally Owned, Cocktails, Wine List, and so on. Remember, you are an ambassador for Ram Brewery...IT'S ALL ABOUT THE BEER!

Drink orders (4-6 mins)

Immediately after the meet and greet suggest a Ram brewed beer or a craft cocktail to your guest. Describe one or two of them to the guest and why you like them, get excited! Be prepared to answer questions about the different beer types and bar offerings. Feel free to offer a few samples of your favorite Ram beer to get them hooked on something new a guest can have a 2 oz free taster of any of our beers. Attempt to pull them away from their usual beer choices and pair them up with one of ours. This will give them a reason to return!

Appetizers/Salad (8-12 mins)

When you take your guest's drink order, it is a good time to recommend an appetizer or salad. "Pretzels with Cheese!" Allow those appetizers to get started right away and ~~cut~~ the wait time for your guest before they begin eating. It is also a great opportunity to pair food with our beer list! Always keep in mind that allergy concerns are a big part of this first

initial food order. Please make sure they are treated with the utmost importance and double-check with the leader or the kitchen to clear all items for the guests.

The Entrée Order

The entrée order should take place shortly after the appetizer/salad orders are placed. Some guest will order their entrees when they order their appetizers. This is ~~okay~~, but you need to TIME the orders and HOLD entrees if necessary. The guests always want time to enjoy the appetizers and possibly order another round of our delicious beer! ~~Always~~ make sure you repeat the guest's order back to them. This is to confirm what the guest is telling you and it will make sure you heard them correctly. This is also the time to start pre-bussing the table. Pick up empty glasses, dirty plates, and trash. The more you can take away will allow the food runner space to put the orders down.

Entrée Delivery (12-18mins)

Make sure the table is ready for the entrées. Make sure they have clean plates, a fork & knife, and full drinks. There is nothing that says lack of service more than getting your food and not being able to eat it because you do not have a plate, fork, or a steak knife. "Time for another beer!?"

Anticipating the Guest's Needs

Always pay attention to body language. Most communication happens in a non-verbal manner. Some diners will let you know what they need by telling you straight out while others may be too timid to say anything. Try to eliminate as many needs as possible without asking. For example- If a guest's water is half full no need to ask them if they need more ~~to~~ pour it. Anticipate the need for condiments, extra sides, and refills.

After Dinner Drinks/Beer to go

After all entrees are finished and you have cleaned everyone's plates, see if anyone wants an after-dinner drink or beer to take home. Most servers at this point will go straight to offering desserts and coffee but a quick "would you like another cocktail before dessert" is a great way to increase your sales. No doubt they would love some beer to go for later. This is an easy sell, that's often overlooked.

Payment

Always have your Toast tablet with you, be ready to take your guests or another server's table. Use your Toast to quickly complete a payment with your guest. Be ready to answer any questions they may have.

Server Follow #1 – Personalizing the Experience, Ordering, Service Standards

(Wear appropriate Server apparel)

You will follow your Educator closely but will not be taking tables on this shift.

Educator

Initial Once Taught:

- I have reviewed the Server's Job and Standards
- I have reviewed personalizing Guest greets, using Guest names and avoiding "Restaurant Speak"
- I have reviewed using the correct terminology
 - "No problem"
 - "You guys"
- I have reviewed the ordering process standards and the importance of GATOR
 - Guiding the Guest through the menu
 - Share Guest Service Best Practices
 - Reaffirming all Guest choices
 - Ring in order on Toast and repeat to Guest for accuracy
 - Ringing appetizers before entrees, using the hold button
 - The responsibility of the Server to deliver salads/soups before entrees
- I have reviewed all service timing and non-negotiable service standards
- I have assisted my new Teammate with ringing in all orders
- I have reviewed opening or closing and all ongoing side work duties
- I have reviewed check-out procedures
- I have completed a Verbal Product Review with my new Teammate
- Choose 6 items from different food menu categories to discuss
- I observed my new Teammate complete Toast Exercises #1-4 and answered all questions

New Team Member

Initial Once Understood:

- I understand and practice the Server Job and Standards
- I personalize my greets and avoid "Restaurant Speak" using correct terminology
- I am an expert on ordering, service timing, and non-negotiable service standards
- I understand the importance of GATOR
- I have rung in all the orders
- I understand opening or closing and ongoing side work duties
- I understand Check-Out Procedures
- I have completed a Verbal Product Review with my Educator for 6 food items
- I have completed Toast Exercises #1-4

Educator _____

New Team Member _____

Leader _____

Server Follow #2 – Maximizing the Experience & Service Sequence

(Wear appropriate Server apparel)

Educator

Initial Once Taught:

- I have reviewed pre-shifts; its function, importance and expectation
- I have reviewed “Selling to the Experience” and “Discovering Guests Needs” in order to maximize the experience our Guests want to have
- I have reviewed our commitment to creating unique connections with our Guests
- I have reviewed the “Platinum Rule” – Treat every person how they want to be treated
- I have reviewed the importance of recognizing and honoring special occasions
- I have reviewed what Chivalry is and how to perform acts of Chivalry for our Guests
 - 5/15 Rule
 - Ladies first etiquette
 - Engaging kids
 - Escorting Guests through the restaurant
- I have reviewed our valued Guest programs
 - Kid’s program
 - Rewards Program
- I have reviewed the sequence of service and the importance of organization and a sense of urgency
- I have assisted my new Teammate to ring in all orders
- I have reviewed opening or closing and all ongoing side work duties
- I have completed a Verbal Product Review with my new Teammate
 - Choose 6 items from different food menu categories to discuss
- I observed my new Teammate complete Toast Exercises #5-8 and answered all questions

New Team Member

Initial Once Understood:

- I understand the expectations around the pre-shift
- I am committed to creating unique connections with my Guest to ensure they have the experience they want to have
- I understand the “Platinum Rule”
- I am an expert on recognizing and honoring special occasions
- I understand Chivalry and will practice it every shift, every day
- I understand the importance of the Kid’s & Rewards programs
- I understand the sequence of service and will work with a sense of urgency
- I have rung in all orders
- I understand all side work duties
- I have completed a Verbal Product Review with my Educator for 6 food items
- I have completed Toast Exercises #5-9

Educator _____

New Team Member _____

Leader _____

Server Follow #3 – Creating Compelling Experiences, Beverage & Beer Knowledge

(Wear appropriate Server apparel)

Educator

Initial Once Taught:

- I have reviewed our Hospitality Focus on the pre-shift
- I have reviewed all beverage service standards
 - Picking up alcoholic beverages
 - Handling glassware
 - Coasters
 - Garnishes
 - Running drinks
 - Non-alcoholic beverages standards
 - Ticket ready
 - 100% tray service
 - Carding policy
 - Vertical and punched IDs
- I have reviewed procedures for checking ID's and consumption awareness
- I have reviewed Craft Beer Knowledge
 - All Standard and Seasonal Beers
 - Beer sizing and names of glassware
 - Mug Club
 - Procedure for ordering to-go beer
 - Keg procedures
- I have assisted my new Teammate to ring in all orders
- I have reviewed opening or closing and all ongoing side work duties
- I have completed a Verbal Product Review with my new Teammate
- Choose 6 signature cocktails to discuss
- I have observed my new Teammate complete Toast Exercises #9-12 and answered all questions

New Team Member

Initial Once Understood:

- I understand our Hospitality focus and its expectations
- I understand all beverage service standards
- I understand all policies for checking ID's and consumption awareness
- I am an expert on our Craft Beers and programs
- I have rung in all orders
- I understand opening or closing and all ongoing side work duties
- I have completed a Verbal Product Review with my Educator for 6 Signature Cocktails

Educator _____

New Team Member _____

Leader _____

Server Lead #1 – Demonstrate what you have learned

(Wear appropriate Server apparel)

You will take 3 tables in Educator's Section

Educator

Initial Once Taught:

- I have reviewed all service standards
- I have reinforced the importance of anticipating guest's needs
- I have observed my new Teammate perform all Service Standards, Non-Negotiables and other duties and reviewed responsibilities learned in previous follows
- I have observed my new Teammate ring in all orders
- I have assisted my new Teammate to complete all assigned side work
- I have reviewed food knowledge with my new Teammate
 - Allergies
 - Temperature descriptions
 - Fire items
 - "Refire" procedures
- I have shared best practices on upselling and creating value
- I have completed a Verbal Product Review with my new Teammate
- Choose 6 items from different food and 6 items from different beverage menu categories to discuss
- I have observed my new Teammate complete Toast Exercises #13-16 and answered 4 questions

New Team Member Initial

Once Taught

- I understand all service standards
- I understand the importance of and will strive to always anticipate Guest needs
- We have worked together to perform server standards, non-negotiables and other duties
- I have rung in all orders
- I am an expert on Optimal Spend techniques for food and beverage
- I have completed all assigned side work
- I understand all the details of food knowledge stated above
- I have completed a Verbal Product Review with my Educator for 6 food & 6 beverage items

Educator _____

New Team Member _____

Leader _____

Server Lead #2 - Demonstrate What You Have Learned

(Wear appropriate Server apparel)

You will take all the tables in Educator's section

Educator

Initial Once Taught:

- I have observed my new Teammate perform all Server duties
- I have observed my new Teammate ring in all orders
- I have assisted my new Teammate to complete all side work
- I have reviewed the "Final Practical & Verbal Review" with my new Teammate and they are prepared for their final review

New Team Member

Initial Once Understood:

- I have performed all Server duties
- I have rung in all orders
- I have completed all side work
- I understand the process and am prepared for my Final Review
- I am confident I can work a shift on my own

Educator _____

New Team Member _____

Leader _____

Toast Exercises

Exercise #1

- Special Instructions
- Print separate checks
- Seat #1, #3, #4 on one check
- Seat #2 & #6 on one check
- Seat #5 will pay separately
- Beverage Order
- #1 Pint of Blonde
- #2 Pint of Big Red
- #3 Lakewood Lemon Drop and a water
- #4 9 oz wine CST michelle sauvignon blanc one glass
- #5 Vodka \$Ram up, Tonic
- #6 Peach Tea
- Appetizer order
- #3 Mozz Stix, extra marinara
- Entrees
- #1 Sirloin steak, Medium well, fries and a Cup of soup, Tom Basil, ** Soup first**
- #2 Turkey Havarti melt, Broccoli,
- #3 Grilled Cobb Tossed, W/O Drs Bacon Blue, SUB Drs Ranch o/s
- #4 Sirloin 8oz, Medium Rare, veggies and mash
- #5 Fish & Chips w/o slaw
- #6 Classic Burger, *Burger, well done, Kickin Slaw

Exercise #2

- Special Instructions
- Print separate checks
- Beverage order
- #1 Crown royal, rocks
- #2 6oz wine Kendall Jackson Chardonnay, one glass
- Entrees
- #1 Hawaiian pizza
- #2 BBQ bacon cheddar *Burger, medium rare, \$Hse Salad with Blue cheese**With Entrée**

Exercise #3

- Special Instructions
- One check
- Beverage Order
- #1 Bombay, \$as Martini, up
- #2 Sailor Sangria
- #3 Dragonberry Mojito
- #4 Pepsi
- Appetizer Order
- #1 HH Nachos Beef
- Entrees
- #1 Bowl soup, Tom Basil
- #2 Olympus with blackened chicken

- o #3 French dip with mushrooms and a cup of chowder
- o #4 Stadium Mushroom burger, MW with fries side of buffalo
- Dessert Order
- o #1 Cookie
- o #2 Bread Pudding

Exercise #4

- Special Instructions
- o Print checks
- Seats #1-3 together and all apps
- Seats #4-7 together
- Beverage Order
- o #1, #2, #3 Split a bottle of KJ Chardonnay, three glasses
- o #4 Proud mary
- o #5 Lemon Drop Martini
- o #6 Glenlivet, rocks
- o #7 Kid Choc Milk
- Appetizer Order
- o Fry Pickle chip, w/o rosette, sub mayo chipotle
- o Tempura green beans, side of ranch
- Entrees
- o #1 Cx Tenders fried, Honey Mustard, crispy fries
- o #2 French Dip, fries, w/o au jus, sub BBQ
- o #3 Tossed Cobb no avocado
- o #4 BBQ Bacon Cheddar, *Burger, rare, Kicking Slaw
- o #5 Mac and cheese add pork and broccoli
- o #6 Pork tacos, flour
- o #7 Kids Chx Nuggets, honey mustard, *Applesauce
- Dessert Order
- o #3 Bread Pudding
- o #4 Mud Pie, w/o whipped cream and nuts
- o #7 Kid vanilla ice cream

Exercise #5

- Special Instructions
- o All together
- Beverage Order
- o #1 Raspberry lemonade
- o #2 Pint Hef
- o #3 Mountain Dew
- o #4 Bottle of Bud Light
- Appetizer Order
- o Pretzel dip, no onions

- Entrees
- o #1 Ram Classic, MR, side of tots, sub gluten free bun
- o #2 Side Caesar salad and a cup of chowder, with entree
- o #3 71 Classic pizza
- o #4 Mac and cheese with grilled chicken

Exercise #6

- Special Instructions
- Print separate checks
- Beverage order
- #1 Vodka strawberry lemonade
- #2 Iced Tea
- Entrees
- #1 Grilled salmon with rice and veggies
- #2 Roost chicken sandwich with sweet potato fries, add cheddar and bacon

Exercise #7

- Special Instructions
- Print separate checks
- Beverage order
- #1 9oz KJ chardonnay with a glass 0
- #2 Coffee
- #3 Pint of Amber
- Entrees
- #1 Grilled salmon with rice and veggies
- #2 Bone-in Buffalo wings
- #3 Olympus blackened chicken with dressing on the side

Exercise #8

- Special Instructions
 - Print checks
 - Seats #1-3 together and all apps
 - Seats #4-7 together
 - Beverage Order
 - #1 6oz Ecco Pinot Grigio one glass
 - #2 Pint of Blonde
 - #3 Mug club Amber
 - #4 Proud mary
 - #5 Cadillac Margarita, frozen
 - #6 Pepsi
 - #7 Strawberry Lemonade
 - Appetizer Order
 - Boneless BBQ wings with blue cheese
 - Chips and salsa
-
- Entrees
 - #1 Reuben sandwich with garlic fries
 - #2 Hand_breaded Chicken Tenders sub sweet potatoes
 - #3 Fish and Chips
 - #4 Stadium burger, MW, with fries sub garden patty
 - #5 Chicken Almond Salad, dressing on the side
 - #6 Olympus chicken
 - #7 Wagyu Pouder, Well, with sweet potatoes and a side of caramel

- Dessert Order
- #3 Cookie

Exercise #9

- Special Instructions
- All together

- Beverage Order

- #1 Cherry pepsi

- #2 Pint Porter

- #3 Pint of seasonal

- #4 Grapefruit white claw

- Appetizer Order

- Armadillo eggs extra ranch

- Entrees

- #1 Impossible burger with broccoli, add american

- #2 Rule the Roost Chicken Sandwich, with house salad, 1000

- #3 Fish and Chips, crispy fries

- #4 1971 Pizza, light cheese



Beer

Big Horn Beer

Selling and Merchandising Ram Beer

You can have a tremendous impact on the beer choices our Guest make. The more you know, the easier it is for you to enhance our Guest's experience. When discussing beer, we suggest you focus on *Quality, Freshness, Selection* and *Take Home*.

Quality

We use fresh, local, quality ingredients to produce our beers. We have an extensive quality control program that includes tests of our beers color, consistency, flavor, appearance and stability. The beers are tested in the restaurant on a weekly basis by the Brewer and Leadership staff. Once a quarter the beers are sent to an independent laboratory to be tested. NO other restaurant/brewery company in the United States goes to this length to ensure quality beers.

Our beers consistently win competitions! Since 1996,our beers have won a total of 8 medals at the Great American Beer Festival and 5 medals at the World Beer Cup! In the year 2001, the company won a total of 5 medals, the Large Brewpub of the year and Brewmaster of the Year at the Great American Beer Festival.

Freshness

We don't ship our beer across the country, pasteurize it or add preservatives. Our beers go right from our tanks into our Guests glass. It cant get any fresher. Compare flavor and taste, bring your Guest Tasters of our products and tell them what you like.

Selection

We offer a wide variety of beers that cover the range of flavors. When you study the list of Ram Beers, you will see light and dark beer, ales and lagers, sweet and hoppy beers-literally

something for everyone. Discussing with your Brewer comparable beers in your market will help guide the guests selection to a Ram beer product they will enjoy.

Take Home

Guests can take their favorite Ram Beer home! We offer Kegs and refillable growlers-all a great value! Ask your trainer or Brewer for the details on availability and purchasing for your location.

What is beer?

Beer is an alcoholic beverage made from cereal grains, like malted barley and wheat, hops and yeast. The word beer comes from the Latin word *Bibere* meaning to drink.

Look, sniff and sip!

While beer stimulates all of our senses in one way or another, we are most interested in 4:

- Sight evaluates the clarity and the color of our beer
- Smell takes in the beer's aroma and contributes to our sense of taste, which distinguishes flavors like sweet or bitter.
- We can also feel beer as mouth-feel or body.

These qualities will differ in each of our beers based on differences in the basic ingredients to make them.

Hometown Blonde

Blonde Ale: (ABV 4.5%: IBUs 20)

A crisp, refreshing Golden ale. Light bodied with a slightly sweet, malty flavor balanced by a subtle, crisp hop finish- Gold Medal at 2011 Great American Beer Festival & 2010 North American Beer Awards.

Big Horn Hefeweizen

Hefeweizen (ABV 5.2%: IBUs 15)

A traditional, unfiltered wheat beer brewed in true Bavarian style. Literally meaning "wheat beer with yeast" our hefeweizen is fermented with a classic Bavarian yeast strain that creates its cloudy appearance, distinct banana and clove flavors and subtle citrusy finish. Our hefeweizen is more flavorful and complex than American Wheat Beers (Pyramid and Widmer) and does not need the addition of a lemon. Gold Medal Winner 2013 Great American Beer Festival, Silver Medal winner 2009 North American Beer Awards & Silver Medal at 2013 Washington Beer Awards.

Buttface Amber

(ABV 5.8%: IBUs 26)

Buttface is flavorful, easy drinking and always a guest favorite. Buttface gets its rich, malty flavors from a combination of four types of malted barley and balanced by Cascade and Willamette Hops. Gold Medal Winner at the 2004 North American Beer Awards.

Big Red's IPA

(ABV 6.2%: IBUs 65)

Big Red IPA (India Pale Ale) is our hoppiest beer. A copper hued, medium bodied ~~the~~ big citrus (ruby red grapefruit) flavors and aromas from the generous amount of Amarillo hops added in the whirlpool. A Gold Medal Winner at the 2007 & 2013 North American Beer Awards.

Total Disorder Porter

(ABV 5.2%: IBUs 28)

Our darkest beer. Total Disorder Porter is rich and flavorful. Chocolate and Crystal Malts impart decadent flavors of coffee, dark chocolate and caramel. Medium bodied with a smooth finish. A Gold Medal winner at the 2010 Great American Beer Festival and a ~~the~~ Medal winner at the 2013 +& 2014 North American Beer Awards.

Remember that the best way to improve your ~~of~~ Ram Beer is to improve your understanding and knowledge. Improved sales of Ram beer will only add to you take home dollars.

Work with your trainer to identify ~~the~~ comparisons.



Knowledge Check

Checks for Understanding

Hospitality Knowledge

1. What is the best way to Make 'em Smile at the Host Desk?
2. If you were seating this group of ladies with gifts and balloons, what would you do with the info?
3. What are 2 ways to engage children?
4. Why is this important?
5. What is the best way to get a Guest to return?
 1. Explain the 5/15 rule.
 2. What should you do if you see Guests taking photos?
 3. What is the best way to learn a Guest's name?
 4. How should you introduce yourself to your guests?
 5. Explain the Wisely table management system:

Health and Sanitation Knowledge

1. If a Guest tells you they have allergies to a food product, who ~~should~~ you alert immediately?

2. Hands should be thoroughly washed after:
 - a. Using the restroom
 - b. Smoking, eating, drinking, and returning from break
 - c. Handling trash
 - d. Moving bus tubs
 - e. Bussing tables
 - f. All the above
3. Where should chemicals be stored when not in use?
4. How often should sanitation buckets for table-cleaning towels be changed?
5. How do you make a sanitation bucket?
6. Where should table-cleaning towels be stored
7. Other than the tabletop, what other areas must always remain free of debris?
8. Should you keep a towel in your apron to wipe up spills quickly
9. If liquid is spilled onto the floor what is the proper procedure to follow to ensure no one injures themselves before it is cleaned up?
10. Where would you find the back-up rolls of toilet paper and paper towels?

Bigger Better Fresher Beer Knowledge

1. What is the best way to customize a beer lover's experience?
2. Our beer must always be served in an _____ glass.
3. Our beers are always poured with a _____ sized head.
 - a. Does it cost the same to fill this item with one of our 5 flagship beers as it does for a seasonal option?
 - b. Which of our craft beers would you offer to a Guest that order a Miller or Bud Light?
4. What is the Mug Club?
5. How do you ring in a Mug Club beer?
6. Which of our beers has a hint of chocolate flavor?
7. Where does our Hefeweizen get the banana clove flavor?
8. Which of our beers has a cloudy appearance? Why does it appear cloudy?

9. Which of our beers is the most hoppy?
10. Which of our beers is the most sweet and malty?
11. What is a seasonal beer? Where would you find information about these beers?
12. When referring to our beers what do these terms mean?
 - a. OG _____
 - b. ABV _____
 - c. IBUs _____

Beverage Knowledge

1. We card everyone _____ (age) and under.
2. What are the 4 types of IDs we accept?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
3. What is our procedure for accepting a vertical ID?
4. A punched ID?
5. If you are ever in doubt when carding a Guest what should you ask them?
6. Do we automatically serve water?
7. How many straws would you place in any beverage?
8. What are Kid's drinks served in?
9. When in doubt, where can you find a garnish list?
10. Name 2 signature drinks you would suggest to a group of women.
 - a. _____
 - b. _____
11. What type of non-alcoholic beer do we carry?
12. What can you suggest to someone requesting a gluten-free alcoholic beverage?
13. What 3 types of Gourmet Lemonades do we serve?
 - a. _____
 - b. _____
 - c. _____

14. What type of shakes do we offer?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
 - f. _____
15. What is Ginger Beer?
16. What type of energy drink do we carry?
17. Do we have a sugar free option?
18. Ram House Margarita. What type of tequila is used to produce the cocktail?
19. Why is that special?
20. What two questions do you need to ask any Guest ordering a margarita?
 - a. _____
 - b. _____
21. What types of bottled beer do we carry?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
 - f. _____

Wine Knowledge

1. What 2 questions should you ask any Guest inquiring about our wine list?
 - a. _____
 - b. _____
2. How is the wine list organized?
3. What are our house wine varietals?
4. What is the procedure for presenting a 6 oz glass of wine?
5. What is the procedure for presenting a 9 oz glass of wine?
6. What is our House Wine?
7. What Sparkling Wine do we carry?
8. Can a Guest take an unfinished bottle of wine home?
9. What is the procedure for this?

10. What is one wine you can suggest for a Guest who prefers a sweet wine?
11. What chardonnay can you suggest?
12. What is one wine you can suggest for a Guest that prefers a wine with rich flavor and a high amount of tannin?
13. Can you open a bottle of wine by yourself?
14. What is the procedure for presenting a bottle of wine?

Service Knowledge

1. What is the time frame you have to greet/acknowledge guests?
2. What is the correct procedure for flagging tables?
3. When delivering an order, how do you ensure each Guest receives what they ordered without asking?
4. What do you pre-set when a guest orders an appetizer?
5. What do you pre-set when a Guest orders Fish & Chips?
6. What must you ask a Guest when delivering a steak?
7. When delivering food, when do you use a tray?
8. When delivering food, what must you ensure before you leave the table?
9. List the items you would want to offer fresh ground pepper with:
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
10. Do guests get free refills on all beverages?
11. Can a guest pay their bill on the phone or Touchless Pay?
12. Explain how you close a guest check on Toast, separate checks?
13. Explain why it is important to reaffirm Guest choices.
14. Is it correct procedure to ask a Guest if they would like change?

15. How soon should you check back after any food has been delivered to ensure that Guests are satisfied with their choices?

Toast Knowledge

1. When ringing in an order, what should you always do to ensure it is delivered correctly and you will be able to easily split the check?
2. You are seated with a party of 2. Your guests order their food and then order an appetizer. Explain a way to ensure the appetizer goes out first.
3. If a guest would like to add cheese and mushrooms to a French Dip, where do you find the buttons?
4. When ringing in a To-Go order how do you signify that a Guest would like condiments with their order? Silverware?
5. If a guest orders another round, what is an easy way to ring this in?
6. On what Toast screen would you find the Tossed Cobb Salad?
7. On what Toast screen would you find the Kid's juice?
8. If a Guest wants to purchase an add-on Green Salad to be served with their entrée, on what Toast screen would you find this item?
9. If a Guest requests a lettuce-wrapped burger rather than a bun, how would you ring that in?
10. Why is it important to use the pre-fix modifiers such as SUB, W/O and OS correctly?
11. How does a guest substitute a gluten free bun, a wagyu patty, a garden burger?

Food Knowledge

1. What 2 things do you need to ask any Guest ordering a Burger?
 - a. _____
 - b. _____
2. What are the bun options a Guest can choose from to customize their burger order?
 - a. _____
 - b. _____
 - c. _____
 - d. _____

3. Does subbing a wagyu patty add to the price of the burger?
4. What are the "patty" options a Guest can choose from to customize their burger?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
5. What brands are our Garden Burgers?
6. Can it be served to a Vegan?
7. What are the premium side options a Guest can choose to accompany any Big or Sandwich?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
8. What is the price of these premium side items?
9. How is the impossible burger cooked? _____
10. How many ounces are: Burgers
11. Wagyu ounces?
12. What type of onions are on our burgers?
13. What is the significance of the 506 regarding the Grand Reuben?
14. What is the "Server Favorite" suggested on the menu for the Turkey Havarti Mel?
15. List the wing sauces that we carry:
 - a. _____
 - b. _____
 - c. _____
 - d. _____
16. Are they all made in house?
17. What 2 types of tortillas do we carry?
 - a. _____
 - b. _____

18. How many Mozz Sticks in an order?
19. How are the Nachos composed to ensure the toppings are incorporated throughout the appetizer?
20. What are 2 quick appetizers you can suggest to a table?
21. What are 2 appetizers you can suggest that are good for kids?
22. What is the history of the Armadillo Eggs?
23. What is the portion size for the Wings and the Boneless wings?
24. What signature sauce accompanies the Fried Pickle Chips?
25. Do you need to ask a Guest what type of dressing they would like with any of our entrée salads?
26. If a Guest asks for easy dressing on a salad what is best to suggest to them?
27. Which of the entrée salads is made with garlic artichoke dressing?
28. What species of fish is in Fish and Chips?
29. What types of protein can a Guest choose from when ordering Tacos?
 - a. _____
 - b. _____
 - c. _____
30. What is special about the batter used in our Fish & Chips?
31. What are the sides our steak entrees come with?
32. What are the available sauces for the Chicken Tenderloins?
33. What is the flavorful butter basted on our Grilled Sirloin?
34. Why is it important to mark orders as Gluten Free or allergy?
35. What are the 2 cuts of steak that we offer?
36. List 2 desserts
 - a. _____
 - b. _____

37. Name 8 items that are labeled with the ram head:

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____
- g. _____
- h. _____

38. Name the soup we have available daily:

- a. _____

39. 48. List the available Kid's Meals listed on the menu:

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____

40. Are these presented with a side?

41. List the available sides listed on the menu:

- a. _____
- b. _____
- c. _____

42. List the other items that come with any Kid's Meal:

- a. _____
- b. _____

Beer Class Review

1. What are the 4 main ingredients in beer?
2. Which ingredients determine the beer's color?
2. What do hops add to the beer?
3. What is our hoppiest beer?
4. What is an IBU?
5. What is the difference between an ale & lager?
6. How many ounces does each of these hold?

Shorty - Ram Pint -

Mug Club Mug - Growler -

7. Use 2-3 words to describe each beer to a guest, along with ABV & IBUs

o Hometown Blonde

o Big Horn Hefeweizen

o Disorder Porter

o Buttface Amber

o Big Red's IPA

8. What are your current seasonal beers?