

MuleKick Front of House Training Manual

Table of Contents

Pg. 1

Pg. 2

Pg. 3-7

Pg. 8-14

Pg. 15-17

Welcome Page

FOH Responsibilities/Procedures

Training Schedule/Guide

Server Guide

Bar Guide

Welcome to MuleKick!

As a Front of House team member, you will set the stage and have a direct impact on each guest's experience. You will determine whether each guest feels welcome, appreciated, and well cared for. We will provide you with the training you need to be successful. We take great pride in our quality food and friendly, responsive service. Our high standards can only be maintained through great people like you who share our values and desire to do the absolute best job possible for our guests every day. As a server, it is essential that you maintain an energetic, friendly, and caring attitude always. It is your responsibility to see that each guest is made to feel special and enjoys our fun atmosphere and great food and beverages. The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to questions you may have regarding your tasks, responsibilities, and operating procedures for Mule Kick.

Mule Kick's mission is to enrich the lives of our guests, our employees, and community. We do this through superior quality food and beverages, legendary customer service, sales growth, cost controls and treating our employees like family. We believe that our employees are our most important resource and our success depends upon creating and retaining a staff capable of delivering an exceptional dining experience to every customer, every time.

Front of House Functions and Responsibilities

Successful sales and service result from confidence, which can only be developed through knowledge. We will provide you with ample material to develop the necessary knowledge and confidence in relation to service techniques, the menu, and the beer list. You, as a Front of House team member at Mule Kick, must learn it.

Reports to work on time with a positive attitude and ready to work. Employee parking is located in the SAU parking lot on the other side of the adjacent shopping center.

- Signs Team Member Playbook and abides by the regulations therein
- MAIN FOCUS is customers! Welcomes customers by determining their dining interests and needs. Works with the team to develop weekly or monthly customer interaction tools. For example, if it's the first month open, greet all customers with "Welcome to Mule Kick, have you been here before?" Yes? Great – we've got this great program for returning customers – No? Great – I get to show you around! Working with team to develop the next customer interaction so that customers are consistently greeted.
- Leads customer through the buying process by processing their payments, both credit card and cash and promotes loyalty program
- Makes use of recycle containers and explain to customers their function in our business model.
- In the event there are no additional customers entering the restaurant, check on customers in the dining area. However, focus should still remain on new customers entering and drive thru window.

- Complete hourly checklist throughout shift to make sure that work areas remain clean and stocked with necessary products and supplies (plates, bowls, silverware, etc.)
- Ensure restaurant is clean throughout the day, tables and chairs remain orderly, and games are clean and put away. This includes cleaning and stocking the restrooms.
- A Team is only as strong as the weakest link! FOH duties often require assisting other team members, outside of their normal job duties. The ideal FOH team member will take initiative to assist other team members when necessary and reasonable, when customer flow has decreased or ceased.

Employees need to be aware of the restaurant. If you are planning on dining or drinking at MuleKick after your shift or at any time, DO NOT sit at the bar if there is only 1-2 seats available. At no point should the bar be taken by a majority of MuleKick employees. Unless you are ASKED to help, you are not to go behind the bar or in the kitchen for any reason while off clock. Customer perception does not know that you are not clocked in.

Front of House Benefits, Payroll, more.

Tips:

- Cash Tips will be available for pickup in Christy's office on Wednesday each week.
- Each employee will have a bag there tips will be in with their name on it. Take tips out, then put the bag back in order you took it out.
- Located right beside the tip bags is the Angel Tree Collection. If you would like to make a deposit occasionally or weekly we use this to purchase gifts for Columbia Country Children who would otherwise not have any.

Direct Deposit

- Direct deposit will be coming from Farmer's Bank and Trust on Friday each week.

All Tips and paystubs will need to be taken from the office every single week unless an arrangement is worked out due to traveling, sickness, absence of any kind, etc.

My Training Schedule

Kitchen Day 1: Expo and Dishwasher Training

Learning Goals-

- ✓ Learn about food as it comes through the oven (i.e. what goes on each pizza, what is in the calzones, what sides go with what, the way things SHOULD look, etc.)
- ✓ Learning where things go in the kitchen.
- ✓ Learning basic flow of the kitchen.
- ✓ Learning servers names and faces.
- ✓ Learning general closing procedures.

Dress Code

- Comfortable closed toe shoes.
- Comfortable clothing, clothing that is ok to get wet/dirty
- Hair pulled back or covered.
- Phone in back storage or office
- Face Mask for COVID Protocol
- Aprons are available for shift

Expectations for shift

- Be engaged and communicative with team
- Ask questions
- Work hard on whatever task is assigned
- Be flexible and willing to help in any capacity
- Check in with on duty manager or supervisor before leaving.

Kitchen Day 2: Line/Prep/Dough

Learning Goals-

- ✓ Learn recipes and ingredients we have
- ✓ Learn dough sizes and methods for rolling different sizes.
- ✓ Learn line set up, ingredient measurements for recipes, etc.
- ✓ Learn flow of kitchen from prep to rolling dough to working on the line
- ✓ Learn general closing procedures.
- ✓ Learn communication from BOH to FOH.

Dress Code

- Comfortable closed toe shoes.

- Comfortable clothing, clothing that is ok to get wet/dirty
- Hair pulled back or covered.
- Phone in back storage or office
- Face Mask for COVID Protocol
- Aprons are available for shift

Expectations for shift

- Be engaged and communicative with team
- Ask questions
- Work hard on whatever task is assigned
- Be flexible and willing to help in any capacity
- Study Menu BEFORE shift.
- Gain a basic comfortability with the kitchen.
- Check in with on duty manager or supervisor before leaving.

Expo Day 3:

Learning Goals

- ✓ Learn restaurant seating sections.
- ✓ Continue familiarizing yourself with the menu and items
- ✓ Gain confidence in communication with other team members.
- ✓ Hold a leadership role in ensuring orders are coming through in a timely manner and going to the correct table.
- ✓ Gain confidence in closing kitchen procedures.

Dress Code

- Comfortable closed toe shoes.
- Comfortable clothing, clothing that is ok to get wet/dirty
- Hair pulled back or covered.
- Phone in back storage or office
- Face Mask for COVID Protocol
- Aprons are available for shift

Expectations for Work

- Know the menu and all of the things that we serve.
- STUDY THE MENU
- Gain confidence in knowing the tables and sections of the restaurant.
- Interact with the FOH team as they come to grab orders.
- Display leadership skills in communicating when orders are done and where they need to go.
- Check in with on duty manager or supervisor before leaving.

Serving Assistant Day 4:

Learning Goals

- ✓ Learn seating sections and arrangements.
- ✓ Learn the general whereabouts of FOH Items.
- ✓ Learn the flow of the restaurant (how to seat people/reservations, drinks, food, etc.)
- ✓ Learn closing procedures for the front of house.
- ✓ Continue learning menu.
- ✓ Start familiarizing yourself with beer and liquor.

Dress Code

- Comfortable Closed Toe shoes (Tennis Shoes, Sneakers, Boots, etc.)
- Pants or Jeans, no tears or rips. (Belt if needed)
- MuleKick, SAU, Craft Beer, Coffee, Pizza Related or Plain Shirt. (No low cut shirts, no off the shoulder, NO STAINS)
- CLEAN server apron (stocked with straws and other necessary items.
- Hair pulled out of the face or appropriate hat.
- Phone in back storage or office (Not in pockets)

Expectations for Work

- Have a sense of urgency when completing tasks
- Help servers in any capacity, there is no reason to be standing around.
- Help complete any side work or closing tasks given to you.
- Ask questions and be engaged in learning.
- Check in with on duty manager or supervisor before leaving.

Server Shift 1 Day 5: Shadowing/Hostess

Learning Goals

- ✓ Become capable of using server ipad, entering reservations, and seating reservations in a proper order.
- ✓ Shadow a server to begin learning how to use the ipad.
- ✓ Work with server throughout the night to gain an understanding of FOH operations.
- ✓ Continue familiarizing yourself with Beer, Liquor and Coffee.
- ✓ Get Server Checklist

Dress Code

- Comfortable Closed Toe shoes (Tennis Shoes, Sneakers, Boots, etc.)
- Pants or Jeans, no tears or rips. (Belt if needed)
- MuleKick, SAU, Craft Beer, Coffee, Pizza Related or Plain Shirt. (No low cut shirts, no off the shoulder, NO STAINS)

- CLEAN server apron (stocked with straws and other necessary items).
- Hair pulled out of the face or appropriate hat.
- Phone in back storage or office (Not in pockets)

Expectations for Work

- Stay with the server(s) you are shadowing the entire shift unless instructed otherwise.
- Help the server you are shadowing with anything they need while also learning from them
- Ask questions and be engaged in learning.
- Use the server iPad and start getting used to the flow of iPad.
- Complete Closing Shift with FOH team.
- Check in with the on duty manager before leaving work.

Server Shift 2 Day 6: Trial Run w/ Server Shadow, Beer, Liquor, Coffee Rundown

Learning Goals

- ✓ Learn full iPad functions and how to use.
- ✓ Get basic rundown on beer, liquor, and coffee.
- ✓ Learn the flow of working with BOH during shift.
- ✓ Learn server sections and shift meetings.
- ✓ Learn closing procedures.
- ✓ Have a solo run with tables.

Dress Code

- Comfortable Closed Toe shoes (Tennis Shoes, Sneakers, Boots, etc.)
- Pants or Jeans, no tears or rips. (Belt if needed)
- MuleKick, SAU, Craft Beer, Coffee, Pizza Related or Plain Shirt. (No low cut shirts, no off the shoulder, NO STAINS)
- CLEAN server apron (stocked with straws and other necessary items).
- Hair pulled out of the face or appropriate hat.
- Phone in back storage or office (Not in pockets)

Expectations for Work

- This is your final day of training, ask any questions necessary for taking test and performing post-training.
- Get a feel for running solo as a server.
- Interact with team members and begin building relationships.
- Complete closing tasks with the closing team.
- Check in with the on duty manager before leaving work.

Seating Sections



Server Guide

The Guest

Never underestimate the importance of a guest!!!

- A guest is not dependent upon us – we are dependent upon them!
- A guest is NEVER an interruption of our work – they are the purpose of it.
- A guest does us a favor when they come here – we are not doing them a favor by serving them.
- A guest is part of our business – not an outsider.
- A guest is not just a statistic – they are a human being with feelings and emotions, like our own.
- A guest is a person who brings us his wants – it is our job to fill those wants.
- A guest is deserving of the most courteous and attentive treatment we can give them.

Types of Guests

To make appropriate selling suggestions, and give good service, it is helpful to recognize and know how to handle all types of guests.

- The Timid Guest: Genuine interest and patient understanding will put this type of guest at ease. Even a comment on the weather can make them feel at home.
- The Aggressive Guest: This type must be handled in a courteous and businesslike manner. Kindness and politeness can often change him into a steady and appreciative customer.
- The Fussy Guest: This is one of the hardest guests to please. Try to stay one step ahead of them by learning the things that irritate them. Be sure to have everything exactly right, before serving the fussy guest. Remember all the little things the fussy guest especially likes, even when they may seem peculiar to the average person.
- The Over-Familiar Guest: Be courteous, dignified, and avoid long conversations. Stay away from the table, except when actual service is needed. Never try to give a wise crack answer to a smart remark. You will only cheapen yourself and lower yourself to the same level as the rudeness of the guest.
- The Guest who is Alone: Don't call attention by asking if they are alone. Seat them where they can see what is going on. The guest may be lonely and want someone to talk to. Be friendly, but don't neglect other guest. With nobody to talk to, time seems long, so serve as quickly as possible. This could be your most critical guest.

- The Noisy Troublemaker: Don't be drawn into arguments. Speak softly. Don't antagonize. Refuse to participate in criticism of management, the establishment, or other personnel.
- The Blind Guest: Seat blind people with a dog so that the dog will not be noticed. Never hover over blind customers. Always stand near enough to help if needed. Always make a blind customer feel appreciated and important.
- The Guest with hand or arm injuries/disability: Seat as quickly as possible. Be helpful, ask if you may assist them, but do not be too eager. Be considerate; do not call attention by hovering. Seat wheelchair guests at a table but do not block an aisle. Always make a disabled guest feel important and accommodated.

iPad Information

We utilize Square Restaurants for our Point of Sale system. There are 4 server iPads, each has a card reader attached that you can insert chip cards in, throughout your shift, you are responsible for keeping one with you in your apron at all times. There are 4 mounted iPads as well; Drive Thru, Main Register, Mix register, and the Beer register.

There are 2 other iPads, one each at Mix and Beer. These are the KDS iPads that show beer and liquor orders as they come in. Unless instructed otherwise, there is no reason anyone other than Management or Bartenders should touch these iPads.

IF THERE IS NOT A BARTENDER PRESENT AND YOU ARE RESPONSIBLE FOR MAKING/POURING YOUR OWN DRINK, YOU MUST BE 21+!!!! YOU ARE ALSO REQUIRED TO TAP THE ORDER OFF THE SCREEN. FAILURE TO DO SO WILL RESULT IN DRINK MISTAKES ADDED TO YOUR TAB.

Cash Payments:

When you get your iPad for the shift, you will open the cash drawer on your iPad. This drawer does not stay with your pin, this stays with the iPad, DO NOT LOSE THE IPAD!!! This is YOUR drawer. Throughout the shift if you receive cash transactions, you will cash them out on your iPad and give change using the Main Register (**ONLY!!!**) At the end of the shift, you will close the drawer on your iPad and take out the exact amount of cash sales it indicates out of the Main Register drawer and make a deposit with a slip indicating

- Person making deposit
- Cash Sales
- Deposit Amount

- Date
- Time
- Signature

Splitting/Moving/Voiding/Comping/Etc. Open Tickets:

*If you have the honor of taking a large parties it is crucial at the beginning of service to determine how checks will be split up.

- ✓ **Splitting tabs under one table:**

To create multiple tabs under one ticket follow this method

Click on table > Click 'Actions' > Click Split> Create as many tabs as needed> Move items to appropriate tabs > Select 'Options' in top righthand corner of each new tab > Click 'Edit Check Details' > Leave the Table number and add name off Credit Card or ID.

We do not have the capability of splitting an individual item. If a table is going to split something they must split the entire bill.

- ✓ **When to take credit cards for tabs:**

If you have ANYONE that you are serving that is going to be consuming a lot of alcohol, or hanging around for a while, it is appropriate to take a card to ensure payment. The conversation needs to be "During high capacity nights, we require each tab to have card on file to ensure payment at the end of the night. If I could grab a card to hang on to, we will give it back at the end of the night when you tab out!"

- ✓ **Moving/Merging Open Tickets:**

To move a tab from one table to another, or to a new tab:

Click on the tab > Click 'Actions' > Click 'Move' > Click whichever tab you are trying to move it to.

- ✓ **Voiding Open Ticket:**

To Void any item or open ticket, the on duty manager/supervisor is the ONLY person allowed to 'Void' or 'Comp' any tickets or items. Failure to follow this process will result in punishment.

- ✓ **Adding Customers Rewards Numbers to a tab:**

To add a customer's rewards phone number Click 'Actions'> Click 'Rewards'> Enter in the phone number or customer name > Click 'Add Customer'.

- ✓ **Ringin in a Gift Card:**

Gift Cards scan like any other credit card. To run a gift card on a tab, use one of the mounted iPads and scan the card.

If the customer presents a Gift Card Code:

Click 'Actions' > Click 'Rewards' > Click 'Use Code' > Enter the 6 digit code.

Gift Cards can only be purchased through the Main items, not the handhelds.

Server Checklist

You will be given a laminated script and checklist during your server training shifts. This sheet should remain in your server apron and be updated at the beginning of each shift. This server checklist has a script for you to follow when communicating with tables.

Script

Can I get y'all started with ____ or ____ to drink?

(Dr. Pepper or Sweet Tea at lunch)

(Second rodeo or a glass of wine?)

Can I get y'all started with a ____ or ____ as a Kickstarter?

Now go get drinks*

Suggest pizza of the week if they don't look interested mention

Sandwiches and calzones

*Take order BEFORE appetizer comes out

Ask who would like to start with a side salad*

WHEN LEAVING TABLE-TAKE MENUS

Check on other tables

Bring small plates enough for everyone before the app comes out

Bring app and refill drinks.

If they have beer ask if they are enjoying it.

If they are almost done with the beer ask if they'd like to try a different one.

Bring their food out and refill drinks make sure the order is right.

Before they slow down remind them to save room for "Cheatin on Grandma" or a skillet brownie Watch the level of the drinks as they eat and make sure they are good.

Ask if they need a box so they'll have room for dessert.

Watch the body language of the table to determine when they are ready to cash out

Ending:

Make sure to get rewards points added.

Thank yall so much for dining in with us today!

We can't wait to see yall back here! Have a great night/day

Checklist

On the checklist it will have a place for

-Weekly Specials

-Drinks Specials

-Soups

-Weekly Challenge

-86'd

-On Shift Manager

This checklist needs to remain in your apron at all times. Check in with the on duty manager to fill in each of these at the beginning of your shift.

Server Guide

Things to know...

Times

- ✓ Greeting Time 60 Seconds from table being sat (IF YOU CANNOT GET THERE IN TIME ASK SOMEONE TO GO FOR YOU)
- ✓ Appetizer Time 10 Minutes from order placed (SEND THESE BACK FROM TABLE DO NOT WAIT TILL THEY PUT THE WHOLE ORDER THROUGH.
- ✓ Entrée Time 20 Minutes from order placed (ALWAYS CHECK TO ENSURE THE ORDER WENT THROUGH AND THERE IS NO CONFUSION REGARDING ANY SPECIFICATIONS)
- ✓ Alcohol Drink Time 8 Minutes from order placed (DO NOT LET DRINKS SIT ON MAT WAITING TO BE PICKED UP, BE DILIGENT ABOUT GETTING THEM)

Bills/Checks

- ✓ Prior To Cashing Out Your Guest The Table Must Be Cleared With Only Drinks
- ✓ Never Deliver The Check Without Offering A Specific Dessert Or Coffee
- ✓ Always Tell Guest You Will Be Right Back With The Change If They Pay In Cash

General Information

- ✓ It Is Important To Know The Restaurant's Phone Number
 - ✓ BeHappy is the password to the employee section of the company website.
 - ✓ Answering The Phone
- Everyone answers the phone the same way: upbeat and friendly "Mulekick, whats kickin?"

Pick Up Order:

- Change dining option to Drive-Thru before submitting.
- Get customers number for rewards and name for order.
- Reread the order back to the customer to ensure that you got everything.
- Check kitchen wait times then give customer an average amount of time before they arrive.

Delivery Order:

Before 5 PM we are in charge of delivering.

- Take full order
- Add appropriate Delivery Fee to the order based on location of delivery.
- Take Credit Card information and Manually enter.
- Take Name, Phone Number, and address.
- Reread order and give them an estimated time of delivery.
- Immediately notify Patrick, Burt, Christy or On Duty Manager of Delivery order.

-Take Printed Itemized receipt and hang to delivery board.

-All Drinks need to go under delivery board to take.

After 5 PM we deliver with a company called HotShots:

-Take full order

-Add a 15% fee of total order to the order plus a \$5 fee.

Total: \$xx.xx times .15

-Write down on clipboard next to Drive Thru iPad delivery information and the 15% plus \$5 amount.

-Immediately call HotShots and notify them of delivery.

-Take Printed Itemized receipt and hang to delivery board.

-All Drinks need to go under delivery board to take.

✓ Wi-Fi password: B3H@ppy

Reservations

✓ All reservations are taken through the Hostess iPad on the app Open Table.

✓ Each reservation requires:

-Name

-Phone Number

-Number of Guests

-Time and Date of Reservation

-Any special requests.

-CHECK TO MAKE SURE THERE IS ROOM FOR RESERVATIONS BEFORE TAKING NEW ONES.

**Serving Is Not Only Memorizing Ingredients And Descriptions! This Job
Is 100% Customer Service! The More Information You Have At Your
Disposal The More You Can Give The Guest! Make Items Sound
Appealing By Simply Painting the Picture! It Is Our Job To Make All Of
Our Guests Accustomed To Our Food!**

VIP List

This is a list of the individuals that sometimes the rules.....just do not apply to. If you are going to make a judgement call or decision regarding ANY of these individuals you must speak with a manager, Christy, or Burt first. **NO EXPCEPTIONS.**

Chris and Rebecca Gosnell- Chris is the CFO of Farmers Bank and Trust. Chris will want frosted glass with his drink, they are in the back. Rebecca is his wife. These individuals are good people. They tip well and support our business better. They will sometimes come in with large groups. Recognize their faces early and treat them like royalty.

Michael and David Braswell- Michael Braswell works for Albemarle and David has money and gets drunk. They are consumers of Titos and Sprite and Grey Goose and Sprite. They likely will be in with large groups and pay for the whole group. They are rowdy and feel they own the place. Be kind, be prepared for them to be here till close with their posse. Being playful, nice, and attentive will help seal the deal with this table.

Pam McDonald- Pam is the sister of Michael and David. She often comes in on Sundays with girlfriends for brunch and mimosas. Not as rowdy as the brothers, but if you see her come through the store, be nice and recognize who she is.

Monty Harrington- In charge of Farmers in Magnolia. If he comes in, alert Ms. Christy and treat with the upmost respect.

Sarah and Justin Routon- Justin is the Plant Manager of Lockheed Martin and Sarah is the President of the PTA at Columbia Christian School. They are close friends with Chris and Rebecca Gosnell. She drinks Woodford Double Oaked and he will try new whiskeys.

Chance and Ashley Thornton- They are also close friends with Chris and Rebecca Gosnell. Chance is a higher up at Farmer Bank and Trust.

Katherine and Nate Caldwell (Parents Chris and Margo Weiser) – Katherine Caldwell is the daughter of Chris and Margo Weiser of

Dr. Trey and Katherine Berry- President of Southern Arkansas University

Matt Neil- Frequent Musical Performer.

Kelli Sawyer- This is our Food Rep.

Vivek Reddy- Frequent Guest. Comes with friends a lot sometimes in the morning, sometimes late at night.

Phillip Wiebe- Frequent Guest. Will act as though he is apart of the staff. Be friendly but set boundaries.

Darryl Conroy 'English' and Dinah-Darryl and Dinah come in frequently to sit at the Beer Bar. They are chatty and can be difficult to break away from. Do not get stopped talking to them for too long but be kind.

Dr. Roger Scow- Dr. Scow is an OBGYN in town. He frequently comes in after a shift. Drinks IPAs primarily.

Lorenzo Stephens- Influencer for MuleKick. Comes in frequently as a guest and also works to promote MuleKick through his social media following and presence. Receives employee discount.

Aaron Coleman and Logan Sanders- Frequent Musical Performers. Drink LOTS of Second Rodeo. Aaron can come across as arrogant or entitled and rub people wrong. Be kind, set boundaries, etc.

Cassandra Atkinson- Not necessarily a super frequent guest but does come in. She is South African with a strong accent. She will drink heavily. Come to on duty manager before cutting her off or having any conversation regarding that.

Michael Byram- Health Inspector

Jonathan 'Top Gun' Thompson- Frequent Guest. Comes in to drink coffee and read, then typically sticks around for a drink or dinner. Will sometimes be accompanied by his two kids or with the Braswells.

Derek Campbell- Ouachita Coffee

Brad and Zach Stout- Southern Arkansas University Director of University Emergency Systems / Student Affairs Facilities. Him and his husband Zach, are frequent guests.

SAU Athletics Staff- Many coaches will come in for dinner or drinks. Ask about their games, be kind.

SAU Professors- Many professors frequent here. Ask about classes and be kind and interested.

Remember, every restaurant owes its existence to its customers. When a customer forms an opinion of any food establishment, customer service and food presentation stand-alone. No matter how beautiful the surroundings or how delicious the food; poor service will certainly ruin the entire dining experience.

When developing good service, promote these qualities: promptness, courtesy, good manners, enthusiasm, and teamwork. In short, project a professional attitude. Unless you attain this goal, you will not be able to provide the high quality of service we expect here at Mule Kick. Each time you service a table, our reputation rests in your hands. You have the power to influence the opinion of those people. If they are happy with you and your service, they will probably return.

They may also recommend the restaurant to their friends. However, if they are not happy..... In order to be properly efficient, service people must be constantly aware of their customer's needs. Anticipate what they will want. Learn to read expressions and body language. If a customer is frantically rubber-necking, waving his arms, or nodding, chances are he needs something. The more he must ask for service, the less enjoyable his experience will be. This will be reflected in the tip he leaves.

You will be trained by our most experienced and qualified people. The more attentive,

enthusiastic, and patient you are, the sooner you will develop the work habits which make you an excellent server, capable of taking great care of our guests and be rewarded financially too. Servicing the public, in any business, requires a vast amount of humility and patience. Always maintain a friendly, but professional attitude and do not be afraid to ask for help. There will be times when you will get behind. Have enough consideration for your customers and the business to request assistance when necessary. We are a team – we must work together to ensure our customers are provided with the best customer service and experience.

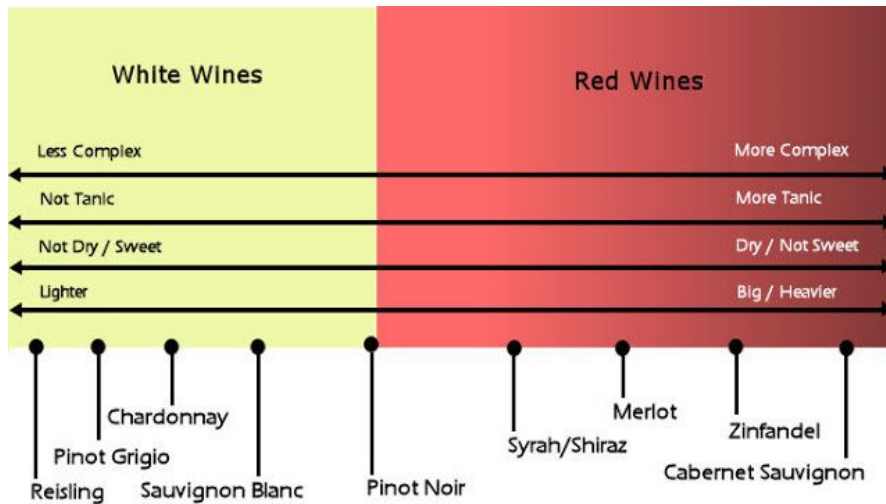
Bar Guide:

We serve craft beer from all over Arkansas and more. These beers rotate seasonally, monthly, and are sometimes only available month. The beer selection can change daily so it is important to refamiliarize yourself with the board every day. While not everyone is a beer drinker, we highly encourage you to explore the beer we have. If you are not a beer connoisseur, we still require that you are a salesperson. This means having knowledge, tasting when possible, and continually educating yourself on the

-Tap Beers: we have 30 tap craft beers (these include 2 cider taps). These rotate based on season, availability, etc. It is hard to say what exact beers will be available each week/month/season/etc. so here is a comparison and knowledge chart to help identify and know each type of beer to help sell to the customer.

- Light Beers- COMPARABLE TO Bud Light, Michelob Ultra, Coors Light, etc.
 - Pale Lager
 - Lager
 - Pilsner
 - Belgium
 - Blonde
 - Light Ale
- IPA- COMMON IPAs Sierra Nevada Hazy Little Thing, Bells Two Hearted Ale
 - IPA
 - Pale Ale
- Sweet/ Fruity/ Cider- COMPARABLE TO Angry Orchard, Redd's Apple Ale
 - Fruit Lager
 - Fruity Wheat
 - Ciders
- Dark Beer- COMPARABLE TO Guinness (Malt and Coffee Flavors common)
 - Stout
 - Porter
 - Black Lager

-Red and White Wines: These also change throughout seasons and availability. Ensure that the you are updated on what is available each week.



-Liquor Terminology

- Well Liquor: baseline, LEAST expensive option, put in most common mixed drinks.
- Top Shelf/Call Liquor: Topshelf is our most expensive, best quality liquor we have that sits on the top shelf of the liquor bar. Call liquor is everything in between.
- Single Neat: 1.5 oz pour. This is a standard “shot” pour with no ice. We do not serve shots but we serve single neat pours.
- Single Rocks: 2 oz pour plus ice. We use the big block ice cube when serving a single rocks pour. Most of our menu cocktails have a single rocks pour unlike most bars 1.5 oz pour.
- Double Neat: 2.5 oz. This would be a double “shot” pour.
- Double Rocks: 3 oz. This is the largest pour we offer in a single order.
- Garnish: A garnish is the additional item that goes with a drink (i.e. cherry, lemon, lime, etc.) These are not free and require a price with them!
- Mixers: We have a variety of mixers. These mixers include all sodas we offer (Coke products). Sour mix, a variety of purees, juices, etc. Ask bartender for availability.

-Whiskey: We will occasionally be getting new Bourbons and Scotch however there are some common ones to know.

Well: Evan Williams

Call: Crown Royal, Buffalo Trace, Knob Creek, Woodford Reserve, BirdDog, Jameson, Jack Daniels, Rocktown Bourbon, Makers Mark, Proper 12, Elijah Craig.

Top Shelf: Yellow Spot, Old Rip Van Winkle, Basil Haydens, Henry McKenna, Johnnie Walker, Macallan

- ✓ Bourbon: A type of American whiskey, a barrel-aged distilled spirit made primarily from corn.
- ✓ Scotch: distilled at a single distillery (i) from water and malted barley without the addition of any other cereals, and (ii) by batch distillation in pot stills.

-Tequila

Well: Rancho Alegre

Call: Jose Cuervo

Top Shelf: Don Julio, Casa Dragones, Casamigos

-Vodka

Well: Rocktown Vodka, Deep Eddy

Call: Western Sons, Chopin, Bedlam, Grey Goose, Wheatly,

Top Shelf: Stay Tuned for new vodka

-Rum

Well: Cruzan

Call: Captain Morgan

Top Shelf: Captain Morgan Private Stock

-Gin

Well: Prairie Organic

Call/Top Shelf: Bombay Sapphire, Avitation

-Liquers

We have an assortment of different liquers: Schnapps, Amaretto, Triple Sec. etc. Ask Bartender about availability.

-Packaged alcohol procedures

Monday-Saturday we are able to sell Growlers, Wine, and beer cans for off premise consumption.

Growlers: Growlers are to be sealed (tapped) before leaving the premise.

Wine: If wine is uncorked, wine must be recorked and tapped before leaving.

Prepackaged beer can leave as long as not opened.

WE DO NOT SELL PREPACKAGED OR OFF PREMISE BEER/WINE ON SUNDAYS.

Scooping Ice Cream:

The ice cream that we sell comes from Loblolly Creamery in Little Rock Arkansas. They make small-batch handcrafted ice cream that are gluten-free and vegan options. All of their ice cream flavors are made from scratch from the brownie chunks, to the marshmallow fluff.

- Single: Single scoops should be one full pull from the back of the ice cream tub to the front of the tub. If the customer is eating it in the store it needs to go in a ramekin if they don't want it in a cake cone. If the customer is wanting it to-go then you will put it in one of the small to-go cups along with a wooden spoon.
- Double: Double scoops are the same as above when it comes to scooping sizes. However, when a customer orders a double scoop to eat in the store you will put the scoops in a rocks glass. When the customer is ordering it to go you will put the scoops in one of the large to go cups along with a wooden spoon.
- Hand Packed Pints: When you are making a hand packed pint for a customer you will need to use the ice cream spatula and one of the big to-go cups. Also, before you ring up the hand packed pint you will need to check to see if we have enough of the desired ice cream flavor to make a pint. The amount of ice cream that you will need to put in the hand packed pint should fill one of the large to-go containers.
- Ice Cream Flights: When you are making an ice cream flight you will need to grab one of the flight boards from underneath the beer bar and a skinny white board. With an EXPO DRY ERASE MARKER, you are going to write the selected flavors from the customer on the white board. Then you are going to grab one of the smaller ice cream scoops and put one scoop of each flavor in a small silver ramekin. Also, each flavor of ice cream should get its own small spoon. Ice Cream Flights are not an option for to-go they are only an in-house option for customers dining in.
- Flattening Ice Cream: At the end of the night the servers are responsible for flattening the ice cream. When you flatten the ice cream you will need to use the ice cream spatula and run it under some hot water. Then you will take the ice cream on the surrounding edges of the tub and fold it into the center of the ice cream tub to fill in the holes. The reason that we do this is to ensure that every time we give a customer a scoop of ice cream it's as fresh as can be.

Coffee:

We get our coffee from Ouachita Coffee Roasters in Mena, AR. Our espresso beans are called Shady Mountain it is a blend of Columbian and Ethiopian beans.

- Espresso: When a customer orders a latte there are going to be three options for espresso shots.

- Single (double): Our single shot is considered a double shot of espresso.

- Triple Shot: Our triple shot is one full shot of espresso and half of another shot.

- Quad Shot: Our quad shot is two full shots of espresso.

- Steamed Milk: With every latte there has to be an option of steamed milk we offer 5 different milk options.

- Whole Milk

- Oat Milk

- Almond Milk

- Half and Half

- Heavy Whipping Cream

- Flavors: The customers are allowed to pick as many flavors as they want. However, it is not required for them to pick a flavor. We offer regular and sugar free flavors as well.

- Regular: Butterscotch, caramel, coconut, hazelnut, honey, lavender, mocha, peppermint, praline, pumpkin spice, toasted marshmallow, white mocha, vanilla, vanilla spice.

- Sugar Free: caramel, hazelnut, mocha, raspberry, vanilla, white mocha.

- Sizes: Our hot coffee can come in two different sizes an 8oz cup and a 16oz cup. We also offer iced coffee options, but they only come in the 16oz option

WE DO NOT SELL SMALL ICED COFFEES.

Managers and Supervisors:

Owners: Christy Ouei and Burt Adams

-Burt is in charge of the music. No music is to be messed with or changed without Burt's permission.

Human Resources: Patrick Carter 870-904-7588

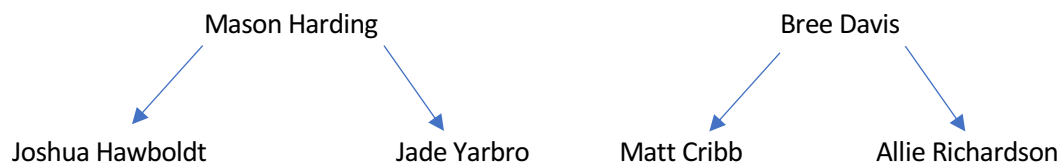
Front of House Manager: Bree Davis 928-607-7117

Back of House Manager: Mason Harding 985-249-4280

Assistant Managers: Joshua Hawboldt, Allie Richardson, Matt Cribb, Jade Yarbro

Matt Cribb is in charge of scheduling. He is the direct contact for any scheduling matters.

Each employee is placed under an Assistant Manager. Those managers are under an umbrella of another manager.



Directly above Mason and Bree is Patrick, then Christy and Burt. Any issues, comments, questions and/or concerns need to go first through your designated assistant manager, then the FOH or BOH manager then Patrick.

If at any point you do not feel comfortable following this process, Patrick Carter handles all Human Resource related matters.

We want to keep a clear chain of command and method for handling them. By following this process there is a higher chance for your issue to be handled quickly and a clear solution to happen.