
ENCORE

Recognition Program

Encore! Encore! is an employee recognition program that focuses on a hearty round of applause for our employees at Aramark. Encore! Encore! was developed to enhance employee recognition as a result of excellent employee performance. The end result is happier workers and a positive work environment with appreciation that adds up to excellent guest satisfaction in Aramark locations and services.



The Answer is Yes!

BU Dining Services strives to exceed our customers' highest expectations. BU Dining has coined the motto "The Answer is Yes" to describe our approach towards customer service. It is our goal to ensure every guest interaction is positive, helpful and exceeds expectations. We should answer 'how can we....' And find a way to say YES!

Uniforms

- Long hair that exceeds shoulder length **MUST** be pulled back.
- Earrings should be either studs or smaller than a quarter. No large hoops or earrings that exceed 2". No facial jewelry.
- Black shirts must be pressed & stain free. Shirts must be buttoned at the collar with both sleeves rolled down at all times.

Appropriate fitting black pants must be worn. Pants should be clean and pressed. No black jeans or stretch pants.

- Black non slip shoes should be worn along with black socks. No high heels or sneakers.
- Black aprons and nametags should be worn at all times. The nametags should state your correct name and be placed on the left.
- A uniform will be provided for you at the beginning of your shift. You must turn this uniform in at the end of your shifts unless otherwise requested by your manager.

Plated Meals

Service Standards for Plated Meals

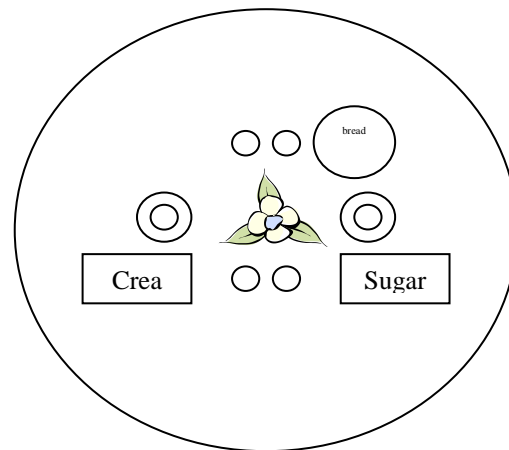
- Wait staff to be standing next to their tables greeting the guests as they enter the room. Do not stand in groups, chatting on the floor
- If a guest has a special meal request, finish serving the table and then go to the kitchen for the request (i.e. a vegetarian meal).
- Never tell a guest no when they have a request, find the manager to see if COTC can provide the request or offer an alternative.
- Always know what you are serving! If a guest has a question about an allergy or ingredient always find a manager who will speak with the chef.
- You must complete one whole table before moving onto the next table.

Partner Service for Plated Meals

- There are some occasions where we will use partner service for plated.
- Your manager will partner you with another wait staff.
- Please work with the wait staff you are partnered with only and try and stay with them for the duration of the shift.
- During partner service place two tray stands right next to each other in order to serve a whole table at once with your partner.
- Always go to and from the kitchen with your partner during the meal.

Setting a Table

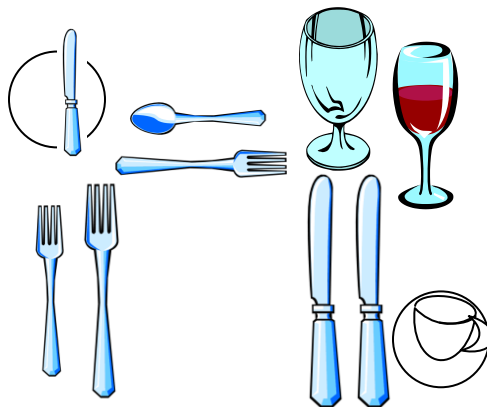
- Linen should be set seam side down, with the straight edge at the 12:00 wall (the wall opposite the entrance).
- Consistency is the key – all tables should look exactly the same.
- Make sure all chairs are evenly spaced and only pushed in so that they touch the edge of the linen – do not push under the table.
- Begin setting tables from the left far side of the room and work towards the kitchen entrance.
- Always completely set each table with whatever you are setting before moving on to another table to ensure that all required equipment is on each table, i.e., put out knives at each place setting prior to beginning to set another table.
- Forks and knives of a place setting are parallel.
- The table should be looked at like a clock face.
- Centers consist of salt & pepper, sugar, and bread. Butter will be placed on the B&B plate of each guest.
- Two salt & pepper shakers should be used for each table. Double check to ensure that the shakers are full and clean.
- Start with salt & pepper. They should be placed at 12:00 and 6:00, with the pepper on the left and salt on the right. Salt & Pepper should be full and clean.
- Sugar bowl should be placed to the right of the centerpiece with a saucer plate underneath.
- Creamers should be placed to the left of the centerpiece, with a B&B plate underneath.
- The basket of bread is placed in the center of the table.
- If there is a centerpiece, the centerpiece should be placed in the center of the table. The bread basket will be placed on the right hand side of the centerpiece.



Guests entering from this side of the room

Place Settings

- Place settings should not exceed the width of the chair.
- Place the settings in front of the chair. You will need to stand behind each chair to place your setting. – do not follow the curve of the table or stand next to the chair when placing the silverware.
- First course silver should be placed outermost, with the entrée silver placed about 10 inches apart.
- The menu will determine silver placement.
- Before placing silver on the tables, please wipe clean with a damp cloth.
- Place one inch from the edge of the table.
- Please set silverware in the following order:
 - Salad knife and the dinner knife first, (blades facing left) on the right hand side.
 - Dinner forks should be placed on the left side.
 - Salad forks and dessert forks. Salad forks should go on the outermost left side next to the dinner fork. Dessert forks should go on top on the setting with the fork tines facing right.
 - Coffee Spoon should be placed above the dessert fork with the bowl of the spoon facing left.
 - The B&B knife should be on the B&B plate right above the dinner fork. The blade of the B&B knife should be facing left. The B&B knife should be parallel with the salad and dinner forks.
- Coffee cup and saucer are placed to the right of the knives with the handle at 4:00pm.
- The water glasses should be filled with ice and water before they are set out on the tables. The water glasses will be placed directly over the knives.
- If there is wine service for dinner, an empty wine glass should be placed to the right and down by the top of the knives.
- Napkin folds will vary and are placed in the center of the setting. If the salad is preset then the napkin typically goes under the preset salad.



Steps of Service

1. As guests arrive and sit, the wait staff are standing next to their assigned tables and greeting the guests.
2. Serve your guest sitting at 12:00 first. The opposite wall of the guest entrance is always 12:00.
3. If wine is being served, offer to all guests. Wine is poured with the right hand to the right of the guest. Do not pick up the wine glass to pour – it should be left on the table at all times unless it is being cleared. Move forward (clockwise). Waitstaff should always use a linen napkin (butler fold) over the left arm. Wine bottle should be twisted after each pour as to prevent drips from the bottle onto the table or a guest. The mouth of the bottle should be wiped gently on the butler napkin as you move onto the next guest. Glass should only be poured 1/2 full. If you feel it's necessary to pick up the wine glass to avoid spillage, do so.
4. Serve salad next. Serve with left hand to the left of each guest. Move forward (counter clockwise). Remember... "LAY LEFT, RAISE RIGHT."
5. If guest uses incorrect silver, replace unobtrusively with a napkin covered plate full of new silver.
6. Maintain table while guests are eating the first course. Refill water glasses, salad dressing, bread basket, butter if necessary.
7. After the Event Managers signal you may clear the salad course. Clear with right hand to the right of the guest, moving clockwise. Also remove salad silver (fork and knife) even if the guests did not use the salad knife it should be cleared. Remove the salad dressing.
8. If wine is served, serve wine appropriate to course. If pouring a second type of wine, pour into a clean glass. Do not reuse glass from 1st course wine service.
9. Serve entrée to table using left hand to the left of guest. Protein should be placed in front of the guest at 6:00. Move counter-clockwise.
10. You must complete one whole table before moving to the next table.
11. Maintain table with water and wine service.
12. Clear entrée course, including all entrée silver (fork and knife), bread plates and butter knives, as well as salt & pepper and bread & butter from the center of the table with the right hand from the right of the guest. Move clockwise.

13. Serve Dessert course with the left hand from the left side of the guest. Move counter-clockwise.
14. Serve Coffee to the right of the guests' settings. Do not pick up the coffee cup to pour unless necessary to avoid spillage. Move clockwise.
15. Maintain table with water service.
16. Offer coffee a second time.
17. Guests Depart. Clear tables, leaving the water glasses to the end and leaving linen on table until the last guests depart.

Carrying Plates With/Without Covers

- Only use oval wait trays to carry food to guest tables.
- Do not crowd your tray so you are uncomfortable with the weight.
- For covered plates, stack no more than three high. Remove the covers prior to serving and stack them neatly on your tray.
- Never stack uncovered plates on top of each other.
- When carrying a tray, use one hand underneath – fingertips only touching the tray. Hold it over one shoulder, lightly resting, if necessary, for balance.
- Use tray stands to put down your tray prior to serving the guests their plates. Never serve a guest directly from an oval tray.
- Use your free hand to balance the tray when placing it upon or raising it from the tray stand. Lift with your legs, not with your back.

Bussing to a Tray

- Bussing should only be done to oval wait trays that are placed on a tray stand covered by 85x85 linen.
- Do not crowd your tray so you are uncomfortable with the weight, or so that items are not well balanced. Place heavy, fragile items toward the center of the tray.
- Be very careful when bussing glassware. It is fragile and less stable.
- Do not scrape plates when bussing.
- Make a pile of silverware on the tray. Do not leave on plates or place upright in glasses.
- Do not stuff napkins into glasses.
- Be sure to have a clean, dry tray when returning to bus tables. Wipe off your tray if needed or get a clean, dry one from the dishwashers at the event if possible.
- Lift with your legs, not with your back.
- Always be as quiet as possible with plates and silverware.

Buffets

General Set Up on a Buffet

- **Height and Depth** –To increase interest and highlight food selections, different elevations can be created with attractive additions. Use red 54x120 banquet table runners to add color to the buffet. Glass, white, black and/or silver risers can be used to add height to any buffet. Add produce that corresponds with the menu to create a more vivid experience for guests, such as lemons and limes in glass vases.
- **Skirting** - Skirting is kept in the back room of the Catering Office. Skirts must be signed out for each and every shift. Once the skirt is returned, it needs to be signed back in and rehung neatly in the back room. Specialty skirts are sometimes ordered according to the event; these get placed into the rental linen orange bags. Please see a manager for a demonstration on how to pin skirts. Make sure the skirt is pinned evenly all around – a sagging skirt looks sloppy.
- **Double-sided Buffets** – The tables are to be skirted all the way around. Serving utensils should be set on both sides of the table, resting on b&b plate underliners.
- **Traffic flow** – When setting the buffet, think about which end of the buffet table should be the starting point. Generally, the buffet begins on the end nearest the guest entrance. The beverage tables and dessert table are usually separate from the main buffet.
- **As Guests Enter** the room, the waitstaff are standing at the buffet they were assigned to or at the table they were assigned to.

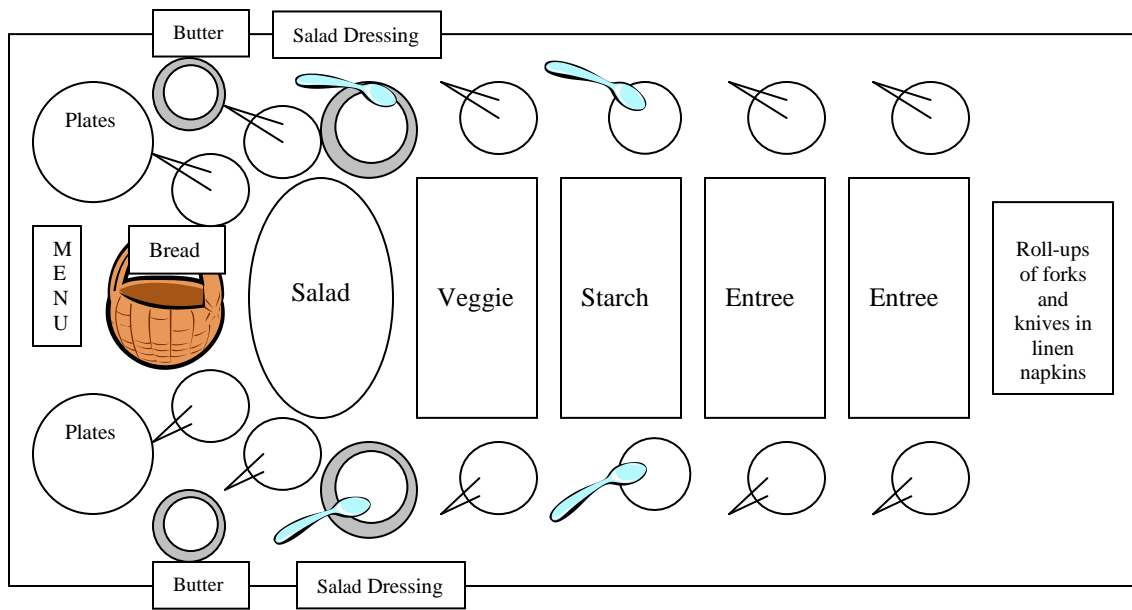
Service Standards for Buffets

- Always greet the guests as they step up to the buffet. If the buffet is double-sided please encourage them to use both sides.
- When replenishing food items in a chafer always work with a partner. Do not take the pan out of the chafer until you have the full one to replace it.
- Always know what you are serving! If there is a question you are not sure about, please ask the manager.

Types of Buffets

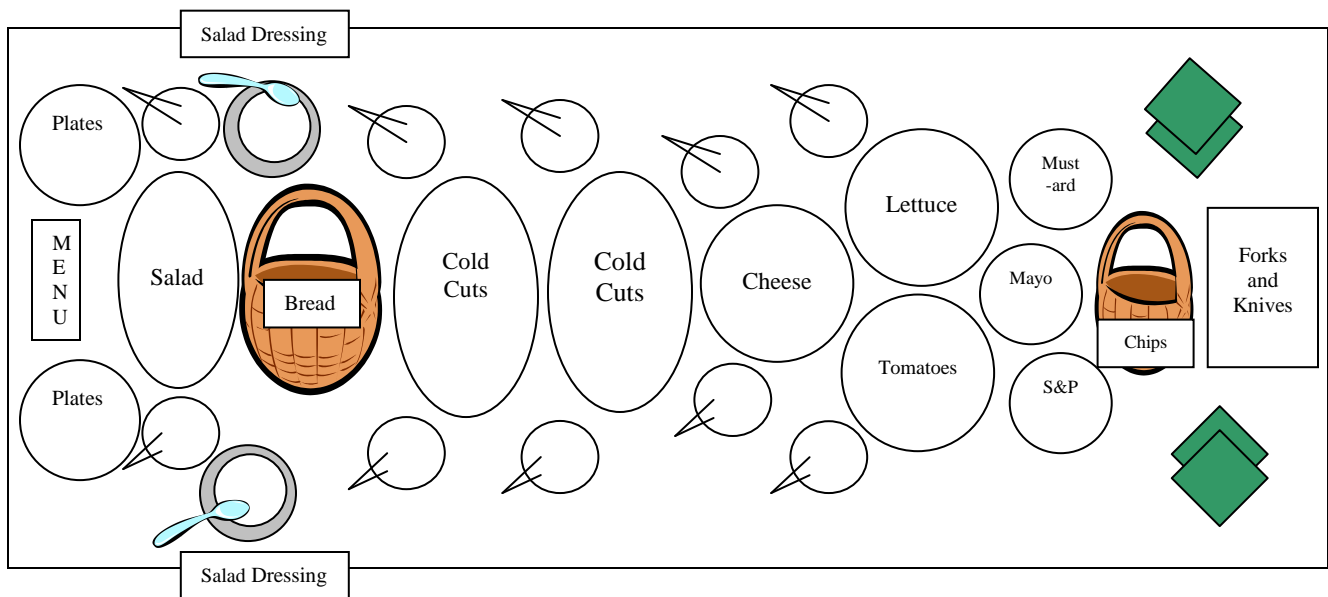
Hot Lunch/Dinner Buffet

- Menu (both large and individual id's...placed at the item) and plates are placed at the beginning of the buffet line.
- Bread should be in a basket and placed immediately after the plates. Butter should be placed in close proximity to the bread.
- Salad will go next with the dressing on the side.
- Place chafing dishes in the following order: Vegetable, Starch, Entrée.
- Fill chafing dishes with 1 ½" of water and light sterno 20 minutes before food is scheduled to arrive.
- If soup is added to the buffet, it should be placed in a copper pot raised on top of bricks (or soup tureen) at the end of the buffet.
- Napkins and silverware are placed at the end of the buffet so guests do not have to carry them while serving themselves. The silver is rolled in a linen napkin. (Sometimes the silverware is set on the tables-please see place setting example)
- Serving utensils should be placed next to every item resting on an underliner.
- Desserts and beverages go at the end or more commonly on a separate station.
- Labels and a menu should always be used. If a menu is used, the food items should be listed in the order they are placed on the buffet.
- Salt & Pepper shaker should be placed at the end of the buffet. If it is double sided, two sets are necessary. Again, double check to ensure that the shakers are full and clean.



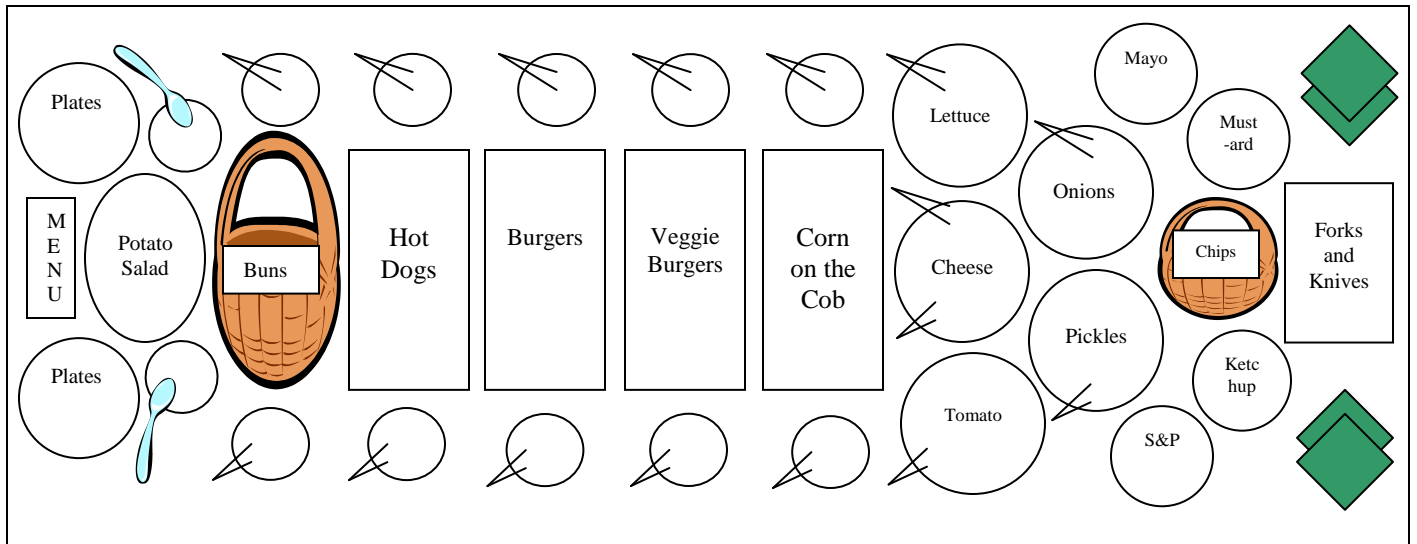
Deli Buffet

- Menu and plates are placed at the beginning of the buffet line.
- Salad and dressing will go next.
- Bread for sandwiches should be in a basket and placed after the salad.
- Sliced meats, cheeses and the topping trays follow the bread, allowing the guest to build their sandwich in a logical manner.
- Condiments are in bulk dispensers and placed after the topping trays.
- Chips will be placed after the condiments.
- If the event is paper, Baskets of plastic forks, plastic knives and napkins are placed after the condiments. If the event is china, the appropriate silverware should be placed after the condiments.
- Desserts and beverages go at the end or more commonly on a separate station. Make sure to line up the drinks with cups on the side and an ice bowl in the middle.
- Serving utensils should be placed next to every item resting on an underliner.
- Labels and a menu should always be used. If a menu is used, the food items should be listed in the order they are placed on the buffet.
- **Use levels to create visual interest!**



Barbecue Buffet

- Menu and plates are placed at the beginning of the buffet line.
- Side Dishes (ie. potato salad) will go next.
- Burger and hot dog buns are placed in baskets after the side dishes. If the BBQ is for a very large number of guests, the galvanized tubs work great for the buns.
- Place chafing dishes in the following order: Hot Dogs, Hamburgers, Veggie Burgers and Corn on the Cob. Sometimes the veggie burgers are upon request- see your manager to find out.
- Fill chafing dishes with 1 ½" of water and light sternos 20 minutes before food is scheduled to arrive.
- Sliced cheeses and toppings follow the hot food.
- Condiments are in bulk dispensers after the topping trays.
- Chips will be placed after the condiments.
- Baskets of plastic forks, plastic knives and napkins are placed after the chips. If it is windy, please place the napkins in a basket.
- Watermelon and beverages go at the end or more commonly on a separate station.
- Serving utensils should be placed next to every item resting on an underliner.
- Labels and a menu should always be used. If a menu is used, the food items should be listed in the order they are placed on the buffet.
- For back of house area please make sure that all tables for cooking and prep are covered with linen tablecloths.
- Bring white tent to hide back of house equipment, along with sandbags to weigh the tent down. Also bring a fire extinguisher in case it is required to be used at any time.



How to Replenish a Buffet

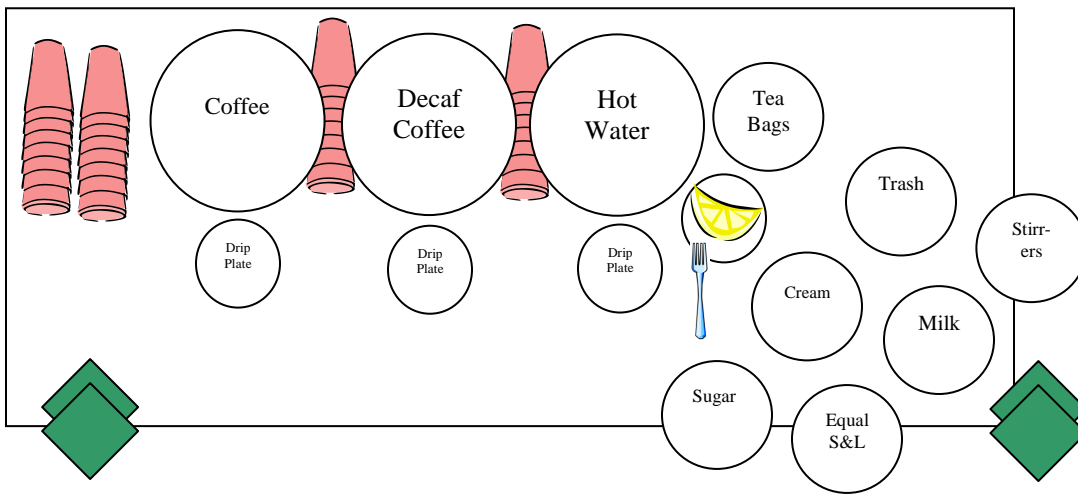
- Replenish food from a tray or chafier when it is $\frac{3}{4}$ gone.
- Do not scrape or marry the food being removed from the buffet with the new food being placed on the buffet.
- Always switch out hot food or heavy platters with another employee, do not try and do it yourself.
- Switch out food with another employee on the same side of the buffet so that guests can still flow through on the other side.
- Use linen napkins and sometimes even multiple napkins when changing food in and out of hot chafing dishes.
- Return serving utensils to the buffet from the food being switched out or replace if necessary.

Coffee Stations

Staffed Paper Coffee Station

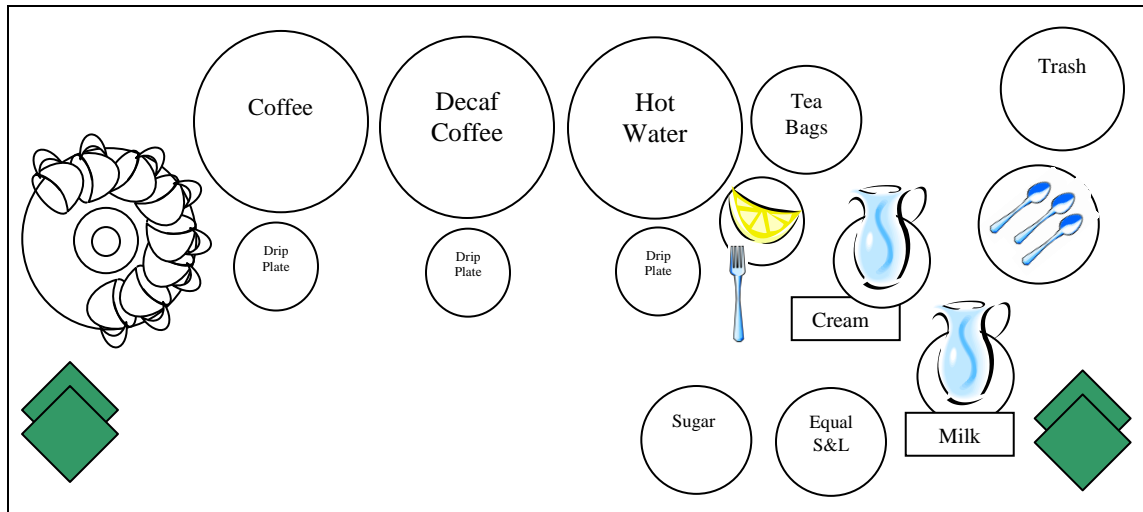
- First, determine the flow of the guests. Consider guest entrances.
- Hot Cups are neatly stacked on the left side of each the coffee urn.
- Next place coffee service in the following order
 - Coffee, Decaf and Hot Water for Tea
 - Provide item identifiers for each urn.
- Place a drip plate under the urns' spigots.
 - Use B&B plates as the drip plates.
 - Fill drip plates with coffee beans to hide to coffee drips.
 - You can use thinly sliced lemons for the hot water drip plate.
- Next to the hot water, place tea bags in a lined basket and sliced lemons on a B&B plate. A cocktail fork is placed with the lemons for the guests to use.
- Place the condiments on the right side of the coffee station in bread basket or square bowl.
 - Packets of sugar, equal, sweet and low

- PC's of cream and milk. These should be place in glass cylinders or melamine bowls with ice.
- At the end of the station please place coffee stirrers in a lined basket and have an empty basket for trash. Use a ripped sugar packet to prompt guests to use basket for trash.
- Place cocktail napkins at the beginning and end of the station.
- Leave room on the table for guests to use as they assemble their beverage.



Staffed China Coffee Station

- First, determine the flow of the guests. Consider guest entrances.
- Coffee cups and saucers are neatly arranged on the left side of the coffee station.
 - Nested coffee cups form a circle with their handles pointing out and saucers are stacked in the center.
 - Use a round silver tray to hold the cups and saucers.
- Next, place coffee service in the following order:
 - Coffee, Decaf and Hot Water for Tea
 - Provide item identifiers for each urn. Starbuck's Coffee Fetcos will be used unless otherwise noted by the Manager.
- Place a drip plate under the urns' spigots.
 - Use B&B plates as the drip plates.
 - Fill drip plates with coffee beans to hide to coffee drips.
 - You can use thinly sliced lemons for the hot water drip plate.
- Next to the hot water, place tea bags in specially folded napkin pocket and sliced lemons on a B&B plate. A cocktail fork is placed with the lemons for the guests to use.
- Place the condiments on the right side of the coffee station in lined baskets
 - Packets of sugar, equal, sweet and low
 - Bulk cream and milk in the appropriate container placed on underliners.
- At the end of the station please place spoons in a lined basket and have an empty basket for trash. Use a ripped sugar packet to prompt guests to use the basket for trash.
- Place cocktail napkins at the beginning and end of the station.

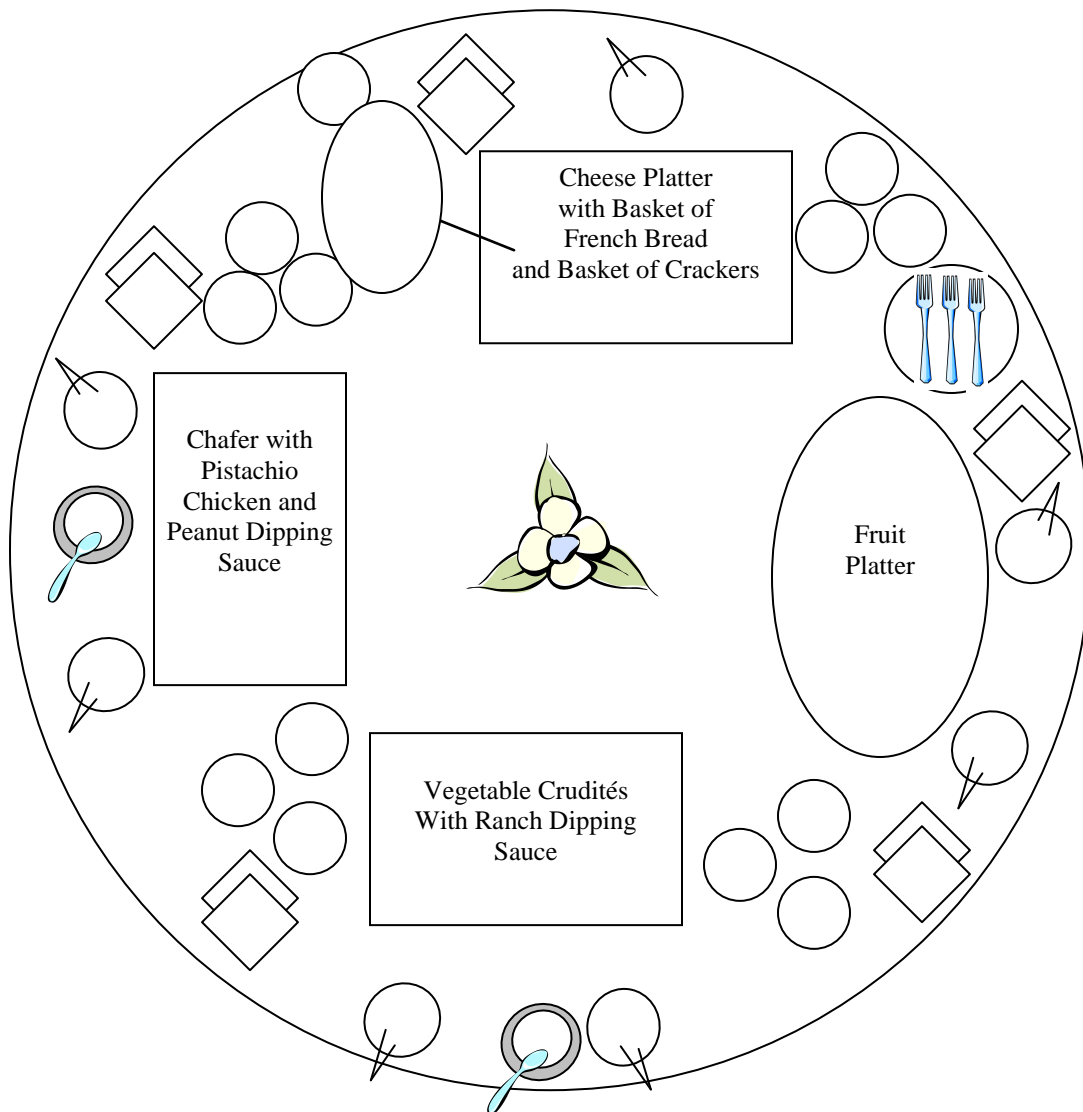


Receptions

Stationary Hors D'oeuvres

- Hors d'oeuvres can be either cold (finger sandwiches, bruschetta, cheese) or hot (spring rolls, crab cakes, scallops wrapped in bacon)
- Use levels and props when setting buffet to create visual interest.
- Each tray/chafer requires two sets of tongs (matching).
 - Ensure that the chafers are clean.
 - When using sterno, do not place them on the clean linen, they will stain. For soups, place them on a B&B plate as they will burn the linen.
- Cocktail napkins must be placed on each buffet.
- Appropriate flatware (forks for fruit, chopsticks for sushi) should be placed next to the item in a basket lined with a cloth napkin.
- Appropriate sauces should be placed next to its corresponding item. They should be in small bowls with a bouillon spoon.
- Cheese/Brie must have crackers, baguettes served in baskets with cloth liner.

- Item identifiers should be used.
- Provide 5” plates (B&B plates) on buffets for guests use.
- Place more popular hors d’oeuvres strategically to enable easy access for replenishing.



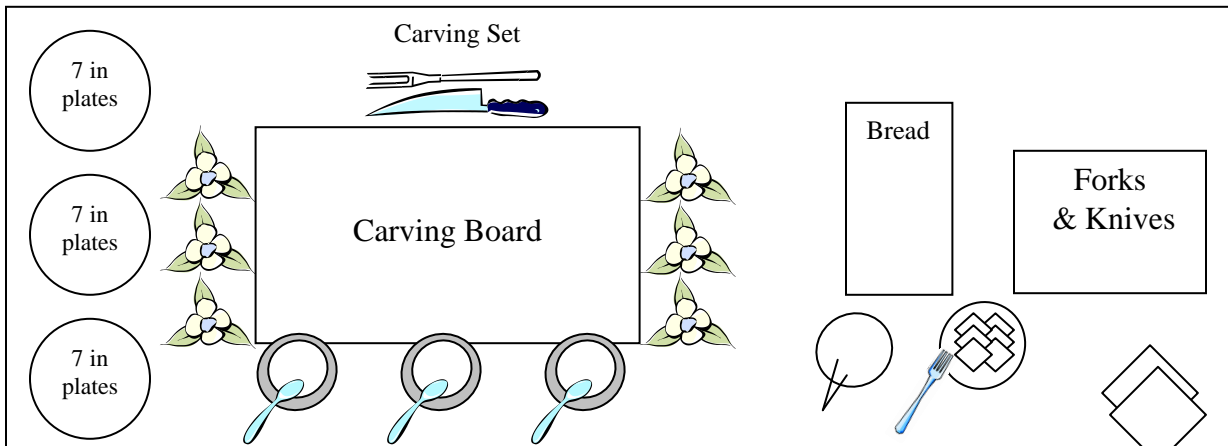
Passed Hors D’oeuvres

- All hors d’oeuvres will be passed on silver or white passing trays - please ensure they are clean and wiped down between passes.
- Always have cocktail napkins on a b&b plate when passing to offer to guests with hors d’oeuvres.
- Wait staff may be partnered with a busser for items such as shellfish, Asian spoons, and skewers.
- Remember to always recite the name of the item when offering to a guest. **ALWAYS KNOW WHAT YOU ARE SERVING!!!!!!!!!!!!**
 - If a guest has a question about an ingredient – never guess – always ask the manager or chef.
- Vary the items you pass each time so the guest has an opportunity to sample all of the items ordered. CIRCULATE! Don’t always go to the same area.
- Look for guests who are eating food more than others
- Look for ways to pass from different directions

- Keep good eye contact when moving throughout the room.
- Ensure special attention is paid to VIPS and contacts while passing.
- Be sure to keep a watchful eye on dirty items left on the tables; pick these items up when you return to the kitchen area.

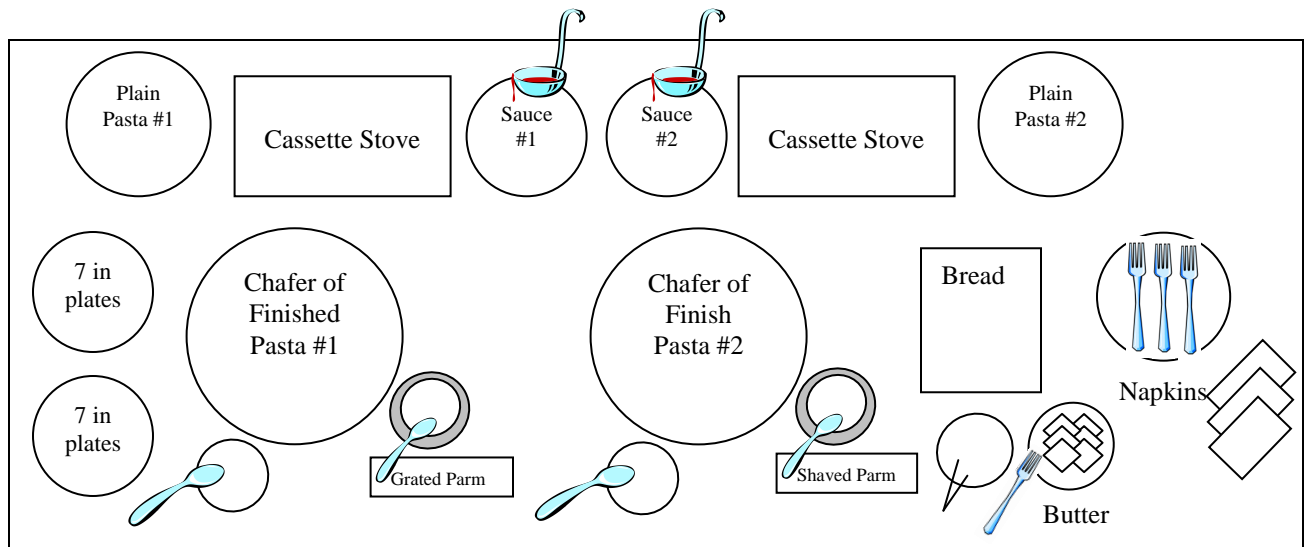
Carving Stations

- All carving stations are attended by a chef, however, catering staff sets up the station.
- The station should start with 7 inch plates on the left side of the buffet.
- The carving board should be placed next. Set it on a sheet pan wrapped in one 54x54 linen and then raised with Pepsi crates.
 - The chef will stand at the carving board behind the table.
 - The chef will provide the carving set.
 - The carving board should be set towards the back of the table so the sauces can fit it front of it.
 - If loose cut flowers or greens are available, decorate around the carving board.
- Place the appropriate sauces in bowls in front of the carving board
 - Please remember items identifiers for each of the accompaniments.
- After the carving board, place the bread in a lined basket.
 - Remember to have butter in front of the bread. If it is butter chips, then shingle the butter neatly on a plate and provide a cocktail fork for serving.
- Forks and knives should be neatly placed in separate plate lined with linen napkins and placed at the end of the buffet. Ensure that the handles of the forks and knives are facing the guests.
- Place cocktail napkins near the silverware.



- All pasta stations are attended by a chef, however, catering staff sets up the station.
- The station should start with 7 inch plates on the left side of the buffet.
- Pasta stations come with two pastas and 2 sauces.
 - Set two round chafers with empty inserts in front of the cassette stoves for the tossed pasta to go in to.
 - Set two cassette stoves with covers towards the back of the buffet – the chefs will bring the sauté pans and appropriate cooking utensils with them.
 - The chef will stand behind the stoves and toss both pastas.
 - The chef will bring two bowls of plain pasta and the sauces.
- Place a serving spoon on an underliner in front of each chafer.

- Place a bowl of parmesan cheese, on an underliner with a bouillon spoon, next to each pasta.
- Label both the pastas and cheese with item identifiers provided by your manager.
- After the chafers, place the bread in a lined basket.
- Remember to have butter in front of the bread. If it is butter chips, then shingle the butter neatly on a plate and provide a cocktail fork for serving.
- Because knives are not needed for pasta, place salad forks in a napkin fold on a 9” plate at the end of the buffet.
- Neatly arrange cocktail napkins next to the plate of forks at the end of the buffet.



Bars

For the catered event the bar is often the guests' first interaction with the staff and first visual perception of the caterer's operation. First impressions being the most lasting impressions, the set-up and display of the bar, as well as the attitude and personality of the bar staff is of major importance.

Bar Service Guidelines and Service Standards

- All bartenders are TIPS certified
- All bartenders card guests appropriately.
- Bring state ID verification book to all student events where alcohol is being served.
- Always have your bar set up and ready to go 15 minutes prior to start of event time.
- The bar consists of a front bar and the back bar.
 - The front bar is the actual service bar, where guests step up to order and receive their drinks.
 - The back bar is for glassware and display mixers.
- Bartender should always be ready to go with a wine opener and mixing set for a full bar.
- The bartender is responsible for counting the beginning liquor inventory and ending liquor inventory. A liquor sheet will be provided by the manager of the event.
- Your manager will do a last call or shut down the bar completely 30 minutes prior to the scheduled event end time.
- Bartender training is as follows:
 - Limited Bars – Mandatory to shadow for 3 limited bar shifts and earn a 'Satisfactory' on the manager evaluation before bartender can sign up for bar shifts. Passing a brief quiz is required before a bartender works on his own.
 - Full Bars – Mandatory to shadow for 3 full bar shifts and earn a 'Satisfactory' on the manager evaluation before bartender can sign up for bar shifts. Passing a brief quiz is required before a bartender works on his own.

Front Bar Set Up

- The front bar can be a single eight foot (or six foot) banquet, or two banquet tables. In some set-ups the front is made up of two serpentine tables in a half circle. The front bar is always skirted all the way around the table.
- Place an ice bowl with a scoop in front of each bartender
 - Each bartender should have access to his/her own bar tools, all alcohol, mixers, sip sticks, bar fruit, wine and beer and soft drinks.
- The “rail”- that area where the drinks are made, and where the mixing cups rest, should have a napkin, folded to a narrow rectangle, to keep the table cloth dry and neat.
- All bar fruit for limited bars should be displayed in 3” bowls, not in plastic cups or in glassware from the bar. Use black sword picks and straws for mix drinks.
- All bar fruit for full bars should be displayed in bar caddy’s which will be provided by a manager at the event.
- Bar fruit should include: olives, cherries, lemon wedges, lime wedges and lemon twists.
- Beverage napkins should always be displayed on the bar.
- The liquor license should be on display, if required.

Display of Beverages

- In front of the ice bowls, there should be a “label forward” display of all the liquors in the center, with wine on one side and beer on the other.
- All full bar liquor displays should have full bottles of liquor. If you have half full bottles, they should be placed behind the full bottles on display. Bottles should be placed from left to right (when the guest is looking at them) from lightest to darkest alcohol.
- All like liquors should be displayed with the like. For example, light liquors should be with the light liquors and dark liquors with the dark liquors.
- For a full bar we also need club soda, tonic water and milk in a carafe. Juices for full bars include: orange juice, cranberry juice, pineapple juice and tomato juice.
- Red wine should be neatly displayed, with one or two bottles per bartender, and opened 30 minutes prior to the event to breathe. All other red wine should be on the back bar table.
- Open only bottles that are ordered and as necessary. Any bottles that are opened, even unused bottles, will be charged to the client.
- White wine should be chilling under the bar in a black container, out of sight of the guests, except for one bottle per bartender. Beer should be chilling under the bar in a black container as well.
- Wrap black lexans used for ice in 52x52 linen before putting beer or wine inside to chill.

Display of Glassware

- Glassware is displayed on either end of the front bar in neat rows.
- Glassware should be on levels to attract guests, however, use platters between levels of glassware to prevent chipped glass.
- Glassware is displayed face up.
- Back bar glassware is placed on levels to attract guests.
- Always check the cleanliness of the glassware.
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Back Bar Set Up

- The back bar is for additional glassware which is placed on levels and display mixers (dry vermouth, sweet vermouth, triple sec, and Rose's Lime Juice). Space permitting, the back bar is usually a standard width six foot banquet, but can be any size.
- Classroom tables (24" wide instead of the standard 30") are a good choice for limited space bars. And, it is sometimes necessary to omit the back bar.
- Soft drinks and juices offered are neatly set up on the back bar. Soft drinks are in one liter bottles.
- Consider using whole lemons and limes in vases to add color.

Bar Breakdown

- When the bar closes, the bartender is required to count the remaining alcohol, sodas and juices and record the information on the liquor sheet provided by the manager.
- A standard **hosted** bar consumption sheet should count all uncorked wine as used and count liquor in tenths.
- Soft drinks, water, club soda, tonic and juices should be separated by type and size.
- A standard **cash** bar consumption sheet should count all liquor in tenths. For example, returned 1.6 Tangueray and 2.5 vodka. Uncorked wine should be re-corked after it is counted. Wines should be counted in as fifth's of a bottle.
- Bartender and manager should count the cash bank prior to taking in any cash to verify the opening amount.
- Counting Cash – filling out card, etc
- Manager must count cash after bartender
- When the liquor count is complete, the bartender hands the sheet into the manager.
- Manager should double check the counts of the bartender.
- When bringing the alcohol back to the GSU and storing it back in the liquor room, make sure that all the wines and beer are in the correct boxes and go back in the correct places.
- Never leave alcohol or cash unattended at any time.

Bartender Rules of Conduct

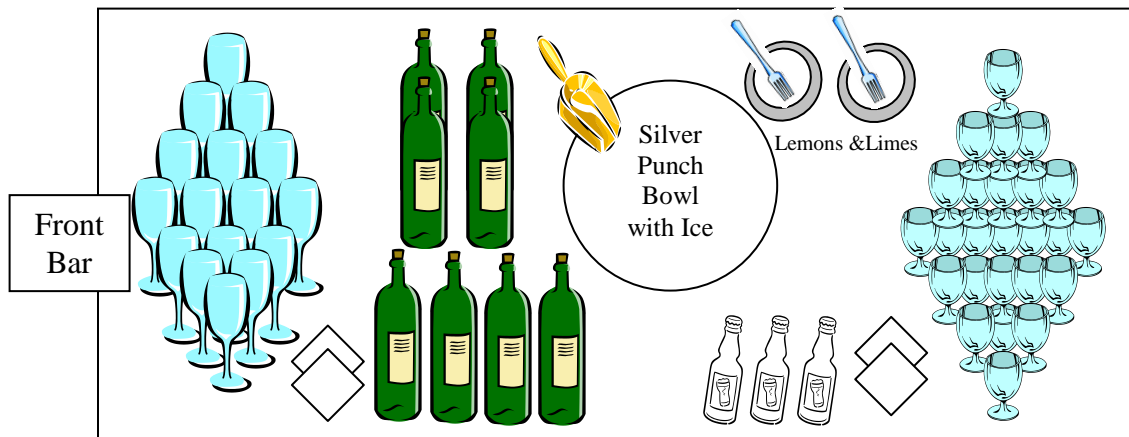
- Carding- All guests who appear younger than 35 must be carded.
- At no time is it acceptable for a bartender to keep a bag or a backpack behind his/her bar. Any bag brought to an event must be stored with the rest of the staffs' belongings.
- The first bartender in must inventory all the liquor, wine, beer and soft drinks. He/She should check glassware and ice supplies. Any discrepancies or deficiencies must be reported immediately to the catering manager.
- It is never acceptable for a bartender to serve themselves a beverage, or to serve any staff member. If a bartender needs to get a drink of water they must do it in the kitchen area. The bartender **CANNOT** have a drink behind the bar!
- The bar should never be left unattended. If the bartender needs a drink, or a bathroom break, or is breaking for staff meal, they need to arrange with the catering manager to have their bar covered.
- Every bartender is responsible for bringing a wine key and bottle opener. If it is a full bar, the bartender is responsible for bringing the appropriate equipment.
- Bar staff must be in full, proper uniform - apron, nametag, sleeves worn down and buttoned all the time.
- **NO Tip jar or money on the bar at all! If a guest puts a tip on the table you should take it and put it in your pocket** (No exceptions for cash bar)
- No accepting alcohol brought by a guest. See the manager if this happens.
- The bartender cannot serve any alcoholic drinks once the bar is closed. The manager decides when to close the bar, not you.
- It is never acceptable for a bartender to sit behind the bar.

Limited Bar Supplies (Beer and Wine only)

- Ice Bowl
- Ice scoop
- Ice
- Appropriate glassware
- Cocktail napkins
- Melanine bowls for fruit
- Black swords for fruit
- Linen napkins
- Milk crate for trash under bar
- Trash bags
- Fruit (lemons, limes)
- Bar diagram
- Liquor sheet
- Levels



Bartender



House Wines

Stone Cellars Cabernet Sauvignon
 Stone Cellars Merlot
 Stone Cellars Chardonnay
 Stone Cellars Pinot Grigio

Sam Adams and Sam Adams Light

Heineken
 Amstel Light
 Harpoon IPA

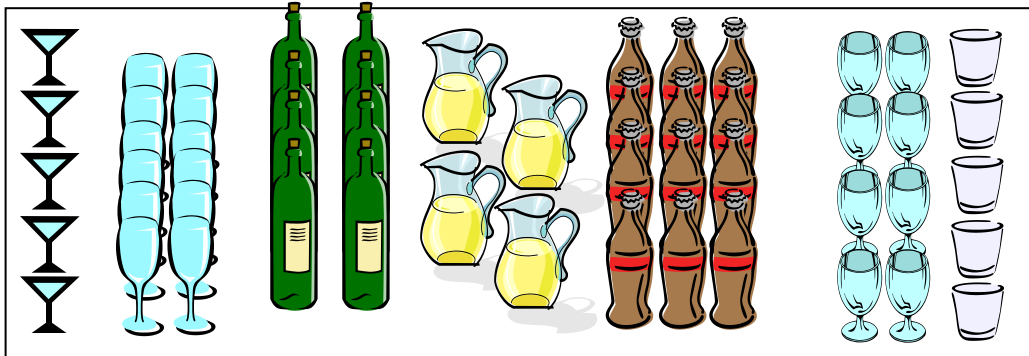
Non-Alcoholic Beverages

Pepsi, Diet Pepsi, Ginger Ale, Water

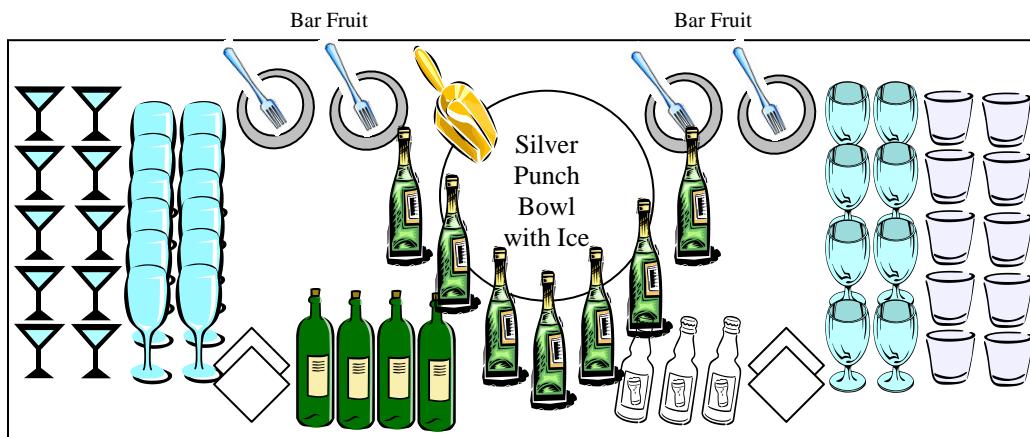
House Beer (Manager will pick 3)

Full Bar Supplies

- Ice Bowl
- Ice scoop
- Ice
- Appropriate glassware
- Cocktail napkins
- Melanine bowls for fruit
- Black swords for fruit
- Glass juice pourers for juice and silver milk container
- Linen napkins
- Milk crate for trash under bar
- Wine opener
- Trash bags
- Cocktail shaker/strainer
- Speed Pours
- Stirrers – black, plastic
- Fruit (lemons, limes, cherries, olives, cocktail onions, twist)
- Bar diagram
- Common drink menu
- Liquor sheet
- Levels



Bartender



Back of the House

Back of the house should have the same attention paid as the front of the house. BOH should be clean, organized and an exit strategy should be planned as soon as you arrive.

Hot food should be placed closest to the BOH entrance, followed by cold food, beverage station, extra supplies and a breakdown station. You shouldn't have people need to cross steps for any of these stations. When planning your BOH, try to minimize waitstaff steps.

Extra supplies should be organized in a logical manner, enabling people to find items right away.

Make sure there are enough tables for plating food, picking up food, breaking down and storage.

Breakdown

In-House Cleanup/Breakdown List

- All trash from event should be thrown away, bags tied, and taken to the loading dock trash bin.
- All used silverware, tongs, serving spoons, etc. should be placed in green buckets and taken to the dish room. All utensils that have not been touched may be returned to the china room.
- Dirty plates should be stacked poker chip style crates, or stacked neatly on carts and taken to the dish room. Clean, unused plates may be returned to the china room.
- Used glassware should be emptied into a sink or dump bucket, placed upside down in a glass rack, and taken to the dish room.
- All linen tablecloths and napkins should be put in linen bags (found in the linen room in GSU); bags tied and put in the bins outside the china room. Unused linen and napkins may go back to the linen room in proper area.
- All rental linen tablecloths, napkins and skirts should be put into orange linen bags and brought back to the COTC office. Unused rental linen should also be brought back to the COTC office.

- Hotel pans, sheet pans, plate covers, etc can be placed inside the hotbox (if there is one) and wheeled down to the dish room. Used sternos can be thrown away.
- Leftover food (in chafers or **opened** in the hotbox or refrigerator) should be thrown away. **GUESTS AND EMPLOYEES ARE NOT ALLOWED TO TAKE ANYTHING HOME.**
- Leftover sugar, equal, sweet and low and tea should be put back in the appropriate box in the dry storage area in the kitchen.
- **Unopened** leftover food can be kept, and should be labeled, dated, and put in a chef's cooler for the next day. Please see a manager to unlock the cooler.
- Unopened beverages should be counted and put back in the soda room. Alcoholic beverages must be counted and placed back in the GSU liquor room **by the bartender and a manager**. Bartenders should count cash and give the cash box to a manager.
- Tray stands should be neatly arranged in Ballroom kitchen and used trays should be taken to the dish room to be washed.
- Baskets should be emptied and returned to the china room. Any signs (menu, beverage) should be returned to the Catering Office.
- Skirting should be **neatly folded**, signed back in, put on hangers, and returned to the Catering office. Pins should go back in the box/cup they came in and taken to the Catering Office.
- All counters should be wiped down, spills cleaned up, etc. You should leave the space cleaner than when you arrived. There should be **nothing** left on the counters or in the kitchen that does not belong there.
- All hotboxes should be unplugged and left open when being placed in the walk-in cooler. Extra lemons, milk, cream, sauces, etc should be taken to the kitchen and placed in coolers. Ask a manager to unlock the cooler if necessary.
- Ice Cream should be thrown away.
- Lights should be turned off and doors closed at the venue.
- All staff members should help put things away, and everyone should be signing/punching out at the same time. Please have a manager initial your out time.
- Cardboard should be brought back to the GSU and placed in the cardboard bailer on the loading dock.

- Recycling of plastic and glass bottles should be placed in the dumpster at the GSU outside of the Back Court entrance labeled “Commingled”
- Composting is put into the compost compactor on the GSU loading dock.
- Trash should be placed in the trash compactor on the GSU loading dock.
- Turn off lights in the GSU kitchen and lock the gates and loading dock.

Recycling

Catering on the Charles is dedicated to supporting Boston University’s recycling mission. By recycling bottles and cans at events, we contribute to improving our community’s environment.

Recycling Standards at Events

- All beer bottles, wine bottles and soda bottles are to be recycled.
- Bartenders keep recycling bins under bars for empty bottles.
- Wait staff to keep bottles separated in back of house when bussing.
- At the end of the event all bottles are to be brought back to the GSU.
- Upon return to the GSU, the empty bottles are recycled in the dumpster by the entrance to the GSU Backcourt.
- If the event is at the Castle, please bring the empty bottles to the Pub to be recycled.

Composting

What’s Compostable?

- Paper plates
- Paper napkins
- Paper and plastic cups
- Cutlery (forks, knives, spoons)
- Food waste

What’s Recyclable?

- Plastics/ Glass bottles
- OJ Cartons

What’s Trash?

- Sugar packets
- Condiment p/c’s
- Plastic wrap

Linen & Skirting

Linen Tablecloths

- Low-Cocktail Tables use 85x85's
- High-Cocktail Tables use 120" round (if stated on event sheet, 85x85 otherwise)
- 6' Tables use 52x114 banquet
- 8' Tables use 52x114 banquet
- 72" Round Tables use 85x85's
- 60" Round Tables use 85x85's
- Tray Stands use 85x85's
- House linen can be put into linen bags at events and brought to the basement of the GSU and put into a linen bin, located outside of the china room.
- Rental linen should be put into orange bags at events and brought to the COTC office at the end of the event.
- Cambro covers should never be put into a bag; they should be placed in the Assistant Director's office.

Skirting

- House skirting can be found in the back closet of the COTC office.
- Our house skirting colors are ivory, sage green, red and black.
- Skirts are to be signed back in, hung-up and organized by color after each and every event.
- If skirts are dirty at the end of the event please bring to manager's attention so they can have the skirt sent out to be dry-cleaned.
- Rental skirts are ordered for some special events that request colors or styles that we do not have in-house.
- Check with a manager before your event to see how many rental skirts are needed for your event because they tend to vary in size.
- Rental skirts should be placed in orange bags at the end of the event and brought back to the COTC office.

*The linen room needs to **ALWAYS** be kept clean and organized by color and size.