Les Nomades

Training Manual

Address and telephone:
Les Nomades is located at 222 East Ontario Street, one and a half blocks east of Michigan Ave., between Fairbanks St. and St. Clair St. Phone: (312) 649-9010 / Fax: (312) 649-0608

Hours
Open for Dinner only, Tuesday through Saturday beginning at 5 p.m.

Payment
Visa, MC, AMEX, Diners Club, Discover, Travelers Checks and Cash are accepted. Occasionally our regular clientele will write a personal check, it is our responsibility to make sure the check has been properly made out and signed.

Owners
Mary Beth Liccioni

Chef
Chris Nugent

Seats
Maximum seating capacity is 88 with 44 seated on each of the two dining floors. Additional seating is available in the lounge area for groups up to 8. (Legal seating capacity for Les Nomades is 120, with 60 guests allowed on each floor.)

Menu Format
Les Nomades purchases all its produce fresh from the market daily. Our fine selection of cheese is flown in from Europe and changes in variety depending upon seasonal and market availability. Wine is an integral and driving aspect of the restaurant and the dining experience we wish to offer our guests. The cuisine is *New French*. The preparations and sauces reflect the current desire for and trend towards lighter fare, but without sacrificing intensity of flavor. Les Nomades offers a four-course prix fixe menu, which consists of Appetizer, Soup or Salad, Fish or Meat (main course) and the choice of either cheese or dessert with many choices in each of the four courses. Currently the menu price is $115 for four-course and $130 for five-course.
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BACKGROUND

Jovan and Meg Trboyevic originally established Les Nomades in 1978 as a private dining club. The club was not solely intended to cater to its members, but more to suit the sensibilities of Jovan who had been a successful restaurateur for many years prior to opening Les Nomades. Initially the membership dues were $1 a year and were incrementally increased to $10 a year by the time the restaurant opened to the public in 1996. Jovan also owned and operated the successful Le Perroquet, and before that a restaurant called Jovan’s. Les Nomades was conceived as alternative dining experience for Jovan’s clients who had appreciated the cuisine and ambiance of his previous restaurants. The original décor and ambiance of Les Nomades was more “bistro-like” and with a nomadic theme, which was intended to reflect Jovan’s life and personal background. Many former members, still “regulars”, have been enjoying the unique ambiance of Les Nomades since its inception and have grown to expect a certain feeling of unstuffy calm and discreet privacy. This establishment has come to be known an urban oasis of civilized tranquillity and charm.

Mary Beth and Roland Liccioni acquired Les Nomades on July 1, 1993. The Liccioni's previously owned and operated the highly regarded, Le Francais located in Wheeling, Illinois until August 1999 at which time they focused their attention entirely on Les Nomades. Since that time the house has been redecorated to provide guests a softer, more elegant ambiance. The menu has been completely redesigned to showcase the Chef’s award winning cuisine. And the wine list; through the efforts of Joe Catterson, (formerly the sommelier at Le Francais) and Mary Beth, has been greatly expanded to provide a thoughtful selection of both “Old World” and “New World” wines.

Rules of the Club (as enforced when Les Nomades was private)

All private clubs have their rules and Les Nomades was no exception. The traditions respected by its members were as follows:

* Professional business attire is always expected at Les Nomades. Gentleman should wear a coat and tie.
* Table Hopping--that urge that one must go to the table of someone one knows is definitely discouraged at this restaurant. It is both annoying and disruptive both to one whose privacy has been invaded and to everyone around him or her.
* Loud conversation is rude and thoughtless and ideally does not fit into the atmosphere of Les Nomades. Offenders will be asked not to return.
* Brief cases and business files should be checked in the coatroom. It is inconsiderate of others to have business papers spread on the dining room table.
* Children should be at least 16 years of age.
* If a member cannot keep a reservation, they must call and cancel.
* And finally, If a member does not dine at Les Nomades with reasonable frequency, it will be assumed that they do not wish to continue as a member the following year.
RESERVATIONS AND FRONT DOOR POLICY

Reservations are strongly encouraged for dinner. Walk-ins are accommodated as the situation allows.

Reservations may be taken for groups up to 6 and secured with a telephone number. For groups of 6 and larger a credit card number, telephone number and fax number must be taken so that a confirmation agreement can be sent and signed by the guest. There can be no exceptions to this policy without management approval. On Saturday evenings large groups are accepted at 6:00 and earlier, or 9:00 and later. Reservations for groups larger than six must be handled by a manager.

PROCEDURE:

The following procedure should be closely followed:

- The phone should be answered within 4 rings.
- Guest should be greeted with the words: "Good evening Les Nomades.
- After greeting guest ask the date of the reservation and the time they are seeking.
- Number in the party, First and last name and their phone number. If staying at a hotel, which hotel.
- Inform the guests that gentlemen are required to wear a jacket and that professional business attire is required. No denim or tennis shoes.
- Inform the guest that Les Nomades is entirely Non-smoking
- Always repeat the date, day of the week, time of reservation and number in the party to the guest before hanging up in order to eliminate the possibility of any misunderstandings that may have occurred.
- If the guest should indicate an itinerary and state that they are going to the theater, or that they will be celebrating a special occasion this information should be written along with the reservation.
- We always try to accommodate special requests, if there is any uncertainty that a special request can be met place the guest on hold and pass the caller on to someone who can help them. Requests for specific A table is never guaranteed, but we always make note of the request for a seating request and indicate to the guest that the request has been noted.
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- Always thank guest for calling.

DINING ROOM AND SERVICE POLICIES

The philosophy of service at Les Nomades is to extend to guests discreet, warm and sincere (yet fairly formal), informative, respectful and personalized attention.

Personal Preparation:

Once you enter the restaurant it is your obligation to focus your attention on the job, and you must be willing to put forth 100% of your energies the entire time you are on the premises.

MENTAL AND PHYSICAL FITNESS AND PREPARATION ARE KEY TO EXCELLENCE

- Always report to work well rested, clean and well groomed.
- Leave personal issues that do not pertain to the restaurant at the door when you enter the restaurant.
- Carry yourself with confidence and poise, learn to present a sense of pride, but remain humble.
- Be prepared with your own personal equipment (two black ink pens, a corkscrew and appropriate waiter pads).
- Maintain a sense of self-discipline and self-respect. Always speak quietly and with courteous respect for others, coworkers as well as clients.
- Maintain a complete understanding of product, equipment and procedures.
- Practice correct pronunciations of wines, foods and preparations that are difficult to pronounce.
- Without sounding scripted, create an efficient, elegant and accurate description of all menu items. (When describing dishes your should be specific about preparation, sauce components and garnish.)
- Become a gracious host, increase your sales and increase your bottom line. Always offer an appropriate glass of wine, port or digestive that will compliment the dish that is placed before the guest.
- Learn to challenge yourself by being keenly mindful of the guest’s comfort, anticipating their needs and increasing your sales.
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DIAGRAM OF SEATING ON FIRST AND SECOND FLOORS

First floor:

Second Floor:

Fireplace

Flowers

2A 2 1

8 7

Fireplace
BASIC TABLE SETTINGS:

- Tablecloths should be clean, crisp and free of blemishes if they are to be used for service. Place tablecloths squarely on the table so that each side hangs equally in length. The cloth should be slightly longer on the side of the table with chairs so that the cloth hangs just below the chair seat. Chairs should be pushed to the tablecloth, but without pushing in on the cloth. The tablecloth should hang straight and chair backs should be perfectly aligned.

- Napkin must be clean, wrinkle-free and folded properly (with the fold opening at the top of the napkin) before they are placed on tables for use. The placement of the napkin is exactly centered to the chair or seat and with the bottom edge of the napkin 2 inches from the table’s edge.

- B & B plates are placed 2 inches from the left of the napkin and aligned with the bottom edge of the napkin and towards the left edge of the seat. Remember there will need to be room for silverware and ultimately dishes from the kitchen. Adjustments may have to be made during the course of a meal to accommodate the size of larger plates. B & B knives are placed on the plates 1 inch from the right edge of the plate with the straight edge of the knife blade facing right (closest to the guest) and with the knife handle 1 inch from the table’s edge.

- Spotlessly clean white wineglasses are used for basic table settings. Wineglasses are placed 2 inches to the right of the napkin with the upper edge of the wine glass base aligned with upper edge of the napkin.

- Salt and Pepper shakers must be filled and wiped clean after each use. Placement of the shakers is directly in the center of the table with the salt shaker on the side closest to the front door.

- Banquette seats and chairs must be dusted for crumbs before service and each time a guest leaves their seat. Pillows must be fluffed and turned before service and each time a guest leaves their seat.

The dining room must always reflect our sense of pride. Uniformity of appearance indicates discipline and pride. Appearances are very important to the impression we make.
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on our guests. The house has provided very fine equipment and it is our obligation to care for and to utilize the equipment with pride and respect.

Service

- Always serve children and elderly first, followed by women, then men. When a man and a woman are dining and the woman is the host, she is still served first. It is polite to offer to assist in cutting meat for disabled individuals and for small children. Likewise, it is polite to offer to assist in splitting a dish if guests wish to share.
- Never carry items directly in the hands. All items should be brought into the dining room on a tray. Glassware is to be handled by the stem and plates by the edge without placing thumbs on the border of the plate.
- Serve all plated food from the customers LEFT, using your LEFT hand. This insures that you will not have your elbow placed in the customer's face as you serve him.
- Position #1 is the first person to your left as you face the table and it follows clockwise.
- All beverages and soups are served from the customer's right, using the right hand.
- Bread is served once the captain has taken the food order.

Marking the Table and Silverware Service

Customers are often angered and frustrated by not having the correct silverware to accompany a given dish. Make sure your awareness of proper silverware and its placement is absolutely clear and uniform.

"Marking," means to set the table with the correct silverware for the course to come.

The correct time to mark is immediately after an order has been taken or upon removing plates from a proceeding course, NOT at the moment a course arrives.

For example, after clearing an appetizer plate and accompanying silverware, immediately reset the guest with the appropriate silverware for the coming course.

Silverware must always be carried on a clean folded napkin on a dinner plate, even when restocking the side stations.

Only the appropriate silverware should be on the table at any given point during the course of a meal. When a course is cleared, all of the silverware that was set for that course must be removed whether it was used or not.

Marking a table should be done in one step. Bring all of the appropriate silverware for all guests to the table on the napkin-covered plate and set everyone for the coming course. It is polite to anticipate the possibility of sharing by setting silver for a guest if they have not order one course or another during the meal.

The only time we may preset more than one course of silverware is for banquet service.
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**Types and Uses of Silver**

**Dinner Knife:**
All main courses except meat steaks, and meat with bone.

**Steak Knife:**
All steak dishes and meat and poultry with bone

**Salad Knife:**
All non-fish appetizers, salads, lobster dishes and dessert tarts with a firm crust

**Fish Knife:**
All flaky filleted fish dishes (appetizers and main courses)

**Dinner Fork:**
All main courses except fish

**Appetizer Fork:**
All non-seafood appetizers, salads and desserts

**Fish Fork:**
All seafood courses (appetizers and main course)

**Cocktail\Seafood Fork:**
All oyster dishes and shellfish in the shell, amuse

**Soup Spoon:**
All soups (appetizer and dessert), stews and broth

**Large Flat Sauce Spoon:**
All dishes with significant amount of sauce (appetizers, main courses and desserts)

Palette:
All ice cream and sorbet

**Coffee\Tea Spoon:**
Coffee, cappuccino and tea

**Demitasse spoon:**
Espresso
Plate Service and Placement

Incorrect plate placement will absolutely guarantee obtrusive service. Training in correct body positioning and how to "land" plates is essential.

- Always hold plate securely from the bottom rim. Do not extend fingers or thumb into plate.
- The plate should be clean before leaving the kitchen, if not, please wipe it with a clean napkin, and be discreet. Place plate down so that the main food item on plate is closest to the customer.
- Do not “helicopter” plates down in front of the guest’s face. The correct and most unobtrusive way to serve is to drop the plate to your waist level when you are two steps away from the table then to serve "from the hip". Think of guiding the plate on to the table in the way a plane comes in for a landing.
- Vegetable side plates are placed above the dinner plate and slightly to the left.
- Coffee, espresso and teacups are to be placed to the customer's right, with cup handle positioned at four o'clock.
- Desserts plates of cake or pie are always served with the point of the wedge toward the guest.

Types and Placement of Glassware

- Before service, all pre-set stemware is to be polished so that no fingerprints remain. During service, stemware should be checked to make sure it is spotless before it is placed on the table.
- All stemware is to be handled by the stem only. Stem is to be held between the fingers; not by wrapping the whole hand around it.
- glasses without stems are to be held securely at the base; not at the rim.
- All glasses are to be placed to the customer's right above the dinner plate.
- When one glass is present on the table and others are added, the glass to be used next is always placed at a lower right diagonal to the existing glass. If you began with a wine glass then added a Champagne flute as a meal progressed; the first wine glass would be to the inside upper left closest to the center of the table and the Champagne glass would be to the outside lower right and closer to the edge of the table.
**Types and Uses of Glassware**

**Water:**
For tap water and mineral water

**Dry White Wine and wine by the glass:**
- Chardonnay glass is use with all dry wines by the glass (red and white), and with all bottles of dry white wines.

**Sweet Wines and Dessert Wines:**
- Port glass or Rheingau glass may be used for sweet wines.

**Red Wine:**
- Burgundy glasses are used with Pinot Noir and lighter red wines, “Old and New World” alike.
- Bordeaux glasses are used with Bordeaux heavier wines like Cabernets, Zinfandel, full-bodied Rhone, Italian, Spanish, and Australian wines.

**Cocktails:**
For drinks ordered on the rocks use the rocks glasses (fat short ones), for drinks served up use Martini glasses.

**Beer:**
Water glass.

**Champagne or Sparkling Wine:**
Champagne flutes. Special Champagne glasses are available for expensive bottles.

**Cordials:**
Most cordials are served in the small glasses unless requested on the rocks.

**Cognac and Armagnac and Grand Marnier:**
Use the snifters.

**Port and Madeira:** Port glass. Special glasses are available for older vintage ports.
Clearing Tables:
Clearing is more difficult to do correctly than serving. The idea behind professional clearing is to do it with as much gracefulness and elegance as serving involves.

Although it may seem as though the guests are not watching servers clear a table, often the opposite is true. When food is being served, the guest's attention is focused on the appeal of the food. But during the clearing of a table, guests’ attention is easily drawn to that which is being removed from the table and how it is being handled.

- Clear plates only once everyone at the table is finished eating. The only exception is when a guest requests otherwise or has pushed the plate away.
- All silverware is to be cleared completely at the end of each course.
- Silverware is to be cleared by placing each piece, one at a time, on the resting (dirty) plate, THEN lifting the plate to remove it. Used silverware should never be lifted in the air up to the (dirty) plate in your hand.
- Soiled plates are place on the tray, silver is quietly removed from the plate and placed separately on the tray.
- Large plates are to be removed first. A side plate or bread plate may be placed on top of it. Food is never to be scraped from one plate to another. Nor should food be pushed around using the edge of a plate.
- Several dishes or sets of coffee cups are not to be stacked awkwardly in the arms at once. Remove only what can be carried gracefully in the hands.
- Clear immediately to a standing tray. Do not clear to a working part of a side station unless absolutely necessary. Dirty plates and glasses must not sit at the side station for any more time than is necessary.
- Once the main course has been cleared the only remaining items should be beverage glasses that are still in use.
- Tables should be crumbed as necessary and always after the main course dishes have been cleared. Crumbs are to be placed onto a B&B plate. Do not crumb onto the floor and do not dump crumbs, nor place any garbage onto trays.
- When clearing to a tray at the side station, do not over-stack items on that tray. Trays are not to be sloppily heaped with dirty dishes. The system for arranging a tray with used dishes is as follows:
  * The heaviest dishes are placed in the center of the tray, largest on the bottom.
  * Cups are removed from saucers. Saucers are stacked and placed on top of the plates.
  * Cups are placed around one side edge of the tray, glassware around the opposite side.
  * As much as possible, all silverware is to be stacked together in one direction beside dishes.

ALL THIS IS TO BE DONE AS QUIETLY AS POSSIBLE. SINCE WE DISCOURAGE LOUD BEHAVIOR, IT IS WE WHO MUST SET AN EXAMPLE IN THE DINING ROOM.
Check and Payment Policies:
At dinner, the check is never "dropped". The check is always delivered upon request. All checks should be placed faced up in a book. While the host reviews the bill, the waiter should step back in order to avoid hovering over the customer. Never ask, "who gets the check?" In the event you do not know who the host is, check with the captain. If someone other than the host wants to pay the bill, you must check with the host at the table if he or she agrees for their guest to pay.
We only accept personal checks, cash and credit cards listed previously.

WE DO NOT HAVE HOUSE CHARGES-IF A GUEST DOES NOT HAVE PROPER PAYMENT, CONTACT THE MAITRE D' OR MARY BETH.

Customer Interaction and Dining Room Demeanor

Accurate judgment of your guest is based upon observation. Most people will reveal much about themselves by their behavior, dress, and speech. If you remain focused in your attention, your ability to read guests and to anticipate their needs will become sharply attuned. Most clientele will note your attentiveness.

Awareness of professional service and adherence to service standards will free you up so that you can remain attuned to the guest at all times.

POINTS TO CONSIDER
• Since we have a large regular following it is imperative to learn recognize guests and to greet them properly by name. Please address them by Mr., Mrs. or Ms. and their last name.
• Attentive eye contact is to be maintained with your guests at all times and certainly when serving. It is in very bad form to be serving or addressing one table while glancing around at other tables.
• A guest is never to be interrupted. Wait until there is a brake in the table conversation, and then use eye contact to signal the host that you are about to give your information. Cutting into the conversation with "Excuse me " is also not professional. Your presence, especially if you lean forward into the table slightly, is enough to make most parties stop talking and look up at you.
• If asked to recommend something, do so. Guests, especially frequent diners, prefer recommendations. Get to know what these guests enjoy eating and drinking. It is also a perfect opportunity to sell any specials we may be offering. Do not say "everything is good", it is a meaningless statement when someone is asking you to advise him or her.
• Do not describe dishes as "sort of like this or that". Describe them exactly and accurately, but also succinctly. The customer is not asking you for a recipe; he is asking for a brief description.
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- **DO NOT PUT YOU HANDS ON THE TABLES, CHAIRS OR ON THE CUSTOMER.**
- Do not point fingers in the dining room. For example, do not point with the finger to the rolls, food on the plate, the kitchen or the direction to the restroom.
- Walk confidently, with shoulders back and keep your hands out of your pockets. When taking an order, do not hunch over forward. Also, when taking an order, do not stand on one hip or lean against the table or customer's chair.

- When walking with an empty tray, do not swing it back and forth. When speaking with a customer carry an empty tray down at your side. Do not swing it around, wag it like a tail behind your back, or clutch it to your chest with both hands.

- **DO NOT TOUCH FACE, HAIR OR ANY OTHER PART OF YOU BODY DURING SERVICE.**

- Be conscious of a customer’s sense of timing. Timing is not equal for every customer. A customer who has spent three hours over dinner, for example, may get upset if he is made to wait three minutes for a check. Even if your service is otherwise perfect, if you misjudge the customers sense of timing he or she will leave disappointed with the service.

- If a guest does not lay his or her napkin in his own lap, do not whip in out and do this for him. To do this for him is flamboyant and strictly speaking not professional; also, many woman object to male waiters laying a napkin on their lap.

- **IMPORTANT! THERE SHOULD BE SOMEONE ON THE FLOOR AT ALL TIMES.** The captain should have his team organized enough that the floor is covered at all times, until the last table has left the dinning room!

- Keep trays as clear as possible. **Never leave the dining rooms empty-handed** this includes the entire staff. If you are going into the kitchen and there is a dirty tray on the floor, please pick it up, even if there are only a couple of items on the tray.

- Keep conversation pertaining to the dining room brief and concise when in the dining room.

- **IDLE CONVERSATION IS NOT TOLERATED DURING SERVICE.**
AUDIBLE, INAPPROPRIATE REMARKS OR CONVERSATION ARE GROUNDS FOR IMMEDIATE TERMINATION.
This includes, but is not limited to:

- Lewd or profane language
- Sexual slurs or innuendo
- Racial slurs
- Political pontificating
- Demeaning comments directed towards guests or fellow employees

SPECIFIC CATEGORIES OF SERVICE

Water and Mineral Water Service
Water service includes regular tap water and mineral water service. The major customer complaint concerning water service is the tendency for staff to top off a glass containing mineral water with tap water. The easiest way to avoid this is to communicate and be sure the entire team knows who is drinking what.

Water Service and Timing:
Water is offered at the time the cocktail order is taken this is an opportunity for a sale, be sure to offer still or sparkling bottled water as well as iced water.

- EVIAN
- BADOIT
- PERRIER
- PELLIGRINO

Once served, water glasses should never be less than half full unless the guests asks for you to stop pouring.

Water glasses like cocktails and wines by the glass should never be served with wet stems or glass bases. Always keep a dry cloth handy at the side station to dry glass bases.

Bread Service:
- At dinner the bread is to be served after the order has been taken by the captain.
- Bread is sliced and placed in a basket. Size of basket depends on the size of party.
- Bread should be replenished automatically, and don’t wait until there is only one piece left.

Wine Service
- Always make sure wineglasses are spotless before placing them in front of the customer.
- When taking a wine order repeat the wine choice quietly back to the host as a courtesy and check to make sure of the wine requested.
- Before opening a wine bottle, it should always be presented, label facing host, to the host for
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approval. Present the cork on a plate to the host's right.

• Open wine only with a napkin at hand. Wines should be opened on the gueridons, moving the bottle as little as possible. White or red wine that requires attention or that is proving difficult to open should be removed to the side station. When decanting vintage wines that may contain sediment, please use a candle unless the guest has asked that you filter the wine.

• When opening a bottle of wine, the foil at the top of the neck should be cut on the notched rim of the neck, not at the top of the bottle. This insures a clean, neat look and also insures that the wine does not dribble over the foil before being poured into the glass. The removed foil is temporarily placed in your pocket, not in the ice bucket or on the side table.

• Clean the top of the cork with a napkin to ensure that any residue on the top of the cork is pushed in with the action of the corkscrew.

• To extract the cork without breaking it, insert the tip of the worm into the cork at a low angle (this tends to keep the corkscrew centered in the cork). Screw down. Jack up a small amount. Screw down again now lift the cork up and out. This may sound excessive, but it insures against breaking the cork. Place the cork to the right of the host onto a plate. A broken cork or part of a broken cork is never placed on the table. The cork is to be removed immediately after the wine is poured, whether the host has inspected it or not.

FOR WINE SERVICE, PLEASE USE THE DESIGNATED NAPKINS.

• Wipe the inside of the neck of the bottle with a clean napkin. Do not brush the top of it with your hand.

• Many wine choices are made jointly between the host and the guest.

• Try to anticipate whether or not the host would like his guest to also taste the wine.

• Pour a generous sip of wine, holding the bottle around its middle with label facing the host.

• After you pour the taste, step back away from the host so that he may approve the wine.

• Once the host has tasted the wine and given approval, inquire if the temperature is appropriate. For example, a guest may prefer to have white wine left on the table (instead of in an ice bucket) so that is not ice cold.

• Once the host has approve the wine serve the guests in a clockwise direction, serving women first and finishing with the host. Fill glasses to ⅓ full and never to more than ½ full or past the widest point in the glass. When pouring, the bottleneck should be about an inch above the top of the glass, no more or no less. Do not raise the bottle up and down, waterfall fashion, when pouring.

• At the end of the pour, twist the wrist, so that no wine is spilled on the tablecloth. Always have a napkin poised at the neck of the bottle, in case of a drip.

• Never fill or top off the glasses more than half full. Do not top off the glasses every sip or two. The best time to replenish wines is each time a course is served, or of course, as a glass becomes close to empty.

• Wine should be poured BEFORE the accompanying course, so that it can be enjoyed at the same time the food is eaten. BEFORE each course is brought to the table, visually check the level in the wineglasses. Top off as appropriate.

• Top off only those glasses needing a refill - not all glasses at the table. For example, if one
customer is sipping their wine very slowly, do not add a token drop to that glass when you top off the other glasses at the table.

- A new second bottle of the same wine should be tasted from a fresh glass. It may then be poured around into existing glasses, but if the wine is exceptionally expensive, rare or old fresh glasses should be offered for the entire group. The exception to this rule is for very large groups, which exceed eight in number. Do not remove glasses that were used for the first bottle unless they are completely empty.

**Decanters are used for three reasons:**
- To separate the wine from the sediment
- To aerate wines “to allow the wine to breathe”
- To moderate temperature sometimes cellar temperature may be a bit cooler than desired pouring the wine into a decanter will raise the wines temperature

Once a wine is decanted the decanter should be placed on an under-liner placed on the table. If space is available the emptied bottle and the cork both may be placed in a wine coaster and placed in an out of the way on the table. If space is limited the cork must be presented to the host and removed once the wine has been approved. If there is no space for the emptied bottle on the table keep it close at hand on the side station in case the host or a guest would like to inspect the bottle at some time during the course of the meal. Once it is clear that there is no interest in the empty bottle it should be retired to the recycling container in the back of the house.

**Sparkling Wine Service**

- Always serve Champagne and sparkling wine well chilled. Rarely (once in ten years) a guest may ask to have Champagne served at cellar temperature.
- Champagne flutes should be poured about an inch from the top of the glass, or with Riedel Cuvée prestige (fancy glasses) should filled no more than to the widest point.
- When opening Champagne, remove the capsule and loosen the wire, keeping one thumb on top of the cork. DO NOT take the wire off. Keeping your thumb on top of the cork, begin to turn the bottle in one direction. Hold the cork firmly in place and turn the bottle not the cork.
- **THE CORK SHOULD NOT MAKE A LOUD BANG OR FLY OUT.** The pressure inside a Champagne bottle is three times greater than the pressure in an automobile tire. Please be careful. Restaurants can be sued for personal injury if a Champagne cork hurts someone.
- Remove the wire from the cork, leaving the metal top cap on the cork present the champagne cork as you would any other cork.
- The "punt" of a Champagne bottle was not created for the thumb it seems stylish but is incorrect to serve Champagne by holding the bottle with your thumb in the punt. By serving this way, you also have less control over the bottle than if you grasp the bottle correctly as you would a standard wine bottle.
Gueridons

The gueridons must be stocked with spotless service items at all times during service. Do not overstock gueridons. This is the entire team's responsibility.
- A stationary gueridon becomes part of the design of the room. For it to be messy or cluttered is equivalent to leaving a table with dirty linen and dishes. Gueridons must be straightened constantly throughout service. Each time your floor slows down to the point where you are simply standing at attention in the dining room, you should reorganize and straighten your stationary gueridons.
- Stationary gueridons are never to be used as holding stations for used plates, silverware, glassware, or trays. Clearing to the gueridon (instead of the kitchen) is appropriate only when the dining room needs are so pressing you must attend to them instantaneously. In such cases, items cleared to the gueridon must be taken to the kitchen as soon as possible.

Coffee Service

- Coffee service is usually a busman’s responsibility, but the entire team should be aware of proper service. If busy, all staff members participate.
- Coffee is one of the clearest barometers of the professionalism of the staff.
- The organization of coffee implements is critical to the timing of the service. Where possible, the coffee, espresso, cappuccino, tea and dessert stations should be well stocked before service.

- At dinner coffee service takes on an entirely different aspect. It represents a conclusion to the evening and as such, is often lingered over. Taking the coffee order too quickly can be perceived as rushing the customer out. WATCH THE PACE OF THE TABLE CAREFULLY. If the table is still sipping at the last bit of wine, the team should, when possible, delay the dessert course and the coffee order.
- Coffee is usually brought with the dessert, unless requested after dessert.
- Remember all beverages are served from the right.
- Coffee cups are always placed on the table with handle at 4 o'clock.
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-Sugar and creamers should be placed in the middle of the table. If a table has more than six guests seated you should place two sugars and two creamers on the table at opposite ends.
-Place each coffee cup slightly to the right of the dessert silverware.
If the guest is not having dessert, place the cup directly in front of him or her.
-Monitor coffee carefully and keep cups full until the guest asks you to stop pouring. (They should never have to ask for more coffee). Coffee service will help to form the guests’ final impression of the meal and service before the check is brought to them. It also gives the Captain and front waiters another opportunity to sell digestifs.

Fresh coffee should be served in a fresh cup when:
- The coffee has sat there for any length of time and you suspect that it is cold.
- Any time a guest returns to his seat after having left the table.
- Any time a cup has been totally emptied.
- The guest asks for it to be replaced.

Espresso Service

Espresso machines must be constantly monitored for pressure and balance. When the machine is operating properly, each espresso should be covered with a "head" of tawny colored foam.
Espresso spoons are marked differently than coffee spoons. In all types of restaurants- casual and elegant- espresso spoons are to be served on the saucer, on the right, under the handle.
The cup is always positioned at 4 o'clock.
Make sure the espresso cups are warm and dry.

Cappuccino Service

Cappuccino is deceptively hard to make well. The entire team needs constant training and practice on how to make cappuccino with a high frothy head of foam.
Often if the foam is not made well the cappuccino appears to be a "cafe latte" instead. Be sure the milk is well chilled before foaming and foam first. Then make the Cappuccino.
Do not serve unless perfect. Now that coffee, cappuccino and espresso have become quite popular in America, people expect perfection and efficiency, especially in an elegant restaurant.

Tea Service

-Making tea properly is considered an art in several cultures. Although America is, unfortunately not one of them, it is still true that tea drinkers here are often more demanding than coffee drinkers.
-From a service standpoint, coffee service is a snap compared to tea service.
-Good tea is dependent on water that is boiling hot. When water is only marginally hot, the tea-leaves do not steep and release their flavor and oils, and the tea takes on a funny, vapid flavor.
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For loose tea:
- The amount of tea added to the pot is critical. To little will mean the tea will be watery. Too much will mean it will taste like acid. With our pots and quality of tea, one good teaspoon is right for an individual pot.
- Tea, because it does contain tannic acid, stains the inside of teapots. After a while the brown stains begin to affect the flavor of the tea itself. If the teapot looks dirty, send it back to the dishwasher to be briefly soaked in bleach and water.
- Tea, because it has less body than coffee, cools quicker. In service, the teapot and teacup must be warm and dry before using.
- Because tea is light in body, it cannot support heavy cream. Tea is served with milk only.
- Different teas taste as different from one another as different ice creams. When taking a tea order, be able to quickly and accurately, recite and describe all teas without thinking about them.
- The selection of teas should include the two herbal teas fresh mint and chamomile tea.
- Tea strength is critical to its enjoyment. Every tea drinker has his or her own preference.
- Make sure teapot is free from fingerprints and is spotless.
- Fill one teaspoon of loose tea into a tea filter, place the filter into a teapot and add boiling water. Let the tea steep for about 3 minutes.

Turkish Coffee
- Make sure all pots are polished BEFORE service.
- Fill pot with water up to the ridge below the rim.
- Add 3 full spoons of Turkish coffee and 1 sugar cube.
- Place on the burner and allow it to boil then take off to simmer.
- Repeat this procedure three times.
- Bring the pot and the espresso cup\saucer to the customer and pour a demitasse full for the guest then leave the remaining Turkish coffee on an under liner placed on the table.
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STAFF RESPONSIBILITIES AND DINING ROOM FLOW

The Captain is the most important person in the dining room. He/she is responsible for the complete knowledge of and service of food and drinks by his team, and as such, is responsible for guest satisfaction. **HE OR SHE SHOULD INSPIRE AND ENCOURAGE THE TEAM!!!**

But the Captain’s responsibilities occur on a more subtle level as well. The Captain must be able to anticipate needs and situations BEFORE they occur. He/she must have a keen sense of timing and be capable of discreetly speeding up or slowing down his/her team and stations necessary. Above all, the Captain must set the tone and style for his/her team and the dining room as a whole. He/she must demonstrate the utmost professionalism and leadership at all times, being motivated and enthusiastic.

Specific areas of responsibility include:

- Requisitioning beverages and supplies **before service** (upstairs should be especially careful that everything, including liquors, bar needs, etc. are well stocked)
- Supervising and coordinating his/her team, assuring that everyone in the team understands all procedures and is capable of filling them.
- Knowing the host’s name and calling him/her Dr. or Mr. or Mrs. or Ms. (as appropriate) Smith, for example.
- Making sure the station is properly and immaculately set including that the side station and, if appropriate, the gueridon is properly and neatly stocked and that all implements are in top working order.
- Making sure all side-work is completed thoroughly, expertly, and on time.
- Reviewing menu changes, specials, 86ed items.
- Making sure everyone on the team can accurately answer questions about specials, plus daily wine selections, dessert selections and coffee and tea selections.
- Working with the dining room manager \ maitre d' to fulfill any special requests or needs of guests.
- Assisting maitre d' with the seating of guests.
- Greeting table and setting a warm, efficient tone for the service to follow.
- Taking the initial cocktail order if necessary.
- Answering any questions pertaining to the wine order, opening the wine \ Champagne and decanting if necessary.
- Describing the menu items as requested. Note the Captain, must understand the menu thoroughly and be able to describe it accurately and easily. This includes being able to describe the chef's style of cooking in general, plus being able to make interesting, appropriate wine suggestions to complement the wines chosen.
- Properly taking orders, making sure that dupes are neat, legible and correct as to table number, position, cooking temperatures etc.
- Setting the pace of and directing the flow of service. This requires sensitivity not only to the guests timing needs- but also to the kitchen's.
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- Insuring the orders from different tables are taken, as much as possible, in a staggered manner and that they are then brought to the kitchen immediately.
- Informing kitchen of any special food requests.
- Insuring that all closing side-work is thoroughly and expertly completed before each team member has left. The Captain MUST is the last person of the team to leave the restaurant.

Waiters Responsibility
The back waiter at Les Nomades really works as the front and back waiter. He/she is the key link between the Captain, guest and the kitchen. As such, and more than any other single factor, the waiter's professionalism and style will determine how a guest feels about the restaurant.

Your demeanor and professionalism determine the guest's comfort level. You must be keenly aware of the particular needs of the various guests here at the restaurant and capable of working with the Captain to assure that those needs are expertly met.

It is critically important and mandatory that all back waiters understand and are capable of working as both captain and back waiter in case of emergency.

Specific areas of responsibility include:

- All beverages service, including knowledge of all beverages, ordering, proper glassware set-up and service to guest.
- Assisting captain in direct pace and flow of service, including proper and immediate ringing in of all orders.
- Knowledge of ALL menu items and correct ordering of all food items, including exactly correct duplicates.
- Knowledge of all desserts so you are able to describe to the customer the dessert menu.
- Marking the silverware for all courses.
- Assuring that the kitchen understands completely all special food requests.
- Working closely with the captain on the timing of the food items; being the captains link to the kitchen for special food orders.
- Assisting the captain and the busman with the delivery of the food.
- Assisting the captains with the handling of the payment methods, including cash checks and credit cards.
- Whenever possible, assisting the busman with the coffee/tea service.
- Expertly and professionally executing opening and closing side-work.

Busman’s Responsibility

- Delivering amuse to table
- Elegant and efficient bread and water service to customer.
- Elegant, quiet, quick and careful clearing of tables as needed.
- Careful crumbing of tables.
- Proper, efficient resetting of tables.
- Replenishing side stations several times throughout service, including water service, ashtrays, napkins, silverware, etc.
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- Clearing any items from the gueridon to the kitchen whenever possible.
- Assisting team as necessary under captain's directions.
- It is important to note that when the table is marked ("mark" means to place the silver for the next course) for dessert, the busman should automatically check if there is a coffee order at that table and bring order at the appropriate time. Do not wait for the back waiter or captain to remind you of the order- it disrupts the time sequence.

**Kitchenman's Responsibilities**

- Replenishing any stock needed in the kitchen as well as in the dining room.
- Being sure all silverware is clean and accounted for.
- Knowledge of all menu items.
- Communicator between the busman and the dishwasher concerning the replenishment of silverware and dishes.
- Communicator between the kitchen and staff on the floor concerning items 86ed, or items sent back to be re-cooked etc.
- Assisting team as necessary under the captains direction.
- Expertly and professionally executed opening and closing side-work.

**SEQUENCE OF SERVICE**

Timing is crucial to enjoyment. It makes no difference how wonderful a dish is, for example, if it’s served at the wrong time.
- The waiter must be able to read each table accurately for a sense of their timing needs. Once fixed in his mind, he must pace the service accordingly.
- This must be done in dovetail conjunction with the kitchen's timing. If the restaurant and the food are to show well, the waiter must slow down or speed up service as necessary.
- Remember there are five times during a meal when a guest consciously or unconsciously wants service speeded up. They are:

  * As soon as he \ she sits down
  * When a course is finished.
  * When the water or wine is low.
  * When it’s time for coffee \ tea and or dessert.
  * When its time for the check.

- Keep in mind that service in all cases should flow elegantly and comfortably. Waiters should never be waiting around, nor should they run. Running in the dining room is extremely unprofessional and signals poor timing to the customer.
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**DINNER**
The sequence of dinner service is as follows:

- Maitre d’ seats guest at the table. All available team members should assist in seating the guests. All team members should greet guests with a sincere good evening and a warm smile.
- Captain or Back waiter greets the table and takes the drink order.
- Back waiter serves the drink.
- Once beverages have been served, Captain gives the customer menus and the wine list.
- Captain answers any menu-related questions and takes the food order.
- Back waiter marks the table for the first course.
- Busman brings the bread and butter immediately after the food order is taken.
- An amuse is served and then cleared.
- If necessary silver is reset for the first course, the appropriate wine should be served before the first course arrives.
- Busman clears the appetizer course.
- Back waiter immediately marks table for next course.

Once a meal has commenced a simple three-step sequence should be continually followed until the completion of the meal:

- **SET**
- **SERVE**
- **CLEAR**

Upon completion of any course, it is the responsibility of all team members to completely clear the course. They must also crumb the table and reset for the next course, make certain the following course is fired and that the course has been circled on the order ticket to effectively communicate to anyone that the following course has indeed been fired.

**Order Taking**

- Correct order taking is critically important to the efficiency of the dining room.
- It is encouraged to repeat the order to the customer as the order is taken for confirmation and to avoid potential embarrassment at the table.
- Orders must be written clearly and such that anyone could understand your requests.

**CARELESS MISTAKES DUE TO SLOPPY OR CONFUSED ORDER TAKING IS NOT ONLY ANNOYING TO THE CHEF AND FELLOW TEAMMATES, BUT CAN CREATE UNNECESSARY, EMBARRASSING SITUATIONS AND CAN BE COSTLY IN TERMS OF WASTED PRODUCT AS WELL AS LOST GRATUITIES DUE TO INEPTNESS.**
**Grooming**

**Gentlemen:**
Be cleanly shaven, keep hair clean and at a length no longer than mid-collar.
If one has to shave upon arrival, please clean sink downstairs upon use.
One must wear clean uniforms daily, which includes a clean shirt.
Wear black socks only.
Bathe at least once daily or more according to your personal needs.
Be sure hands and nails are impeccably clean and manicured.
Colognes and perfumes should not be detectable to those around you.

**Ladies:**
Keep hair well groomed and pulled back if long.
Be subtle with make-up.
Jewelry worn must be limited. Tailored look preferred.
Be sure hands and nails are impeccably clean and manicured.
Colognes and perfumes should not be detectable to those around you.

**FOOD AND WINE POLICIES**
As much as possible the kitchen is willing to go to whatever extent necessary to please the guest.

This means:

- Substitutions are generally possible.
- Special dietary or health requests will be met, if possible.
- Most dishes can be made without a given ingredient if the guest desires.
- All meat and fish are cooked to the guest’s liking. The kitchen will cook either well-done if the guest requests this.
- The kitchen will generally split orders (although this is not encouraged), except for the dishes that are not easily divided, and provided it is not too busy. **Check with the Chef.**
- The kitchen will serve sauces on the side except for dishes that are impossible to do so.
- It is not encouraged to have appetizers ordered as main courses.
- **In General, each guest should order a full menu. Of course, it is difficult to insist, but that is our one of our goals. We feel that if the guest is encouraged to participate in the complete dining experience, that is if he allows us and we do our utmost to provide the best food, service and ambiance possible, they will go away with a lovely memory of an enjoyable evening. They will come back again and again.**
- Special menus are possible but certain requests may require a couple of days-advanced notice.
About the food:
- Whenever possible, the kitchen uses organic produce.
- All fish are fresh.
- All game and poultry are farm-raised.
- Pastries are prepared in house.
- Sorbet and ice creams are prepared in house.
- Smoking of meats and fish is done in house.

Celebrations
If the dining room staff discovers that a group of customers is celebrating an important occasion (birthday, anniversary, etc.) be sure to have the candle(s) ready to serve WITH the dessert.

Special Advanced Requests
- Special dinner of items not on the regular menu with matching wines must be given to the kitchen at least a couple of days prior to the reservation. (Check with Chef prior to telling the customer we can do it)
- Birthday cakes should also be given a couple of days notice for the kitchen to prepare.
- Mary Beth or Chef must approve all special requests.
- Once a special request is made and agreed to, it MUST be logged in the reservation book so that the dining room staff can be apprised of the request on the appropriate day.

About the Wine List and Wine Policies
The wine list is relatively broad in scope, offering both Old World as well as New World vintages. A thoughtful range of wine styles is available by the glass and in half bottles. It is the desire of this establishment to provide guests with every opportunity to fully enjoy the sensory nature of fine dining, as such wine can be looked upon as yet another component of the complexities that are present in haute cuisine. As service personnel it is our obligation to help carry this out. We must educate our minds and pallets so that we may provide the insight necessary to present the guest with stunning food / wine matches. Every effort has been made to provide a quality product at a fair price, it is our responsibility to properly handle and maintain equipment and food and beverage products.

- Occasionally a guest may request to bring in their own wine—this is not encouraged, nonetheless there are occasions when this will occur. A corkage fee of $40 is charged to the guest, unless otherwise stated by management.
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Training expectations

Develop a working knowledge of:

- Restaurant history, location—street address, web address,
- telephone and fax numbers
- Table numbers—position numbers
- Proper dining room set up
- Menu Items, including sauce and garnish
- Wines by the glass
- Suggested wine pairings
- Cheeses—milk types, origins
- Ice creams and sorbets
- Teas
- Coffees
- Reservation procedure
- Use of open table system
- Use of micros POS

Your success at Les Nomades is based upon, but not limited to:

- Awareness
- Knowledge
- Performance
- Flexibility
- Ability to function in a team
- Maintaining a positive attitude

All Primary Servers are expected to have a basic awareness and understanding of the following with regard to wine and wine service:

Correct Pronunciation
Correct Handling
Basic grape varietals
Grape origins:
General wine growing regions and the grapes they produce
Must know wines by the glass
Be able to suggest no fewer than 3 contrasting of each
  Port
  Cognac
  Armagnac
  Sherries

The same awareness shall be extended to include
  Teas
  Single-malt Scotch
  Sipping-whiskeys
  Etc

SIDE WORK DUTIES

CAPTAIN / WAITER PRIMARY OPENING:
1. Check seating chart and arrange tables and chairs appropriately for service.
2. Dress tables with clean linens, using folded linens first.
3. Dress gueridons with clean cloths and cover tops with clean white napkins.
4. Clean and fill salt shakers and pepper mills.
5. Fold and restock clean linens from laundry room to dining rooms.
6. Set tables uniformly with chair backs lined up and table cloths even in length. Place settings, B&B plates, napkins, wineglasses, and salt and pepper should be placed consistently from table to table.
7. Stock gueridons with necessary equipment to include:
   No more than 10 clean folded side towels
   Cleanly polished B&B plates and knives
   No fewer than 8 small underliners with doilies
   No fewer than 8 medium sized gold rimmed plates for sharing
   No fewer than 2 small plates for crumbers
   1 clean, lined rectangular silver tray for silverware
   1 clean, lined appetizer plate for silverware
   Clean candleholder and candle for wine decanting
8. Gather and stock wines for by the glass, use open bottles from the cellar first. When stocking back-up bottles give some thought to the number of guests for any given evening and DO NOT OVER STOCK.
9. Stock and neatly organize order pads, guest checks, and receipts. Be sure to keep guest checks in numerical order, and completely use order pads before using new pads.

10. Wipe down guest check holders and desert menu holders, check cleanliness of menus and request new menus if needed for service.

11. Check all service equipment and all service areas for perfect cleanliness, please include all silver items and polish them as necessary whether it is silver polishing day or not. Make sure wine shelving and storage areas are kept clean and free of dust.

12. Prepare cheese station. Stock with cleanly wiped plates (12 brick colored square plates), a small stack of paper towels, cheese knife and fork.

13. Cheese board should be set in an organized fashion grouping cheeses first by milk type, then by origin. Always use cheeses that have been cut into first before setting out new untouched pieces. Always use cheeses from the small box before going into the large box. Keep cheese boxes clean and lined. Handle cheeses with great care. When putting cheeses away they should be wrapped in waxed paper and placed into the small box with the softest cheeses placed on top. Cheeses are not intended as employee snacks. If you wish to taste a cheese you must ask Chef, Mary Beth or Nick first.

14. Assist in polishing and restocking remaining glassware from previous evening.

15. Assist in folding napkins and service towels.

16. Second floor restock bar supplies, mixers and garnish. Fresh fruit garnishes should be prepared daily.

17. Assist back waiters and kitchen waiters in completing their side work.

18. Captains from each floor are responsible for checking that all side work is correctly completed.

19. Be dressed and ready for pre-meal meeting by 4:45, or 15 minutes prior to service daily.

Side work is a shared responsibility. Duties are listed in order of priority.
BACK WAITER / BUS PERSON OPENING

1. Stock cubed and crushed ice.
2. Cut and stock butter, enough for service with just a little extra, do not overstock butter especially during slow weeks.
3. Stock bottled waters, coffee, tea, sugar, and artificial sweeteners, packaging supplies to go boxes and bags. Keep current inventories of all supplies including: WATERS, TEAS, COFFEE, SWEETENERS, COFFEE FILTERS, COFFEE CUPS & SAUCERS, SPOONS, AND TO GO BOXES AND BAGS. If you are running low on any supplies or equipment please advise Mary Beth or Nick.
4. Make sure coffee urns and pots are cleaned and polished. Thermal pots, which keep coffee warm, should be filled with HOT tap water before placing coffee into them.
5. Clean and polish Turkish pots and press pots.
6. Stock coffee and water stations with glassware, cups and saucers. Coffee cup warmer should kept on 3. When stocking remember to share equipment between both floors.
7. Stock linen bags and line trash containers with fresh bags if needed.
8. Polish glasses.
9. Help waiters to complete their side work.
10. Fold napkins.
11. Be dressed and ready for a pre-meal meeting by 4:30 daily.
12. Do not make coffee for service until we are open for business. During the summer months and on weekend nights, be sure to have iced tea ready when we open for business.

DURING DINNER SERVICE BACK/BUS AND KITCHEN WAITERS ARE RESPONSIBLE FOR MAINTAINING THE FOLLOWING RUNNING DUTIES:

- KEEP SILVERWARE, BREAD PLATES, AND GLASSWARE STOCKED
- KEEP WATER, COFFEE AND TEA FRESHLY STOCKED
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- KEEP WATER AND COFFEE AREA CLEAN AND FREE OF MESS
- KEEP LINEN BAG AND TRASHCANS FROM BECOMING TOO FULL. IF NECESSARY DURING SERVICE, CHANGE THE LAUNDRY BAG AND TAKE OUT THE GARBAGE.

KITCHEN WAITERS OPENING

1. DISTRIBUTE SILVERWARE TO DINING ROOM MAINTAIN SILVER BOXES WITH CLEAN CLOTHS
2. PREPARE KITCHEN LINE WITH NECESSARY PLATES AND UNDERLINERS FOR SERVICE
3. POLISH SOUFFLE DISHES
4. ASSIST BACK WAITERS WITH THEIR SET UP
5. ASSIST OTHER WAITERS IN COMPLETING THEIR SIDE WORK: POLISHING GLASSES, FOLDING NAPKINS AND POLISHING SILVER EQUIPMENT, ETC.
6. DURING SERVICE HELP BACK WAITERS TO RE STOCK SILVERWARE AND TO KEEP ALL BACK OF THE HOUSE AREAS NEAT AND CLEAN

CLOSING DUTIES

CLOSING DUTIES ARE TO BE COMPLETED BY ALL STAFF MEMBERS SO THAT THE WORK IS FINISHED EFFICIENTLY. CLOSING SIDEWORK IS NOT “POSITION SPECIFIC” WE ARE ALL RESPONSIBLE FOR GETTING THE JOB DONE. NO ONE MAY LEAVE UNTIL THEY HAVE CHECKED OUT WITH A MANAGER.

DINING ROOM:

1. Straighten gueridons and remove soiled napkins from cart tops, remove used crumb plates, organize menus, wine and digestif lists, remove soiled side towels, neatly refold and stack clean side towels
2. Remove soiled table linens and uniformly arrange tables and chairs
3. Store cheeses, wrap them with waxed paper and place them into small cheese box with softest cheeses placed on top
4. Clean cheese board with table salt and slightly dampened cloth
5. Thoroughly clean cheese fork and knife and return them to the storage cabinet
6. Combine open wines and remove air from the bottles, place opened white wines to flower storage area in cellar, place all opened red wines to the first floor. THIS MUST BE DONE NIGHTLY
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7. Complete wine sales tracking sheet, indicate sale of the last bottle
8. Dry and polish silver wine buckets, wash and polish silver trays
9. Wash and polish as much glassware as time permits, all glassware must be rinsed at least. Never leave dirty glasses to set over night
10. Restock bar glasses and large (Burgundy and Bordeaux) glasses on each floor
11. Place and cover, (using old menu stock), all clean water and white wine glasses in second floor service area
12. Turn off, drain and wipe out glass washer, be sure drain hose is placed directly into the drain
13. Second floor service bar equipment must be cleaned daily after use
14. Melt stored ice and scrub out sinks
15. Turn out lights

BACK OF THE HOUSE
1. Remove soiled linens to the laundry room
2. Empty and wash all coffee urns and pots, polish silver pots
3. Clean espresso and coffee machines turn espresso machine
4. Restock coffee cups and saucers to each floor
5. Turn off cup warmer
6. Wipe down all service area shelving
7. Wash and polish water pitchers, wipe down water station shelves
8. Empty, clean and dry ice bins
9. Cover butter using fresh plastic wrap every day
10. Wrap cut into fruit, discard lemon and lime wedges, daily
11. Break down plates from hot line
12. Check silverware for cleanliness and polish as necessary
13. Replace counted silverware to storage cabinets

WEEKLY PROJECTS
1. CLEAN AND RELINE ALL CARTS AND NAPKIN LINED SHELVING
2. EMPTY SUGAR BOWLS AND SEND THEM TO THE DISH ROOM
3. CLEAN WINE SHELVING AND WINE COOLERS, REPLACE NAPKINS AS NEEDED AND CLEAN GLASS DOORS
4. THOROUGHLY POLISH ALL SILVER EQUIPMENT USING SILVER POLISH
5. STRAIGHTEN AND CLEAN EMPLOYEE CHANGING AREA ON SECOND FLOOR
6. SWEEP UP CIGARETTE BUTTS AND ANY OTHER DEBRIS FROM ROOF AREA

MONTHLY
- EMPTY SALT SHAKERS AND SEND THEM THROUGH THED DISH MACHINE
- COMPLETE INVENTORY OF ALL GLASSWARE IN USE