

# University of Beer Expo Guide

Food Expeditor: An expeditor is someone who facilitates a process. The Food Expeditor is the person who is responsible for ensuring that the food coming out of the kitchen is up to the restaurant's standards and is delivered to the right guest.

## Introduction

- Have you ever been to a restaurant that made a mistake when serving you your food? The burger you ordered had tomato on it when you told the server to take it off. You ordered a side of fries but got chips instead. All these mistakes can be avoided with a developed food expeditor. A good food expeditor catches mistakes before the food is brought to the customer. They wipe down the plate to give a clean presentation of the dish. They play a major role in the customer's experience in our dining establishments.

## Goals of Training

- The goal of this training program is to turn you into a competent food expeditor that your team can count on. By the end of this training program you will be able to run the expo line effectively with no oversight. For you to become a successful expeditor you must first understand what a successful expeditor looks like and the steps you need to make to become one.
  - Skills and traits that will make you a successful Expeditor:
    - Detail Oriented: Being able to catch mistakes, errors, or changes before they become a bigger problem.
    - Remaining calm: Allows you to think logically and make decisions accordingly under stressful conditions.
    - Communication: Being able to speak appropriately with a wide variety of people while giving a clear message that can be understood.
    - Confidence: Being able to trust your abilities, qualities, and judgment at all times.
    - Teamwork: Being able to collaborate with a group of people to achieve a common goal or complete a task in the most effective and efficient way.

## Roles on the Expo Line

- **Navigator:** responsible for standing at the window, communicating with the kitchen, monitoring ticket times, and double checking all food as it comes out.
  - The Navigator is the leader of the expo line. They are the key communicator between the kitchen and the front of house staff. The Navigator is the **ONLY** person who should be talking to the kitchen. If a server must tell the kitchen something, they need to tell it to the navigator. One clear voice clears confusion and eliminates miscommunication from too many voices.
  - **Ticket times should be under 15 minutes.** It is the Navigator's responsibility to keep track of the time; if the ticket is going to pass the 15-minute mark a shift lead or manager must be informed.
  - When food is put onto the expo line it must be examined for accuracy. If the item does not match the ticket, the Navigator must determine what the mistake was and have the kitchen correct it.
- **Food Runner:** responsible for transporting dine-in food from the kitchen to guests, making desserts, refilling waters, and bussing/pre-bussing tables.
  - The Food Runner is the main support to the Navigator for in house orders. They must be familiar with table numbers to avoid running to the wrong tables. It is their responsibility to make sure the right food is going to the right place.
  - When a Runner arrives at a table, they must determine what a guest might additionally need. Do the customers need more water or additional plates? Do they have silverware? A Runner should try to anticipate their customer's needs.
  - **Full hands in and out:** To maximize time and energy, take out as many newly cooked plates as you can carry. When a Runner arrives at a table with food, they must name each food item, along with any modifications, and place the item in front of the customer who ordered it. Before leaving a table, a Runner must look for any empty dishware that they can remove from the table. This will clear up space and reduce the time required to bus the table after the guest has left.
- **Packer:** responsible for packing to-go food, entering delivery orders, and taking phone orders
  - A Packer is the main supporting role for all online, phone, and Door Dash orders. They are responsible for entering these orders into our POS system with accuracy and speed.
  - The Navigator checks the to-go items for accuracy and then passes them off to the Packer. The Packer then ensures that the completed orders are packed together along with any additional sauces, napkins, and plastic silverware.
  - The Packer is also responsible for answering the phones. **"Thank you for calling University of Beer, (Location) this is (your name) how may I help you?"** is our standard for answering all phone calls.

## Where is the Expo Line?

- The window between the kitchen and the front of house is what we consider the expo line. It is where food tickets will come out at and where we can examine the food before it is brought to the guest.
  - The Expo station should always be stocked with plates, napkins, silverware, 2 and 4oz to-go ramekins, crostini's, a stapler, tape, Door Dash tablets, to-go bags, and any additional sauces that may be needed. Additional items may be placed under the expo line.
  - The expo line is where food tickets will be sent from every server. An expo must know how to read these tickets. **The table number, the food items, and any modifications are all information that needs to be gathered from food tickets.** These tickets will be organized left to right, from oldest ticket to the newest ticket.

## Taking Over the Expo Line

- When scheduled to work the expo station the first thing you should do is check in with the previous person running the expo line.
  - Things that need to be asked when taking over the expo line include, where are we at on the tickets, did any items go out that were not crossed off the ticket, what are the ticket times, are there any Door Dash orders that still need to be entered, do we need to stock anything, and is there any additional information that we need to be aware of. Get answers for these questions before relieving any previous expos.
  - The second step in taking over for expo is to check to make sure everything is stocked. It is important to be ready for the next big rush.
  - The kitchen team should be notified that you are now on expo so there is a clear person who they will be communicating with.

## Running Food

- **The navigator should remain in the expo area to facilitate communication between the kitchen and service staff.**

- The Navigator is responsible for using the food runner, servers, and barbacks to run food to the correct tables. When it is busy, it is never okay for the Navigator to run food. This will lead to longer ticket times and miscommunication.
- Before food can be ran, the plate should be wiped down and clean. The dish should have all the additional sauces that may be required, we do not want to have to make multiple trips.
- **Bar snacks can be ran as soon as they are ready, however, all entrees should be ran together whenever possible.**
- Never run food that does not meet company standards, does not match the ticket, or if the dish is missing anything.

## Downtime

- When there are slow periods the expo should be doing tasks that they might not have time to do during a rush. Tasks include:
  - Cleaning the expo line.
  - Restocking on napkins, sauces, to-go bags, and anything else that you will need for the next rush.
  - **Dishes:** Running glassware through the dishwasher is also a responsibility of the expo. Dishes can quickly pile up and become an instant priority if the dishwasher is not regularly being run.

## Additional Tips to Succeed

- Focus on effective communication. The front of house and the kitchen are relying on you to update them quickly and accurately. YOU are the key communicator, do not let anyone talk past you. Be loud, confident, and direct.
- Be comfortable with stress. The expo line can be very stressful at times. It is important to remember that there is an end in sight, and you will get through it.
- Speak directly. The restaurant is loud, and everyone is busy. When talking to someone, call them by their name and ask them whatever you need directly. If you need a server to run food for you try saying, "Hey (Name of server), do you have an extra hand? I need food ran out to the patio."
- Do not be scared to ask for help. You have many supporting team members around you. Communicate with them and let them know you need assistance. We are all here to have a successful shift, do not wait to ask for help when it is too late.

## Phone Scenarios

- One major responsibility for the Expo position is answering phone calls from customers or potential customers. These calls are sometimes the first interaction a guest has with our company. Therefore, it is essential that we answer these calls with enthusiasm and professionalism. Our standard greeting will always be “Thank you for calling University of Beer, (Location.) This is (Your name). How may I help you today?” The next portion of this guide will focus on common questions that get asked on these calls and some possible responses.
- What time are you open, and do you take reservations?
  - “Thank you for calling University of Beer, (Location.) This is (Your name). How may I help you today?”
    - “What time do you close tonight?”
    - “We close at 12am tonight.”
    - “Great! Can I make a reservation for 3 tonight at 8?”
    - “Unfortunately, we do not accept reservations. It will be first come first served, but we should have plenty of room for you”
    - “Okay, thank you.”
    - “Thank you, we hope to see you soon!”
- Are you showing the game tonight?
  - “Thank you for calling University of Beer, (Location.) This is (Your name). How may I help you today?”
    - “Hey, are you showing the game tonight?”
    - “Absolutely! We have TVs and heaters so you can come enjoy the game with us tonight.”
    - “Okay, I’ll be there”
    - “Great, we’ll see you soon. Goodbye.”
- Can I speak with a manager?
  - “Thank you for calling University of Beer, (Location.) This is (Your name). How may I help you today?”
    - “Can I speak with your manager?”
    - “No problem, can I ask who is calling and what it pertains to?”
    - “My name is (Blank,) I am calling to ask about any job opportunities.”
    - “Okay, no problem, (Blank). Let me go find a manager for you.”
      - Find your manager and give them the call. Always get a name and a reason for calling if they ask for a manager.

## Learning our POS system

- The expo station is responsible for entering all to-go orders that come in. To do this, the Expo must have a good understanding of our POS system. The expo is expected to be able to enter these orders quickly and accurately. To practice entering these orders, go to the manager's laptop and launch the app 'BLUESTACKS.' This will open a version of our POS system that lets you practice putting in orders without interfering with our ability to serve the rest of the guests that we are serving. Once you launch 'BLUESTACKS' put in the following orders.
  - Order 1
    - 101 Burger
      - Side of fries
    - Drunken Pig Fries
      - No sour cream
    - Churro Bites
    - A Pepsi
  - Order 2
    - Loaded Nachos
      - Grilled chicken
      - Jalapeños on the side
    - Cali Chicken Sandwich
      - Side Onion rings
      - Sub lettuce wrap
  - Order 3
    - Caesar Salad
      - Add Chicken
      - Extra Caesar dressing
    - House Salad
      - Balsamic
      - No onions
      - Add Bacon Bits
  - Taco Salad
    - Beer-Battered Prawns
  - Order 4
    - Hangover Burger
      - No Side
      - Sub Swiss Cheese
      - Over-Hard Egg
    - Cheesecake trio
      - All Chocolate sauces
    - Asian Fries
    - Side of Spicy Ranch
    - Side of Ranch
  - Order 5
    - Graduation platter
    - Shrimp Trio
    - Prawn Tacos
    - Diet Pepsi
      - No Ice
    - Drunken Pig Fries
      - Sub BB Fries
    - Side Jalapeno Salsa
    - Sierra Mist
    - Beef Sliders
      - No Lettuce

## Checklist for the Expo position

### Every Day

- ☐ The Trainee will read the company's Mission and Values out loud to the Trainer.
- ☐ The Trainer will introduce the Trainee to all team members that were not present for previous shifts.
- ☐ The Trainee will take the Food test
  - First test: \_\_\_\_\_
  - Second test: \_\_\_\_\_
  - Official test: \_\_\_\_\_
- ☐ The Trainee will take the Orientation test:
  - First test: \_\_\_\_\_
  - Second test: \_\_\_\_\_
  - Official test: \_\_\_\_\_

### First Day

- ☐ The Trainer will describe all food items that come out of the kitchen to the Trainee. The Trainer will describe any modifications or additions that are found on the food item.
- ☐ Introduce the Trainee to the expo line
  - Show the Trainee where the tickets come from and how to arrange them. Show them how to read a ticket for the ticket number, who rang in the ticket, the food items, any modifications, and table number.
  - Show the Trainee where we stock napkins, plates, utensils, to-go bags, and sauces. Show them where they can get additional items when needed.
  - Show the Trainee the Doodahs tablets and where the phone is.
- ☐ Show the Trainee the dishwasher and how to run it. Put away glasses and explain how we stack our glasses.
- ☐ Show the Trainee how to wipe off dishes before sending it out to the customer.
- ☐ Show the Trainee how to check for accuracy of dishes and how to check for modifications.
- ☐ Show the Trainee how to mark off items that have been ran out to the table.
- ☐ Show the Trainee how to carry multiple dishes out at once.
- ☐ Show the Trainee the proper way of giving the customer their food.
  - Say the name of the item.
  - Say if there are any modifications.
  - Put the dish in front of the customer who ordered it.
  - Check the table for any missing supplies (e.g., napkins, utensils, or ketchup)
  - Before leaving the table, ask if everything looks correct or if you can get them anything else.
  - Pre-bus the table of any empty dishes when you are leaving.

- ☐ Show the Trainee how to take a Door Dash order and introduce them to our POS system.
- ☐ Show the Trainee how to take a phone order.
- ☐ Show the Trainee how to fill out a to-go tag.
- ☐ Show the Trainee how to pack up a to-go order and where to place the order when it is finished.
- ☐ Show the Trainee how to use a server/barback as a runner.
- ☐ Show the Trainee how to send food back to the kitchen when there is a mistake.
- ☐ Show the Trainee how to do a bathroom check.
- ☐ Show the Trainee how to close the Expo line.
  - Wipe down expo surface, ticket rail, counter, and tablets.
  - Restock napkins, plates, utensils, sauces, to-go items, and anything else that may need to be stocked.

## Day 2

- ☐ The Trainee will describe the food items that are coming out of the kitchen to the Trainer. The Trainee will describe any modifications or additions that are found in the food items. The Trainer will correct the Trainee and continue to coach them on the mistaken items.
- ☐ The Trainee will give a tour of the expo line to the Trainer. The Trainer will give a second tour if necessary.
  - The Trainee describes know how to arrange new tickets and find all the necessary items on the ticket such as the ticket number, who rang in the ticket, the food items, any modifications, and table number?
  - The Trainee shows where we stock napkins, plates, utensils, to-go bags, and sauces. The Trainee must know where to get additional items.
  - The Trainee shows you where the Door Dash tablets, and phone are.
- ☐ The Trainee will show the Trainer how to run the dishwasher. The Trainee will put away glasses and explain how we stack our glasses.
- ☐ The Trainee will wipe off dishes before sending them out to the customer.
- ☐ The Trainee will describe how to check for accuracy of dishes and how to check for modifications while they are doing it.
- ☐ The Trainee will mark off items that have been ran out to the table. The Trainer will keep a close eye to make sure a ticket is not stabbed at the wrong time.
- ☐ The Trainee will practice taking the orders out to the customer.
- ☐ The Trainee will practice the proper way of giving the customer their food.
  - Say the name of the item.
  - Say if there are any modifications.
  - Put the dish in front of the customer who ordered it.

- Check the table for any missing supplies (e.g., napkins, utensils, or ketchup)
- Before leaving the table, ask if everything looks correct or if you can get them anything else.
- Pre-bus the table of any empty dishes when you are leaving.
- ☐ The Trainee will put in Door Dash orders that will be double checked by the Trainer before being sent to the kitchen.
- ☐ The Trainee will take a phone order alongside the Trainer. The Trainer will be ready to answer any questions.
- ☐ The Trainee will demonstrate how to fill out a to-go tag.
- ☐ The Trainee will pack to-go orders, making sure to include condiments, napkins, and utensils, and place the finished order in the designated area.
- ☐ The Trainee will practice how to use a server/barback as a runner.
- ☐ The Trainee will practice how to send food back to the kitchen when there is a mistake. The Trainer will confirm before any item is sent back.
- ☐ The Trainee and Trainer will do a bathroom check together.
- ☐ Show the Trainee how to close the Expo line.
  - Wipe down expo surface, ticket rail, counter, and tablets.
  - Restock napkins, plates, utensils, sauces, to-go items, and anything else that may need to be stocked.

### Day 3

- ☐ The Trainee will be evaluated to determine their readiness for the Expo station. They must be certified by both the Trainer and the Supervisor. They will describe what they are doing to the Trainer. The Trainer should offer no help if it can be avoided.
- ☐ Does the Trainee know the setup of the expo station?
  - Does the Trainee know how to organize the food tickets?
  - Does the Trainee know how to read a food ticket? (Ticket number, food items, modifications, and table numbers.)
- ☐ Does the Trainee understand the dishwashing practices and where the dishes go?
- ☐ Does the Trainee always wipe off dishes of any messes before sending the food out to the customer?
- ☐ Does the Trainee check for accuracy of all food items? Do they check to see if there are any modifications to a dish?
- ☐ Does the Trainee mark off dishes as they are ran out to the table? They never stab a ticket prematurely.
- ☐ Is the Trainee capable of delivering all the food items properly?
  - Say the name of the item.
  - Say if there are any modifications.
  - Put the dish in front of the customer who ordered it.
  - Check the table for any missing supplies (e.g., napkins, utensils, or ketchup)

- Before leaving the table, ask if everything looks correct or if you can get them anything else.
  - Pre-bus the table of any empty dishes when you are leaving.
- ☐ Can the Trainee enter Door Dash orders accurately?
- ☐ Is the Trainee capable of taking orders over the phone?
- ☐ Does the Trainee fill out to-go tags correctly?
- ☐ Does the Trainee pack to-go orders correctly? Do they add napkins, condiments, and utensils? Do they put the finished order in the right place?
- ☐ Does the Trainee use servers/bar backs as runners at the appropriate time? They never leave the line when we are busy.
- ☐ Does the Trainee know when to send food back to the kitchen? Do they do it at the right time?
- ☐ Can the Trainee complete a restroom check?
- ☐ Does the Trainee close down the expo line correctly?

Tasks	Trainee rates themselves 1-5	Trainer rates Trainee 1-5	Supervisor rates Trainee 1-5
Reading tickets and organize them on the ticket line			
Inspecting food for accuracy and modifications			
Cleaning plates and adjusting for better presentation			
Delivering food items to tables			
Taking Door Dash orders			
Taking phone orders			
Packing to-go orders			
Using servers and barbacks to run food			
Sending food back to the kitchen			
Bathroom checks			
Overall accuracy			
Overall communication			
Overall ability as an Expeditor			
Certification			