AQUA

for every occasion







TRAINING MANUAL 2019

WELCOME TO AQUA

Congratulations on joining us and welcome to the Aqua team. We look forward to working with you.
We have put together a training manual for all you need to know. So to start, here are the basics:

Opening hours and contact details			
Aqua Welshback Harbourside Bristol BS1 4RR	Aqua Whiteladies 153 Whiteladies road Clifton BS8 2RF	Aqua Walcott Street 88 Walcott Street Bath BA1 5BD	Aqua Spinnaker Harbour Road Portishead BS20 7AW
01179156060	01179733314	01225471371	01275842590
Bristol@aqua-restaurant.com	Clifton@aqua-restaurant.com	Bath@aqua-restaurant.com	Portishead@aqua-restaurant.com
www.aqua-restaurant.com			

TRADING HOURS: Sunday-Thursday 9.30am-10pm, Friday-Saturday 9.30am-10.30pm

THE TEAM

Richard Smithson	Owner	
Ben Smithson	Operations Director	ben@aqua-restaurant.com
Yazmin Salt	Area Manager	yazmin@aqua-restaurant.com
Mark Attard	Head of Group Kitchen Operations	mark@aqua-restaurant.com
Liam Staddon	Head of Group Food Development	liam@aqua-restaurant.com
Aqua Bath	Csaba Ignaczy/Tom Ward	csaba@aqua-restaurant.com
Aqua Welshback	Yazmin Salt/Kareem Vernon	yazmin@aqua-restaurant.com
Aqua Clifton	Georgia Clode-Rixon/Jonny Raynard	georgia@aqua-restaurant.com
Aqua Portishead	Attila Boros/Dave Box	Attila@aqua-restaurant.com

GENERAL INFORMATION

Philosophy

Most people believe that the guest comes first and this is true in many ways. At Aqua, we believe our guest's experience is dependent on a number of important factors. When these factors are cared for by our staff then naturally our guests are cared for and will always have a fantastic experience.

Our Care Philosophy states that we should care for all of the following equally; each other, our restaurant, our suppliers, our community and of course our guests.

Wheelchair Access

All restaurants are wheelchair accessible, note Bath and Clifton there are more than one floor & no lift.

Set Menus

12-7pm Monday-Friday/Party menu available for large group bookings.

Service Charge

A 10% service charge applies to the total bill for groups of 6+

Rota's

Your rota will be distributed to you and the team one week in advance of you working. Any request for time off, must go straight to the General Manager for approval.The time on your rota is your start time, unless a change is stated by a manager.

Starting work

At start times you are required to be dressed in full uniform and ready for service. Lateness will not be tolerated and missed briefings will result in disciplinary action, these happen generally on the o clock so arrive 5/10 to the hour.

Please do not arrive at work in your uniform, you must change on premise.

Payroll

Your pay will be directly deposited into your allocated bank account on the Friday of the following week worked. You can retrieve your payslip online by logging into myepaywindow.com you will receive your log in details one week after starting your role with Aqua. Please speak to your manager who will show you how to log in.

Staff discount

At Aqua we give a staff discount to all employees across the restaurant group. You must make a reservation through your direct manager for the site to wish to dine in.

GROOMING, PERSONAL HYGIENE & UNIFORMS



Health & safety

Within the first two weeks of your employment you will be set up to do Food Safety Level 2, Winterhalter COSHH & Challenge 25 training which will provide you with your own qualification and all the knowledge needed to start your role.

- The correct uniform will be given to you by your manager and must be worn with sensible black shoes or trainers and black trousers or jeans.
- Uniform must be clean and ironed before every shift.
- Men must be clean shaven.
- Each WW should always have on them a pen, a notepad and a corkscrew. This is apart of your uniform.
- Hair must be neatly styled and swept off the face.
- Hands and nails must be clean.
- Employees must use deodorant, excessive perfume or cologne is not permitted.
- Employees must wash their hands prior to commencing a shift, after smoking, eating, drinking, using the bathroom, coughing, sneezing, blowing your nose or touching your face/hair

Serious breaches of company policy include:

- Behave in any kind of manner that could alarm or offend customers or workmates.
- Take personal tips and not abide by the restaurants system.
- Give discount or free food or beverage to a customer without authorisation.
- Use or deal in, alcohol or drugs whilst at work or on company property.

Please refer to your employee handbook and house rules for full information

PRE SESSION BRIEFINGS


Front of house briefing sheet

Day/date

Team Member	Shift	Section	Breakdown tasks

Weekly target:

WTD sales:

Daily target:

MOD

am:

pm:

Kitchen MOD

am:

pm:

Today's specials:

Focus points:

Booking info:

Kitchen stock headlines

Bar stock headlines

A.O.B:

The importance of a PSB is to communicate effectively what is required of you for the service. A PSB will be held two times a day and both before services, one at 11.45am and the other at 5.45pm. This will be held by your MOD for the shift.

You will cover a number of topics that include:

1. Targeted days sales.
2. Weekly sales to date.
3. L/Y sales.
4. Sections for the shift.
5. What tasks you have to achieve.
6. What special guests you have in the restaurant.
7. What special requests you have for the shift.
8. What specials the kitchen has on for the day.
9. What the kitchen has run out of.
10. What the bar has run out of.
11. What the kitchen wants you to push.

TRAINING STRUCTURE

Timeline	*Activity*	*Explanation*
Shift 1	The runner	Here you will completely master the use of the pass and learn every table number & dish we have.
Shift 2	The bartender	You will work alongside one of our bartenders to learn basic drinks knowledge and Aqua serves.
Shift 3	The shadow	On shift 3 you will shadow a supervisor or manager on a section.
Shift 4	Being shadowed	After this you will be shadowed by them to learn fully how to maintain a section.
Shift 5	MIP & steps of service	On shift 5 you will go over steps of service and mis en place with a manager as on shift training.
Shift 6	Food knowledge test	When ready you will do a food knowledge test, all tests must be passed with 80% or above before going to the next stage.
Shift 7	Section management & efficiency	Here we will be monitoring your performance during shift to see if we are happy with your table maintenance and section prioritising.
Shift 8	The mixologist	You will be on the bar again on a weekend shift learning cocktails with the bartender.
Shift 9	Cocktail & wine test	We will test you on cocktail specs and wine knowledge.
Ongoing	Performance	Here we will watch you over a specific period to note whether we think you are ready to graduate as an Aqua waiter.
Ongoing	Waiter Graduation	Congratulations! Remember though, the learning never stops...

The speed in which an employee moves through this system is discretionary to the management but mainly down to the amount of effort they put in themselves. If you have any questions regarding this please see your manager.

JOB DESCRIPTION & RESTAURANT TERMINOLOGY

Job description

To set up and maintain the restaurant to the company's exact standard and to prepare the mis-en-place ready for services. To be knowledgeable of all aspects of the business, service, food, wine, the company mystery dining.

To provide a friendly and efficient service that ensures an invaluable experience for the guest. Assist the managers in everything that they ask of you. Be prepared for every shift by being punctual and organised. Always come with a smile.

As a WW you should be a friendly, relaxed person with a genuine interest in providing good customer service, feeling proud of the food and drinks you serve and the overall quality of the 'Aqua experience.'

You need to be a team player and to be able to communicate well with all staff, even when it is busy.

We believe our WW should be pro-active in everything they do and we aim to get you thinking outside of the box and taking the initiative to do something. This will enable Aqua to stand out from the rest and be the best.

Overall, we want our guests to enjoy their dining experience with us and by following this training manual it will help us succeed.

Restaurant terminology

Regardless of the restaurant you work in, the basic principles of food service are all the same. Here are some words you may come across that are unique to working in a restaurant.

"Your section" – You will be assigned an area in the restaurant which you are responsible for, this is referred to as your section and you will have 6 tables to look after.

"The Pass" – The kitchen pass is area which the restaurant floor and the kitchen meet. This is where the kitchen plate up the food ready for the floor staff to take to the relevant guest.

"Covers" – This is the terminology for the amount of customers that we service throughout a shift.

"Waiter station" – This is the station in which you will keep referring back to do things such as enter items into the till or gather mis en place for your guests. Prior to your shift this should be stocked up and set up for a smooth service. During service this area should always be kept tidy.

"Dispense area" – This is the area in which the bar tender leaves the drinks on a tray for you to collect and deliver to your guests.

AQUA SEQUENCE OF SERVICE "10 STEPS TO ROME"

1.On arrival	If you are by the door when the guest approaches open the door and greet them with a smile. These are the first impressions they will have of the restaurant. Always greet them within 30 seconds of their arrival. Ask if the customer has a reservation & check the appropriate command is completed in reservation software ("fully seated", "partially seated" or "waiting in bar"). Offer to take any coats or umbrellas if necessary & store in cloak room. Escort the guest to their table.
2. At the table	Once at the table, pull out the chairs for the guests, always pulling the ladies out first. When sat introduce specials menus to the guests. Always handing to the ladies first and guide them through the a la carte menu and drinks. Now tell the guests who their w/w will be.
3. Drinks	Once the guests are seated the w/w should offer still or sparkling water. If the guest declines, then the water glasses should be removed. The section waiter should then retrieve the water from the bar and offer an aperitif. Always start by offering a glass of Prosecco or Bellini, Gintonica or Spritz Aperol. When offering drinks, always have a positive body language, nodding heads will help an order. Once drinks are ready, collect the drinks from the bar and take to the table using a tray. Do not put the tray on the table, and always place the drinks ladies first. The section waiter should now let the guest know if there is anything we don't have on the menu.
4. Order making	Whilst the guest is browsing the menu offer them bread, olives or nibbles whilst they are looking. Take the food order within 4 minutes of them being seated. Repeat the order back to them when they have ordered to confirm that you have it correctly. Do this for every single guest on the table and not at the end. This will avoid any confusion and then if there is a problem with the order you know that you have repeated it to the guest. Offer wine with the meal, if the customers are not sure of what wine to have then please advise them (see wine training section). Always up-sell but don't overdo it! There is a limit. For example, if a guest has ordered starters and has a dish that probably does not need a side order then don't offer it. This will put them off and make them feel uncomfortable (see up-selling section). Once the order has been taken and sent to the kitchen via the till, then this is the time to set the table up with the correct mis en place (see section on mis-en-place for all dishes). There should never be anything on the table that does not need to be there.

AQUA SEQUENCE OF SERVICE "10 STEPS TO ROME"

5. Wine service	Take the wine to the table, presenting it to the person who ordered it. Once they have read the bottle, open and pour a small amount into the glass to taste. Once tasted and ok, pour into the ladies glasses first and then the gentleman's, pouring a third of the glass and never a full glass. Always leave enough room to swill the wine. Should the wine not be ok, then explain to the customer that you will get another bottle to try, Always tell the manager or bar manager what you are doing as corked wines will get sent back to the supplier. It is important to be very theatrical at the table. Wine and water must be topped up throughout the guests dining experience. The guests should not have to touch a thing. This is what we are here for.
6. Starters	Starters should arrive at the table no longer than 10 minutes after ordered. Should they take longer then please tell the manager. Once the starters are ready, serve the table ladies first. At this stage check any glasses that need refilling or offer more drinks if the guests have run out. Check that the customers have everything they need, if so, wish them an enjoyable starter. After a few mouthfuls do a visual check back to see that everything is ok. Should it not be, take that dish straight back to the kitchen and let the manager know immediately to take control of the situation. Just before the starters are finished make sure that the table has been called away via the computer system. This speeds up the process and gets the kitchen ready. Should it be a very busy service, then use your judgement when to call that table away. If unsure always ask the manager. Once the starters are finished clear all starter plates.
7. Mains	From the time the mains have been called away they should arrive at the table within 10 minutes. Once mains are ready deliver to the table, offer any accompaniments that may be suitable for that specific dish, such as mustards for steaks, parmesan for pastas etc. Again wish the guests an enjoyable meal. Again, at this stage check drinks. As before, make sure to check back after a few mouthfuls, but this time make it verbal and ask them how their dishes are and be specific. Should a dish not be ok, then take it back to the kitchen immediately and consult your manager. Once the guests have finished their meals, clear like before, checking that the customers enjoyed their meal. At this stage nothing food related should be left on the table, only drinks should be on the table.

AQUA SEQUENCE OF SERVICE "10 STEPS TO ROME"

8. Desserts	When main courses have been cleared, always offer the dessert menu straight away. They may not be ready for them but at least they have them and there is no confusion with any other servers that desserts or coffees have not been offered. The dessert menu must be offered by hand. Once customers are ready to order, then take their desserts and offer coffee before or after the dessert. Again do the mis-en-place for that table. Offer some digestives to go with the dessert such as Ports, Dessert Wines, Cognac, Armagnac, Whisky or even some cocktails. Once the order has been put on the system they should take no longer than 8 minutes from the kitchen. When finished clear as above and check again that their desserts were to their satisfaction. When taking over coffees always remember the sugar and use this opportunity to remove any unwanted glasses, e.g. wine glasses. However, never clear everything off the table. The only items that should remain on the table should be the water glasses. Each customer should have one glass in front of them. Remember desserts are the last thing that a customer will eat in the restaurant and therefore will be the last impression that the guest will go away with so let's make sure they are very enjoyable.
9. Payment	Always wait until the guest requests the bill. Some guests may want to go to the bar to finish drinks or enjoy more cocktails after dessert just don't forget to transfer their tab. Just before you place the bill on the table, double check that everything is correct and that there are no mistakes. There is nothing worse than putting a bill in front of someone and it being wrong. If it is correct, then place on a bill tray with a takeaway menu & give to the guest. Always ensure the payment is processed promptly if the customer wants to leave. Always double check the card slip to see if it has been authorized by the bank. A great meal can be ruined if the customer has to wait a long time to pay. Make conversation with the guest when taking the payment and process within 2 minutes.
10. Goodbye	Aim to accompany guests to the door to say goodbye, return any coats they may have and then thank them and wish them a good afternoon or evening and look forward to seeing them soon. All staff passing a leaving guest should always say thank you and goodbye. Once left relay the table as soon as possible asking the manager how many covers it needs to be relayed for.

SECTION HANDOVER



In the case of shift change and you have to hand your table to the next Section Waiter you must inform them of all issues both good and bad, e.g. who is the host, any special occasions, any problems that have occurred and at exactly what point they are at.

Table resetting

The key to be a great waiter is efficiency. The quicker you can get a table reset and ready for the next customers the better for you and the business. Therefore, it is important to have table resetting high on your priority list, don't just wait for the hosts or someone else to do it.

This is also a great way to get recognized by the management as this is a key area of importance to them and they will notice someone that is putting in additional effort to turning tables. As with anything in waitering the less trips you can make the better.

Section waiters are responsible for resetting their table – note that if someone else resets their table, they are still responsible for the way it's being set.
Be sure to wipe down chairs after guests leave before the next table arrives.

ALLERGIES, INTOLERANCES & THE CORRECT COMMUNICATION



Did you know that every three minutes a food related allergy sends someone to the emergency room?

When taking an order from a table if a guest informs you of an allergy, intolerance or any dietary requirement it is paramount you first:

1. Note this down on your order pad next to relevant dishes.
2. Make a manager aware of the allergy.
3. Make the chef on duty aware by messaging on ALL parts of the guests order throughout their meal.
4. Make sure this guest receives the right dish
5. Follow through the above procedure on every course of the meal

Communication with the kitchen is imperative when dealing with a customer's dietary issues.

Who to speak to when you need assistance

The best person to talk to is the manager on the pass or your duty manager, be sure to check the allergen matrix but also double check with a manager. This is why it is important that you know your menu and make the guest feel at ease by listening and clarifying guests request. Ask questions, advice your customer on how items will be altered and repeat the order.

You will learn more detail on allergens, intolerances and dietary needs when completing your Food Safety Level 2.

ROLE OF A SECTION WAITER

The Section Waiter is an extremely important person within the whole scope of the restaurant, constantly providing best service during the busiest times of service. Waiters must be well groomed, presentable, and approachable, always make eye contact with guest & say “Hello”, “Goodbye” and “Thank you”.



- A waiter must have a clear knowledge of the Aqua sequence of service (you will be given a 10 steps to Rome handbook to keep on you at all times during your training).
- If you don’t know the answer to a customers question, politely excuse yourself and find out the answer. Let the customer know that you will get the correct person for them to assist with their enquiry. Never make anything up.
- It is the section waiters responsibility to top of water & wine, keep up table maintenance throughout service and to reset & clear tables.
- We served still, sparkling & tap water - it is imperative water is always topped up, water glass less than half full is not acceptable.

Clearing Stations

- Every station must be kept tidy, in order & restocked throughout service.
- There should never be any dirty crockery or napkins left on a station.
- Keep empty trays on hand for clearing tables, out of sight of guests.
- No dirty glassware is to be left in stations.
- It is everybody’s responsibility to keep these stations neat.
- Never walk empty handed. If you’re walking to the scullery with one plate, pick up empty plates, water bottles from other tables.

ROLE OF A SECTION WAITER



Mis en Place

- Check current food notes for the correct cutlery to be set for each dish, as consistency between customers is essential.
- Use a waiter's plate to set cutlery at the table.
- Never carry cutlery in your hands.
- Avoid reaching across a customer and always excuse yourself (especially if you need to politely request a customer to move their arms so you can set the table).
- You should serve the customer in the least obtrusive manner. For example: If a couple is holding hands, there is no need to make them move to set cutlery to the standard. Instead, you can discretely place cutlery/sharing plates to one side.
- Provide small bowls for mussel, oyster or lobster shells when required.
- Clear anything that isn't in use any longer from the table in a timely manner, as a part of your table maintenance.

ROLE OF A SECTION WAITER



Table Maintenance

Table maintenance is a key responsibility of a good waiter. It is important to keep the table looking neat and tidy, all empty unused items are removed and glasses never empty unless finished. It is very important to maintain this service right to the end, even if customers are finished, this a perfect opportunity for them to ask for the bill. Key points:

- Remove pre-dinner drinks and offer second round or the beverage list
- Top up water and wine, glasses should never be empty
- Always remove empty glassware and crockery when necessary but be sure to check that customers have finished and always offer to replenish or removed items
- Any spills or condensation from drinks to be wiped with discretion.
- Clear dirty coffee cups and offer second coffee's

Taking a reservation

- You must always answer the phone with either good morning, good afternoon or good evening. Then say which Aqua you are in, for example "good afternoon this is Aqua in Bath, then state your name, so you should say, Good afternoon Aqua... Ben speaking how may I help?"

- Once a booking has been taken over the phone, you must always repeat it back to them so again there is no confusion whatsoever and take an email address, so the guests get a booking confirmation sent through.

- Always check the bookings diary first before adding a booking, be very careful where you place bookings and at what time

- It is essential that bookings should not always fall at the same time. Try and space bookings out so that it does not tie up the kitchen with cheques going in all at once. Do not book every single table out as we must keep space for walk in trade. Try and always have room for walk ins as this is a good promotion for the business.

- As above when you take a booking make sure you take all the correct information, telephone number, name, how many people, any special requests such as birth days or dietary requirements. Always try and persuade bookings to come in earlier or later than their original requested time, for example if people are booking at 7/7.30pm then encourage them to come in earlier. If they are wanting to book for 8pm then say to them you can come and drink in the bar beforehand and if there is a table free then we will try and sit you down, failing that the table will be ready for 8.30pm.

- Detailed training will be given on how to use Res Diary and take bookings
  *When dealing with a large party booking of 8 or more pass the phone along to a MOD to deal with the reservation.

SERVICE STYLE

Our service should be humble, welcoming, engaging, knowledgeable and friendly. 'The idea is to create a lasting memory around the food, wine & atmosphere'. At Aqua we have a very high standard of service. This is maintained through our specifically designed '10 steps to Rome'. If we make sure to consistently adhere to this Sequence of Service, then even in the busiest of times all our customers will be receiving the same style of service. We can then aim higher and give that extra individualized service that sets our restaurant apart from others. Taking the service to the next level involves a certain passion for your work as a great waiter.

Following are some important guide lines that you as a waiter and we as a team in general all need to follow. As a professional waiter, there are things you should always try and do:

- Be knowledgeable and friendly, not pretentious.
- Have good posture – stand up straight and with pride.
- Be happy and positive, your personal attitude makes a powerful difference to how customers and other staff experience the business.
- Give an individualized approach to each table (read your customers).
- Be well-groomed, slick not casual.
- We can develop friendships / relationships with our customers, though always remember even your friends will expect a level of polite professionalism.
- Try not to disagree with your customers, pass any complaints to a Manager.
- If you have a minute to spare, help others.
- Remember we are a business, always act with this in mind
- Go the extra mile. Be helpful and enthused.
- First impressions. Well groomed, correct language and posture, professional, courteous, open, and engaging, smile.
- Last impressions. Service to the end, efficient and accurate with coffee and the bill, table maintenance, see out and say thank you.
- Recognition. Being acknowledged as a regular customer goes a long way, be sure to do this with style, respect, and discretion, do not be over familiar and be sure to treat each experience as a new one.
- Efficient and accurate. Deliver what the customer asks for as efficiently and accurately as possible, always use a docket book to ensure orders are correct, follow through and put things on order immediately so they do not get lost. (i.e. no dockets in pockets!).
- Timing. Be there for the customer when needed, structure and time the experience correctly, discuss this with customers if unsure.
- Generous. Always deliver generously, if a customer doesn't like something or isn't happy it will almost always be replaced with something that they do (speak to your manager), try to tailor customers experience to what they desire, if we can over deliver at their level then they will be very happy.
- Own your mistakes. Never hide or steer clear of mistakes or issues, everyone makes mistakes (hopefully not too often) be honest with customers and involve your manager, apologize and move on, do not over apologize or continue to bring up but continue to deliver the best service you can, if not get someone else to take over the table. We can often win lifelong patrons over the correct turnaround of mistakes and complaints.

SMILE ALWAYS - REMEMBER WE ARE ALL ON A STAGE

UPSELLING

What is the importance of up-selling? Up-selling is key to improving the average spend of your restaurant, improve the guests experience and increasing the turnover of the restaurant. The average customer will normally tip 10% based on the bill price so it is also a great way to boost your tips as well as being a great waiter! Whatever you do, do not overdo the up-selling or up-sell for the sake of it, especially if they don't need that side or extra drink as you will frustrate the customer.

Ways to upsell:

- Still or sparkling water in the very first seconds
- When introducing yourself you have an opportunity straight away to up-sell and get a pre-dinner drink, using the correct body language by nodding heads can help sell and entice that first drink. With drinks, always offer more drinks at any given opportunity such as if they have half a drink left or when you are at the table any time. Anticipating the guest's needs is great service and will improve their dining experience.
- Upsell from a single to a double, or a large glass or a carafe of wine.
- Suggestive selling is also great, recommend a wine or a dish that you personally love this is also a great way to build a rapport with the guest.
- When ordering if the guests have not ordered starters then that is a key moment to offer any type of flatbreads or breads should they not want starters. There you can say, "It is going to take 15 minutes for your main courses to come out would you like a flatbread, olives or bread in the meantime?" A great way to get that extra £5 on the bill that wasn't there in the first place.
- Up-selling on sides is key, you can always suggest a little side salad to accompany any pasta dish. Again, using the correct body language and offering the correct side to accompany the dish is critical.
- If they don't have a dessert, then perhaps they would like a coffee of some sorts or even a digestive. For example, if having cheese, a great opportunity to ask if they would like a small glass of red wine or a glass of port.
- Always remember calm assertive body language, big smiles and big nods of the head. Entice the guest into something that they were not originally going to have, suggest great wines or dishes that they will love.

COMPLAINT HANDLING

This is a very important section and must not be taken lightly. The best way of dealing with complaints is to deal with them straight away. Do not let them linger, let the customer know that you are doing your best to try and solve the situation. It is always a very difficult scenario, but it must be tackled and not avoided.

Do not deal with complaints on your own. Inform your manager first as they need to make contact with the table and use the B.L.A.S.T method:

- Believe • Listen • Apologise • Satisfy • Thank

Always try and solve a problem, if they are unhappy with the food, the wait for a table, the table they are on, the drinks, the wait for food, the wait for drinks, the noise, or even the light. These are all subjects that can be solved by one of the following methods.

- Always aim to please the guests.
- If they are unhappy with the food, re-cook the whole dish.
- If they are unhappy with the table try to move them. If there is not a table available get them some drinks in the meantime and say that it won't be long for their table.
- If they are unhappy with the wait, go to the kitchen and see what is going on and get them out as soon as possible
- Always deal with complaints as soon as they occur.
- Always interact and communicate with the guests and let them know what is going on all the time, do not be a stranger.

  However, they can be solved and by following just a few of these methods then every guest will walk out happy and satisfied and will want to come again.

Re-cook procedure

- If a guest is not happy with their dish then always offer to re-cook the entire meal.
- We will re-cook a meal as many times as possible in order to get it right for our guests.
- If they are still not happy with that suggestion then see if they would like anything else on the menu.
- Again always ensure that you are communicating with the guests at every possible moment to ensure that productive in roads are made to ensure their meal is resurrected.
- If a dish does have to be sent back to the kitchen then constantly make contact with the kitchen to ensure what time the dish will be ready and when to expect it. When knowing this kind of information, you can then let the guests know.

WINE SERVICE STANDARDS

Presenting
The bottle is presented with the name and vintage repeated to re-confirm the order. If the guest confirms the wine, you can proceed in opening the bottle. The foil is cut at the second lip to prevent the wine from dripping behind the foil and contaminating a future pour. Once the foil has been removed, close the blade and then position the corkscrew in the center of the cork and twist clockwise down until you are left with one loop on the spiral of the screw. The cork should be removed with minimal bottle movement and eased out without making a pop.

Tasting
Position you hand around the bottle how you feel comfortable but always remembering to be presenting the label at all times. Lean the bottle away from your guest and pour a small amount of wine into the large glass as a taste. Wait for the guests approval.

Pouring
If the guest approves the wine then continue, pouring the ladies first and then the person who tried the wine last. Fill a ¼ of the glass. Once poured twist the bottle sharply to avoid any drops being spilt, if not comfortable use a napkin to catch the drips after you have poured the wine.

Storage
Red wine is acceptable in the centre of the table, white wine should be stored in a wine cooler on a wine stand next to the table where possible

Sparkling Wine Service Standards

Presenting
You should first present the bottle alike you do with a bottle of wine. Always hold the bottle at a 45 degree angle and point it in a safe direction. Once the guest approves, remove the foil, loosen the muselet and turn the bottle whilst gently wiggling the cork. The Champagne or Prosecco bottle should “whisper” not pop. Always maintain control – point the cork away from the customers.

Tasting
Sparkling wine should always be served in a flute not a wine glass, glasses are filled no more than 2/3 full depending on size of the stemware. The bottle Is held two fingers under the neck for support is acceptable.

Storage
When ordered Champagne & Prosecco should be served in an ice bucked on a wine stand & a clean cloth draped over the neck of the bottle.

Wine is a very theatrical performance and can be a huge advantage to the success of the evening. By providing a fantastic service for wine it will make the diners experience a night to remember.

What is corked wine?
This is the most common wine fault (known as TCA) caused by the reaction of chlorine with cork, spoiling the wine. It is instantly recognisable as it gives the wine a dusty, dank, mouldy smell. CHANGE THE BOTTLE IMMEDIATELY.

AQUA'S MIS EN PLACE

This is a basic guide but will change as the menu does. Always remember this may vary depending on the guests preference, always ask if they would like anything else after they get their dish.

Dish	*Mis En place (add these items to the usual knife & fork on table)*
Flatbread/Sourdough	Side plate per person
Soup	Spoon
Mussels	Spoon, finger bowl, shell bowl
Steaks	Steak knife
Spaghetti or Linguini dishes	Spoon
Lobster	Plate for empty shell
Pizzas	Pizza wheel
Dessert	Fork & spoon (Except brulee, ice cream & posset)
Cheese board	Knife

Product Knowledge

Food:	Go through the food specifications in your p-file with your training manager or chef.
Wine:	You will receive wine training from your manager and Aqua's supplier every menu change (see wine handbook).
Coffee:	You will get the chance to go to Clifton Coffee to learn the perfect serve, your manager will also do on shift training (also see coffee section below)
Cocktails:	You will learn Aqua's cocktails during your training plan but also can be taught on shift with a manager.
	Aqua will provide cocktail training for all sites as often as it is needed.

THE BARTENDER



As a bartender or someone serving behind the bar it is important to know your legal responsibilities when serving as well as knowing how to correctly prepare, pour & present your drinks. You must also prioritise all of your duties correctly in order to provide an efficient & effective service behind the bar.

Weights and measures

The weights and measures act (1985) states that it is a criminal offense to serve inaccurate measures to a customer. The penalty if found is £1000.

Dispensing alcohol

It is important to know the legal amounts at which alcohol can be dispensed. As a bartender the law holds you personally responsible for serving the correct amount to your customer.

Spirits & liqueurs:	25ml or multiples of this
Beer & cider:	½ or whole pint
Wine:	125ml, 175ml or multiples of these

You should know the basic brands associated with spirits such as vodka, rum, whisky, brandy, gin & tequila. If not, your manager can go though this with you on shift.

COCKTAIL METHODOLOGY



Building

The most straight forward method of building the ingredients as you go. Example - Collins

Shaking

Add all ingredients into your Boston, add the lid and shake. Example – Cosmopolitan

Stirring

Stirred cocktails involve you putting all the ingredients into the boston shaker and stirring with a bar spoon until the outside of the shaker is frosted. Example – Negroni

Muddling

Muddling is normally done to add flavour, you may muddle fruit for example and then go on to shake or stir the cocktail afterwards. Example – Mojito

Layering

Most layered cocktails are shots where the liquors are kept separate but you can also build an Long Island iced tea like this with the coke on the bottom and the lemon & spirits on the top for the guest to mix themselves.

We have our own cocktail menu in Aqua but it is also important to know the classics in case someone asks for something. Here are a few classic cocktails and their specifications:

Negroni

25ml campari, 25ml martini rosso, 25ml beefeater gin with an orange peel garnish and one large cube of ice

Mojito

50ml Havana especial, 2 brown sugar sticks, mint, soda

Espresso martini

Double espresso, 25ml kalua, 25ml vodka, sugar syrup

Aperol spritz

50ml Aperol, 125ml prosecco, topped with soda, orange wheel and cubed ice

Drink presentation is everything and it is very important you are using the correct garnish with the correct drink. Afterall, 40% of cocktails sold over a bar now end up on some kind of social media.

THE BARISTA



Americano

- 2/3 hot water
- Double espresso shot
- Hot milk on side



Latte

- Single espresso
- Topped with smooth steamed milk



Cappuccino

- Double espresso
- 1/3 steamed milk
- 1/3 foamed milk
- Chocolate sprinkles



Mocha

- Double espresso
- Topped with steamed chocolate milk
- Chocolate sprinkles



Flat White

- Double espresso
- 1/3 steamed milk
- 1/3 foamed milk



Macchiato

- A “baby cappuccino” in an espresso cup with a single shot



Tea

- Insert bag into tea pot with hot water
- Prepare cup, saucer and spoon
- Cold milk on the side

POS - TILL TRAINING



You will now be given a number to use on the computer and go through:

- How to open the till system/sign on.
- How to create a table.
- How to input dishes.
- How to adjust a mistake.
- How to send a table.
- How to call a table away.
- How to hold a table.
- How to transfer a table.
- How to split a bill.
- How to print a bill.
- How to write a note to the kitchen asking to change something.
- How to cash a bill off.

Note

Always take an extra 30 seconds to check the order in the till before pressing send to the kitchen, if serving a large table always count the heads and count the main courses.

AQUA MYSTERY DINER REPORT

As a company we have introduced mystery dining as a way to control our service standards and improve on service all the time.

Greeting and seating

Q1.	How would you rate your first impressions of the restaurant based on the telephone call out of 10?	/10
Q2.	If sat at the bar first, how would you rate this service out of 10?	/10
Q3.	Were you greeted within 30 seconds of entering the restaurant?	/10
Q4.	If staff were busy, did they acknowledge you as soon as possible?	Yes/No
Q5.	Were you made to feel welcome?	/15
Q6.	Were you escorted to your table?	/5
Q7.	Was the chair pulled out for you at the table? (if possible)	/5
Q8.	Did the person sitting you down explain the menu to you whilst handing you the specials?	/15
Q9.	How would you rate your impression of your arrival experience out of 10?	/10

Service

Q1.	When approaching your table for the first time, did your server greet you in a cheerful and courteous manner?	/15
Q2.	Did you server ask you if you would like still, sparkling or filtered water?	/15
Q3.	Were you then offered a drink whilst looking at the menu?	/10
Q4.	If applicable, did your server inform you of any items that were not available today?	/10
Q5.	Did your server display good product knowledge when asked a question?	/10
Q6.	Did your server offer you bread & olives or nibbles whilst you were looking at the menu?	/10
Q7.	Did your server offer you any side dishes to compliment the main courses you ordered?	/10
Q8.	Were any spare place settings removed from the table? (if applicable)	/5
Q9.	Was the table laid appropriately for the meals ordered? (I.e. finger bowls, steak knives)	/10

AQUA MYSTERY DINER REPORT

Q10.	If applicable, were you offered relevant condiments to accompany your meal?	/10
Q11.	Was your full order correct? If you had to return a dish to the kitchen due to a mistake, did a staff member come over to apologies?	/15
Q12.	Did you receive a check back in good time of you starting your main courses?	/20
Q13.	Were all dressings, unused cutlery & empty glasses removed from your table when your main courses were cleared?	/5
Q14.	Were you offered additional drinks when you had finished your first ones?	/15
Q15.	If drinking wine, did your server top up your glasses during the meal?	/10
Q16.	Did the staff member provide a dessert menu to offer you desserts?	/15
Q17.	Were you offered teas or coffees during or after dessert?	/10
Q18.	Were your drinks delivered and collected on a tray?	/10
Q19.	Did your server engage in conversation with you at any point in the meal?	/10
Q20.	Did you feel as if the server was friendly and charming?	/15
Q21.	Please name or if not possible describe your server.	

Timings

Q1.	Were you approached within 2 minutes of being seated?	/5
Q2.	Was a drink order taken within 4 minutes of you being seated?	/5
Q3.	Did your drinks arrive within 4 minutes of the order being placed? (if not cocktails)	/5
Q4.	Was your order taken within 10 minutes of being seated?	/10
Q5.	Did your starters arrive within 10 minutes of you ordering them?	/5
Q6.	Were your main courses delivered within 10 minutes of the starters being cleared or, if no starters were ordered, within 25 minutes of ordering?	/5
Q7.	Were your plates cleared within 5 minutes of all the party finishing?	/5
Q8.	Was your bill delivered within 5 minutes of asking for it?	/5
Q9.	From the moment your payment was put down was the transaction finalised within a further 5 minutes?	/5

AQUA MYSTERY DINER REPORT

Q10.	If there were any delays in your food being served, were you made aware of the reason of delay and offered an apology?	/10

Drinks

Q1.	What did you have to drink?	
Q2.	How would you rate the presentation of the drinks? (Please take pictures of cocktails if ordered)	/15
Q3.	How would you rate the taste and quality experience of the drinks?	/15
Q4.	Do you feel like the drinks were good value for money?	/5

Food

Q1.	What did you have to eat? Starters- Mains- Desserts-	
Q2.	How would you rate the presentation of the starters?	/10
Q3.	How would you rate the taste/quality experience of the starters?	/20
Q4.	How would you rate the presentation of the mains?	/10
Q5.	How would you rate the taste/quality experience of the mains?	/20
Q6.	How would you rate the presentation of the desserts?	/10
Q7.	How would you rate the taste/quality experience of the desserts?	/20
Q8.	Was all your food served at the correct temperature?	/10
Q9.	Would you order all the dishes again?	Yes/No

AQUA MYSTERY DINER REPORT

Payment & Departure

Q1.	Was your bill correct and were you able to pay without any problems?	/5
Q2.	Did the staff member engage in conversation whilst taking your payment?	/10
Q3.	Were you bid farewell when you left?	/10

Staff & presentation

Q1.	Were all staff that you come into contact with welcoming, polite and courteous?	/20
Q2.	Was the manager visible during service?	/10
Q3.	Were all the restaurant staff smart in their appearance?	/10
Q4.	Was your server well groomed?	/10
Q5.	Was the manager smartly dressed?	/10
Q6.	In three words describe the service you received at Aqua	

Restaurant appearance and ambience

Q1.	Was the restaurant outside clean, tidy and free from excessive litter?	/3
Q2.	Was the menu box clean and visible outside?	/3
Q3.	Inside, did the restaurant look clean and presentable?	/3
Q4.	If evening time, were there candles on the tables?	/6
Q5.	Were the tables and chairs cleaned and laid up?	/3
Q6.	Were all salt, pepper, oil & chill pots filled up?	/3

AQUA MYSTERY DINER REPORT

Q7.	In the toilets, were the floors clean from litter?	/6
Q8.	Were toilet rolls & hand soaps topped up?	/3
Q9.	Was the lighting and music a suitable level for the time of day?	/6
Q10.	How would you rate the restaurant ambience/atmosphere out of 10?	/10

Lasting Impressions

Would you go back to this restaurant?
Did any of the staff stand out as being exceptional during this visit?
Name/description & why:
How would you describe this restaurant to a friend?
Were there any aspects of the menu you think we could improve on/is anything missing?
How do you think we can improve our service at Aqua?
How strongly would you recommend this restaurant to others? With 10 being very strongly and 1 bring not at all?
Would you say we failed, met or exceeded your expectations of Aqua?

SERVICE QUIZ

Now complete the following quiz:

1. What is the purpose of a mystery diner?

2. What details should you take when placing a booking and why is it important?

3. What should you offer your guest whilst they are looking at the menu after they already have their drinks?

4. What are the timings for the following in minutes:

- Greeting at the door
- Offering first drink
- Arrival of first drink
- Food order taken
- Starters arriving at the table
- Mains arriving after starts cleared
- Plates cleared after entire table finished
- Bill arriving after requested
- Bill processed

SERVICE QUIZ

5. What must we present to and inform the guest of when seating them and what is the importance of this?

6. What suggestions are you required to make to the guest when order taking?

7. Why is a check back on mains so essential?

8. What do you offer after or with dessert ?

9. What water options should you offer your guest ?

10. What is a Cappuccino made up of & what proportion of each?

11. State the importance of mis en place being at the table before meals arrive to the table.

12. What 3 things can we do to create a great ambiance/atmosphere?

SERVICE QUIZ

13. What is the 8th step of service in the 10 steps to Rome guide?

14. Why is the presentation of the restaurant, each member of staff and each dish and drink so important ?

15. What should you do when taking a payment from a guest ?

16. Why does it benefit you as the waiter to upsell ?

17. How do you store a champagne bottle for a guest after just serving to them?

18. What is in a Negroni ?

19. You have a severe nut allergy on your table, what are the 5 steps you take to ensure the safety of the guest ?

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SERVICE QUIZ

20. Why are farewells and lasting impressions so important?

