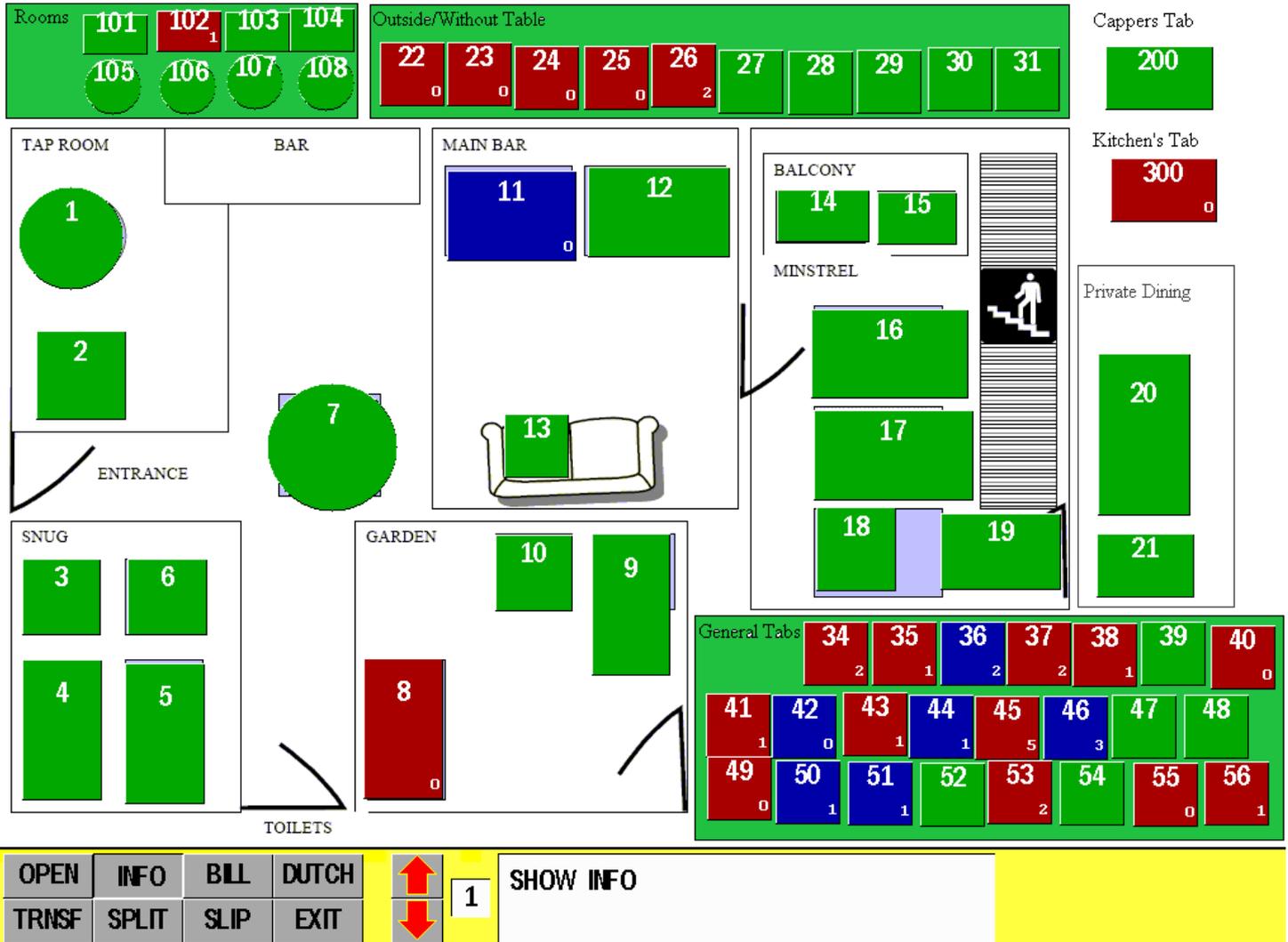


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Table plan

The table plan can be seen below, and is identical to that found on the till.



- Tables 1-7 can't be reserved and are for walk ins and/or drinkers only
- Tables 8-10 are set with white napkins
- Tables 14-19 are set with red napkins
- Dogs are only allowed on tables 1-7 (therefore reservations with dogs can't be taken)
- Private Dining is bookable by management only
- Hotel Rooms (found top left) 101-104 are at the Old Hall, 105-108 are at the Paper Mill
- Cappers tab is for all drinks / food ordered by the owners
- Kitchen tab is for all drinks used by the kitchen for cooking requirements
- All staff drinks must be put on individual tabs, which are cleared automatically at the weekly payroll

Colour Key

Green - table is not in use

Red - table is in use and has a tab running

Blue - a bill has been printed but not yet paid

Table Reservations

Table reservations are found in a file on top of the drinks fridge near the telephone & the current days reservations can be found on the wall by the bar entrance

Start of Service

Use the reserved @ signs, using one of the whiteboard marker pens to add the time at which the table is booked at. This allows guests to be clear as to when the table is booked so can use the table before hand for a drink etc

	5.00-	5.30-	6.00-	6.30-	7.00-	7.30-	8.00-	8.30-	9.00-
T8 (4per)			james bradley 812425 knows free until 8.30pm					tomo (4) 812626	
T9 (4per)									
T10 (2per)		mike smith (2) 750529 *				jane thompson (1) 733224 knows booked beforehand			
T11 (5per)									

A few simple rules that **MUST** be followed when taking bookings to ensure a smooth service:

- always use pencil
- mark with a line, the arrival time of the table. Include name, contact telephone number, the number in the party (please note the maximum number per table!), and ensure any other relevant requests etc are detailed.
- mark with an * if the person requested the specific table you have allocated
- Mark with a // if you have agreed a departure time (due to a previous booking)
- If a table is booked beforehand, indicate you have told the customer that the table is only free once the previous guests have vacated.
- Bookings over 12 in number take a name & number and contact an Old Hall manager immediately so that we can confirm the booking as soon as possible
- Where customer is flexible on time, please ensure that bookings are taken either side of very busy times.



Greeting Guests

When you are not serving customers, stand in the middle of the pub, so that you can greet customers as they come in the front door and you can be easily contacted by customers if they want your attention

Make a point of saying Hello to customers as they arrive and Thank them when leaving. Only a small point but makes a huge difference and leaves a positive impression.

NEVER panic if you are asked anything you are not sure of, tell them you will get them an answer straight away, and escalate it to another member of staff or management. The customer will be happy that they are being seen to, and **won't** be judging you!

We are conscious that we have a very strong drinking trade which we are very proud of and fiercely protective of, and we don't want people to feel pressured to eat as they arrive. Therefore when greeting guests as they arrive, ask them are they wanting to eat **or** are they just having a drink. If they are wanting to eat show them to a table (if they have reserved then cross them off the table plan) and get them drinks whilst they look at the menu. If they are just having a drink then please leave them to it, and let the other staff know, so that they don't get asked again about eating.

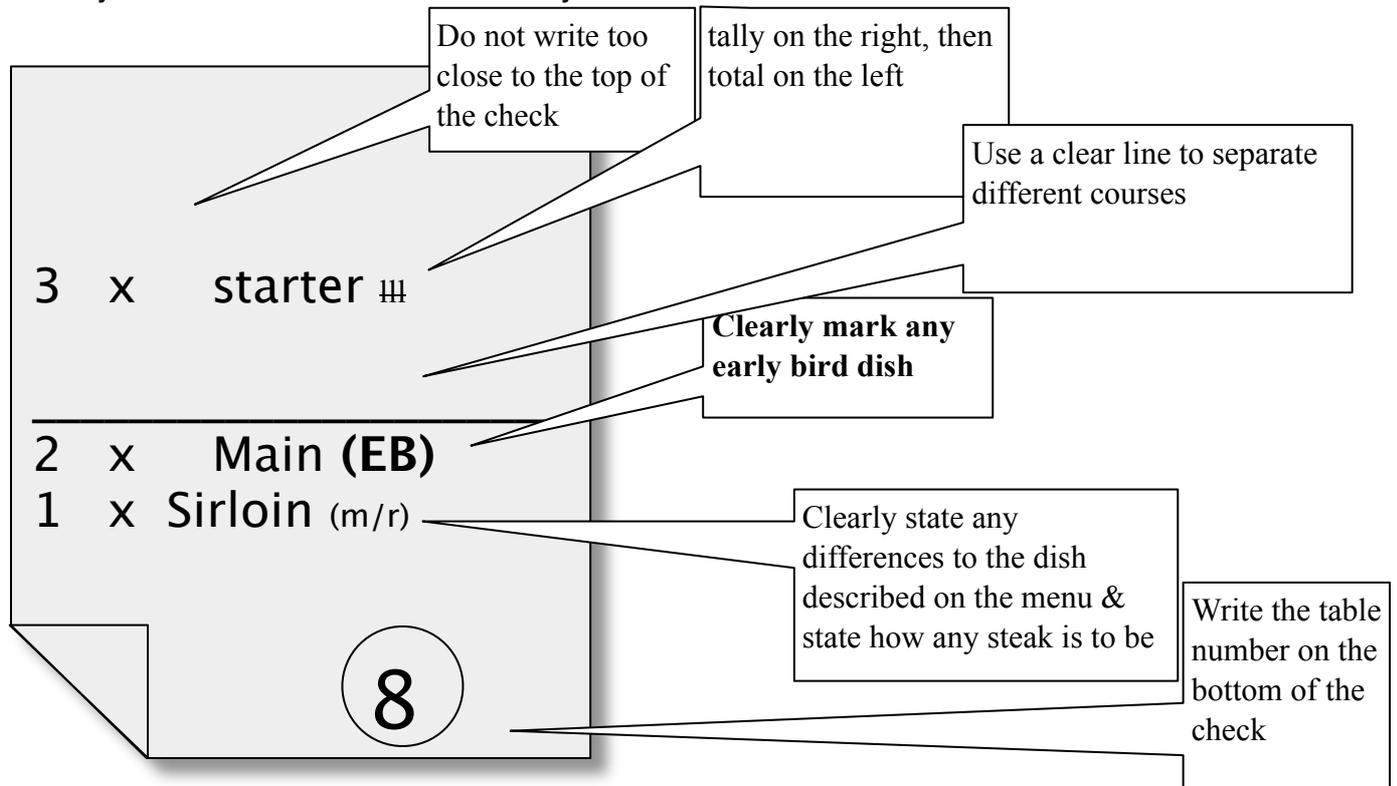


Seating Guests

- Present guests with menus & specials
- Get a drinks order
- Inform guests of any dishes sold out
- REMOVE reserved sign

Taking a food order

We pride ourselves on service, please ensure that you monitor tables discreetly to ensure that they receive an attentive and friendly service.



Do

- Count the number of mains to ensure you have taken everyone's order, and take everyone's order in full before moving on to the next person to make sure no part is missed
- Clear all menus from the table once the order is taken (helps signal to other staff that the order has been taken)
- Ensure all drinks and coffee orders go on a separate drinks check to the bar
- Ensure checks are written clearly and are without unnecessary descriptions (see current menu shorthand)
- Familiarise yourself with the menu each evening and ask the chefs about anything you are unsure of

Don't

- Take dessert orders at the same time as the mains, we will take dessert orders when we clear the mains

White Copy - Goes to the Kitchen (ensure that Chef's acknowledge the new food check)

Pink Copy - Goes to the FOH station by the kitchen hatch (mark the food check with a (C) once you have given the table ALL the required cutlery)

Blue Copy - goes to the bar, ready for entering onto the till, once the bar staff have a moment spare

Outside Eating

- Tabs can be arranged by giving the customer a numbered spoon. Please ensure that all tabs are named on the till as well as a pre-caution.

Taking a drinks check

For many years we have won best cask pub in our region, and have won numerous allocates for our beers. Many of our customers are visiting the Old Hall off the back of its reputation for Great Beers.

Know your beers: On the back of your drinks pad, write down the current ales on offer. Categorize them into pale, amber and dark beers and include abv. (Ask the bar staff for advise). You only need to know a tiny amount about the beers for the customer to perceive you as knowledgeable.

Be observant: if you can see empty glasses on a table, or drinks are low, ask if you can get any drinks for them. Always clear any empty glasses away. **Never** wait until the customer has to get up from the table to organize drinks for themselves, unless it is their own wish to do so..

Shout "Drinks Check" when putting a check on at the bar

Note the difference between the top order which is a pint and a half or marstons and the bottom order which is two halves of marstons

1 1/2 x Marstons
2 x 1/2 Marstons

1 x sm Red
1 x lg Dry
2 x sm med
1 x btl red (3glass)

1 x jug water (5glass)

8

Our House Wines are:
Dry = Sauvignon Blanc
Med = Chardonnay
Red = Merlot
Lg = 250ml, Sm = 175ml, Btl = 750ml
We assume house if not specified, so use short hand as seen
Write the number of glasses required with a bottle etc

Write the table number on the bottom of the check

If someone orders a wine: Ask 'Would you like a large one??'
Phrasing the question like that, rather than 'would you like a small or large glass' is much more likly to upsell more wine, as the implied answer is going to be yes.

Order of Service

Shout 'Check on' when passing check through kitchen hatch



Take all required cutlery to table. Mark FOH check with **(C)**



Fold check to hide starters and move down to the Mains row & Take starters to table



Call Starters away as you put the dirty plates in the kitchen. Ensure the chefs acknowledge you!!!



Mark Check away at FOH station



Remove check & take mains to table.



Ask if you can get sauces & check table has everything they require. "enjoy your meal"



Two minutes after having delivered the mains, check everything is OK with their food. The person taking the food is responsible for this, to ensure the customer doesn't get questioned from every member of staff.



Clear **all** plates, sauces, empty glasses etc from table.



Ask if they want any desserts or coffee



Shout 'Dessert Check' when passing dessert check through the kitchen hatch

Shout 'Drinks Check' when putting drinks/coffee checks on at the bar to ensure the bar staff are aware of new order, avoiding unnecessary delays...

Make sure the FOH checks remain up to date as per the above to ensure that we have a current overview of the service at all times

Staff Rota & Holiday Requests

We use an electronic staff rota system which can be found at www.rotaville.co.uk. You will be sent an email (from rotaville) when you start. You need to follow the login instructions and you will find numerous videos showing you how the system works (if you are unsure of anything then please just ask for a demonstration). You can download the iPhone app and/or access the rota anytime you like as well as receiving daily emails showing your next 7 days shifts. Get to know the system as you can show your availability for unfilled shifts as well if you are looking for more hours.

Where possible give at least two weeks notice for holidays. To request holidays you text Dan on 07595514466 or email on info@old-hall-inn.co.uk, if you request holiday direct on rotaville then please still send a text/email to alert me to the request. No holiday is confirmed until it is confirmed on rotaville.

Rotaville is assumed to be current and accurate at all times, if you believe this **NOT** to be the case contact Dan immediately.

Tips

On the Home page of Rotaville there is a button called 'Calendar Feeds', here you can follow the link to have all your shifts added automatically to you computer / phone

Staff Swaps

We are happy for you to swap shifts with other staff. You will find all staff's numbers and emails on rotaville. Please inform Dan or Helen of any staff swaps immediately so that we can up-date the rota.

Holiday Entitlements

Due to the flexible hours many of you work, accrued holiday is payed at the end of every week. This is clearly marked on you payslip. We recommend that you put this money aside so that when you do take time off, or do reduced hours one week, you have this holiday money to fall back on.

General Policies for all staff

Staff Meals

Staff are due a meal where they are doing two consecutive shifts, or are working longer than 6 hours. This is at the chefs discretion if there is particular dishes that we need to sell soon then these will be offered. Alternatively a soup & sandwich will be offered. This is not an al-la-carte service, so please don't place specific orders with the kitchen. There is a staff meal button on the till, please record any meals taken on the kitchen tab, so that Kitchen GP's can be monitored accurately.

Car Parking

Due to the demand on our car park, please use on street parking to allow more room for our customers. Where the street parking is busy then parking can easily be found on the bypass bridge. Please do NOT park on the garden drive.

Health, Safety, Hygiene & Employee Handbook

A comprehensive employee handbook can be found under the minstrel stairs and is available for all staff to view any time they like. If you have any queries regarding this then please contact Dan. As part of you induction you will be shown this handbook, as the same time as your health and safety training

Payroll

We pay by bank transfer on Fridays, for the previously worked Monday-Sunday. Any hours missed on the hour sheet or disputed pay slips please contact Dan immediately. Any disputes older than two weeks will not be investigated. Payslips are put under the hours sheet in the kitchen for collection. Payslips not collected within a couple of weeks are binned

Recording Management Meals & Wastage

All drinks and food ordered by Management must be recorded on the tab named 'Cappers' in the same manner you would with a customer. Teas and Coffee are exempt as these are free to all staff and are not stock controlled. Wastage happens and is not a problem, however it must be recorded on the stock sheet behind the bar for stock control purposes.

Staff Drinks Discount

As a staff member, you are allowed 40% discount on drinks (**consumed by staff only & is at the discretion of management**). In order to qualify for the discount, the drinks must be added to a personal tab, which will be discounted at the end of the week and deducted from your payslip. **This is strictly for personal use!**

Staff Dress Code

Our dress code is smart casual.

Sick Leave

Please report to management as soon as you know you will not be able to fulfill your shift, so that cover can be arranged. Please do so my telephone, and not text.

Mobile Phones

Mobile Phones are not permitted at all front of house, they should be turned off and left with your personal belongings.

Staff Tips

Tips are split evenly on a weekly basis based on the number of hours worked

Opening Hours & Food Service Hours

Know our hours, so that if asked you can advise customers & so that you don't take food orders outside of our service hours. **Ensure any bookings are taken at least 15mins before end of food service!**

The Old Hall Inn

Bar: 7 days/week 12noon till 11pm (bar is often open later at weekends)

Food: Monday-Thursday 12noon - 2pm & 5pm-9pm

Friday-Saturday 12noon - 2pm & 5pm-9.30pm

Sunday 12noon - 7.30pm

Early Bird is available 12noon-2pm (monday - Saturday) & 5pm-6.30pm (monday - friday)

The Paper Mill Inn

Bar only: Monday - Friday 5pm - 11pm

Saturday - Sunday 12noon - 11pm

*often on friday & saturday nights service will extend past 11pm. Monday - Thursday we close at 10pm if, and only if the pub is empty. We **never** ask people to leave then, or hurry them up.*

Where things are kept

Online

http://www.papermillinn.co.uk/Paper_Mill_Inn/staff.html contains various old hall forms including starter forms, kitchen order sheets, prep lists etc as well as an archive of previous menus etc for reference. (location due to be changed, update will follow)

Employee handbooks, Health and Safety Policy, Accident Book etc are all kept under the stairs in the Minstrel Gallery for reference at any time.

Old Hall stationary is also kept under the stairs in the minstrels gallery