



FOH TRAINING GUIDE

March 2025

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FOH Manual

FOH Binders

- THIS NOTEBOOK SHOULD BE UPDATED AND CHECKED EVERY SHIFT
- Daily and bi-weekly chores lists should be checked and handled every day
- There are two different binders that are labeled accordingly
 - One refers to information regarding menus, features (template guide for the week, etc...), and drinks (keg and drink rotations, etc...)
 - One refers to chores, manuals, staff training references, notes, etc...
- Please review Staff Notes when you return for a Front Counter / FOH Shift. There could be important updates!

Health Inspector Topics

- See Michelle for additional information
 - Cups should be stored lip down & covered in its sleeve or in the foam cup holders
 - Plastic sleeves should always be over plastic cups on the counter
 - Utensils should be kept with the handle up
 - The scoop in the ice bin should always have the handle out of the ice
 - A fresh, labeled bottle of Quatz Sanitizer should be stored at FOH
 - Surfaces should be wiped down and free of dirt, debris, residues, etc...
 - Drinks and chemicals should never be stored on the same shelf
 - Sanitize every time before you run food or prepare a beverage
 - Hair should always be tied back
 - Nail polish should not be worn – it can chip and get into food and ice

Discounts

- Owners get 100% off (Allan Hasley, Mike Rhem and Jon Brady)
 - Staff get 30% off of the café
 - This applies to Sports Connection & Pickleball Charlotte Staff
 - This excludes:
 - Anything in the drink coolers (bottled, alcohol)
 - Already discounted items (e.g. Cookie Bundles, Chip Duo Discount, Daily Specials)
 - Kids Meal Menu Items
- Off the clock discounts are at the discretion of the DOD.
- When **Kids Meal Free Punch Cards** are in effect, customers must choose items from the Kids Meal
- Remember to save a note using the appropriate code for the discount before finalizing the transaction

Menu and Description of Items

- See menu write up or get with any trained BOH Staff
- If there is a difference of decision, see Michelle or the Café Manager
- If you unsure of ingredients upon a customer’s inquiry, ask BOH Staff
- If a customer has concerns over allergies, see Michelle, BOH Management, or FOH Management.
- Note any additional charges for subbing out O-Rings, Fries, etc...
- Note specials for alcohol, specials of the day, discounted items, etc...
- Unless otherwise specified, each meal comes with one choice of sauce
 - Refer to POS for the price of additional sauces (dependent on size)
- Become familiar with substitutions and requests that we allow vs. what those we do not allow. Typically, on the weekend, we do not allow special requests.

Ringin Up Tickets

- If there is a change that needs to be made to a ticket, then get BOH’s attention through the window. Do not walk into the kitchen and disrupt the flow on the line.
- Please make sure to read the order back to the customer before finalizing the transaction.
- Notes to the ticket can include sauces/ingredients on-the-side (OTS), removal of ingredients (e.g. NO jalapenos), and substitutions (e.g. sub fries, fruit cup, packaged chip)
- When writing up the ticket:
 - The number should always be written on the ticket so we know which tent the customer has
 - If the customer is an Employee, write “EMP [Name]” in the Tent Section
 - If the customer is a Pickleball Customer, write “P [Tent #]” in the Tent Section
- See the FOH notebook on tips to ringin up tickets.
- Newer staff should practice inputting orders only with supervision of more experienced FOH Staff.
 - During the first couple of weekend shifts, things can move at a much faster pace and the risk of error increases. You may be asked to stay on the Front Counter side to minimize the risk of error.

Table Tents

- Table tents are given out when orders are rung in by FOH Staff so we know where we are delivering the food to.
- If there is food in the window and there is not a ticket next to it the BOH staff will say **HANDS TO “#”**, if this is the case **DO NOT TAKE THE TENT**.
 - This means that there is still food that needs to go out to the ticket.
- If there is a ticket in the window, then the entire order should have gone out and the tent should be collected. This is called a **TICKET DELIVERY**.
 - When we deliver the last item on the ticket, look over the ticket and double check that they received everything as ordered
 - Usually, a glance at the table is sufficient or asking for the number and verifying with the customer that they have received everything

- IF THERE IS A TABLE TENT WITH NOTHING AND NOBODY AROUND, LEAVE IT THERE. This should be communicated with all staff.
 - Do not remove the tent while cleaning unless BOH verifies that they do not have a ticket with that matching number on line.
 - If they do have the ticket, they are still making food and the customer has wandered off to play.
 - If they do not have the ticket, then whoever dropped off the last food item forgot to take the tent with them and it is safe to remove
- If you notice that half of the table tents are in use or a large order has been wrung up, **please check with BOH if they have an increased wait time.** Customers in line should be alerted and notice should be posted on a chalkboard

Allergies

- See the Allergy Book in Michelle's office
- Customers should notify us of any potential allergens when placing an order
 - The same applies for any dietary restrictions (e.g. vegetarian, gluten free, etc...)
- Celiac Customers should not eat from our kitchen
- We do have a Peanut-Free kitchen, however we cannot guarantee there has not been cross contamination from the factory
 - We also sell Peanut M&M's & Crackers so there is risk of exposure if another customer purchases one of these items
- See FOH / BOH Management, Bre D., or Michelle with any questions

Customer Interactions

- First and foremost, if a customer ever appears agitated over anything, alert FOH Management so we can handle
- Customers may approach you with questions. Here are some interactions / questions we have had with customers when ordering food, some more common than others
 - I'm a vegetarian. What would you warn against, other than the obvious?
 - Anything with Beef Chili, such as Ultimate Nachos
 - I didn't know this ingredient was in this meal. Can I have a refund?
 - No. Customers are responsible for alerting us to any dietary restrictions or items they would like to avoid. They are welcome to inquire as to what ingredients make up a dish BEFORE placing their order
 - I didn't like how it tasted. I want a refund.
 - We do not provide refunds as a norm, but especially if based on preference. Our kitchen made the meal as instructed. No modifications were requested before the order was entered
 - The meal was prepared wrong, etc... If the error appears to be on our end, alert Management.
 - I haven't received my food yet / Where is the rest of my food?
 - Our food is provided as soon as it's made so customers can enjoy it hot and fresh. We do not state it comes out all at once
 - If a customer is still expecting food, they should have the tent on their table. Verify the tent number and check on timing with BOH

- If the customer does NOT have their tent but their order hasn't been completed, that means we accidentally picked it up when delivering their other food. Give them a new tent, check with BOH for their correct ticket, mark it with the new number so we can locate them
- If anything other than the above two scenarios occurs, alert FOH Management

Alcohol Sales

- Employees MUST be 18 if they are serving alcohol (unless otherwise specified by Management / Director)
- Valid ID must be shown from anyone who appears under 30 under by North Carolina Law.
 - There is a resource book at FOH for how to distinguish valid IDs from invalid IDs if needed
- **If you ask for an ID, they MUST show one (regardless of age), NO ID, NO DRINK.** It's Law.
- Any customer who is consuming alcohol is required to wear a 21+ wristband
- One drink per person at a time.
 - The only exception to this is additional rounds (provide them with a receipt with your initials and how many we owe them for them to redeem once they have finished their first beverage) and the other customers drinking have already come up to get wrist bands and the persons ringing them up knows this to be true.
 - If they are getting a pitcher or a bucket then at least 2 people must show ID
- Customers CANNOT leave the building with alcohol
- Customers should never walk away from a sale with a sealed bottle or can
 - Beer & Wine Bottles MUST have their caps removed and tossed
 - Cans must be popped open
- Beer Buckets (At least 2 IDs)
 - Buckets can be found over the Ice Maker in BOH
 - Place any six beers in the bucket, cans popped and bottle caps removed
 - Fill with ice
- **Drinking is a privilege, not a right.** We are not required to service alcohol if customers prove to be tipsy, drunk, agitated, etc...
 - Customers who may be drunk may:
 - Slur their speech
 - Fumble for their cash / card
 - Seem drowsy
 - Have a hard time keeping their balance
 - If you feel the need to cut off a customer from service, do so.
 - Alert other FOH Staff
 - Alert Management if necessary, especially if the customer grows hostile
 - Report this with as much detail in the Alcohol Incident Log

Alcohol Incident Reports

- There is book in the drawer at the FOH for any incident involving alcohol
 - Ex. Cutting someone off, fake ID etc.
- Any time there is an entry in this book Michelle should be made aware immediately

Beer Kegs

- **Pouring Single Serve Draft**
 - Use the 16 oz Plastic Cup
 - Place the cup almost horizontal to the spout
 - Pull the tap handle forward
 - As the liquid creeps toward the rim, slowly tilt the bottom of the cup down
 - Do not place the spout into the liquid
 - Push the tap handle back into place to end pouring
 - If there is more than inch of foam, keep pouring a few more seconds and allow the foam to run over the edge while the cup is slightly angled
- **Pouring Beer Pitchers**
 - 2 IDs are **REQUIRED** in order to sell a pitcher
 - Repeat steps for the Single Serve Draft with a pitcher
 - Supply one 12 oz Plastic Cup per ID / Over 21 Wristband
- **Kicking Kegs**
 - A keg will kick (sputter out beer and air) when it hits the bottom
 - If busy, place a 12 oz Plastic Cup over the handle
 - This will signal to other FOH Staff that the keg is empty
 - When there is a moment, refer to the **Keg Rotation Sheet** in the Binder
 - **NOTE:** We may have multiples for popular kegs like Captain Jack and Copper. These will be labeled for which is to be used first so please be on the lookout for notes attached to the handles
 - Replace the keg with the next keg in the list for that station
 - You can use a cart or the small, red wheeler to move kegs
 - There should never be an empty handle if we still have kegs
 - Empty kegs can be placed in front of the trash bin in BOH during the day, but should be moved behind Bowling near the Exit Door at the end of the day
 - **Refer to “A Guide on how to change a Keg” for step-by-step instructions.**

Reach-In Beer Cooler

- We pull beer in counts of 6 (unless they are pre-packaged in counts of 4) and keep them in the reach opposite the Kegerator so that when the cooler is running low we have cold beers within reach to replace them.
- We should always restock the Display Coolers first
 - Once full, then count in 6's how much beer we need to refill the Reach-In Cooler
- See an FOH manager with questions on how much of each beer to pull

- As a rule of thumb, pull 6-12 of the less popular beers (e.g. Budweiser, Sierra Nevada, Coors, etc...) and 12-18 of more popular beers (e.g. Michelo Ultra, Miller Lite, Coronas, etc...)
- If the Reach-In develops puddles on the bottom, remove by soaking up with a rag.
 - If there is a lot of water failing to drain, alert FOH Management
 - This can occur if we leave the sliding doors open for too long
 - Shut the doors if you have to step away to help a customer
- All beer should be removed from cardboard boxes and placed in the Reach-In.
 - This is to avoid cardboard getting soggy!

Keg Cooler (Behind Mini Bowling)

- The key for this is located on the FOH keys
- All of the kegs will be in this cooler

Dry Storage

- **1A (Behind LT - Left Side)**
 - Paper Products (plates, cups, lids, to-go boxes, extra café baskets, etc...)
 - The key for this is located on the FOH keys
 - There are organization signs & rules posted in storage Please keep it organized
 - This area should always be clean with nothing on the floor and the box flaps cut off
- **1B (Behind LT – Right Side)**
 - Chafing dishes for catering, socks, etc...
- **2A (Drink Storage next to Bumper Cars)**
 - Cooler drinks, beer, bibs, etc.
 - The key for this is located on the FOH keys
 - There are organization signs & rules located in storage
 - Please keep it organized
 - You must be 18 to enter and you must sign the log per each visit
 - Always make sure the door is locked once you exit

Condiment Station

- This area is located underneath the Main Café TV
- The cabinets below contain our paper products available for restocking
- This should be checked, restocked, and cleaned throughout the day
- General Notes for Cleaning / Restocking
 - When refilling utensils on the wall, only handle refills by the paper label. Do not touch where customers will put their mouths!
 - Please be careful of hot sauce splatter as these require scrubbing
 - Spare Pizza Boxes to make are located in the BOH Storage Room on the bottom left shelf. See FOH Staff on how to make if it's your first time
- There is a more detailed description of how to clean this area in the FOH notebook.
- When checking the Condiment Station, please make it a habit to check the Condiment Station at Pickleball Charlotte, and the Napkin Holders at both the Bowling and Jump-N-Play Counters.

Stocking

- Everything should be as stocked as possible. This includes:
 - Snacks (Chips, Nuts, Crackers, Candy)
 - Ice Cream Cooler
 - Soft Drink Cooler & Front Storage Area
 - Alcohol Cooler & Front Storage Area
 - SCB Condiment Station
 - Napkin Holders at the Condiment Station, Bowling, JNP, and PBC
- Alcohol Pulls are required to be reported on the Alcohol Inventory Pull Sheet
- All entries to the Drink Closet should be reported on the Sign-In Sheet in the closet
- Stocking should be done by every FOH staff before they leave for the day
 - Do not make one person restock *five* different areas! Share the work!
- There should NEVER be empty spaces
- If we are out of a product see FOH Management for what should go next
 - **NOTE:** Sometimes we rotate out old products for new product
 - If they are not available, something in that space is better than nothing

Cookies

- **Thawing Cookies (MAIN cookies we order)**
 - Collect a baking pan sheet from the BOH Storage
 - Place a piece of wax paper on top (can be found on the rack above the 86 Board)
 - Wash your hands and put on gloves
 - Collect desired cookies from the Walk-In Freezer (immediate right corner)
 - Place 1-2 inches apart from each other
 - Allowed to thaw 20 minutes
 - Wrap individually in clear wrap and add a date sticker from one week to prep day

Café Dining Area

- Tables, chairs, and table caddies should be kept clean throughout the day
- Each caddy should have 1 Ketchup, 1 Mustard, 1 Salt Shaker and 1 Pepper Shaker
 - Please make sure to keep an eye out for trash
 - Each component should be checked for tampering by customers when able
- At least once an hour, FOH staff should walk throughout the café and clean up
- There is a diagram located at FOH on how the tables should be organized after customers move them around
- Spills should immediately be handled so a vigilant eye should be kept out, especially when we are busy on the weekends

Deliveries

- Delivery drivers typically call the office when they arrive so that we can send a staff member to the side door behind mini bowling.
- When a delivery arrives, it should be put up in the correct location immediately.
- Please be mindful if part of an order is meant for Pickleball Charlotte
- If you have any questions of where to store something, ask FOH Management, Bre D., or Michelle
- As items come in, they should be checked off of the invoice to ensure we are receiving everything we ordered.
- Order sheets are placed in the Drink Closet on a clipboard hung on the wall for reference.
- These will also denote if we have any kegs to return to our distributors for a credit.
- Anything that is incorrect should be brought to Kaitlyn or Michelle's attention immediately.
- ALL invoices should go into Cyndi's box with the initials of who received the order.

Chemicals

- Multi Quat
- Food Contact Sanitizer
- Multi Purpose/ All purpose cleaner/ Degreaser.
- Glass cleaner
- Floor cleaner
- Steel polish
- Purell Sanitizer
 - Rinse from skin about 30-60 seconds after contact
 - Food Contact Safe

Catering

- Michelle will create a sheet for set up when there is a catering
 - See FOH management with questions for pulling items and preparation
- Review sheets for drink inclusions, if any
 - Pitchers? If so, what types of drinks?
 - Drink Tickets? If so, single or double?
- Review sheets for location of food placement instructions
 - Bowling Lanes vs Across from Front Counter vs Party Room
- These items should be prepped the day before
 - It is OK to pull Chafing Dishes the morning of if we do not have space to store
 - Tablecloths should be ironed out with the Steamer
 - The Steamer is currently located beneath Kaitlyn's desk
 - We do not want wrinkles as that is unprofessional!
- Locating Items:
 - Forks, Spoons, Knives, Plates, & Sauce Cups are Dry Storage 1 (LT Left).
 - Tongs, Serving Spoons, & Pizza Serves are in the back of BOH.
 - Tablecloths are in the labelled cabinets in the Redemption Kitchen.
 - Catering Napkins are in Dry Storage 1 (LT Left)
 - Chafing Dishes are in Dry Storage (LT Right)

Opening

- See shift guide in notebook and checklist
 - Checklist should be completed when tasked are done
- An understanding of everything is required before a shift alone at the front
- **Review “A Soft Guide to Opening FOH / Front Counter” for detailed steps**

Closing

- See shift guide in notebook and checklist
 - Checklist should be completed when tasked are done
- **Review “A Soft Guide to Closing FOH / Front Counter” for detailed steps**
- Closing emails should be done by either FOH or BOH

Tips

- There is a way for customers to leave a tip on a credit card
 - Print them a receipt and have them fill it out
 - See a manager on how to enter it
 - These **MUST** be entered the day tipped!
- Cash tips are to be placed into the Café Tip Jars
 - The Tip Jars should be turned into the closing admin to be processed

Outside Food Policy

- If a customer purchases cards for a Walk-In Party, please inform them that we do not allow outside food, regardless of if the café is open or not.
- If they insist on keeping the food they’ve brought in, there is a \$75 fee. If they pay this, they may also have access to a party room for 30 minutes **IF** available. This is usually not accommodated on the weekends due to party traffic. If they choose to remain in the main area to eat, they must plate their food and trash anything indicating the place they purchased it from.
- **Standard Policy:** No outside food allowed. There is a \$75 charge to keep the food. They must plate it and throw out any bags or other items indicating it’s from outside. If it is slow and we have one available, we may offer them a party room for 30 minutes. There is no additional charge for offering the room. On the weekends, there is no flexibility with this policy.
- **Café is Closed:** No outside food allowed. Follow the policy. If it is a slow weekday and a customer brings in food, we need to approach **IMMEDIATELY** to share the policy. **AT THAT POINT**, assuming that it is a very small portion of food, they may be instructed that we will make an exception for that instance only, but that they must plate the food and dispose of bags and such. This is to prevent others from walking in and seeing that they brought it in. However, do not make this a failsafe and just allow. We will not permit this on a regular basis as customers will absolutely take advantage and they will continue to get away with it on another visit. If a significant amount of food is brought in, they need to either take it out **OR** pay the \$75 and be granted 30 minutes in a room.
- **Allergies:** When the kitchen is closed, no one should be bringing in outside food regardless. When the kitchen is open, if someone has allergies, they are able to

bring in food from outside ONLY for the person with the allergy. This does not mean we will allow them to bring in food for everyone in the group. Do not offer a room.

- **Small Items:** We are not going to force a charge if they bring in small items like a snack or a bag of grapes, etc... If parents bring in a bag of McDonalds for just for their kids, it's the same idea. Warn them that we do not allow outside food, this will be an exception, and that they must plate the food so other customers don't think it's allowed. Do not offer a room. It adds up throughout the year and can impact us as a business.
- **General Info:** Our policy is posted in our entryway and on the homepage of our website. The website also indicates that walk-in parties can pre-order up to 24 hours in advance. If they PRE-ORDER, we can make sure someone is available to turn the ovens and/or fryers on the next day even if the kitchen is closed. We will not do this as a last minute request as equipment takes time to reach proper temperature and staff may not be available to attend to the request (might be phase training, working on a project, in a meeting, etc...).