



Food Runner Job Guide

Introduction



Congratulations on your employment as a food runner at ABC Restaurant. As a food runner, you are an important part of every meal we serve and each guest's experience in our restaurant. We take great pride in the quality of our food and the presentation to our guest. Our high standards can only be maintained through great people like you who share our values and desire to provide our customers with the best experience each time they visit our establishment.

This guide will provide you with information related to your job within the restaurant. You will also receive hands-on training. We are positive that through using this guide as reference and practicing your procedures through hands-on training, you will be successful in your job at **ABC Restaurant**.

Once again, welcome to the **ABC Restaurant** team!

Qualities of a Good Food Runner

- **Efficient:** A good food runner works quickly and efficiently to provide assistance to our servers by running food to our guests and keeps up with our volume of business.
- **Organized and Focused:** A good food runner stays focused on one or two tasks at a time and completes those tasks before moving on to something else.
- **Attention to Cleanliness and Sanitation:** A good food runner must be aware of our cleaning and sanitation standards and must maintain them consistently.
- **Team Player:** A good food runner is always aware of what is going on in the dining room and kitchen and is ready and willing to help others get the job done.

Food Runner Training Outline

Your training will be conducted over a number of shifts at the restaurant and will consist of a combination of using this guide and hands-on training within the restaurant. This outline is to be used as a guideline; your trainer will provide you a detailed schedule for your training.

Shift One

Classroom

- Welcome to the restaurant
- Review of job description
- Dress code and personal appearance
- Performance standards
- Foodservice sanitation and safety
- Runner opening duties
- Menu knowledge & food preparation terminology

Station Training (Hands-on)

- Tour of the restaurant operations
- Follow and assist the trainer with station setup, equipment operation, and prep
- Follow your trainer as he/she runs orders to tables during the first part of the shift.
- Run a few orders to tables with your trainer's assistance

Shift Two

Classroom

- Closing procedures
- Customer service

Station Training (Hands-on)

- Review all station responsibilities
- Conduct station setup, and all station duties with assistance from trainer
- Stock and conduct clean-up procedures with assistance from trainer

Shift Three

Classroom

- Super service & handling requests
- Closing duties

Station Training (Hands-on)

- Work your station with little to no assistance (trainer will be within sight and available to answer questions)

Tests & Evaluations

- Take station tests and review answers with trainer

Shift Four

Station Training (Hands-on)

- Work station with no assistance
- Close station with no assistance

Tests & Evaluations

- Trainer will provide an evaluation of your performance during the training period

Note: Depending on the length of your shifts, additional shifts may be required to complete your training.

Personal Appearance



Your overall image is our image. You make a distinct impression on each of our guests. The image you create can enhance or detract from our overall concept and the way our restaurant is perceived in the minds of our guests. You are entrusted with handling our guests' needs and, therefore, must reflect cleanliness and display a professional image at all times.

Proper attire is also important in the prevention of foodborne illnesses. Dirty clothes may harbor germs and give customers a bad impression of the restaurant.

The following is intended to present typical situations and cannot address every issue that may arise relating to standards of appearance. Whenever there is a question of appropriateness of attire or grooming, the manager will address it on a case-by-case basis.

Managers have the authority to make final judgments about employees' dress, grooming, or accessories. If the manager determines that an employee's appearance is unacceptable, the employee may be sent home. Continued failure to comply with dress or grooming requirements may result in termination.

Ask a manager for any variations that may apply to your restaurant.

Dress Code

Shoes:

- Must be clean and polished
- Comfortable non-skid, closed-toes shoes
- Sneakers are not allowed
- Socks must be worn with shoes

Pants:

- Must be clean and pressed
- Pants in a solid color, subdued stripes, or plaid are acceptable
- No shorts or jeans are allowed
- No skirts or dresses

Shirts:

- Must not be excessively worn or dirty
- Uniform shirts or polo style shirts are acceptable