

DO'S AND DON'TS OF HOOPERS:

DO'S:

Make sure you know how to pick a crab, if you don't know ask a fellow server to teach you how. _____

Always Pre-bus, If your table has empty dishes and the people have the check, YOU WILL BE SEPARATED FROM PAYROLL. _____

Always remember to adjust your credit card tips. _____

Always be a seller not an order-taker. _____

Always ring in a table's drinks and food before bringing it to them. _____

Always have a bucket at a table for snow crab legs or any shell entrees or feasts. _____

If you have questions, ask veteran servers before you go to a manager- usually second+ year servers can answer your common-sense question. _____

Check your schedule - it comes out every other week at 10pm on Saturday - never call in for your schedule, come in and check it yourself. Also, know what the letters next to your time means (the letters are explained on the bottom of the schedule). _____

Always use your tray when carrying drinks to a table. _____

Make each table's experience at Hooper's the best it can be. _____

Repeat your customer's order's back to them to minimize mistakes. _____

Make sure you know the menu. _____

Look as you go through the room for things on the floor, service area trashcans overflowing, areas that need to be swept - help out. _____

Always let a customer know when a plate is hot. _____

Take a moment to do each job 100%. Half-done jobs are worse than none at all. _____

Managers are here to help but dumb mistakes get old. Think before you hit a button and send the wrong item! _____

Remember: This is a team job. No one can do it ALONE! There isn't an I in Team. _____

I have read and am aware of what is expected of me as an employee at Hooper's Crab House. I understand all the necessary DO's and especially understand the importance of Pre-Bussing tables in the restaurant as well as the consequences if I do not.

Print Name: _____

Date: _____

Signature: _____