

NIGHT MANAGER – BLUE WATER GRILL

VIP

3:00 MUST CARRY ALARM PENDANT WITH YOU. SAVE YOUR OWN LIFE!!

Confirm all PM reservations with hostess. Confirm table planning overbooking, and all set menus for large parties are done. Plot out where specific reservations are going.

WATCH 4 MINUTES OF RECORDED SURVEILLANCE TO CONFIRM ALL CAMERAS ARE RECORDING.

* Review notes with day manager.

Follow up on necessary service calls.

Glance at Email and see if anything is important for the PM Shift

check Daylight SE / public calendar VIP-cakes / Daily Weather / Trifolds to get a sense of the night

Based on above write floor plans

****TRAILERS: REVIEW THAT ALL TRAILERS HAVE THEIR TRAIL PACK AND HAVE BEEN ASSIGNED TO A TRAINER.

****MAKE SURE THAT THE MANAGERS ZONES, BUSBOY ZONES AND WAITERS BUDDIES ARE ALL REFLECTED ON THE SHIFTS FLOOR PLAN.

Xerox specials / both main and jazz floor plans on one sheet

Xerox 26 Server MSRs

Break up pack and build main and Jazz clipboards with side-works and tip sheets

Enter Specials into Micros

- Cross check all oysters are in computer
- Make sure Jazz oysters and main oysters have correct arrows to denote room
- Make sure inserts are correct – if not correct and print 160 each

Count and confirm both Banks

- Main \$2000
- Jazz \$1000

COUNT petty cash safe (19,000) and SIGN safe log. (You are responsible for this money. Make sure the amount is correct).

3:30

VIP

Confirm with kitchen staff meal is up at 3:30PM. Staff 1/2 hour to eat.

* **Set up conference call and review notes / service points / be ready with all financial numbers**

* **Call Special Events and review the Shifts Packs**

* **Photocopy all service and liquor points.**

* **Check all ice machines are working.**

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4:00

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☐ **VIP** Check all, busboys, waiters and bartenders are **all in** (call needed people if there are problems) and starting set up work. Check that all servers are neat and ready to work.

- ☐ * Check outside garbage area is clean and orderly.
* Check that all dirty linen is properly bagged and placed inside the linen cage in back alley.

Check sidewalk is clean from grease stains and garbage, and the curb 18" out into street is also clean.

☐ **VIP** Make sure no reservations are taken in computer for the night **after reports are printing**. ALERT BOTH HOSTS AND RESERVATIONISTS THAT RESERVATIONS HAVE GONE MANUAL.

4:00PM

- Check hostess podium is clean, restocked and ready for PM.
Check inside floor is clean, especially at bar service area and traffic pattern areas towards kitchen and outside.
Confirm bar has received banks and PM bar is signed in.
Check behind bar is clean.
Bathroom -- sinks, toilets and mirrors are clean. Check quantity of toilet and paper towels and hand soap. Air freshener in each stall. One box of Kleenex on top of each paper towel dispenser.
Check that kitchen and dishwasher area are clean, look at all areas.
Confirm **dumb-waiter** clean and in good working condition.
Dishwasher area - Check all detergents are not empty, walls and floors are clean. Wall under and behind machine clean.
Everything removed from dishwasher clean rack and put away. All areas of machine are functioning properly.
Make sure there are clean mops and busboy dustpans are clean inside.
Check laundry bags are out and properly labeled.

CHECK LIGHTING!!!

- 1) Hostess cabinet
- 2) **Balcony wall at service area (behind coffee machine) that lights up hallway to restroom.**
- 3) Oyster bar spotlight at balcony column at table 72. Press bar on bottom of switch to activate light.
- 4) White shaded lamp on oyster bar (clean, **dimmed**)

Check slats on blinds by table 67 are slightly facing down.

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4:10PM DIAL INTO CONFERENCE CALL

VIP

Run actual list to confirm all employees clocked in – NO ADJUSTMENTS.

4:30

With chef have each station put out that day's test menu items to be tasted by chef and manager then brought out to staff. Confirm that the items are up to our standards and consistency.

Have staff meal, meeting, and lineup in Jazz Dining Room unless special event in Jazz during morning then move meeting to Bank Vault.

In case of any parties in both rooms have meeting on mezzanine. Give specials to staff and any needed samples of new dishes. Any problems with staff, advise staff which floor plan to use. Updated quizzes should be administered at this time.

5:00

*Confirm staff meals and chef's specials have been rung by
Section 3 waiter:

Night staff goes on floor. Watch changeover service.

Check quantities of needed night menus - min 125. Extras should be in office. If not, request an order for more, advising day manager, normal.

VIP

Check placement of tables and balance of tables. Set up room for large parties.

In 95 degree weather, open doors by Table 3 and Table 27 only.

Check all sidework of all workers - bus boys, waiters, coffee boy bartenders, runners, hosts, porters, dishwashers. Check each item and each person's work.

Check that kitchen shelf area has extra Micros paper (w/c and no/c).

Check stock of glasses at the bar and service area – Check silverware and plate stock at hutches, AMEX books, valued guest cards.

CFM bathroom attendants have arrived. If no bathroom attendant, cfm dishwashers have bathroom cleaning schedule.

Make sure support staff has arrived:

5:45

Confirm candles out on tables and lit.

Set heat/AC/all 3 thermostats. Put on heat or cool - turn to auto - only put on fan if you want to blow outside air only. Never set below 68 degrees.

When it is 90 degrees out, leave the damper (vent) closed so air goes to Jazz Room only

WINTER ONLY: Confirm thermostat over front doorway is turned to "on" position and set to 74 degrees.

DURING THE NIGHT:

6:00

Check dupes in kitchen during the night.

Taste iced tea, confirm it tastes fresh.

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- ☐ Review early seating policy with host. Preset tables accordingly.
- ☐ Always check hostess on advised customer wait time.
- ☐ Always check bathrooms are clean every 15 minutes.
- ☐ Adjust light level behind main bar bottles, facing the 30's to PM setting.
- ☐ Re-adjust light levels.

- ☐ Be sure not to close the kitchen before set hours. Bar closing hours must be a minimum of 1/2 hour later.

END OF NIGHT

After balcony is closed:

- ☐ A) turn off balcony spot light (Just hit bar on bottom of light switch on wall near table 72)
- ☐ B) turn off light at service area.
- ☐ All side stations must be emptied and cleaned out 100%.
- ☐ Make sure coatroom is clean out 100%. Floors swept, all coat racks and tables removed.
- ☐ Confirm bags of folded napkins (2 per server) in storage.
- ☐ Confirm side stations cleaned and restocked 100%.
- ☐ **VIP** Check bread warmer is turned off and station is clean. Check bus tubs and glass racks have been taken off the balcony, trash has been emptied, linens have been bagged and bus tub hutch has been cleaned out.

- ☐ Check managers end of night side duty and special weekly duty check sheets.

- ☐ Check Bars 100%
- ☐ Lock Bar refrigerators after pars are checked.

- ☐ Run end of day in Perfect Host. Close terminal at host stand.
 - ☐ At status normal go to Menu exit
 - At large icon hit X on top right corner
 - There should be no programs open
 - Shut down computer terminal

- ☐ At office terminal on reservation screen, go to menu - end of day.
- ☐ Take bank, check stacks, and your reports for registers **downstairs**. Sort all C/C, cash checks, House Acc'ts, etc. into separate bundles.

- ☐ **VIP** Turn off all music
 - ☐ Music I-pod has to be turned off and unplugged at end of night. **Lock in the safe.**

Manager's Signature _____

- ☐ Confirm night porter in at 12:00AM.
- ☐ Make sure all garbage is taken out.
- ☐ Close out night servers. Review M.S.R. Sheets and %.

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___ A. Server hits Server Report on computer. (Note: This will not work if there are open checks).

- c.c. #'s match,
- sidework complete - sheet signed off by Mgr and closing waiter,
- server must enter station worked, tips declared before leaving.
- number of comment cards received and # of Valued Guest cards rung in.
- paperwork in order,
- tips may be issued at this point,
- time card punched out, tips entered, final Z run & MGR signed it.

___ Close out bartender -- (Same Procedure as for Waiter)

- 1) Bartender runs his own Bartender Report. Manager runs Bartender Cash Report, this is the report that tells the Cash Responsibility for the night.
- 2) CFM all tips have been paid out and PROMOS PAYOUTS have been done before settling bartender

VIP

- Run an Actual vs. Schedule
- Active List
- Under three hour
- Check that everyone is punched out.

___ Adjust any times necessary. Make sure adjustment form and 3 hour report are completed & faxed

___ Bartender must fill out Bank Reconciliation Sheets for both banks

___ before bartender leaves, confirm total deposit for each bank against net cash on

___ Bartender Cash report from both registers.

___ All shortages must be cleared up that night – DO NOT collect cash from a bartender – investigate difference and write up the bartender.

___ Check night porters are cleaning prep area, garbage area, dishwashing room.

___ Check all cafe doors locked top and bottom.

___ VIP: Turn thermostat above front doorway to "off" position.

___ Check locker room. Make sure all dirty uniforms and soiled linens are bagged and taken out of room.

___ CFM all ice bins are full, all beer in ref., all extra special and feature white wines go back to wine room. CFM Vacu stoppers are used in all open champagne stoppers used for open champagne.

___ Be sure that office vestibule is organized. Chairs are put away properly, linen (chair covers in respective bins, and any other linen should be put away). Have this area clean and orderly.

IN OFFICE

☐ Turn in all side duty sheets and bar par sheets checked off to manager - dishwasher, porters, bus boys, runners, waiters, cooks, chefs, managers. Remember to collect chef sheets, to be included in reconciliation and saved for 1 week.

___ Count main bank and record amount in book. (\$2,000).

___ Leave any notes necessary for next day in email to BWG MGR.

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- _____ Run PM Preclose and CC Batch, file all reports in PM Box – CFM they Match
- _____ Enter all tips into Indirect tip log and make sure they match – NO RED
- _____ File MSR's and Reservation sheets
- _____ Transfer VGC's to 495 Broadway
- _____ Fax and file all large party paperwork.
- _____ Keep fax confirmations of all faxes especially Payroll and Special Events.
- _____ Turn off copy machine
- ***** **LOCK SAFES!!**

GOING OUT THE DOOR

- _____ Check dishwasher heater is off.
- _____ Check all refrigerators, walk-in boxes, kitchen boxes are locked up.
- _____ VIP Check front doors & all cafe doors are locked.
- _____ Check back door is locked. Save a porters life.
- _____ Check bathrooms are empty of customers.
- _____ VIP: Check bank vault room is locked, lights off, **NO STORAGE!**
- _____ Check entire prep area, check all sauces are put away, garbage area is clean.
- ☐ VIP Advise night porter of extra cleaning to be done.

- _____ Bring brass ashtray indoors.
- _____ Check street has been cleaned and hosed off -- no garbage or stains on sidewalk or street.
- _____ Turn off main lights following night chart on switches at host stand.
- _____ Check Bar refrigerators are locked up.
- _____ Turn off all 3 A/C units -Cold Winter leave on Deck -Heat: 68 auto.
- _____ Tell night porter you're are leaving and not to let anyone inside restaurant. Hand him a portable panic button. Review his work for PM with him.
- _____ **Winter** - CFM outside heaters are off.
- _____ Lock front door on way out.