SAINT · DENIS

# SERVICE AND HOUSE STANDARDS

*Fall 2026*

STANDARD PRACTICES · STAFF USE ONLY

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# WELCOME

Each staff member at Saint Denis plays an integral part in creating a hospitable experience for our guests. As a team, we each have our respective roles, whether it be in the front or back of the house but collectively, we work together to create a seamless experience and evening that from the guests' perspective feels thoughtful, memorable and epitomizes one-of-a-kind hospitality.

At our core, we should always act from a place of considered and authentic hospitality. On the surface, there is a playful and stylish disregard for convention. We aim to guide the guest experience using a combination of our intuition and our defining moment of their experience. Think about service from the guest's point of view. See the big picture and the long view. We are compassionate and empathetic.

Guests at Saint Denis should feel welcomed by each staff member they encounter. We approach guests with a smile, positive energy, a demeanor inviting them to take part in what we have on offer, to feel rewarded, sustained, transported and transformed by those offerings.

The collective work of our whole team creates the experience we offer.

Great service feels effortless and natural. Guests should be able to enjoy their experience without having to think about the process. This is, on a variety of levels, theatrical. What's behind the curtain should remain behind the curtain, humming along with regularity. What's on stage must be captivating and rewarding to take in.

The Saint Denis team is the life of the party. They are smart, savvy, clever and resourceful. They are always in the know, and always one step ahead. They are warm, welcoming, and alluring with the confidence and charisma to create an atmosphere that is engaging and inspiring.

After warmth and genuine hospitality, knowledge of what we have on offer is crucial to creating a distinct experience Saint Denis.

The Saint Denis team must be intimately familiar with all products we offer, our service standards and they must take personal ownership of service. The back bar must be familiar to you. We will provide you with the information to direct guests who ask for recommendations for food and drink. You'll be exposed and knowledgeable about our wines by the glass and by the bottle. We'd like you to share your enthusiasm for what's on offer. Guests' curiosity must be met with informed, confident and well considered guidance.

There are those who know exactly what they'd like. For those guests we provide consistent, timely, efficient and warm service, anticipating needs, and executing at a high level .

For others, we need to artfully direct their attention to what they absolutely shouldn't miss while joining us. Your knowledge of what we have available and your insight into

what each guest is looking to experience is key in this regard. We need, in each case, to marry what we have on offer with what each guest requires. Each course, each round of drinks should be a bespoke experience, tailored to what a group needs.

Providing great experiences repeatedly is difficult to achieve. It requires the focus and dedication of a strong, well-acclimated and well supported staff. Consistently exceptional experiences are what makes somewhere an institution, a place that means something very special to people for a long time. Emotional connection is what creates lasting brand loyalty. That’s our goal! How we make people feel is what they are going to remember.

It is our goal to make Saint Denis an institution. The design and details make the space feel like it has always been here, always belonged here. It is our job as the Saint Denis team to make genuine connections with our guests that will transform them into loyal regulars.

We’re trusting you to know your needs. Come to work rested, happy, and prepared to do well.

We want the staff at Saint Denis to feel their best at work and for that to be a shared experience amongst all team members. A large part of that is management’s responsibility to provide you with a supportive and safe environment. We will treat you with dignity as well as provide you with the education and tools you need to do your job effectively.

The rest of service is your responsibility.

The aim of orientation and training is to empower all members of the team as teachers. You each reproduce and reinforce the values and service culture at Saint Denis. It is imperative that we all show respect for fellow staff, our guests and the workspace.

If you have any questions or are unclear about your work, please don’t hesitate to direct questions to management. We’re excited to begin this process with you!

# HOURS OF OPERATION

***The kitchen closes at 11:00pm daily.***

| Day | Hours |
|---|---|
| Monday | 4pm — 11pm |
| Tuesday | 4pm — 12am |
| Wednesday | 4pm — 12am |
| Thursday | 4pm — 1am |
| Friday | 2pm — 1am |
| Saturday | 12pm — 1am |
| Sunday | 12pm — 11pm |

# INTERACTING WITH THE SPACE

## RIGHT OF WAY

Always pass on the right. This applies to corridors, kitchen doors, service aisles, etc. Stay on the right.

Who has Right of Way?

1. Guest
2. Host (with guests)
3. Hands full going to tables
4. Hands full coming from tables
5. Empty hands

## 5 AND 10 FOOT RULES

- The 10-foot rule:
    - People that are within 10 feet of us require a non-verbal acknowledgement. A smile, eye contact – let them know that that have been seen on a human level.
- The 5-foot rule:
    - People that are within 5 feet of us require a verbal acknowledgement. Guests walking through the space should be greeted with a hello as they are led to tables and chairs, thanked as they walk towards the exit, and if they are standing and look confused, we should inquire if they need assistance, or to be directed to the restroom.

## TIGHT SPACES

Our primary services areas are:

- Main Dining Room
- Main Dining Room Bar
- Private Dining Room and Bar
- Street Chalet
- Sidewalk Seating

Be aware of the way you move. Walk in long, clean lines without sudden starts or stops. Never walk backwards. When rounding corners, announce yourself calmly as “corner.” When passing behind another staff member, calmly announce, “behind.”

Smile and use your eye contact as a communication tool. Don’t appear hurried or stressed, even when you are. Maintain a calm, assured outward appearance and work with a sense of urgency.

Every staff member on the floor should acknowledge guests either with a smile or by saying hello, making way for guests to pass as necessary and generally making them feel welcome and appreciated. This applies to bartenders, servers, managers, support staff, cooks, owners etc.

## PATHS OF SERVICE

We attempt to maintain paths of service where the flow of traffic stays to the right, like when driving.

# HOUSE STANDARDS

## BODY LANGUAGE

- Body language: Much communication between a guest and staff happens non-verbally. Make accurate assumptions about guests' body language and react accordingly.
- Your body language says a lot to guests. You should:
  - Make eye contact with all guests
  - Stand with your body facing guests when interacting
  - Avoid touching your face, hair, biting nails, hands in pockets etc.
  - No slouching, defensive or confrontational postures - crossed arms, etc.
- Have square shoulders and upright posture.
- Do not lean on tables, chairs, or the bar.
- Do not keep your hands in your pockets or apron pockets.
- Maintain "open-handed" posture and positioning whenever possible.
- Face the service floor and do not turn your back to service.
- If you need assistance urgently, do not use panicked eye contact or wave across the dining room. Make eye contact with a colleague and gently gesture your hand on your chest. We will use this as an indication that assistance is needed.
  - Do not "cry wolf" with this tactic – use is when you are in need and cannot move from your current position, as in the case of broken glass on the floor.
- Guests body language is important as well. Many of the rules in this handbook can be broken, but not this one – guests should NEVER have to search the dining room for help. We need to be attentive and anticipate their needs; body language is a large part of this nuance.

## SPOKEN LANGUAGE

- Watch the level of your voice. Guests should not be privy to personal conversations between staff.
- Speak calmly, slowly and with confidence in service. Make sure that you don't come across as shy, confrontational or uncomfortable when interacting.
- Confidence shows guests you are informed and capable. If you aren't feeling confident, let's fix that! Ask questions, study and reflect on what is happening during service so that you can become completely comfortable.
- Never speak about guests while on the floor. Negativity in service is contagious.
- Never discuss tips and money on the floor during service.

- Pronounce food names, menu items and wines correctly. Ask if you aren't sure. Practice.
- Do not use restaurant "lingo" with guests. We have our own language for certain situations – terms like "86," or "deuce." Using these phrases with guests lets them peer behind the curtain – and we want to always remain 'on stage'.

## PERSONAL APPEARANCE

Each staff member's appearance reflects the larger brand and property. Individual style is embraced but everyone must present themselves professionally.

- Avoid:
  - Strong perfumes and colognes - keep it in moderation
  - Wrinkled or stained clothing and aprons
  - Pushing yourself too hard prior to shifts and letting yourself appear tired or unprepared
  - Touching your hair or face while one the floor
- Please do:
  - Take the time to put yourself together before work in a way that makes you feel confident
  - Rest appropriately before your shifts
  - Bathe before work and keep hair, skin and nails presentable and fresh
  - Tie back long hair during service
  - Police and maintain your own appearance
  - Wear deodorant

## COMMUNICATION

There can never be too much communication in service. Most mistakes can easily be avoided with effective communication.

- The goal at Saint Denis is to be as busy as possible with the fewest staff working. This means things move quickly and communication must be clear and direct.
- Communication between all staff members should be respectful. There is no place for ego during work. Everyone's job is equally important and must be treated with the respect it deserves.
- Be polite, professional and genuine when speaking with guests and co-workers alike.
- Staff should tell each other what they need succinctly and clearly including table and position number, bar position number, etc.
  - Ex: "Can you run a glass of burgundy to table 5, position 3?"

    - Don’t lead with “Can I ask you a favor?” or “Are you busy?”, just give the pertinent information so we can work fast and clean.
    - Don’t ask for help in ambiguous terms. Do not say “Can you reset the lady in the red shirt?” Instead say, “Can you set Table 23 seat 2 with a fresh share plate, fork and steak knife, please?”
- Communicate with the kitchen via a FOH manager. Do not go to the kitchen directly with issues.
- Your voice is important to us, and we value your opinion, but please be constructive when voicing those opinions. It is only useful if we build up rather than break down. Request a meeting after service or before to address problems with management in a productive fashion.

## PERSONAL PRONOUNS

There are very specific instances when to or not to use the personal pronouns “I,” “you,” and “we.”

- I always refers to you, as an individual when you are speaking for yourself.
    - *I* recommend the Hangar Steak, it is my personal favorite.
    - *I* will be back with more water in a moment.
    - *I* enjoyed serving you, and hope you come back soon.
- We refers to Saint Denis as a whole.
    - *We* open at noon on Saturdays.
    - *We* have a great selection of Agave based spirits.
    - *We* are located at 490 LaGuardia Place.
    - NEVER use we when you should use you.
        - Do not say “How are we this evening?”
- You refers to another individual, usually a guest.
    - I hope *you* enjoy the Oysters.
    - *You* can follow me this way.
    - Thank *you* for joining us.

# SERVICE STANDARDS

- Keep the restaurant clean and tidy. You are expected to make the extra effort, not the bare minimum. If you see something out of place, correct it. If you don’t know where something belongs, ask.
- Be on time. This means dressed in uniform on the floor and aware of your section with all tools needed and ready to work at your scheduled in-time.
- Handle glasses at their base.
  - This applies to dirty glasses as well. No claws!
- Handle plates from the bottom and the edge of the rim.
  - No thumbs on plates!
- Napkins get handled at corners when bussing.
- Refold napkins at guest positions when they get up from the table to use the restroom or to smoke.
- Tables get crumbed as needed. There is not a set rule that tables *must* be crumbed between courses; rather, always keep the table tidy and crumb if it is needed. If it is not needed, allow the guests to enjoy themselves without us interrupting.
- It is best practice to use a tray to deliver drinks.
  - While we acknowledge that at times a single drink will be hand delivered, it is preferable to use a tray. More than one drink should always go on a tray.
  - Coasters go beneath Martinis, Sidecars, Collins, and Rocks glasses – anything that sweats. Water and wine glasses do not require coasters.
- Always use a tray to bus glassware from tables.
- Never place a tray on tables.
- We do not bus tables until each guest is finished eating in that course except for shared dishes. Shared dishes can be bussed as they are emptied.
- Silver is provided in a caddy. Always provide more silverware than is needed. If a caddy is empty or running low and you have additional courses of food coming, bring a full caddy and remove the empty. Steak knives and spoons are marked using a marking tray. Never carry silverware to a table in your bare hand.
- Pull tables out to allow guests to be seated comfortably.
- Adjust wobbly tables prior to guests being seated and again afterwards if necessary. No one should eat or drink at a rocky table. Wobble wedges are available and should be kept on hand; the tables have adjustable feet that should be checked and leveled prior to the start of every service.
- Use open handed service where possible, avoid crossing in front of guests’ midline in service.
  - Always defer to open handed or the least obtrusive service

  - Late night - all rules change slightly once a room is packed. However, we ask that you do your best to always attempt to maintain open handed service.
- Place plates, glassware and silver on tables softly and without clattering.
- When removing plates and silverware, place silverware gently and make sure it is secure. While bussing, plates are directly at ear level of our guests. Be mindful.
- Do not stack plates on the table. Do not scrape food.
- Back-light glassware to verify whether it's truly clean before serving.
  - Don't put streaky glassware or silver on tables.
- Pay attention to the temperatures of the things you are serving.
  - A cold cocktail should be cold.
  - A hot entree should be hot.
  - Wine glasses should be room temperature
- Bring all guest feedback (positive or negative) to management's attention. We'll want to follow up.
  - All returned food and drink items should be brought to management's attention at the time they are returned, not later.
- Have tables marked with the correct silver / small wares prior to delivery of any course of food or beverage.
- Be on top of water service - this does not mean constant refilling of glasses, but tables should not have to ask for access to water, it should be present and flowing
  - Table maintenance IS service
- Know if guests like or dislike all items we serve them - food and beverage.
  - Guests may not always tell you they don't like something. Watch for cues in body language.
- Slow down to avoid mistakes during a busy service. When you're busiest is sometimes when you need to slow down the most. Chaos is contagious; guests feel it. Calm is also contagious. Take a breath when you need to.
- Staff should not congregate or clump up in groups on the floor. It creates a weird energy and probably means we're overstaffed. 3 is a crowd.
- Do not use your cellphone on the floor.
- If you need to leave the floor for any reason, tell the MOD beforehand.
- Do not speak about guests while in the restaurant. When you need to refer to a guest use position number. Do not describe guests by feature or demographic.
  - Do not point on the service floor or at the bar. If you have to gesture, use an open hand.
- Conversations about money/tips have a time and a place. The floor is not that place.
- Proper table reset:

    - Chairs back in their place, wipe surfaces including seats and table edges/sides.
    - Look at floor and sweep or pick up trash
    - Banquettes and seats must be crumbed between all seatings - no debris. Check the crease in banquettes – guests will at times hide treasures in there
    - Reset tables in one trip using a tray. The table setup is a candle and water glasses.
    - It is better to hold the guest an extra 30 seconds at reception than to seat them at an un-set or unclean table.
- Call “behind” and “corner” as needed. Be aware of your physical body in relation to others and blind spots.
- Only bartenders, barbacks and managers are to go behind the bar.
- Everything served must always be rung in. No exceptions ever. Always “ring before you bring.”
- Repeat 86’s and lows to the person who tells them to you.
- Repeat 86’s and low items to at least 3 additional staff member after you’ve been told about a countdown or 86. When you hear it back from other staff members twice, you can stop telling others.
- Broken glass
    - If a guest breaks a glass on the floor-do not let them pick up the broken glass. Two employees are needed to fix this issue.
        - One employee stays with the spill/break - warding off guests and keeping the area safe.
        - Another employee gets the broom and sweeps up the broken glass.
        - Broken glass is placed in the broken glass bin in dish so no one gets hurt taking out the trash.
- Service is about providing an experience and sharing something special. It’s less about technicality & more about your personal touch & knowledge. Notice how service affects guests. Stay connected with what guests are responding to and how.

# SERVICE LOGISTICS

## ORDERING FOOD

Food items rung in as ”shared” will be sent out “as ready”.

6 shared items for a 4-top leave the kitchen staggered, as opposed to all at once.

Food items ordered with seat numbers leave the kitchen and arrive at table at the same time.

POSITION NUMBERS ARE BASED ON CHAIRS NOT GUESTS - we use “ghost positions” at tables with chairs. On couches / banquettes we count position numbers based on guests - clockwise in all cases.

Seat one is always on the banquette to the left-hand side. If a table has a head, but it’s not on a banquette, it is not seat 1.

On freestanding tables with no banquette, seat 1 is the guest position (or chair) facing the kitchen entrance.

Seat 1 is denoted on the floor plan. Make sure you always know where seat 1 is.

When a table is sharing all items, ring dishes in the order of the menu. i.e., cold apps, hot apps, pastas / mains, vegetable sides. Course appropriately based on table size and guest requests. Guests should be told how you are coursing their order at the time you take it. Write down all orders or enter them directly into the handheld.

When guests order individually, group in order of position number: 1 - 4, top to bottom, etc.

*Caveat - group like items using the quantity button regardless of position.

When there are young children at a table ask the adults if they would like children’s food to come out right away. If so, put it in immediately as an “order fire”. If there are children, it is also nice to send fries right away with Compliments. You will be a hero.

Please closely study your Toast manuals, and make sure that you are fully familiar with our standards for using the Point of Sale system.

## FIRING FOOD

Servers are responsible for firing each course of food after the order goes into the kitchen. The kitchen will wait for your fire ticket to send food. Send a Fire ticket to the kitchen via the POS shortly before you clear for the next each course.

Any ticket sent to the kitchen will have its first course fired as soon as it is received unless you uncheck the “Fire First Course” check box.

Be aware of timing. You should fire tables, then clear and reset tables immediately to avoid problems. There should be minimal gap between the time a table is cleared and reset between courses.

Servers and support staff should be in frequent communication throughout the shift about clears and resets. It’s preferable that servers initiate clears and bussers oversee resets to maintain the most controlled timing for the guests.

## ALLERGIES

We take allergies very seriously. If a guest tells you about an allergy or you get it on a printed chit from the host team, you MUST communicate this to the kitchen by adding it to the order via the POS.

You will do this via Toast every time. Allergies are added to tickets as a “Tab Name”. (as are out-times, VIP info, friends of info, etc.)

You must also indicate the allergy after any items on the ticket to which the allergy pertains so runners can specify which dishes a guest may not eat.

If you want a dish to be modified to remove an allergy, you must communicate that via pre-programmed modifiers. Modifying an item with an allergy alert will not result in the item being made allergen free.

Lastly, inform the MOD of allergies at the time an order is placed. The MOD will highlight with the kitchen.

You are responsible for knowing all allergens. The food guide is available to you always via our online training portal.

## RESPONSIBLE ALCOHOL SERVICE

- Card any guest who appears to be under 30 before serving them alcohol.
- Cutting a guest off is a sensitive moment that calls for finesse. Loop in the MOD before making that call or saying anything to the guest — do not make this decision or approach the table on your own.

## VIP // PX INFO

We refer to Very Important People as PX in the restaurant. Info around our PX guests goes from hosts (or managers) to servers on printed chits at the time guests are seated. PX guest info on chits is written as a tab name in Toast to share to the kitchen and bar when items are ordered.

Chits get printed in triplicate - 1 to the kitchen, 1 to manager and 1 to the server.

## TRANSFERRING TABLES

When tables are transferred, at any time, the old server must inform their guests that they are departing for the evening.

It is highly preferred that you introduce the new server to those guests; if this is not possible, please inform the guests that they will be taken care of by another server.

Guests must be aware the transfer has happened. They must not feel they've been abandoned. When you are receiving a transfer table you should be aware of everything on the table's check, any service issues that have occurred, allergies, partial payments, split checks etc.

Upon receiving a transfer table, immediately go to the table and inform them that you have taken over their service, and are available.

You should be fully able to serve the table without issue and close out payment without confusion after a transfer.

## DISH PROTOCOL

- Tall glassware in tall racks, short glassware in short racks.
  - Load racks top to bottom, left to right in all cases.
- Glassware cannot go in bus tubs.
- Glasses get carried to dish on trays.
- Scrape all food debris into the trash and stack plates neatly in dish.
- Group plates and service wares by kind.
- Liquid waste all goes into the white bucket.
- Silverware goes into the silver soak.
- Small spoons and any specialty pieces go into their separate containers at dish.
- Broken glass is stored in a Cambro at dish, so no one gets cut when taking out the trash.
- Napkins get separated by color into the linen hampers.
- Do not throw plates on the dish table; do not throw silverware into the soaker – this makes the dish washer's job unpleasant. They are our coworkers, and we want to be supportive of them in their job and a pleasant workspace.

## CORKAGE & OUTSIDE DESSERT FEE

- Corkage - $50.00 per bottle. Confirmed with guests prior to bottles being served. ($100 per magnum, etc. etc. etc.)
  - 2 bottle limit per party of 750ml bottles
  - 1 bottle limit per party magnum
- Outside Dessert Fee: $10.00 per guest. Confirmed prior to plating.
  - Outside dessert fees are waived on all set menus and event menus as they've already paid for desserts.

## GRATUITIES

- We may not include gratuities on large parties; all gratuities must be “suggested” gratuities rather than required.

## DECORATIONS

- Outside decorations are not permitted at non-private events.  It detracts from the experience of the other guests on property.
- Balloons, glitter, costumes, novelty tableware will not be permitted on property.
- This is communicated to guests booking large, non-private reservations but in many cases will have to be enforced on site at reception.
- We can hold items at coat check for guests to pick up on their way out.

## VOIDS, COMPS AND WASTES

- A void is only a thing that was never made.
- A waste is something that was made in error.
- A comp is something that has been made and given away by the house as a gesture of goodwill.

Voids, comps and wastes need to be given to management at the time they happen and not at the end of the shift.

- Be clear and concise about why you have a void, comp or waste when giving it to mgmt:
  - Print the check
  - Circle the item(s) to be adjusted
  - Write VOID, COMP or WASTE and the reason why
  - Pass directly to the MOD

This is the process for simple check adjustments. A guest complaint or issue needs to be handled differently. *Refer to the section below on guest complaints.

## GUESTS RETURNS, COMPLAINTS AND SPILLS

Any guest complaint should be heard and responded to with care and timeliness. Guest feedback should be given to management by servers and bartenders as it occurs.

Sometimes a manager will have to directly handle a complaint and other times staff members are capable of recovery on their own. Communication is key in these circumstances.

If you notice that a guest is not satisfied with something we’ve served them, get their feedback and remove the item in question from the table. Offer a new menu right away and let a manager know. Don’t argue with guests about food or beverage returns. It’s

not worth it. We're better off getting them something they like than having a confrontation.

We won't charge guests for items they do not consume. We do charge for items consumed. If someone dislikes an item, staff should be very insistent on providing a new dish they'll enjoy.

Anything guests aren't eating or drinking should be inquired about directly. This is the purpose of checkbacks. We don't wait for a complaint to make an inquiry. Read your tables and their reactions to what we serve.

Let management determine what will and won't be charged for in the case of complaints and returns. Avoid discussing bill adjustments with guests. Management will explain all check adjustments to you clearly before you need to provide guests with the bill.

Errors should be infrequent, but when they occur staff should be apologetic and proactive in correcting mistakes. It's better to over-correct than give the impression you do not care. The recovery is more important than the error.

If we spill at a table or on a guest, inform the manager and let them handle the situation. Management will offer to pay for dry cleaning as necessary and comp items on a case by case basis.

## HEALTH DEPARTMENT INSPECTION PROTOCOL

Toast Button - Emergency DOH - will print to all printers in all stations.

Stop service of food and drinks until a manager informs the team to resume service. Tell your guests that there is an inspection happening, and that we will resume service as soon as we are able to.

## PX

We have high profile guests. It is expected staff stay focused, calm and discreet when high profile guests are in house.

It is essential we ensure these guests, like all guests, are in a fun yet professional environment. Photographs, conversations outside of regular service guidelines, solicitation are strictly forbidden.

If other guests photograph or engage PX guests in a way that feels inappropriate, inform the MOD.

## SOCIAL MEDIA

Our public relations firm has a comprehensive social media strategy in place. Content will be shared on Saint Denis feed according to a schedule to achieve a specific narrative.

We kindly request that staff refrain from posting / tagging imagery on social media to Saint Denis. If you have compelling photography of the space, we're happy to share it to PRC to use on our channels with appropriate photo credits. Thanks very much for your cooperation on this.

## TO BE AVOIDED

1. It is important to maintain some professional distance with guests while you're working - for your benefit and the guests'. Boundaries can be a good thing. Guests should not overhear our chats with each other and certainly not inappropriate conversations or those distracting from the enjoyment of a meal or drinks. Be aware of who can hear you and your conversations at work.
2. Do not give out personal information about our guests to others. Respect the privacy of celebrity guests and regulars. Maintain discretion.
3. Do not give out personal information about staff members to guests.
4. Avoid restaurant speak with guests. "86" "2-top" "fire" etc.
5. Don't wear your emotions obviously during service. Use a poker face as needed, especially during stressful service periods. The staff should put out a feeling of calm and well-being even when service is hard.
6. Keep complaints to a minimum. If you're having a bad day don't make it your coworkers' issue. Negativity is contagious.
7. Do not process payments inaccurately. Focus and double check payments as you process them and when dropping checks.
8. Don't use overly familiar pronouns with guests: "y'all", "guys", "man", etc.
    - Often times, pronouns aren't required at all.
    - "May I bring the wine list?" is superior to "Can I get you guys a wine list?"
    - Sir and Ma'am are insulting for some people as are "darling", "dear", "bro" etc.
9. Do not point on the service floor - table and position number.
10. Never confront a table about a tip you are unhappy with. Bring low tips or non-tips to the attention of the MOD who may be able to address it with guests.

# HOUSEKEEPING

## TIMEKEEPING

It is your responsibility to clock in and out for your shift and take your break correctly. Breaks are tracked and paid but must be recorded in Toast.

On shifts 6 hours or longer you are required to take a 30-minute break.

If you miss a clock-in or clock-out you must send the changes you need made to the MOD via email and Cc timekeeping@goldenagehospitality.com and hr@goldenagehospitality.com. Time clock adjustments cannot be made unless requested in writing via email.

Ongoing timekeeping errors will result in disciplinary actions up to and including termination.

## SCHEDULE

The work week runs Monday through Sunday.

Schedules will be posted every week by the end of the day Wednesday.

Your schedule will be posted and sent to you via 7shifts. You may view your schedule, submit time-off requests, request shift swaps and view important documents associated with the restaurant on 7shifts by logging in.

Your 7shifts login and ID are created at the time you are hired.

Wherever your name appears on the schedule, that shift has been assigned to you. The online schedule is the schedule of record in all cases. No verbal agreements, emails or texts supersede the posted schedule.

All schedule changes must be processed via 7shifts exclusively. Please do not text, email or call management with schedule requests or changes.

If you are unable to work a scheduled shift for any reason, it is your responsibility to organize coverage for that shift in advance by reaching out to coworkers. In the event you are unable to have a shift covered and know you will be unable to arrive to work for a scheduled shift, please contact your supervisor as soon as possible to inform them of the situation - mod@saint-denis.com.

Put your shift up for trade online as soon as you know you cannot work it.

As a condition of employment, all employees are required to be available to work on weekends and holidays.

## TIME OFF REQUESTS

Vacation requests are submitted via 7shifts 2 WEEKS prior to the dates requested off. We will attempt to accommodate reasonable vacation requests. Once the schedule has been published any requests made are no longer management's responsibility. You are responsible to cover posted shifts.

## SWAPPING SHIFTS

You are welcome to swap shifts with coworkers with the same job as you. Swaps will require managerial confirmation before becoming official. Management reserves the right to deny shift swaps for any reason.

We will not authorize shift swaps that lead to employees working more than 40 hours per week.

## TARDINESS AND NO SHOWS

If you are running late for a shift, it is your responsibility to contact the MOD via MOD@saint-denis.com.

All lateness will be documented in writing by management regardless of the cause of lateness.

## PAYDAY

Paychecks arrive Friday. If you want your check that day and are not scheduled, you can pick it up from 12pm - 5pm in the office.

Credit card & cash tips are both paid on your paycheck once a week.

## DIGITAL TIP SHEETS

Daily tip sheets are sent out in the 7shifts announcement section for review.

## DIRECT DEPOSIT

You can sign up for direct deposit at the time you are on-boarded. We encourage you to enroll for direct deposit so you can’t lose your paycheck!

## LOCKER POLICY

Lockers are available in house for both FOH and BOH staff. Please use a lock when you use a locker!

We are not responsible for lost or stolen items.

Lockers are intended for same-day use and not permanent use.

Do not leave your items in a locker overnight.

Do not store food or beverages in your locker.

Do not bring alcohol or drugs to work, and do not store these items in your locker.

Periodically, we will do a deep clean of the lockers and locker room. We will post this information for a week prior. If lockers are left locked overnight on the day of an announced deep cleaning, we will have to clip locks and remove the contents for cleaning.

## LOST AND FOUND

Anything found on the premises goes directly to a manager to be kept in lost and found. When put into the lost and found, the MOD will tag the item with information (where it was found, date, time, etc.) using a rubber band and a hand-written note. Lost property is entered into the MOD as well so mgmt staff is aware of items that might be inquired after by guests.

Lost property is logged by office staff on Google Drive daily so guests inquiring on the phone about lost items can be assisted properly.

If a guest requires us to mail them lost property we can do so, but will require a cc authorization form for them to cover the cost of shipping.

Items are kept on-site for 4 weeks and then trashed or donated if not claimed. No staff member will take items from lost and found for personal use.

## LEFT CREDIT CARDS

Credit cards left at the bar for bar tabs are closed out with 20% gratuity added manually (not as a service charge).

Bartenders paperclip a copy of the itemized bill, the signature slips and the card together. Turn in to the closing manager.

Left cards are stored in the office for guest pickup for 2 weeks and are then discarded.

Guests sign their receipt at the time they retrieve a left card. Signature slips are filed with the daily receipts from the date of sale.

## CELL PHONE POLICY

Please do not use your phone on the service floor. If you can’t help yourself, keep your phone in your locker during service.

If you are expecting an urgent communication, or you need to make a call urgently, inform the MOD and they will tell you when is appropriate to step off the floor.

## UNIFORM POLICY - LAUNDRY & ALTERATIONS

We provide either an apron or a tie depending upon position.

Bartenders to provide their own white, button down shirt to wear. Bartenders are to wear fitted, black pants only. (No jeans).

All staff are to wear black shoes.

Support staff are asked to bring black pants, black button-down shirt and black shoes to work.

Hosts are free to dress themselves but should be fashionable and thoughtful in their look. The host team should not dress too casually (no t-shirts etc.). The vibe is more sophisticated chic than casual.

## STAFF DISCOUNT / STAFF AS GUESTS

You are welcome to join us as a guest on your days off prior to 7:30pm.

Employees of Saint Denis are not permitted to patronize Saint Denis for just drinks.

Staff are required to make a reservation to join us as a guest. We ask that staff not walk in as guests please.

Reservations for staff are made via a manager. We do not book staff as guests after 7:30pm. We do not book / seat more than 1 staff as guest party at a time. Staff as guest bookings are limited to 3 drinks per person. (Btl of wine is equal to 4 drinks)

Staff discount is 50% of the total check for parties up to 4 Sunday through Wednesday.

No staff discount applies to parties greater than 4.

Comps to staff as guest are managed by the MOD. Hourly staff may not comp additional items for staff as guest.

When dining as a guest, the expectation is that you will behave as a guest; don’t enter back of house spaces, respect that your co-workers are working and don’t over consume.

We do not allow employees of Saint Denis to sit at the bar at Saint Denis. Please arrange with the manager for a table.

## STAFF DRINKING POLICY

All Golden Age Hospitality locations are “dry houses”, and are not permitted to drink alcohol during their shift. Staff drinking alcohol during their shift may result in immediate termination. Staff members are not permitted to clock out and remain at the venue to consume alcohol following their shift. The following are exceptions to this rule:

***EXCEPTIONS:***

- Training: Management may have staff taste during pre-shift meetings for the purpose of training or to introduce a new alcohol.

- Any employee of Golden Age Hospitality while visiting any of our locations: Keep within your boundaries while alcoholic beverages are consumed while dining/enjoying any of our establishments.

***TRAINING:***

- Tasting pours are expected.
- Staff should be held accountable for what is taught in tastings and should be an active participant in tasting dialogue.

***BEHAVIOR WHILE AS A GUEST:***

- Watch your alcohol intake while a guest. Even when you are a guest, you are still required to conduct yourself in a professional manner.
- As a guest you are still subject to all the policies and protocols outlined in your handbook. Failure to follow them as a guest may result in termination.

## TIP POOL

Saint Denis is a pooled house. Signing off on receipt of this handbook acknowledges that you are aware of and agree to participate in the tip pool. The specifics of the pool are on the wage acknowledgement form signed at onboarding.

## FAMILY MEAL

1. Family meal is served for each day at 3:00pm - 3:30pm.
2. Preservice happens 3:30 - 3:50 on weekdays.

## HOLIDAYS

Saint Denis is closed Christmas Day, Fourth of July (sometimes) and New Year’s Day (sometimes).

## RESERVATIONS

Please refer reservations requests to the Maitre ‘d or a manager; Saint Denis is a walk-in restaurant with few exceptions to this rule – but exceptions do exist.

## MANAGEMENT CONTACT INFO

Management contact info is in 7shifts.

When contacting management re: running late, emergencies, et cetera, please email MOD@saint-denis.com to ensure a manager receives your message!

## EMPLOYEE CONCERNS, ISSUES OR COMPLAINTS

HR & Payroll Contact: Katie Smith

HR@goldenagehospitality.com

## DISCIPLINARY ACTION

To be clear in setting performance expectations, the Saint Denis management team will coach and counsel staff and advise on best practices and performance.

Feedback and coaching will be documented in writing.

Staff will be given the opportunity to understand what is expected of them while at work. Records of performance are made to give clarity to staff about expectations.

1. Service issues are documented in writing.
2. Lateness is documented in writing.
3. There is no drinking alcohol at work outside of the staff drinking guidelines related in this handbook.
4. Payments must be processed correctly. Improper payment processing will be documented in writing.
5. Failure to ring in items will be documented in writing.

Failure to correct documented behavior may result in progressive discipline, up to and including termination.

We’re excited you’re joining the team and taking part in this experience. Please relate any questions about materials covered here to management. If at any point in your employment you feel unclear about expectations in the workplace or the procedures followed while at work, please contact your manager.