



## Paisano Partner

### Job Description

#### Famiglia Contribution:

The **Paisano Partner** contributes to the success of Buca di Beppo through the direction and control of restaurant operations to ensure a positive guest experience and company profitability. The **Paisano Partner's** responsibility is to direct the operation of the restaurant, attain sales and profit objectives, maintain the highest standards of food quality, service, cleanliness, safety and sanitation by directing and supervising managers and family members.

#### Reporting Relationship:

The Paisano Partner reports to the Divisional Vice President.

#### Essential Functions:

- Ensure a High Quality Operation
- Maintain Controls
- Manage Family Members
- Advocate a Team Environment
- Manage Personal Development

#### ***Ensure a High Quality Operation***

- Provides family members, managers, and Guests with a positive experience and atmosphere.
- Ensure prompt, friendly service according to Buca di Beppo's guidelines.
- Direct overall activities and performance of family members on a shift-by-shift basis.
- Drive positive Guest experience through a front door and floor presence and accurate seating and quoting.
- Ensure positive Guest experience by monitoring and ensuring appropriate 10 Steps of Service.
- Maintain the proper atmosphere through music and lighting levels for varying business periods.
- Promote an atmosphere of positive Guest Relations. Build Guest relationships and respond to Guest complaints or concerns professionally and in a timely manner. Responsible for written communications with Guests.
- Manage the responsible service of alcohol. Monitor alcohol awareness. Establish a positive relationship with the local authorities and seek their help in managing alcohol related issues.
- Responsible for developing sales and marketing strategies and for implementing, advertising, and promoting campaigns. Responsible to support and implement Paisano Support Center initiatives.
- Maintain and inspect dining room, food receiving, preparation, production, and storage areas to ensure that health and safety regulations are adhered to at all times. Correct unsafe practices or conditions.
- Supervise cleaning and maintenance of equipment and arrange for repairs, contracts, and other services. Maintain restaurant cleanliness and organization for both the interior and exterior of the restaurant.
- Follow the Ten Points of Difference and Guest Standards of Execution as described in the Manager Training Orientation Workbook.
- Ensure all kitchen functions are performed according to Buca di Beppo guidelines.
- Prepares for new menu implementations. Trains family members on new menu implementations. Ensures recipe adherence and check ticket times.
- Performs line checks throughout shift.
- Direct kitchen activities and performance of heart of house members on a shift-by-shift basis as needed.
- Ensures that all meal and rest breaks are provided when required

### ***Maintain Controls***

- Review financial information such as sales and costs and monitor budget to ensure efficient operation and that expenditures stay within budget limitations. Take action to correct any deviations from the budget. Use the computer for review and analysis of information. Responsible for the financial results of the restaurant.
- Maintain and control restaurant assets. Monitor restaurant's on-hand inventory for waste and theft.
- Control service contract; follow through on all work done, ensure proper billing and compare costs on a semi-annual basis with other purveyors.
- Conduct line checks to ensure product standards and specifications.
- Ensure adequate inventory levels that allow for Guest needs but do not tie up company assets in unneeded and costly inventory.
- Complete daily paperwork and projects on a timely basis.
- Comply with cash control policies and procedures. Ensure all managers comply with cash control policy and procedures.
- Drive positive results for labor through proactive scheduling and reacting to business trends.
- Control operating costs by instituting awareness through the restaurant.
- Manage capital expenditures within the restaurant.
- Conduct inventories and calculate food and beverage costs. Use computer to facilitate collection and analysis of information. Respond to discrepancies from budgeted costs.
- May at times be responsible for ordering food and beverage products. May be responsible for receiving and checking orders to ensure that they adhere to company specifications.
- At times will direct the kitchen activities and performance of heart of the house members on a shift-by-shift basis.
- Responsible for submitting accurate information to the home office and DVP.

### ***Manage Family Members***

- Ensure quality recruiting and training of new managers.
- Hire, train, motivate, and evaluate all family members.
- Create positive relationships with family members and managers by treating all members with respect.
- Minimize turnover by responding to and resolving family member and manager issues.
- Support and practice an open door policy.
- Implement programs to reward positive contributions. Recognize and promote positive performers. Coach and counsel family members whose performance is below expectations.
- Develop family members. Ensure that timely performance reviews of family members are conducted. Conduct performance reviews of management team.
- Maintain a trained staff through effective use of employment orientation, individual training sessions, employee meetings and implementation of company training programs for family members and managers.
- Assure compliance with company policies, practices and procedures; communicate changes. Ensure compliance with all local, state, and federal laws, regulations, and guidelines.

### ***Advocate a Team Environment***

- Display, encourage, and inspire high morale and motivation in the restaurant.
- Conduct family meetings to plan menus and related activities, plan special events, share information, or conduct supplemental training.
- Communicate with other managers using the manager's log on a daily basis.
- Show daily attention, participation and sensitivity needed to establish credibility and promote unity in the team.
- Hold management team accountable for areas of responsibility.
- Respond to team conflicts professionally and work towards positive resolutions.
- Set a good example through attitude, involvement, and positive influence.
- Establish an environment that does not permit or promote sexual or any other kinds of harassment.
- Ensure restaurant is staffed to avoid work load and poor morale issues.
- Report employee relation issues of a sensitive nature to Family Resources. Work with Family Resources and the Division Vice President for the positive outcome of such issues.

### ***Manage Personal Development***

- Provide effective leadership.
- Demonstrate organizational skills. Complete assignments and duties on time.
- Develop personal goals for professional growth.
- Maintain a pleasant, positive, and professional attitude in the eyes of family members, management team, and Guests.
- Exhibit a neat and clean appearance consistent with a professional image.
- Execute company programs and decisions with support and commitment.

### **Paisano Partner Qualifications:**

#### ***Aptitude***

- Professional oral and written communication skills. Must be able to speak, read, write, and understand the primary language of the restaurant.
- Organization and time management skills.
- Work well under pressure.
- Can effectively solve problems.
- Able to take and give direction.
- Can be flexible as needs dictate.
- Work well with other people in a team environment.
- Service driven.
- Excellent attendance is required with schedule flexibility determined by business needs.
- Must be able to work all shifts when the restaurant is open.

#### ***Experience***

- Two (2) year associate's degree or a bachelor's degree from a four (4) year college (desirable).
- Minimum of Two (2) years prior experience as a General Manager for a full service, high volume restaurant.
- If being considered for internal promotion, must have Five (5) years Manager, Senior Manager, or Kitchen Manager experience, or Division Vice President approval.

#### ***Physical Requirements***

- Must be able to work in a fast paced, high energy, and physically demanding environment.
- Must be able to spend 90% of working time standing.
- Must be able to spend 10% of working time sitting.
- Will be required to use all sensory capabilities such as: vision, hearing, tasting, smelling, touching, and speaking.
- Will be required to use physical capabilities such as: walking, bending, kneeling, handling, hand flexibility, reaching, squatting, crawling, lifting, climbing, and stooping.
- Must be able to carry loads greater than 35 pounds, and be able to transport up to 70 pounds regularly.
- Must be able to communicate clearly with our Guests in the primary language of the restaurant, specific to location. (Primarily English).
- Must be able to hear with 100% accuracy with correction.
- Must be able to see to 20/20 vision with correction.
- Travel may be required for occasional deliveries, visits to other locations, or company meetings.

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Manager Name (Print)

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Manager Signature

\_\_\_\_\_  
Date



## Chef Partner

### Job Description

- Famiglia Contribution:** The **Chef Partner** contributes to the success of Buca di Beppo through the direction and control of restaurant operations to ensure a positive guest experience and company profitability. The **Chef Partner's** responsibility is to direct the operation of the restaurant, attain sales, cost controls, and profit objectives, maintain the highest standards of food quality, service, cleanliness, safety and sanitation by assisting in the direction and supervising of managers and family members.
- Reporting Relationship:** The Chef Partner reports to the Paisano Partner.
- FLSA Status:** Exempt
- Essential Functions:**
- Ensure a High Quality Operation
  - Maintain Controls
  - Manage Family Members
  - Advocate a Team Environment
  - Manage Personal Development

#### ***Ensure a High Quality Operation***

- Ensure the production of high quality foods on a consistent basis.
- Ensure all kitchen functions are performed according to Buca di Beppo's guidelines.
- Direct kitchen activities and performance of heart of the house members on a shift-by-shift basis.
- Ensure positive Guest experience by monitoring and ensuring timely delivery of food product.
- Follow standardized recipes, preparation, portioning and presentation procedures.
- Maintain organized kitchen, dish, and storage areas.
- Maintain and inspect food receiving, preparation, production, and storage areas to ensure that health and safety regulations are adhered to at all times. Correct unsafe practices or conditions.
- Supervise cleaning and maintenance of equipment and arrange for repairs, contracts, and other services. Maintain kitchen cleanliness and organization for both the interior and exterior of the restaurant.
- Follow the Ten Points of Difference and Guest Standards of Execution as described in the Manager Training Orientation Workbook.
- Oversee FOH staffing when needed, ensuring that adequate staffing is maintained and that overtime is minimized. Ensures sales forecasting and schedules reflect desired productivity and match daily labor controls.
- Manage FOH when needed, responsible for the overall restaurant operation during Paisano Partners absence.
- Manages and schedules departments as required in absence of the Partner. Ensures proper staffing levels for departments and shifts. Ensures ongoing development of staff. Implements manpower plan for hourly staffing.
- Ensures that all meal and rest breaks are provided when required.
- Ensures that proper cash handling procedures are followed. Balances cash on hand with End of Day report, if closing manager. Prepares cash drawers and performs cash drop at end of AM shift. Disburses petty cash as required.
- Prepares reports at end of shift.

- When needed check in liquor, wine and beer ensuring company is billed for proper amount. Write a check for liquor, wine and beer to vendors where required by state law.

### ***Maintain Controls***

- Review financial information such as sales and costs and monitor budget to ensure efficient operation and that kitchen expenditures stay within budget limitations. Take action to correct any deviations from the budget. Use the computer for review and analysis of information. Responsible for the financial results of the kitchen operations.
- Maintain and control kitchen assets.
- Monitor restaurant's on-hand inventory for waste and theft.
- Create positive relationships with product vendors and service providers. Follow through on all work done by service providers. Ensure proper receipt of goods and accurate invoicing.
- Conduct line checks to ensure product standards and specifications.
- Ensure adequate inventory levels that allow for Guest needs but do not tie up company assets in unneeded and costly inventory.
- Complete daily paperwork and projects on a timely basis.
- Drive positive results for labor through proactive scheduling and reacting to business trends.
- Control operating costs by instituting awareness through the kitchen.
- Conduct inventories and calculate food and beverage costs. Use computer to facilitate collection and analysis of information. Respond to discrepancies from budgeted costs.
- Responsible to order food and beverage products. Responsible for receiving and checking orders to ensure that they adhere to company specifications.
- Responsible for submitting accurate information to the Paisano Partner regarding kitchen operations.

### ***Manage Family Members***

- Ensure quality recruiting, hiring, and training of managers and family members.
- Create positive relationships with family members and managers by treating all members with respect.
- Minimize turnover by responding to and resolving family member issues.
- Support and practice an open door policy.
- Implement programs to reward positive contributions. Recognize and promote positive performers. Coach and counsel family members whose performance is below expectations.
- Develop family members. Conduct timely performance reviews of heart of the house members. Conduct performance reviews of subordinate managers and supervisors.
- Maintain a trained staff through effective use of employment orientation, individual training sessions, employee meetings and implementation of company training programs for heart of the house members, supervisors, and managers.
- Assure compliance with company policies, practices and procedures; communicate changes. Ensure compliance with all local, state, and federal laws, regulations, and guidelines.

### ***Advocate a Team Environment***

- Display, encourage, and inspire high morale and motivation in the restaurant, with a focus on the heart of the house.
- Communicate with other managers using the manager's log on a daily basis.
- Show daily attention, participation and sensitivity needed to establish credibility and promote unity in the team.
- Hold managers, Sous Chefs and supervisors accountable for areas of responsibility.
- Respond to team conflicts professionally and work towards positive resolutions.
- Set a good example through attitude, involvement, and positive influence.
- Establish an environment that does not permit or promote sexual or any other kinds of harassment.
- Ensure restaurant is staffed to avoid workload and poor morale issues.
- Report employee relation issues of a sensitive nature to the Paisano Partner or to Family Resources. Work with the Paisano Partner, Divisional Vice President and Family Resources department for the positive outcome of such issues.

### ***Manage Personal Development***

- Provide effective leadership.
- Demonstrate organizational skills. Complete assignments and duties on time.
- Develop personal goals for professional growth.
- Maintain a pleasant, positive, and professional attitude in the eyes of family members, management team, and Guests.
- Exhibit a neat and clean appearance consistent with a professional image.
- Execute company programs and decisions with support and commitment.

### **Qualifications:**

#### ***Aptitude***

- Professional oral and written communication skills. Must be able to speak, read, write, and understand the primary language of the restaurant.
- Organization and time management skills.
- Work well under pressure.
- Can effectively solve problems.
- Able to take and give direction.
- Can be flexible as needs dictate.
- Work well with other people in a team environment.
- Service driven.
- Excellent attendance is required with schedule flexibility determined by business needs.
- Must be able to work all shifts when the restaurant is open.

#### ***Experience***

- Two (2) year associate's degree or a bachelor's degree from a four (4) year college (desirable).
- Culinary degree desired but not a requirement.
- Minimum of Two (2) years prior experience as a Chef or Kitchen Manager for a full service, high volume restaurant.
- If being considered for internal promotion, must have Five (5) years of manager or Sous Chef experience, or Division Vice President approval.

#### ***Physical Requirements***

- Must be able to work in a fast paced, high energy, and physically demanding environment.
- Must be able to spend 90% of working time standing.
- Must be able to spend 10% of working time sitting.
- Will be required to use all sensory capabilities such as: vision, hearing, tasting, smelling, touching, and speaking.
- Will be required to use physical capabilities such as: walking, bending, kneeling, handling, hand flexibility, reaching, squatting, crawling, lifting, climbing, and stooping.
- Must be able to carry loads greater than 35 pounds, and be able to transport up to 70 pounds regularly.
- Must be able to hear with 100% accuracy with correction.
- Must be able to see to 20/20 vision with correction.
- Travel may be required for occasional deliveries, visits to other locations, or company meetings.

\_\_\_\_\_  
Manager Name (Print)

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Manager Signature

\_\_\_\_\_  
Date



## Assistant General Manager

### Job Description

<b>Famiglia Contribution:</b>	The <b>Assistant General Manager (AGM)</b> contributes to the success of Buca di Beppo through the direction and control of restaurant operations to ensure a positive guest experience and company profitability. The <b>AGM</b> responsibility is to direct the operation of the restaurant, attain sales and profit objectives, maintain the highest standards of food quality, service, cleanliness, safety and sanitation by directing and supervising supervisors and family members.
<b>Reporting Relationship:</b>	The AGM reports to the Paisano Partner
<b>FLSA Status:</b>	Exempt
<b>Essential Functions:</b>	<ul style="list-style-type: none"><li>▪ Ensure a High Quality Operation</li><li>▪ Maintain Controls</li><li>▪ Manage Family Members</li><li>▪ Advocate a Team Environment</li><li>▪ Manage Personal Development</li></ul>

#### ***Ensure a High Quality Operation through Major Areas of Responsibility***

- Ensure prompt, friendly service according to Buca di Beppo's guidelines.
- Provides family members, managers, and Guests with a positive experience and atmosphere
- Direct overall activities and performance of family members on a shift-by-shift basis.
- Drive positive Guest experience through a front door and floor presence and accurate seating and quoting of wait times.
- Ensure positive Guest experience by monitoring and ensuring appropriate 10 Steps of Service.
- Follow the Ten Points of Difference and Guest Standards of Execution as described in the Manager Training Orientation Workbook
- Maintain the proper atmosphere through music and lighting levels for varying business periods.
- Promote an atmosphere of positive Guest Relations. Build Guest relationships and respond to Guest complaints or concerns professionally and in a timely manner. Responsible for written communications with Guests as directed by the Partner.
- Manage the responsible service of alcohol. Monitor alcohol awareness. Establish a positive relationship with the local authorities and seek their help in managing alcohol related issues.
- Responsible for developing sales and marketing strategies and for implementing, advertising, and promoting campaigns as assigned by the Partner. Responsible to support and implement Paisano Support Center marketing initiatives.
- Maintain and inspect dining room, food receiving, preparation, production, and storage areas to ensure that health and safety regulations are adhered to at all times. Correct unsafe practices or conditions.
- Supervise cleaning and maintenance of equipment and arrange for repairs, contracts, and other services. Maintain restaurant cleanliness and organization for both the interior and exterior of the restaurant.
- Ensure all kitchen functions are performed according to Buca di Beppo guidelines.
- Prepares for new menu implementations. Trains family members on new menu implementations. Ensures recipe adherence and check ticket times.
- Performs line checks throughout shift.
- Direct kitchen activities and performance of heart of house members on a shift-by-shift basis as needed.

- Works with Paisano Partner, Chef and Sous Chef to help develop HOH family members through training, shift meetings, and in-store trainers. Enforces uniform standards. Provides feedback and follow-up.
- Prepares daily food production and par as necessary in absence of Chef and Sous Chef. Orders food and liquor items as required.
- Checks in liquor, wine and beer ensuring company is billed for proper amount. Writes a check for liquor, wine and beer to vendors where required by state law .
- Identifies operational opportunities; creates and implements plans to address opportunities (i.e. R&M, marketing, staffing, retention, and training). Creates and executes plan for department sales, profit and people development as assigned by the Paisano Partner.
- Approves all food or beverage comps or promos.
- Ensures safe working and guest environment to reduce the risk of injury and accidents. Completes accident reports promptly in the event a guest or a family member is injured.
- Ensures that proper security procedures are in place to protect family members, guests and company assets, including security of beer walk-in, liquor room and freezer. Pulls items from these areas as required throughout shift.
- Oversees FOH staffing, ensuring that adequate staffing is maintained and that overtime is minimized. Ensures sales forecasting and schedules reflect desired productivity and match daily labor controls.
- Interview hourly family members applicants.
- Manage and schedule departments as required in absence of the Paisano Partner. Ensures proper staffing levels for departments and shifts. Implements manpower plan for hourly staffing.
- Ensures that proper cash handling procedures are followed. Balances cash on hand with End of Day report, if closing manager. Prepares cash drawers and performs cash drop at end of AM shift. Disburses petty cash as required.
- Performs checkouts of food servers, To-Go and bartenders ensuring that all tickets are accounted for, all comps have been signed, the proper amount of cash and all credit card vouchers are obtained from family members and that the minimum amount of tips have been declared.
- Ensures that all meal and rest breaks are provided when required.
- Supervise cleaning and maintenance of equipment and arrange for repairs, contracts, and other services. Maintain restaurant cleanliness and organization for both the interior and exterior of the restaurant.
- Prepares reports at end of shift.

### ***Maintain Controls***

- Review assigned financial information such as sales and costs and monitor budget to ensure efficient operation and those expenditures stay within budget limitations. Take action to correct any deviations from the budget. Use the computer for review and analysis of information. Responsible for the specifically assigned financial results of the restaurant, as well as the overall financial results.
- Maintain and control restaurant assets. Monitor restaurant's on-hand inventory for waste and theft.
- Control service contract; follow through on all work done, ensure proper billing and compare costs on a semi-annual basis with other purveyors as assigned by the Partner.
- Conduct line checks to ensure product standards and specifications.
- Ensure adequate inventory levels that allow for Guest needs but do not tie up company assets in unneeded and costly inventory.
- Complete daily paperwork and projects on a timely basis.
- Comply with cash control policies and procedures. Ensure all managers comply with cash control policy and procedures.
- Drive positive results for labor through proactive scheduling and reacting to business trends.
- Control operating costs by instituting awareness through the restaurant.
- Conduct inventories and calculate food and beverage costs. Use computer to facilitate collection and analysis of information. Respond to discrepancies from budgeted costs as directed by the Partner.
- May at times be responsible for ordering food and beverage products. May be responsible for receiving and checking orders to ensure that they adhere to company specifications.
- Responsible for submitting accurate information to the Paisano Support Center and DVP.

### ***Manage Family Members***

- Ensure quality recruiting and training of new managers.
- Hire, train, motivate, and evaluate all family members.
- Create positive relationships with family members and managers by treating all members with respect.
- Minimize turnover by responding to and resolving family member and manager, with the direction of the Paisano Partner, issues.
- Support and practice an open door policy.
- Implement programs to reward positive contributions. Recognize and promote positive performers. Coach and counsel family members whose performance is below expectations.
- Develop family members. Ensure that timely performance reviews of family members are conducted.
- Conduct performance reviews of management team or key hourly supervisors as directed by the Paisano Partner.
- Maintain a trained staff through effective use of employment orientation, individual training sessions, family member meetings and implementation of company training programs for family members and managers.
- Assure compliance with company policies, practices and procedures; communicate changes. Ensure compliance with all local, state, and federal laws, regulations, and guidelines.

### ***Advocate a Team Environment***

- Display, encourage, and inspire high morale and motivation in the restaurant.
- Conduct family meetings to plan menus and related activities, plan special events, share information, or conduct supplemental training.
- Communicate with other managers using the manager's log on a daily basis.
- Show daily attention, participation and sensitivity needed to establish credibility and promote unity in the team.
- Hold management team accountable for areas of responsibility that has been assigned to you by the Paisano Partner.
- Respond to team conflicts professionally and work towards positive resolutions.
- Set a good example through attitude, involvement, and positive influence.
- Establish an environment that does not permit or promote sexual or any other kinds of harassment.
- Ensure restaurant is staffed to avoid workload and poor morale issues.
- Report family member relation issues of a sensitive nature to the Paisano Partner or Family Resources department. Work the Paisano Partner, Divisional Vice President and the Family Resources department for the positive outcome of such issues.

### ***Manage Personal Development***

- Provide effective leadership.
- Demonstrate organizational skills. Complete assignments and duties on time.
- Develop personal goals for professional growth.
- Maintain a pleasant, positive, and professional attitude in the eyes of family members, management team, and Guests.
- Exhibit a neat and clean appearance consistent with a professional image.
- Execute company programs and decisions with support and commitment.

### **Manager Qualifications:**

#### ***Aptitude***

- Professional oral and written communication skills. Must be able to speak, read, write, and understand the primary language of the restaurant.
- Organization and time management skills.
- Work well under pressure.
- Can effectively solve problems.
- Able to take and give direction.
- Can be flexible as needs dictate.
- Work well with other people in a team environment.

- Service driven.
- Excellent attendance is required with schedule flexibility determined by business needs.
- Must be able to work all shifts when the restaurant is open.

***Experience***

- Two (2) year associate's degree or a bachelor's degree from a four (4) year college (desirable).
- Minimum of Two (2) years prior experience in a similar Assistant Manager or Manager position for a full service, high volume restaurant.
- Excellent verbal and people development skills
- Must be validated on all positions in restaurant
- Basic knowledge of Word and Excel
- If being considered for internal promotion, must have two (2) years of Supervisor experience, or Division Vice President approval.

***Physical Requirements***

- Must be able to work in a fast paced, high energy, and physically demanding environment.
- Must be able to spend 90% of working time standing.
- Must be able to spend 10% of working time sitting.
- Will be required to use all sensory capabilities such as: vision, hearing, tasting, smelling, touching, and speaking.
- Will be required to use physical capabilities such as: walking, bending, kneeling, handling, hand flexibility, reaching, squatting, crawling, lifting, climbing, and stooping.
- Must be able to carry loads greater than 35 pounds, and be able to transport up to 70 pounds regularly.
- Must be able to communicate clearly with our Guests in the primary language of the restaurant, specific to location. (Primarily English).
- Must be able to hear with 100% accuracy with correction.
- Must be able to see to 20/20 vision with correction.
- Travel may be required for occasional deliveries, visits to other locations, or company meetings.

_____ Manager Name (Print)	_____ Manager Signature	_____ Date
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## Sous Chef

### Job Description

**Famiglia Contribution:** The **Sous Chef** contributes to the success of Buca di Beppo through the direction and control of restaurant operations to ensure a positive guest experience and company profitability. The **Sous Chef's** responsibility is to direct the operation of the restaurant, attain sales and profit objectives, maintain the highest standards of food quality, service, cleanliness, safety and sanitation by assisting in the direction and supervising of supervisors and family members. The Sous Chef is responsible for the Heart of the House in the absence of the Chef

**Reporting Relationship:** The **Sous Chef** reports to the Chef.

**FLSA Status:** Exempt

#### **Essential Functions:**

Ensure a High Quality Operation, Maintains Controls, Assists in Managing Family Members, Advocate a Team Environment, Manage Personal Development.

#### **Ensure a High Quality Operation**

- Provide family members, managers, and Guests with a positive experience and atmosphere.
- Ensure prompt, friendly service according to Buca di Beppo's guidelines.
- Ensure positive Guest experience by monitoring and ensuring appropriate 10 Steps of Service.
- Promote an atmosphere of positive Guest Relations. Build Guest relationships and respond to Guest complaints or concerns professionally and in a timely manner.
- Manage the responsible service of alcohol. Monitor alcohol awareness
- Support and implement **Paisano Support Center** marketing initiatives.
- Maintain and inspect dining room, food receiving, preparation, production, and storage areas to ensure that health and safety regulations are adhered to at all times. Correct unsafe practices or conditions.
- Supervise cleaning and maintenance of equipment.
- Maintain restaurant cleanliness and organization.

#### **Maintain Controls**

- Review financial information with the Chef and Paisano Partner, such as sales and costs and monitor budget to ensure efficient operation and that kitchen expenditures stay within budget limitations. Work with the Chef to create plans to correct any deviations from budget. Use the computer for review and analysis of information. Responsible for the financial results of the kitchen operations
- Develops hourly staff in all HOH systems, procedures and ensures adherence to all company standards and recipes
- Orders, receives, stores, prepares and serves all product to **Buca di Beppo** specifications
- Maintains and inspects food receiving, preparation, production, and storage areas to ensure that health and safety regulations are adhered to at all times. Corrects unsafe practices or conditions
- Maintains all HOH cleanliness standards
- Assists with calculating food cost
- Maximizing profitability in all cost categories while maintaining guest value
- Ensures all HOH systems are in place i.e. Line Check Logs, Control Forms, Production Sheets
- Ensures that labor scheduling and productivity are maintained effectively
- Assists the Chef with unit level menu roll outs
- Ensures the standards and policies are maintained
- Ensures recipe adherence

- Achieves Food Cost and HOH labor costs by ensuring all procedures are followed
- Monitors quality of menu items
- Ownership – fully supports all company and concept decisions and directives
- Communication – participates in department meetings, manager meetings and divisional meetings as required
- Ensures the production of high quality foods on a consistent basis
- Directs kitchen activities and performance of heart of the house members on a shift-by-shift basis
- Ensures positive Guest experience by monitoring and ensuring timely delivery of food product
- Follows standardized recipes, preparation, and portioning and presentation procedures
- Maintains organized kitchen, dish, and storage areas
- Supervises cleaning and maintenance of equipment and arranges for repairs, contracts, and other services. Maintain kitchen cleanliness and organization for both the interior and exterior of the restaurant
- Maintains and controls kitchen assets (equipment and supplies)
- Monitors restaurant's on-hand inventory for waste and theft
- Creates positive relationships with product vendors and service providers. Follows through on all work done by service providers. Ensures proper receipt of goods and accurate invoicing
- Conducts daily line checks to ensure product standards and specifications
- Ensures adequate inventory levels that allow for Guest needs but does not tie up company assets in unneeded and costly inventory
- Drives positive results for labor through proactive scheduling and reacting to business trends
- Controls operating costs by instituting awareness through the kitchen
- Conduct inventories and calculate food costs. Use computer to facilitate collection and analysis of information. Responds to discrepancies from budgeted costs
- Ensures that all family members are in compliance with rest and meal break requirements
- Ensures that proper cash handling procedures are followed. Balances cash on hand with End of Day report, if closing manager. Prepares cash drawers and performs cash drop at end of AM shift. Disburses petty cash as required.

### ***Supports the Managing of Family Members***

- Ensure quality recruiting and training of new family members, supervisors, and managers.
- Train and motivate all family members.
- Create positive relationships with family members and managers by treating all members with respect.
- Minimize turnover by reporting all family member and manager issues to the management team.
- Support and practice an open door policy.
- Assist in the coaching and counseling of family members whose performance is below expectations.
- Develop family members.
- Assure compliance with company policies, practices and procedures; communicate changes. Ensure compliance with all local, state, and federal laws, regulations, and guidelines.

### ***Advocate a Team Environment***

- Display, encourage, and inspire high morale and motivation in the restaurant.
- Communicate with other managers using the manager's log on a daily basis.
- Show daily attention, participation and sensitivity needed to establish credibility and promote unity in the team.
- Set a good example through attitude, involvement, and positive influence.
- Establish an environment that does not permit or promote sexual or any other kinds of harassment.
- Ensure restaurant is staffed to avoid work load and poor morale issues.
- Report family member relation issues of a sensitive nature to management team and Family Resources.

### ***Manage Personal Development***

- Provide effective leadership.
- Demonstrate organizational skills. Complete assignments and duties on time.
- Develop personal goals for professional growth.

- Maintain a pleasant, positive, and professional attitude in the eyes of family members, management team, and Guests.
- Exhibit a neat and clean appearance consistent with a professional image.
- Execute company programs and decisions with support and commitment.

### **Sous Chef Qualifications**

#### **Aptitude**

- Professional oral and written communication skills. Must be able to speak, read, write, and understand the primary language of the restaurant.
- Organization and time management skills.
- Work well under pressure.
- Can effectively solve problems.
- Able to take and give direction.
- Can be flexible as needs dictate.
- Work well with other people in a team environment.
- Service driven.
- Excellent attendance is required with schedule flexibility determined by business needs.
- Must be able to work all shifts when the restaurant is open.

#### **Experience**

- Two (2) year associate's degree or a bachelor's degree from a four (4) year college (desirable).
- Excellent verbal and people development skills
- Must be validated on all HOH positions
- Two (2) years hourly kitchen experience required
- Two (2) years of experience as a Sous Chef or Assistant Kitchen Manager for a full service, high volume restaurant.
- Must maintain current certification in ServSafe
- Demonstrated leadership skills
- Spanish a plus
- Basic knowledge of Word and Excel
- Excellent verbal and written communication skills
- Excellent organizational skills
- Strong follow-up
- Detail oriented
- If being considered for internal promotion, must have Two (2) years lead/shift leader experience, or Division Vice President approval.

#### **Physical Requirements**

- Must be able to work in a fast paced, high energy, and physically demanding environment.
- Must be able to spend 90% of working time standing.
- Must be able to spend 10% of working time sitting.
- Will be required to use all sensory capabilities such as: vision, hearing, tasting, smelling, touching, and speaking.
- Will be required to use physical capabilities such as: walking, bending, kneeling, handling, hand flexibility, reaching, squatting, crawling, lifting, climbing, and stooping.
- Must be able to carry loads greater than 35 pounds, and be able to transport up to 70 pounds regularly.
- Must be able to communicate clearly with our Guests in the primary language of the restaurant, specific to location. (Primarily English).
- Must be able to hear with 100% accuracy with correction.
- Must be able to see to 20/20 vision with correction.
- Travel may be required for occasional deliveries, visits to other locations, or company meetings.

\_\_\_\_\_  
Manager Name (Print)

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date



## **SALES MANAGER**

### **POSITION DESCRIPTION**

Responsible to the Paisano Partner for the day to day sales operations and administrative needs of the department and for promoting Buca di Beppo with Local Community Groups, Tour Operators, Area Hotels, Destination Companies, Convention & Visitor Bureaus/Associations, Meeting Planners and other relevant groups to that location.

Specifically responsible for maintaining standards of sales operation in the areas of:

#### **I. DAY TO DAY RESPONSIBILITIES:**

##### **A. Create a positive guest experience and provide quality service through detailed event planning;**

1. Book parties and events for the restaurant.
2. Enter prospective, tentative, and definite programs in Delphi, the group event software.
3. Obtain all relevant information from event or travel planner and send appropriate menu and pricing information.
4. Assist the event/travel planner with menu selection.
5. Generate a Banquet Event Order, contracting the event specifications.
6. Follow-up with the Event Planner to secure an executed/signed contract and deposit.
7. Re-confirm final counts and details forty-eight hours prior to the event.
8. Communicate all event details to all departments of the restaurant via the weekly and daily BEO's, Reports, and Managers Meeting.
9. Prior to the event, meet with the Manager on Duty handling the event and/or Paisano Partner to ensure a successful function and to ensure all requirements of a particular group are met.
10. At least one hour prior to the event, conduct a walk-through of restaurant floor set up with Manager handling the event.
11. Greet Meeting Planner upon arrival of group with Paisano Partner or Manager on Duty handling the event.
12. At completion of function, follow up with client for possible future business.
13. Assist in collecting funds after departure of group, if necessary.
14. Sell to service and ad hoc groups calling in as inquiry calls.
15. Follow up and service corporate bookings and leads sent by the National Sales Office and submit confirmation in return in a timely manner.
16. Maximize Unit/ Store profitability through proper yield management.

#### **II. KNOWLEDGE OF AND ADHERENCE TO ALL POLICES AND PROCEDURES, INCLUDING STANDARD SALES OPERATING PROCEDURES, USE OF STANDARD SALES FORMS AND MENUS.**

#### **III. SALES AND PROMOTION RESPONSIBILITIES**

- A. Work with National Sales Office along with the Paisano Partner to create promotions to drive business for the Unit (50% of time being spent in outside sales):



1. Develop/ Execute Annual Marketing Plan and 12-Month Action Plan (Period by Period) on how to maximize revenue and sales based on current market trends.
2. Collaborate with National Sales Office on how to maximize sales revenue and establish partnerships with area attractions and other hospitality industry leaders.
3. Maintain contact on a regular basis with area Hotels' Guest Services personnel.
4. Maintain contact with Area Hotels and Convention Centers' Sales and Convention Services Departments through presentations and cold calls in order to obtain referrals and promote current programs.
5. Establish and maintain contact with local Convention & Visitors Bureaus (CVB) in order to obtain group leads and referrals.
6. Participate in professional organizations and associations events based on membership needs determined for your Unit/ Store in order to network and promote the restaurant.
7. Report to Paisano Partner, DVP, Regional Director of Sales & Marketing, and National Sales Office on your weekly activities and sales goals.
8. Collaborate with National Sales Office by creating awareness of upcoming and current promotions with the above mentioned groups, Hotels and other appropriate groups.
9. Any offers in advertising require Workamajig request for approval from National Sales Office for brand consistency and tracking purposes.
10. Establish/maintain relations with receptive operators and tour operators. Develop FIT programs and group contracts.
11. Conduct site inspections for Destination Management Companies and Meeting Planners. Provide restaurant/product information as requested and prompt follow-up.
12. Conduct Familiarization (FAM) Tours for contracted Tour Operators at the request of or with the prior approval of the National Sales Office.
13. Regularly review marketing plans accordingly. These will include, but are not limited to, evaluation of the following: Tourism/Hospitality industry media and publications, area competitor's product and prices, and city/state visitor statistics and market trends.
14. Manage National Accounts assigned by the National Sales Office by conducting sales presentations, visits, follow-up calls, Familiarization Tours, and maintaining regular communication with the National Sales Office.
15. Work closely with Paisano Partner to measure local market impact and exposure versus related expenditures of current programs and promotions.
16. Implement promotions and programs with local groups based on your city's trends (i.e. schools, colleges, athletic leagues, teams, local businesses, etc.) in order to solicit group bookings and/or increase foot traffic to the restaurant.

#### IV. MAINTAIN EFFECTIVE COMMUNICATIONS;

A. Responsible to coordinate all of the communications from the National Sales Office and disseminate the information accurately within your Unit/Store.

Specifically this includes:

1. Communicate to Unit/Store Management and Staff all information sent from the National Sales Office regarding new programs, services, vouchers, and/or procedures, etc.
2. Attend all Management and Staff Meetings in order to maintain steady internal contact with Paisano Partner and staff.
3. Communicate issues and concerns with your Paisano Partner & National Sales Office.
4. Meet on a daily and weekly basis with Paisano Partner in order to discuss sales activities and requirements outlined in the Action Plan and Weekly Sales Activity Report.



#### V. ADMINISTRATIVE & REPORTING DUTIES

1. Type all Sales correspondence including letters, proposals and memos and send brochures and menus as needed.
2. Distribute and file all sales correspondence, copy all correspondence to appropriate management.
3. Answer sales phone calls and retrieve voice mail messages promptly.
4. Generate a Weekly Sales Activity Report

#### IV. CUSTOMER SERVICE

##### A. Take care of all aspects of customer needs including:

1. Handle VIP requests
2. Respond to customer inquiries promptly.

#### **ADDITIONAL DUTIES NOT SPECIFIED IN THIS JOB DESCRIPTION AS ASSIGNED BY THE PAISANO PARTNER AND NATIONAL SALES OFFICE.**

#### REQUIREMENTS:

- Minimum three years in the Hospitality/Restaurant industry with management experience in catering and sales.
- Computer skills (word processing and spreadsheets) including Word, Excel, PowerPoint, catering software.
- Excellent written communication, verbal communication and organizational skills.
- Ability to spend at least 50% of job generating outside sales.
- Proof of valid Driver's License and favorable driving record.
- Ability to travel, as needed.
- Ability to work extended hours including nights and weekends.
- Ability to conduct site inspections.
- Public speaking experience a plus.

It is our intention to provide our staff and management with an environment, which offers opportunity to meet or exceed our goals to their fullest potential. With a clear understanding of the above position description, you will be better equipped to achieve this objective.

These criteria will be used as one of the tools with which your performance will be evaluated. Should you have any questions that require further clarification, please contact your Paisano Partner, Human Resources and/or the National Sales Office.



## Server

### Job Description

**Famiglia Contribution:** The **Server** contributes to the success of Buca di Beppo by serving the Guests within the restaurant. The **Server's** responsibility is to serve Guests in a friendly, sincere manner and to do "whatever it takes" to insure a vital, vibrant, and powerfully flavored Guest dining experience.

**Reporting Relationship:** The Server reports to the Guest Relations Coordinator or Manager on Duty. The Server works directly with an assigned Wait Assistant as a team.

**Essential Functions:** The following list is not inclusive of additional responsibilities that may be requested by the Guest Relations Coordinator or Manager on Duty.

- Run food – any food that is up whether it is yours or another family member.
- Warmly greet and pitch your Guests in a friendly and sincere manner.
- Effectively merchandise food and beverages in an informative, friendly and enthusiastic manner.
- Record orders, place accurate orders and monitor the timing of the dining experience.
- Insure quality food and beverages for your Guests.
- Upsell and suggestive sell at every opportunity.
- Present accurate bills, collect proper payment and secure payment until you cashout.
- Pre-bus and reset tables.
- Follow the Ten Points of Difference and Guest Standards of Execution as described in the Server Workbook.
- Anticipate and exceed your Guest's expectations
- Work as a team and use positive communication skills at every opportunity.
- Clean, stock, and maintain workstation throughout shift.
- Follow all safety and sanitation policies.

#### Server Qualifications:

##### ***Aptitude***

- Professional oral communication skills. Must be able to speak, read, write, and understand the primary language of the restaurant.
- Organization and time management skills.
- Work well under pressure.
- Can effectively solve problems.
- Has knowledge of basic math skills.
- Able to take direction.
- Can be flexible as needs dictate.
- Work well with other people in a team environment.
- Service driven.
- Excellent attendance is required with schedule flexibility determined by business needs.
- Must be able to work all shifts when the restaurant is open.

##### ***Experience***

- Prior experience as a server in a full service high volume restaurant preferred but not required.
- Six months successful experience as a Wait Assistant at Buca di Beppo is required for promotion to server position.
- High School Degree or equivalent is preferred, but not required.

**Physical Requirements**

- Must be able to work in a fast paced, high energy, and physically demanding environment.
- Will spend 98% of the time standing and walking.
- Will spend 2% of the time sitting.
- There will be occasional exposures to cold, heat, and water.
- Will be required to use physical capabilities such as: walking, bending, kneeling, handling, hand flexibility, reaching, squatting, lifting, climbing, and stooping.
- Will transport and carry objects, such as bus tubs, racks, boxes, and trays, up to 40 pounds, for 60% of the shift.
- Must be able to speak the primary language of the restaurant, appropriate to its location.
- Must be able to speak clearly and listen attentively to Guests and other family members.
- Must be able to hear with 100% accuracy with correction.
- Must be able to see to 20/20 vision with correction.

**Uniform Requirements:** The Server is to follow these guidelines in order to dress in a safe, sanitary, and professional manner.

- A white, collared, button down front, long sleeved dress shirt with breast pocket is required (shirt may not be excessively baggy). Only one button that is closest to the collar of the shirt is to be undone. Sleeves must be worn rolled up to at least half way up the forearm and at most to the elbow. Collar must be “fly away”. Shirt must be clean, pressed, and free from excessive wear and tear.
- A white non-logo'd T-shirt is to be worn underneath the white, collared, button down shirt.
- Undergarments must not show through the outer uniform.
- Pants must be black, clean, pressed and free from excessive wear and tear. The pant must be able to hold a pleat. No spandex or denim allowed. All clothing must be professional, skintight clothing of any kind is not allowed.
- Safe, comfortable, laced black shoes are required. Shoes must be clean, polished and free from excessive wear and tear. The toe must be covered and solid black socks (no patterns or emblems) must be worn at all times.
- Buca di Beppo will provide you with a pocket protector to be worn in the breast shirt pocket at all times, and a utility pouch to be worn around the waist. The pouch will be used to hold guest check books, payments, wine service and any other supplies used by the server.
- We will also provide a clean white service apron and two clean red food running towels (do not use terry-cloth towels) before each shift.
- You are required to have a wine opener, order pad, pens and a change “bank” of at least \$20 (more for the lunch shift) as part of your uniform.
- Family Members must keep their uniforms neat and organized throughout the shift.
- Fingernail polish will only be allowed in a clear color.
- Beards and mustaches must be fully-grown and kept neat and trimmed.
- Those without fully-grown beards will arrive at work clean-shaven. Those in the process of growing a beard should do so in their own “off time.”
- One ring and a wristwatch may be worn; all other jewelry is prohibited.
- Hair that is shoulder length or longer must be restrained to insure food service sanitation.
- The management has the authority to accept or reject any aspect of the Server uniform.

\_\_\_\_\_  
Family Member Name (Print)

\_\_\_\_\_  
Family Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Paisano Partner Name (Print)

\_\_\_\_\_  
Paisano Partner Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Location



## Host/ess

### Job Description

- Famiglia Contribution:** The **Host/ess** contributes to the success of Buca di Beppo by controlling the flow of Guests within the restaurant. The **Host/ess** responsibility is to create a positive first and last professional image to our Guests and to support all family members.
- Reporting Relationship:** The Host/ess reports to the Guest Relations Coordinator or Manager on Duty.
- Essential Functions:** The following list is not inclusive of additional responsibilities that may be requested by the Manager on Duty.
- Answer the phones in a friendly and timely manner.
  - Greet Guests when they arrive and thank them as they depart in a sincere and friendly manner.
  - Provide our Guests with accurate and detailed information regarding our restaurant.
  - Maintain the arrival area throughout the shift and make sure it is always clean and organized.
  - Monitor the flow of the restaurant including table turnover, Guest arrival, Guest departure and pace of the restaurant.
  - Work with the service staff to reset tables in a quick and efficient manner.
  - Communicate the needs of the Guests to management and service staff as needed.
  - Page and seat Guests in an efficient and comfortable manner.
  - Make sure our Guests are comfortable as they wait, including the passing of "crowd pizzas".
  - Assist with the sale of gift cards.
  - Monitor and maintain the cleanliness of the rest rooms and lobby area.
  - Welcome and assist job applicants.
  - Maintain all walkways inside and outside
  - Assist with locating Guests for phone calls or messages.
  - Thank Guests for joining us as they leave and invite them to return.
  - Follow the Ten Points of Difference and Guest Standards of Execution as described in the Host Workbook.

#### Host/ess Qualifications:

##### ***Aptitude***

- Professional oral communication skills. Must be able to speak, read, write, and understand the primary language of the restaurant.
- Organization and time management skills.
- Work well under pressure.
- Can effectively solve problems.
- Able to take direction.
- Can be flexible as needs dictate.
- Work well with other people in a team environment.
- Service driven.
- Excellent attendance is required with schedule flexibility determined by business needs.
- Must be able to work all shifts when the restaurant is open.

**Experience**

- Prior experience in a full service high volume restaurant preferred but not required.
- High School Degree or equivalent is preferred, but not required.

**Physical Requirements**

- Must be able to work in a fast paced, high energy, and physically demanding environment.
- Will spend 98% of the time standing and walking.
- Will spend 2% of the time sitting.
- There will be occasional exposures to cold, heat, and water.
- Will be required to use physical capabilities such as: walking, bending, kneeling, handling, hand flexibility, reaching, squatting, lifting, climbing, and stooping.
- Will transport and carry objects, such as a high chair, up to 30 pounds, at least 15 times per shift.
- Must be able to speak the primary language of the restaurant, appropriate to its location.
- Must be able to speak clearly and listen attentively to Guests and other family members.
- Must be able to hear with 100% accuracy with correction.
- Must be able to see to 20/20 vision with correction.

**Uniform Requirements:** The Host/ess is the only family member that has the benefit of choosing his/her own uniform for every shift. The Host/ess can choose a different uniform each day. There are a few guidelines that must be followed in order to dress in a safe, sanitary, and professional manner.

**Men**

- Black Dress Slacks, flat front pants, or pleats. If slacks have a belt loop, a black belt must be worn.
- Must be solid White or Black Casual dress shirts. Button down, poly/cotton blend, turtlenecks, tails of shirts must be tucked in. All buttons except the top one must be buttoned. Sleeves may be long or short. Shirts are not allowable if when you raise your arms any part of your mid section shows.
- Beards and mustaches must be fully-grown and kept neat and trimmed.
- Those without fully-grown beards will arrive at work clean-shaven. Those in the process of growing a beard should do so in their own "off time."

**Women**

- Must be solid White or Black Blouses, turtlenecks, Sweaters, sleeves may be long or short. If the blouse or top is designed to be tucked in, it must be! All buttons except the top one must be buttoned. Shirts are not allowable if when you raise your arms any part of your mid section shows. No bare midriff or revealing tops allowed. All shirts must have sleeves, no tank tops or spaghetti straps allowed.
- Black mid length dresses or skirts with length no more than one (1) inch above the knee are allowed.

**Both**

- Family members must keep their uniforms neat and organized throughout the shift.
- Shoes should have a closed toe and heel, Black in color. Must be able to polish. Loafers, flats, heels, etc.
- Fingernail polish will only be allowed in a clear color.
- Hair that is shoulder length or longer must be restrained when boxing to go orders or running food.
- All clothing must be professional, skintight clothing of any kind is not allowed.
- The following items are jewelry that is acceptable: watch, one earring in each ear (no larger then the size of a dime), wedding ring, or one ring per hand.

Family Member Name (Print)	Family Member Signature	Date
Paisano Partner Name (Print)	Paisano Partner Signature	Date
Location		



## SALES COORDINATOR

### POSITION DESCRIPTION

Responsible to the Sales Manager, Paisano Partner, Divisional Vice President and Director of Sales Operations for the day to day event sales operations and administrative needs of the department.

Specifically responsible for maintaining standards of sales operation in the areas of:

1. DAY TO DAY RESPONSIBILITIES:
  - A. Type all correspondence including letters, e-mail, etc. Distribute and file all correspondence;
  - B. Compose selected correspondence;
  - C. Generate Daily/Weekly Event Reports in Delphi and distribute to all management staff;
  - D. Create Banquet Event Orders and Menus in Delphi;
  - E. Send Brochures and Menus to clients and prospective clients, as needed;
  - F. Assist in the maintenance of event schedules;
  - G. Receive event deposits and post in Delphi;
  - H. Assist in sales and marketing efforts through site inspections, presentations, and program development;
  - I. Organize, Execute and Service Sales Events;
  - J. Generate the Weekly Sales Report and Pace Report;
  - K. Participate in local industry and association events.
2. RETRIEVE AND SORT MAIL;
3. ANSWER PHONES AND RETRIEVE VOICE MAIL MESSAGES, GROUP RESERVATIONS VIA RESERVATION SYSTEM;
4. CUSTOMER SERVICE:
  1. Prepare documentation for Comps/events (per the Comp Events SOP);
  2. Respond to customer inquiries;
  3. Communicate with clients and assist Sales Manager with requests
5. **ADDITIONAL DUTIES NOT SPECIFIED IN THIS JOB DESCRIPTION AS ASSIGNED BY THE SALES MANAGER, PAISANO PARTNER, AND/OR DIRECTOR OF SALES & MARKETING.**

### REQUIREMENTS:

1. Minimum three years previous sales experience and strong administrative background.
2. Computer skills (word processing and spreadsheets) including Word, Excel, Delphi or other catering software.
3. Typing speed of 60 wpm.
4. Excellent written communication, verbal communication, and organizational skills.
5. Ability to work extended hours including nights and weekends.

It is our intention to provide our staff and management with an environment which offers opportunity to meet or exceed our goals to their fullest potential. With a clear understanding of the above position description, you will be better equipped to achieve this objective. This criteria will be used as one of the tools with which your performance will be evaluated. Should you have any questions that require further



clarification, please contact your Vice President of Sales and Marketing, Director of Sales Operations, and/or Paisano Partner.

# Prep Station Training



## PREP COOK DEFINITION:

You will follow the *Buca di Beppo* recipes and spec sheets to consistently prepare a high-quality product for our guests. You are responsible for preparing and portioning the ingredients for the preparation of the menu items assigned to the prep station. You are also responsible for maintaining a clean and sanitary work station and kitchen. You will follow all guidelines regarding portioning, rotation, dating, and safe handling of food.

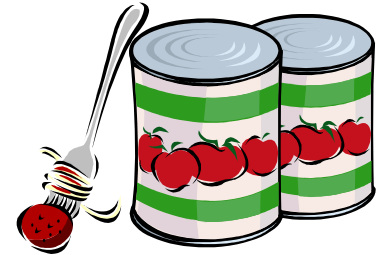
## WHO DOES THE PREP COOK REPORT TO?

You report directly to the kitchen manager or lead kitchen on duty.

## WHAT ARE THE PREP COOK RESPONSIBILITIES?

Here is a list of your responsibilities. This is a general list used to give you an understanding of what you will be doing, but your responsibilities as a member of the family are not limited to the following list.

- Consistently prepare high-quality food and follow all company recipes and specs.
- Maintain the cleanliness and sanitation of your work station and the restaurant.
- Comply with all portion sizes, quality standards, department rules, policies and procedures.
- Wash your hands frequently.
- Use kitchen utensils, knives, and equipment safely and in a responsible manner.



## WHAT ARE THE PHYSICAL REQUIREMENTS FOR A PASTA COOK?

You must be able to work on your feet at a fast pace for the entire shift, including bending, stooping, and lifting. You need to be able to lift and carry service wares, pots, pans, and boxes up to 50 pounds.

## WHAT ARE THE EDUCATION AND EXPERIENCE REQUIREMENTS FOR A PREP COOK?

A high school education, or the equivalent is preferred, but not required. A minimum of one year of cooking experience in a high-volume restaurant is preferred. You must be able to speak the common language at the location in a clear and concise manner and be able to listen effectively.

## WHAT ARE THE UNIFORM REQUIREMENTS FOR A PREP COOK?

Black shoes that are safe, sturdy, and slip-proof. The entire foot must be covered. *Buca di Beppo* will provide you with a white coat, service apron and hat. You must wear a white t-shirt under the coat and black and white check pants that are clean and free of excessive wear and tear. The management has the authority to accept or reject any aspect of the line cook uniform.

## WHAT ARE THE TRAINING REQUIREMENTS FOR A PREP COOK?

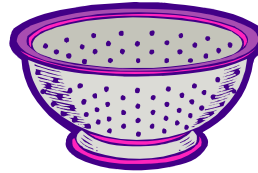
You must complete the entire training program as outlined in the training workbook. You must memorize all ingredients and portion sizes for the menu items in your station. You must pass all menu and policy quizzes and tests before you are eligible to be scheduled.

Prep Station Training July 2006

# Equipment and Tools



## EQUIPMENT:



- \_\_\_\_\_ Pasta Cooker and Strainers
- \_\_\_\_\_ Reach-In refrigeration
- \_\_\_\_\_ Scale
- \_\_\_\_\_ Steam Table Pans in Assorted Sizes
- \_\_\_\_\_ Cutting Board
- \_\_\_\_\_ Sanitizing Solution and Towel
- \_\_\_\_\_ Extra Gloves
- \_\_\_\_\_ Food Prep Sheets
- \_\_\_\_\_ Mother Recipe Book
- \_\_\_\_\_ Trash Can and Liners

## TOOLS:



- \_\_\_\_\_ Stem Thermometer
- \_\_\_\_\_ Tongs and Ladles
- \_\_\_\_\_ Long Handle Spatula
- \_\_\_\_\_ Knives

# Prep Menu Items



Aioli, Pesto  
Baked Specialties Thawing Procedure  
Balsamic Vinaigrette  
Béchamel Sauce  
Bread Crumbs  
Bread Crumbs, Crispy Shrimp  
Bruschetta Mixture  
Caesar Dressing  
Calamari Flour  
Calamari, Cleaned  
Cannellini Beans, Baresi  
Cannellini Beans, Cooked  
Caramelized Red Onions  
Chicken Breast, Breaded  
Chicken Breast, Sautéed, Sliced (10/17/05)  
Chicken Breast, Thawing Procedures  
Clam Sauce  
Croutons  
Egg Wash  
Eggplant, Breaded  
Eggplant, Fried  
Escarole, Cleaned and Cooked  
Four Cheese Mixture  
Garlic Mashed Potatoes  
Garlic Olive Oil  
Garlic, Chopped  
Garlic, Roasted  
Green Beans, Blanched

Herb Handling and Washing Procedures  
Lemon Butter Sauce  
Lemon Juice, Fresh  
Lettuce, Cut  
Marinara Sauce  
Marinated Chicken  
Marinated Tomatoes  
Marsala Wine Reduction  
Meat Sauce  
Meatball Mixture and Cooking Procedure  
Mozzarella Caprese Dressing  
Mozzarella, Fresh, Breaded  
Mushrooms, Cooked  
Mushrooms, Cut  
Onions, Red, Diced  
Onions, Red, Julienne  
Pasta Cooking Procedures  
Pecans, Spiced  
Peppers, Red, Sautéed  
Peppers, Roasted Red, Marinated  
Pizza Dough Ball  
Pizza Sauce  
Positano Eggplant Prep  
Potatoes, Red, Fried  
Produce Handling and Washing Procedures  
Prosciutto, Cooked, Fried  
Romano Sauce (10/17/05)

Sauce Cooling Procedures  
Sauce Cooling Hotel Pan Version  
Sausage Links, Cooked (mild or spicy)  
Sausage, Spicy, Ground  
Shrimp, Breaded  
Spicy Marinara Sauce  
Spicy Pizza Oil  
Spinach, Cooked, Chopped  
Tomatoes, Roma, Diced  
Veal, Breaded  
Vegetables, Blanched  
Artichoke Spinach Dip-Prep (4/1/06)  
Lasagna Assembly (4/1/06)  
Lasagna Chips (4/1/06)  
Pork Loin, Roasted (4/1/06)  
Red Wine Reduction (4/1/06)  
Broccoli, Blanched (5/25/06)  
Chicken Saltimbocca, Prep (5/25/06)

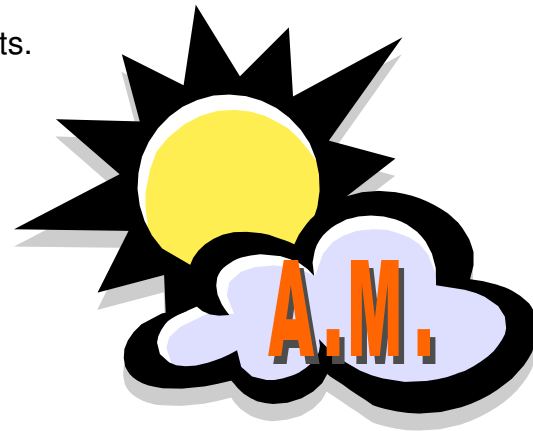
Prep Station Training July 2006

# Prep Opening Checklist



## These duties are performed before the restaurant opens:

- \_\_\_\_\_ Punch - In with correct uniform on. Check pants, black shoes, chef coat, white t-shirt and hat.
- \_\_\_\_\_ Check that hood exhaust fan, lights, and pilot lights are turned on.
- \_\_\_\_\_ Check the cooler to ensure it is cooling at approximately 38° degrees.
- \_\_\_\_\_ Check Pasta cooker, water temperatures, and heating elements.
- \_\_\_\_\_ Check the prep list and begin to prep items.
- \_\_\_\_\_ Prepare all priority items first.
- \_\_\_\_\_ Stock stations to par levels.
- \_\_\_\_\_ Check station for equipment and tools.
- \_\_\_\_\_ Complete Line Check.
- \_\_\_\_\_ Participate in Family Meal.



# Prep Closing Checklist



## These duties are performed before the prep cook leaves:

- \_\_\_\_\_ Complete station cleaning and restocking checklist.
- \_\_\_\_\_ Prep area cleaned; doors, water, coolers and equipment.
- \_\_\_\_\_ Walls and floors in prep area are cleaned and polished.
- \_\_\_\_\_ Countertops cleaned and sanitized.
- \_\_\_\_\_ All food wrapped, dated the day they were prepared, and refrigerated.
- \_\_\_\_\_ Cutting boards sanitized.
- \_\_\_\_\_ Shelves over station organized and cleaned.
- \_\_\_\_\_ Daily cleaning duties completed.
- \_\_\_\_\_ Knives hand-cleaned and stored in knife holder.
- \_\_\_\_\_ Wipe out all drawers.
- \_\_\_\_\_ Have Kitchen Manager check station before leaving.
- \_\_\_\_\_ Punch Out.



# Prep Station Validation



The Validation checklist must be completed by both the new family member, trainer, and Paisano Partner to signify that the training program has been successfully completed.

## \_\_\_\_\_ Orientation Validation

- \_\_\_\_\_ Orientation completed
- \_\_\_\_\_ All paperwork completed
- \_\_\_\_\_ Completed tour of the restaurant

## \_\_\_\_\_ Performance Validation

- \_\_\_\_\_ On time and in correct uniform
- \_\_\_\_\_ Positive and enthusiastic attitude
- \_\_\_\_\_ Team oriented
- \_\_\_\_\_ Understands cost control
- \_\_\_\_\_ Demonstrates culinary skills
- \_\_\_\_\_ Knows how to use all equipment
- \_\_\_\_\_ Understands daily prep sheets
- \_\_\_\_\_ Understands "clean as you go"

## \_\_\_\_\_ Station Validation

- \_\_\_\_\_ Understands job requirements
- \_\_\_\_\_ Read HOH Magazine – can correctly answer questions about food safety, kitchen safety, sanitation, hygiene, chemicals/MSDS, etc
- \_\_\_\_\_ Completed Station Training Schedule
- \_\_\_\_\_ Successfully executes station opening and closing
- \_\_\_\_\_ Successfully worked station "solo" with trainer observing
- \_\_\_\_\_ Passed HOH Station Certification



## Line Cook

### Job Description

**Famiglia Contribution:** The **Line Cook** contributes to the success of Buca di Beppo by preparing all menu items to specification. The **Line Cook's** responsibility is to prepare all menu items applicable to his/her station and to maintain a clean, organized, and safe line area.

**Reporting Relationship:** The Line Cook reports to the Lead Line Cook, Assistant Kitchen Manager or Kitchen Manager. This job description applies to all Line positions within the Kitchen.

**Essential Functions:** The following list is not inclusive of additional responsibilities that may be requested by the Kitchen Manager on Duty.

- Consistently prepare high quality food and follow all company recipes and specifications.
- Maintain the cleanliness and sanitation of your work station and the Kitchen.
- Comply with all portion sizes, quality standards, Kitchen rules, policies & procedures.
- Set up Line according to kitchen guidelines and par sheets.
- Participates in Line Checks to ensure that quality products are served.
- Prepare all food items as directed in a sanitary and timely manner.
- Assist with the cleaning, sanitation, and organization of kitchen, walk-ins, and all storage areas.
- Wash your hands frequently.
- Use kitchen utensils, knives and equipment safely and in a responsible manner.
- Work as a team and use positive communication skills at every opportunity.
- Clean, stock, and maintain the Line throughout shift.
- Follow all safety and sanitation policies.

#### Line Cook Qualifications:

##### ***Aptitude***

- Good oral communication skills. Must be able to understand the primary language of the restaurant.
- Work well under pressure.
- Have a basic understanding of professional cooking and knife handling skills.
- Understand and have knowledge of safety, sanitation, and food handling procedures.
- Able to take direction.
- Can be flexible as needs dictate.
- Work well with other people in a team environment.
- Service driven.
- Excellent attendance is required with schedule flexibility determined by business needs.
- Must be able to work all shifts when the restaurant is open.

**Experience**

- High School Degree or equivalent is preferred, but not required.
- A minimum of one year of cooking experience in a high-volume restaurant is preferred.

**Physical Requirements**

- Must be able to work in a fast paced, high energy, and physically demanding environment.
- Will spend 100% of the time standing or walking.
- Will be required to use physical capabilities such as: walking, bending, kneeling, handling, hand flexibility, reaching, squatting, lifting, climbing, and stooping.
- Will transport and carry objects, such as bus tubs, racks, boxes, plateware, pots, pans and trays, up to 50 pounds, for 40% of the shift.
- Must be able to see to 20/20 vision with correction.
- Must be able to hear with 100% accuracy with correction.

**Uniform Requirements:** The Line Cook is to follow these guidelines in order to dress in a safe, sanitary, and professional manner.

- Black shoes must be safe, sturdy and slip-proof. The entire foot must be covered.
- Buca di Beppo provides Prep Cook’s with a white coat, service apron and hat. A white T-shirt is required to be worn under the coat.
- Black and white check pants are required and should be clean and free of excessive wear and tear.
- Hair restraints are required for all Family Members working in the kitchen and must be worn at all times.
- Family Members must keep their uniforms neat and organized throughout the shift.
- Beards and mustaches must be fully-grown and kept neat and trimmed.
- Those without fully-grown beards will arrive at work clean-shaven. Those in the process of growing a beard should do so in their own “off time.”
- Fingernail polish will only be allowed in a clear color.
- For safety reasons, only one wedding ring is allowed.
- Black or white socks are allowed.
- The management has the authority to accept or reject any aspect of the Cook’s uniform.

Family Member Name (Print)	Family Member Signature	Date
Paisano Partner Name (Print)	Paisano Partner Signature	Date
Location		



## Kitchen Supervisor

### Job Description

**Famiglia Contribution:** The **Kitchen Supervisor** contributes to the success of Buca di Beppo through the direction and control of restaurant operations to ensure a positive guest experience and company profitability. The **Kitchen Supervisor's** responsibility is to direct the kitchen operation to maintain the highest standards of food quality and to ensure that cleanliness; safety, sanitation and cost control standards are being met by directing and supervising heart of the house family members.

**Reporting Relationship:** The **Kitchen Supervisor** reports to the Sous Chef or Chef.

**FLSA Status:** Non-Exempt

**Essential Functions:**

- Ensure a High Quality Operation
- Assist in Maintaing Controls
- Assist in managing Family Members
- Advocate a Team Environment

***Ensure a High Quality Operation***

- Provides family members, managers, and Guests with a positive experience and atmosphere.
- Ensure prompt, friendly service according to Buca di Beppo's guidelines.
- Ensure positive Guest experience by monitoring and ensuring appropriate 10 Steps of Service.
- Maintain the proper atmosphere through music and lighting levels for varying business periods.
- Promote an atmosphere of positive Guest Relations. Build Guest relationships and respond to Guest complaints or concerns professionally and in a timely manner.
- Manage the responsible service of alcohol. Monitor alcohol awareness
- Responsible to support and implement **Paisano Support Center** marketing initiatives.
- Maintain and inspect dining room, food receiving, preparation, production, and storage areas to ensure that health and safety regulations are adhered to at all times. Correct unsafe practices or conditions.
- Supervise cleaning and maintenance of equipment.
- Maintain restaurant cleanliness and organization.
- Follow the Ten Points of Difference and Guest Standards of Execution.
- Consistently prepare high quality food and follow all company recipes and specifications.
- Maintain the cleanliness and sanitation of all work stationa and the Kitchen.
- Comply with all portion sizes, quality standards, Kitchen rules, policies & procedures.
- Set up Line according to kitchen guidelines and par sheets.
- Participates in Line Checks to ensure that quality products are served.
- Prepare all food items as directed in a sanitary and timely manner.
- Assist with the cleaning, sanitation, and organization of kitchen, walk-ins, and all storage areas.
- Wash your hands frequently.
- Use kitchen utensils, knives and equipment safely and in a responsible manner.
- Work as a team and use positive communication skills at every opportunity.
- Clean, stock, and maintain the Line throughout shift.
- Follow all safety and sanitation policies.

## **Maintain Controls:**

- Review financial information with the Sous Chef and Chef, such as sales and costs and monitor budget to ensure efficient operation and that kitchen expenditures stay within budget limitations. Work with the Sous Chef and Chef to create plans to correct any deviations from budget. Use the computer for review and analysis of information. Responsible for the financial results of the kitchen operations
- Assist in Developing hourly staff in all HOH systems, procedures and ensures adherence to all company standards and recipes
- When directed orders, receives, stores, prepares and serves all product to **Buca di Beppo** specifications
- Maintains and inspects food receiving, preparation, production, and storage areas to ensure that health and safety regulations are adhered to at all times. Corrects unsafe practices or conditions
- Maintains all HOH cleanliness standards
- Assists with calculating food cost
- Maximizing profitability in all cost categories while maintaining guest value
- Ensures all HOH systems are in place i.e. Line Check Logs, Control Forms, Production Sheets
- Ensures that labor scheduling and productivity are maintained effectively
- Assists the Sous Chef and Chef with unit level menu roll outs
- Ensures the standards and policies are maintained
- Ensures recipe adherence
- Achieves Food Cost and HOH labor costs by ensuring all procedures are followed
- Monitors quality of menu items
- Ownership – fully supports all company and concept decisions and directives
- Communication – participates in department meetings, manager meetings and divisional meetings as required
- Ensures the production of high quality foods on a consistent basis
- Directs kitchen activities and performance of heart of the house members on a shift-by-shift basis
- Ensures positive Guest experience by monitoring and ensuring timely delivery of food product
- Follows standardized recipes, preparation, and portioning and presentation procedures
- Maintains organized kitchen, dish, and storage areas
- Supervises cleaning and maintenance of equipment and arranges for repairs, contracts, and other services. Maintain kitchen cleanliness and organization for both the interior and exterior of the restaurant
- Maintains and controls kitchen assets (equipment and supplies)
- Monitors restaurant's on-hand inventory for waste and theft
- Creates positive relationships with product vendors and service providers. Follows through on all work done by service providers. Ensures proper receipt of goods and accurate invoicing
- Conducts daily line checks to ensure product standards and specifications
- Ensures adequate inventory levels that allow for Guest needs but does not tie up company assets in unneeded and costly inventory
- When directed drives positive results for labor through proactive scheduling and reacting to business trends
- Controls operating costs by instituting awareness through the kitchen
- Assists with inventories and calculating food costs. Work with Sous Chef and Chef Use to facilitate collection and analysis of information.
- Ensures that all family members are in compliance with rest and meal break requirements

## ***Supports the Managing of Family Members***

- Ensure quality recruiting and training of new family members, supervisors, and managers.
- Assist with the Training and motivating of all family members.
- Create positive relationships with family members and managers by treating all members with respect.
- Minimize turnover by reporting all family member and manager issues to the management team.

- Support and practice an open door policy.
- Assist in the coaching and counseling of family members whose performance is below expectations.
- Assist in the development of family members.
- Assure compliance with company policies, practices and procedures; communicate changes. Ensure compliance with all local, state, and federal laws, regulations, and guidelines.

### ***Advocate a Team Environment***

- Display, encourage, and inspire high morale and motivation in the restaurant.
- When directed communicate with managers using the manager's log.
- Show daily attention, participation and sensitivity needed to establish credibility and promote unity in the team.
- Set a good example through attitude, involvement, and positive influence.
- Establish an environment that does not permit or promote sexual or any other kinds of harassment.
- Ensure restaurant is staffed to avoid work load and poor morale issues.
- Report family member relation issues of a sensitive nature to management team and Family Resources.

### ***Manage Personal Development***

- Provide effective leadership.
- Demonstrate organizational skills. Complete assignments and duties on time.
- Develop personal goals for professional growth.
- Maintain a pleasant, positive, and professional attitude in the eyes of family members, management team, and Guests.
- Exhibit a neat and clean appearance consistent with a professional image.
- Execute company programs and decisions with support and commitment.

### ***Kitchen Supervisor Qualifications:***

#### ***Aptitude***

- Professional oral and written communication skills. Must be able to speak, read, write, and understand the primary language of the restaurant.
- Organization and time management skills.
- Work well under pressure.
- Can effectively solve problems.
- Able to take and give direction.
- Can be flexible as needs dictate.
- Work well with other people in a team environment.
- Service driven.
- Excellent attendance is required with schedule flexibility determined by business needs.
- Must be able to work all shifts when the restaurant is open.

#### ***Experience***

- Two (2) year associate's degree or a bachelor's degree from a four (4) year college (desirable).
- Excellent verbal and people development skills
- Must be validated on all HOH positions
- Two (2) years hourly kitchen experience required
- Two (2) years of experience as a Manager, Supervisor or Lead Line Cook for a full service, high volume restaurant.
- Must maintain current certification in ServSafe
- Demonstrated leadership skills
- Spanish a plus
- Basic knowledge of Word and Excel
- Excellent verbal and written communication skills
- Excellent organizational skills
- Strong follow-up
- Detail oriented

- If being considered for internal promotion, must have Two (2) years lead line/supervisor experience, or Division Vice President approval.

***Physical Requirements***

- Must be able to work in a fast paced, high energy, and physically demanding environment.
- Must have the stamina and ability to work 50 to 55 hours a week. Must be able to occasionally work more than a 60 hour work week during short management staff situations.
- Must be able to spend 90% of working time standing.
- Must be able to spend 10% of working time sitting.
- Will be required to use all sensory capabilities such as: vision, hearing, tasting, smelling, touching, and speaking.
- Will be required to use physical capabilities such as: walking, bending, kneeling, handling, hand flexibility, reaching, squatting, crawling, lifting, climbing, and stooping.
- Must be able to carry loads greater than 35 pounds, and be able to transport up to 70 pounds regularly.
- Must be able to communicate clearly with our Guests in the primary language of the restaurant, specific to location. (Primarily English).
- Must be able to hear with 100% accuracy with correction.
- Must be able to see to 20/20 vision with correction.
- Travel may be required for occasional deliveries, visits to other locations, or company meetings.

\_\_\_\_\_  
Family Member Name (Print)

\_\_\_\_\_  
Family Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Division Vice President Name (Print)

\_\_\_\_\_  
Division Vice President Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Location



## Dining Room Supervisor

### Job Description

- Famiglia Contribution:** The **Dining Room Supervisor** contributes to the success of Buca di Beppo through assisting the management team in the direction and control of restaurant operations to ensure a positive guest experience and company profitability. The **Dining Room Supervisor's** responsibility is to assist in the directing of the operation of the restaurant, help attain sales and profit objectives, maintain the highest standards of food quality, service, cleanliness, safety and sanitation by directing and supervising family members.
- Reporting Relationship:** The Dining Room Supervisor reports to the AGM and Senior AGM
- FLSA Status:** Non-Exempt
- Essential Functions:**
- Ensure a High Quality Operation
  - Assist in Maintaining Controls
  - Assist in managing Family Members
  - Advocate a Team Environment
  - Answer the phones in a friendly and timely manner.
  - Greet Guests when they arrive and thank and invite them to return as they depart in a sincere and friendly manner.
  - Provide our Guests with accurate and detailed information regarding our restaurant.
  - Monitor the flow of the restaurant including table turnover, Guest arrival, Guest departure and pace of the restaurant.
  - Work with the service staff to reset tables in a quick and efficient manner.
  - Assist with the sale of gift cards.
  - Monitor and maintain the cleanliness of the rest rooms and lobby area.
  - Welcome and assist job applicants.

#### ***Ensure a High Quality Operation through Major Areas of Responsibility***

- Ensure prompt, friendly service according to Buca di Beppo's guidelines.
- Provides family members, managers, and Guests with a positive experience and atmosphere
- Assist in directing overall activities and performance of family members on a shift-by-shift basis.
- Drive positive Guest experience through a front door and floor presence and accurate seating and quoting of wait times.
- Ensure positive Guest experience by monitoring and ensuring appropriate 10 Steps of Service.
- Maintain the proper atmosphere through music and lighting levels for varying business periods.
- Promote an atmosphere of positive Guest Relations. Build Guest relationships and respond to Guest complaints or concerns professionally and in a timely manner. Responsible for written communications with Guests as directed Assist in the responsible service of alcohol. Monitor alcohol awareness. Establish a positive relationship with the local authorities and seek their help in managing alcohol related issues.
- Assist the management team in developing sales and marketing strategies and for implementing, advertising, and promoting campaigns as assigned by the Paisano Partner. Responsible to support and implement Paisano Support Center marketing initiatives.
- Maintain and inspect dining room, food receiving, preparation, production, and storage areas to ensure that health and safety regulations are adhered to at all times. Correct unsafe practices or conditions.

- Assist in the cleaning and maintenance of equipment and arrange for repairs, contracts, and other services. Maintain restaurant cleanliness and organization for both the interior and exterior of the restaurant.
- Follow the Ten Points of Difference and Guest Standards of Execution.
- Ensure the proper approval for all food or beverage comps or promos are followed.
- Ensures safe working and guest environment to reduce the risk of injury and accidents. Completes accident reports promptly in the event a guest or a family member is injured.
- Ensures that proper security procedures are in place to protect family members, guests and company assets, including security of beer walk-in, liquor room and freezer. Pulls items from these areas as required throughout shift.
- Assist managers with FOH staffing, ensuring that adequate staffing is maintained and that overtime is minimized. Ensures sales forecasting and schedules reflect desired productivity and match daily labor controls.
  
- Ensures that proper cash handling procedures are followed.
- Ensures that all meal and rest breaks are provided when required.
- Assist Paisano Partner and Managers as directed.

### ***Maintain Controls***

- Assist management team in reviewing financial information such as sales and costs and monitor budget to ensure efficient operation and those expenditures stay within budget limitations. Take action to correct any deviations from the budget.
- Maintain and control restaurant assets. Monitor restaurant's on-hand inventory for waste and theft.
- Participate in line checks to ensure product standards and specifications.
- Ensure adequate inventory levels that allow for Guest needs but do not tie up company assets in unneeded and costly inventory.
- Complete daily paperwork and projects on a timely basis.
- Comply with cash control policies and procedures. Ensure all family members and managers comply with cash control policy and procedures.
- Assist in driving positive results for labor through proactive scheduling and reacting to business trends.
- Control operating costs by instituting awareness through the restaurant.
- Assist with inventories and understand how food and beverage costs are calculated.
- May at times be responsible for ordering food and beverage products. May be responsible for receiving and checking orders to ensure that they adhere to company specifications.
- Responsible for submitting accurate information to the Paisano Support Center and DVP.

### ***Manage Family Members***

- Ensure quality recruiting and training of new family members and managers.
- Create positive relationships with family members and managers by treating all members with respect.
- Minimize turnover by responding to and resolving family member and manager, with the direction of the Paisano Partner.
- Support and practice an open door policy.
- Assist with programs to reward positive contributions. Recognize and promote positive performers. Coach and counsel family members whose performance is below expectations.
- Maintain a trained staff through effective use of employment orientation, individual training sessions, family member meetings and implementation of company training programs for family members and managers.
- Assure compliance with company policies, practices and procedures; communicate changes. Ensure compliance with all local, state, and federal laws, regulations, and guidelines.

### ***Advocate a Team Environment***

- Display, encourage, and inspire high morale and motivation in the restaurant.

- Assist managers with family meetings to plan menus and related activities, plan special events, share information, or conduct supplemental training.
- When directed communicate with other supervisors and managers using the manager's log.
- Show daily attention, participation and sensitivity needed to establish credibility and promote unity in the team.
- Hold family members accountable for areas of responsibility that has been assigned to you by the Paisano Partner.
- Respond to team conflicts professionally and work towards positive resolutions.
- Set a good example through attitude, involvement, and positive influence.
- Establish an environment that does not permit or promote sexual or any other kinds of harassment.
- Ensure restaurant is staffed to avoid workload and poor morale issues.
- Report family member relation issues of a sensitive nature to the Paisano Partner or Family Resources department. Work the Paisano Partner, Divisional Vice President and the Family Resources department for the positive outcome of such issues.

### ***Manage Personal Development***

- Provide effective leadership.
- Demonstrate organizational skills. Complete assignments and duties on time.
- Develop personal goals for professional growth.
- Maintain a pleasant, positive, and professional attitude in the eyes of family members, management team, and Guests.
- Exhibit a neat and clean appearance consistent with a professional image.
- Execute company programs and decisions with support and commitment.

### **Dining Room Supervisor Qualifications:**

#### ***Aptitude***

- Professional oral and written communication skills. Must be able to speak, read, write, and understand the primary language of the restaurant.
- Organization and time management skills.
- Work well under pressure.
- Can effectively solve problems.
- Able to take and give direction.
- Can be flexible as needs dictate.
- Work well with other people in a team environment.
- Service driven.
- Excellent attendance is required with schedule flexibility determined by business needs.
- Should be able to work all shifts when the restaurant is open.

#### ***Experience***

- Two (2) year associate's degree or a bachelor's degree from a four (4) year college (desirable).
- Minimum of Two (2) years prior experience in a similar Associate Manager, Supervisor, Lead Trainer or Manager position for a full service, high volume restaurant.
- Excellent verbal and people development skills
- Must be validated on all FOH positions in restaurant
- Basic knowledge of Word and Excel
- If being considered for internal promotion, must have two (2) years of Supervisor/ GRC experience, or Division Vice President approval.

#### ***Physical Requirements***

- Must be able to work in a fast paced, high energy, and physically demanding environment.
- Must have the stamina and ability to work 50 to 60 hours a week. Must be able to occasionally work more than a 60-hour workweek during short management staff situations.
- Must be able to spend 90% of working time standing.
- Must be able to spend 10% of working time sitting.

- Will be required to use all sensory capabilities such as: vision, hearing, tasting, smelling, touching, and speaking.
- Will be required to use physical capabilities such as: walking, bending, kneeling, handling, hand flexibility, reaching, squatting, crawling, lifting, climbing, and stooping.
- Must be able to carry loads greater than 35 pounds, and be able to transport up to 70 pounds regularly.
- Must be able to communicate clearly with our Guests in the primary language of the restaurant, specific to location. (Primarily English).
- Must be able to hear with 100% accuracy with correction.
- Must be able to see to 20/20 vision with correction.
- Travel may be required for occasional deliveries, visits to other locations, or company meetings.

Family Member Name (Print)	Family Member Signature	Date
Division Vice President Name (Print)	Division Vice President Signature	Date
Location		



## Catering Team

### Job Description

**Famiglia Contribution:** The **Catering Team Member** contributes to the success of Buca di Beppo by ensuring the timely delivery of quality product to our off-site guests and doing “whatever it takes” to ensure a vital, vibrant, and powerfully flavored dining experience.

**Reporting Relationship:** The Catering Team Member reports to the Manager on Duty and will work directly with other Catering Team Members and the Catering Captain.

**Primary Responsibilities:** The following list is not inclusive of all responsibilities that may be required of the Catering Team Member.

- Accurately record, place and deliver off-site catering orders.
- Greet Guests in a friendly and sincere manner while upselling and suggestive selling at every opportunity.
- Effectively merchandise food and beverage products in an informative manner.
- Insure accuracy and quality of food and beverages, always offering to provide set-up services.
- Present accurate billing, collect and secure accurate payment.
- Clean, stock, and maintain the catering vehicle throughout shift.
- Follow all safety and sanitation policies.
- Follow the Ten Points of Difference and Guest Standards of Execution as described in the Family Member Handbook.

#### **Qualifications:**

- Must be 18 years old with a valid drivers license. Must maintain an acceptable driving record and obey all traffic regulations while driving the company vehicle.
- Demonstrated communication skills with the ability to effectively interact with business professionals.
- Excellent organization and time management skills with the ability to work well under pressure.
- Effective problem solving skills with the ability to multi-task.
- Basic math skills.
- Ability to take direction and remain flexible as business needs dictate.
- Service driven with the ability to work in a team environment.
- Excellent attendance with the ability to work all shifts as determined by business needs.

#### **Physical Requirements:**

- Must be able to work in a fast paced, high energy, and physically demanding environment.
- There will be occasional exposure to cold, heat, and water.
- Will be required to use physical capabilities such as: walking, bending, kneeling, handling, hand flexibility, reaching, squatting, lifting, climbing, and stooping.
- Will transport and carry objects, such as hot boxes, racks, chafing dishes, and trays, up to 40 pounds, for 60% of the shift.

**Uniform Requirements:**

- A black and red catering shirt will be provided and must be worn for all deliveries. The shirt is to be worn untucked, with all buttons closed. The shirt is to be clean and neatly pressed.
- A black none logo or WA T-shirt is to be worn underneath the catering shirt. It is to be a short sleeve shirt. (In cooler months, a long non-logo black sleeve shirt may be worn.)
- Undergarments must not show through the outer uniform.
- Pants must be black, clean, pressed and free from excessive wear and tear. No spandex or denim allowed. All clothing must be professional - skintight clothing of any kind is not allowed.
- Safe, comfortable, black shoes are required. Shoes must be clean, polished and free from excessive wear and tear. The toe must be covered and solid black socks (no patterns or emblems) must be worn at all times.
- Family Members must keep their uniforms neat throughout the shift.
- Fingernail polish will only be allowed in a clear color.
- Beards and mustaches must be fully-grown and kept neat and trimmed.
- Those without fully-grown beards will arrive at work clean-shaven. Those in the process of growing a beard should do so in their own "off time."
- One ring and a wristwatch may be worn; all other jewelry is prohibited.
- Hair that is shoulder length or longer must be restrained to insure food service sanitation.
- Management has the authority to accept or reject any aspect of the Catering Uniform.

_____	_____	_____
Family Member Name (Print)	Family Member Signature	Date
_____	_____	_____
Paisano Partner Name (Print)	Paisano Partner Signature	Date
_____		
Location		



## Catering Captain

### Job Description

**Famiglia Contribution:** The **Catering Captain** contributes to the success of Buca di Beppo by ensuring the timely delivery of quality product to our off-site guests and doing “whatever it takes” to ensure a vital, vibrant, and powerfully flavored dining experience.

**Reporting Relationship:** The Catering Captain reports to the Manager on Duty and will work directly with other Catering Team Members.

**Primary Responsibilities:** The following list is not inclusive of all responsibilities that may be required of the Catering Captain.

- Accurately record, place and deliver off-site catering orders.
- Greet Guests in a friendly and sincere manner while upselling and suggestive selling at every opportunity.
- Effectively merchandise food and beverage products in an informative manner.
- Insure accuracy and quality of food and beverages, always offering to provide set-up services.
- Present accurate billing, collect and secure accurate payment.
- Clean, stock, and maintain the catering vehicle throughout shift.
- Follow all safety and sanitation policies.
- Follow the Ten Points of Difference and Guest Standards of Execution as described in the Family Member Handbook.
- Encourage teamwork and positive interaction among all Catering Team Members.

**Administrative Responsibilities:**

- Identify target accounts and the key contacts for these accounts.
- Engage in on-going communication with key contacts in an effort to generate sales (food drops, phone calls, mailings, etc).
- Create and maintain an account database to assist in generation of sales.
- Conduct follow-up calls to ensure guest satisfaction and learn of future business opportunities.
- Continually identify new business opportunities.
- Work closely with management team in developing weekly sales plans and operational objectives.
- Coordinate catering events with specified Catering Team Members.

**Qualifications:**

- Must be 18 years old with a valid drivers license. Must maintain an acceptable driving record and obey all traffic regulations while driving the company vehicle.
- Demonstrated communication skills with the ability to effectively interact with business professionals.
- Excellent organization and time management skills with the ability to work well under pressure.
- Effective problem solving skills with the ability to multi-task.
- Basic math skills.
- Ability to take direction and remain flexible as business needs dictate.
- Service driven with the ability to work in a team environment.
- Excellent attendance with the ability to work all shifts as determined by business needs.

**Physical Requirements:**

- Must be able to work in a fast paced, high energy, and physically demanding environment.
- There will be occasional exposure to cold, heat, and water.
- Will be required to use physical capabilities such as: walking, bending, kneeling, handling, hand flexibility, reaching, squatting, lifting, climbing, and stooping.
- Will transport and carry objects, such as hot boxes, racks, chafing dishes, and trays, up to 40 pounds, for 60% of the shift.

**Uniform Requirements:**

- A black and red catering shirt will be provided and must be worn for all deliveries. The shirt is to be worn untucked, with all buttons closed. The shirt is to be clean and neatly pressed.
- A black none logo or WA T-shirt is to be worn underneath the catering shirt. It is to be a short sleeve shirt. (In cooler months, a long non-logo black sleeve shirt may be worn.)
- Undergarments must not show through the outer uniform.
- Pants must be black, clean, pressed and free from excessive wear and tear. No spandex or denim allowed. All clothing must be professional - skintight clothing of any kind is not allowed.
- Safe, comfortable, black shoes are required. Shoes must be clean, polished and free from excessive wear and tear. The toe must be covered and solid black socks (no patterns or emblems) must be worn at all times.
- Family Members must keep their uniforms neat throughout the shift.
- Fingernail polish will only be allowed in a clear color.
- Beards and mustaches must be fully-grown and kept neat and trimmed.
- Those without fully-grown beards will arrive at work clean-shaven. Those in the process of growing a beard should do so in their own “off time.”
- One ring and a wristwatch may be worn; all other jewelry is prohibited.
- Hair that is shoulder length or longer must be restrained to insure food service sanitation.
- Management has the authority to accept or reject any aspect of the Catering Uniform.

\_\_\_\_\_  
Family Member Name (Print)

\_\_\_\_\_  
Family Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Paisano Partner Name (Print)

\_\_\_\_\_  
Paisano Partner Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Location



## Bartender

### Job Description

**Famiglia Contribution:** The **Bartender** contributes to the success of Buca di Beppo by serving the Guests within the restaurant. The **Bartender's** responsibility is to serve Guests in a friendly, sincere manner and to do "whatever it takes" to insure a vital, vibrant, and powerfully flavored Guest dining experience. The **Bartender** is also responsible to provide friendly, efficient service to the Server's and Wait Assistant's.

**Reporting Relationship:** The Bartender reports to the Guest Relations Coordinator or Manager on Duty.

**Essential Functions:** The following list is not inclusive of additional responsibilities that may be requested by the Guest Relations Coordinator or Manager on Duty.

- Warmly greet and pitch your bar Guests in a friendly and sincere manner.
- Effectively merchandise food and beverages in an informative, friendly and enthusiastic manner.
- Record orders, place accurate orders and monitor the timing of the Guest experience.
- Insure quality food and beverages for your Guests.
- Upsell and suggestive sell at every opportunity.
- Suggest an appetizer to every Guest after receiving their drink order.
- Prepare high quality drinks consistently.
- Work the service bar in a friendly and efficient manner. Insure that all drink orders have been rung in.
- Present accurate bills, collect proper payment and secure payment s. Follow all cash handling procedures and policies.
- Follow the Ten Points of Difference and Guest Standards of Execution as found in the Bartender Workbook.
- Anticipate and exceed your Guest's expectations
- Work as a team and use positive communication skills at every opportunity.
- Clean, stock, and maintain the bar throughout shift.
- Follow all safety and sanitation policies.

#### **Bartender Qualifications:**

##### ***Aptitude***

- Professional oral communication skills. Must be able to speak, read, write, and understand the primary language of the restaurant.
- Organization and time management skills.
- Work well under pressure.
- Can effectively solve problems.
- Can use basic math skills.
- Have good memorization skills, can remember numerous beverage ingredients and specifications.
- Able to take direction.
- Can be flexible as needs dictate.
- Work well with other people in a team environment.
- Service driven.
- Excellent attendance is required with schedule flexibility determined by business needs.
- Must be able to work all shifts when the restaurant is open.

##### ***Experience***

- At least two (2) years experience as a Bartender in a full service high volume restaurant is required.
- Six months successful experience as a Server at Buca di Beppo is required for promotion to be considered for a Bartender position.
- High School Degree or equivalent is preferred, but not required.

**Physical Requirements**

- Must be able to work in a fast paced, high energy, and physically demanding environment.
- Will spend 98% of the time standing and walking.
- Will spend 2% of the time sitting.
- There will be occasional exposures to cold, heat, and water.
- Will be required to use physical capabilities such as: walking, bending, kneeling, handling, hand flexibility, reaching, squatting, lifting, climbing, and stooping.
- Will transport and carry objects, such as bus tubs, racks, boxes, and trays, up to 50 pounds, for 60% of the shift.
- Must be able to speak the primary language of the restaurant, appropriate to its location.
- Must be able to speak clearly and listen attentively to Guests and other family members.
- Must be able to hear with 100% accuracy with correction.
- Must be able to see to 20/20 vision with correction.

**Uniform Requirements:** The Bartender is to follow these guidelines in order to dress in a safe, sanitary, and professional manner.

- A white, collared, button down front, long sleeved dress shirt with breast pocket is required (shirt may not be excessively baggy). Only one button that is closest to the collar of the shirt is to be undone. Sleeves must be worn rolled up to at least half way up the forearm and at most to the elbow. Collar must be “fly away”. Shirt must be clean, pressed, and free from excessive wear and tear.
- A white non-logo'd T-shirt is to be worn underneath the white, collared, button down shirt.
- Undergarments must not show through the outer uniform.
- Pants must be black, clean, pressed and free from excessive wear and tear. The pant must be able to hold a pleat. No spandex or denim allowed. All clothing must be professional, skintight clothing of any kind is not allowed.
- Safe, comfortable, laced black shoes are required. Shoes must be clean, polished, and free from excessive wear and tear. The toe must be covered and solid black socks (no patterns or emblems) must be worn at all times.
- Buca di Beppo will provide you with a pocket protector to be worn in the breast shirt pocket at all times and a utility pouch to be worn around the waist. The pouch will be used to hold guest check books, payments, wine service and any other supplies used by the Bartender.
- We will also provide a clean white service apron and two clean red food running towels before each shift.
- You are required to have a wine opener, scratch paper and pens as part of your uniform.
- Family members must keep their uniforms neat and organized throughout the shift.
- Beards and mustaches must be fully-grown and kept neat and trimmed.
- Those without fully-grown beards will arrive at work clean-shaven. Those in the process of growing a beard should do so in their own “off time.”
- One ring and a wristwatch may be worn; all other jewelry is prohibited.
- Fingernail polish will only be allowed in a clear color.
- Hair that is shoulder length or longer must be restrained to insure food service sanitation.
- The management has the authority to accept or reject any aspect of the Bartender uniform.

_____	_____	_____
Family Member Name (Print)	Family Member Signature	Date
_____	_____	_____
Paisano Partner Name (Print)	Paisano Partner Signature	Date
_____		
Location		

BANQUET MANAGER  
POSITION DESCRIPTION

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Responsible to the Sales Manager, Paisano Partner, Divisional Vice President and Director of Sales Operations for the day to day event sales, operations and administrative needs of the department.

Specifically responsible for maintaining standards of sales operation in the areas of:

1. **DAY TO DAY RESPONSIBILITIES:**
  - A. Ensure Preparation and Setup of the area or room in its entirety for a function or event, prior to the guest's arrival.
  - B. Ensure that any & all Food & Beverage items are presented and served correctly, adhering to the standards set out by the store, and noting any special requests & instructions, set out on the Banquet Event Order for the event.
  - C. Ensuring that communication is constantly maintained between the Client, Kitchen & the Banquet Staff during the event, alerting of any changes in the schedule of service, challenges or adverse comments that may arise during the service of an event.
  - D. Ensure that staff members return all equipment to the storage areas and that the room/area is left clean and tidy. Unconsumed Liquor & Wines should be returned to the Banquet Beverage Liquor Room.
  - E. Compile Check from the Banquet Event Order, at the conclusion of the event or function, ensuring that the correct numbers of items/number of persons are charged for, and that the check is posted to the correct master account, presenting the check to the clients for signature. Ensure that event order with attached squirrel receipts are placed in correct sales manager's box at the end of each event.
  - F. Ensuring that all relevant & applicable paperwork is filled out correctly, including the Event Critiques, and copies distributed as required.
  - G. Supervise human resources in the banquet area to retain and motivate associates, train, develop, empower, coach and counsel, resolve problems, provide open communication vehicles, recommend discipline as appropriate.
  - H. Review all schedules, equipment, supplies and organize work flow to ensure a quality event to customers on a daily basis.
  - I. Perform other related duties as assigned or requested by supervisors/managers
  
2. **ADDITIONAL DUTIES NOT SPECIFIED IN THIS JOB DESCRIPTION AS ASSIGNED BY THE SALES MANAGER, PAISANO PARTNER, AND/OR DIRECTOR OF SALES & MARKETING.**

REQUIREMENTS:

1. Minimum three years previous catering/event/restaurant operations experience.

2. Computer skills (word processing and spreadsheets) including Word, Excel, Delphi or other catering software.
3. Typing speed of 60 wpm.
4. Excellent written communication, verbal communication, and organizational skills.
5. Ability to work extended hours including nights and weekends.
6. Must be able to lift 50lbs at any given time.

It is our intention to provide our staff and management with an environment which offers opportunity to meet or exceed our goals to their fullest potential. With a clear understanding of the above position description, you will be better equipped to achieve this objective. This criteria will be used as one of the tools with which your performance will be evaluated. Should you have any questions that require further clarification, please contact your Vice President of Sales and Marketing, Director of Sales Operations, and/or Paisano Partner.