

# FOOD RUNNER HANDBOOK

## **Table of Contents**

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**WELCOME**  
**HISTORY OF LEVEL**  
**TOAST, PAYROLL & 7SHIFTS**  
**PARKING**  
**CELLPHONE USAGE**  
**BACKDOOR USAGE**  
**BEHIND THE BAR**  
**PERSONAL APEARANCE**  
**THE BASICS**  
**GENERAL GUIDELINES & RESPONSIBILITIES**  
**SHIFT LEAD**  
**FRONT OF THE HOUSE BEHAVIOR**  
**EATING AND DRINKING**  
**TABLE NUMBERS**  
**GUEST COMPLAINTS**  
**DIPLOMACY & TACT**  
**SIDEWORK**  
**TYPES OF GUESTS**  
**ALCOHOL AWARENESS**  
**QUALITY CONTROL**  
**SANITATION & SAFETY**  
**THANK YOU**  
**ACKNOWLEDGEMENT**

## Welcome

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Congratulations on being selected to perform one of the most important, challenging and rewarding jobs at Level! As a Food Runner, you will set the stage and have a direct impact on each guest's experience. You will determine whether each guest feels welcome, appreciated and well cared for.

We will provide you with the training you need to be successful. We take great pride in our quality food and friendly, responsive service. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day.

As a runner, it is essential that you maintain an energetic, friendly and caring attitude at all times. It is your responsibility to see that each guest is made to feel special and enjoys our fun atmosphere, award-winning food and craft cocktails.

The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to questions you may have regarding your tasks, responsibilities, and operating procedures for Level.

Once again, welcome to the Level Team!



## History of Level

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Level is a small plates lounge, a concept that has proven to be incredibly successful in many areas of the country. All our menu items are designed to be shared and are both Chesapeake and internationally inspired. Our cocktails are legendary in Annapolis as they are all handcrafted with fresh juices, mixes, and garnishes. We are proud to consistently win multiple awards each year and only strive to become better.



Level was established in 2009 and is located on the 2nd block of West Street known as the Arts District. Our building was constructed in 1913 and has been home to many different businesses over the years, including apartments, loan office, shoe store and deli.

In 2017, Level a Small Plates Lounge was purchased by Eric and Jennifer Sowers. Since then, they have made many improvements to the food and bar menu, as well as the building. In 2018, a mural was commissioned by Jeff Huntington, a renowned local artist.

Many guests ask how our name was chosen. "Level" references the owners' desire to create a next "Level" dining experience for guests through our food, cocktails and customer service.

One of the many things that makes us unique is our ability and commitment to source as many fresh ingredients locally from the State of Maryland and surrounding markets. We are dedicated to supporting area small businesses, watermen, farmers, and the environment on a local and global level. Our small plates style of dining encourages this sense of community and sharing.

## Toast, Payroll & 7Shifts

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### Toast Point of Sale System

Toast is the Point of Sale (POS) system that you will use for clocking in, placing and closing out your orders during a shift. Your one-on-one training will include hands-on training with the system. For your convenience, we are also providing the below web link which offers an in-depth tutorial on the Toast Central website.

<https://central.toasttab.com/>

Then navigate to the Toast Classroom and select the topic you would like to review.

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### Our Payroll System

Once your new employee paperwork has been processed, you will receive an email from our payroll system. This will prompt you to setup your payroll account with us. Once you have completed all the information, this is where you will be able to view your paystubs and tax documents going forward. You will be able to access your information via the app or the website. You can also note your login information below.

Username: \_\_\_\_\_ Password: \_\_\_\_\_

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### 7Shifts

The 7Shifts app is where you will be able to access your schedule, make time-off requests, receive company announcements and communicate with the rest of the staff. Once you have completed your paperwork, you will receive an invitation to download the app and establish an account. Feel free to personalize your pic!

Requests for time off **must** be submitted 2 weeks in advance of the day(s) needed.

If you cannot work a shift on a posted schedule, it is your responsibility to get your shift covered. If you cannot find coverage, a medical note will be required for you to return to work. If a note is not provided, it can result in a write-up, reduced shifts or possible termination.

## Parking

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It can be challenging parking in Downtown Annapolis. The following areas are available for you to use during your shifts.

- Gotts Parking Garage - It is located at 25 Northwest Street, Annapolis, MD 21401, just one block from Level. The city provides discount parking passes for local business staff to reduce the rate. You must enter the garage after noon and exit by 6am. Tickets are available from your manager.
- If you are an Annapolis resident, you may qualify for the city's free parking vouchers. It offers residents two free hours of parking per day. You can obtain them by filling out an application at the Hillman Garage office at 150 Gorman St.
- Larkin Parking Lot - There is also a City lot directly behind Level that you can utilize. The cost is \$5 and it usable weekdays after 7pm and all day on the weekends. DO NOT park directly behind our building or in the spaces behind 67 West. The neighbor will boot your vehicle and charge you to remove it.

## Cell Phone Usage

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Cell phones may only be used during the shift in cases of an emergency. **Texting and checking social media are not permitted.** We are happy to keep your cell in the safe if you are concerned about misplacing it. Failure to abide by this may result in writ-ups, demotions or termination.

## Back Door

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During your shift, please enter and exit through the back door. For the safety of our staff, at 6:30pm, the door will be locked. Only employees may use this door. When off, please use the front door.

## Behind the Bar

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No other staff members should go behind the bar. If you need something, ask. You may stand to the side and refill sodas, though.

This includes times outside of opening hours as well.

## Personal Appearance

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Your overall image is our image. You make a distinct impression on each of our guests. The image you create can enhance or detract from our overall concept and the way our Restaurant is perceived in the minds of the guest. You are entrusted with handling our guests' needs and must, therefore, always reflect professionalism. Always remember . . .

- Appearance - Clean and well-groomed hair. Facial hair should be neat and well-trimmed.
- Pants - Pants must be long enough to touch the top of the shoe and free from rips or stains.
- Shoes - must be close-toed, clean, with non-slip soles that permit walking safely on wet or greasy floors. .
- Accessories - No excessive cologne, perfume, make-up or jewelry. No earrings longer than 1 inch. No hat or unauthorized buttons can be worn. You are responsible for keeping your uniform neat and clean at all times. There is no excuse for reporting to work out of uniform.
- Do not wear scented lotion on your hands, as it clings to glassware.
- A smile is part of your uniform.
- At no time will employees chew gum or eat while in the public areas of our store.
- Do not report to work with an un-pressed or dirty uniform, or unkept hair. You will be sent home.

### **UNIFORM**

When you walk through the front door of the Restaurant, "YOU ARE ON." You will be informed of the uniform requirements when you start with us. Your designated uniform also includes a CONTAGIOUS, ENTHUSIASTIC ATTITUDE. You are required to enter the building for your shift in FULL UNIFORM from the rear door of the building.

Your attire should consist of a Level shirt, dark pants or jeans and black shoes. Shirt must be in good condition, not soiled, stained or wrinkled. Shirts must fit at the sleeve.

**Any variation from the dress code may result in being sent home.**



## The Basics

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We are committed to your success at Level. These are the basic expectations that will assist you in making your time here as productive as possible.

- Arrive at least 15 minutes prior to your shift, in uniform and ready to start.
- Maintain a positive attitude around customers.
- Do not discuss any personal or work issues with guests.
- Keep Expo, the back stairs and surrounding areas clean. The stick vacuum is located on the wall across from the 1st floor restrooms.
- No employees are to receive phone calls. If caller says it is an emergency, find a Manager.
- Your appearance and attitude is important. Customers watch the operations you perform, so do not look disorganized, distracted or mad. If you are having a problem, ask the Manager to help you.
- Always address the customer first. If you are running food, greet the table and let them know what menu item you are delivering.
- Keep yourself geared up so that you are ready for any rush. We get most of our complaints during the Restaurant's slow period. Guests are quick to leave online reviews and often leave names.
- Always say "corner" when getting ready to turn a corner to prevent collisions.
- **It is NEVER acceptable to give free drinks or food to a guest, friend, or family member without the approval of management. This is grounds for termination.**
- If you are having a problem with a guest or another employee, go directly to the manager. Do not engage the guest or employee in a negative manner.
- If you must go to the bathroom during the shift, ask someone if they will please watch expo while you are gone, and inform a manager.
- All staff receive a 50% discount on food during their shift (max 2 items) and 25% discount on food when off (staff member plus 2 guests).
- Do not allow other staff members to take food from the window without your OK.



## General Guidelines & Responsibilities

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Successful sales and service result from confidence, which can only be developed through knowledge. We will provide you with ample material to develop the necessary knowledge and confidence in relation to service techniques, our small plates, cocktails, and wine menus.

- Use your down time to re-stock and re-organize expo for the next rush.
- Never handle a glass by the rim with your hand over the drinking surface.
- Never handle silverware with your hand over the eating surface.
- When handling plates or food, never let your hand touch the eating surface or the food.
- Keep yourself geared up so that you are ready for any rush. We get most of our complaints during the Restaurant's slow period. Guests are quick to leave online reviews and often leave names.
- Always ENTER the kitchen keeping to the right. Always walk quickly, but never run. This will prevent serious accidents and extra work for everyone.
- If an order is delayed in the kitchen, first inform the chef and manager. The manager will go to the table and explain the situation as well.
- As a small plates concept, all food is delivered to the guest as it is prepared. This ensures dishes arrive at the table in peak condition and guests do not experience cold food. Everything goes out hot.
- **DO NOT WAIT FOR AN ENTIRE TICKET TO BE PREPARED TO RUN FOOD.**

- Whenever you are reaching across someone or serving in front of someone, excuse yourself.
- **It is NEVER acceptable to give free drinks or food to a guest, friend, or family member without the approval of management. This is grounds for termination.**
- The most neglected guest in the restaurant is the late customer. People who come in the last few minutes of the evening are usually the best tippers. They don't care how busy it was or how tired you are. They are here to enjoy themselves. Restaurants are noted for hurrying along late coming guests. We are not rushing them, but we must get their order because the kitchen is closing. They may sit there and enjoy their meal as long as they wish. Treat them as though they are the first guest of the evening.
- If you are having a problem with a guest or another employee, go directly to the manager. Do not engage the guest or employee in a negative manner.
- Unauthorized persons are not allowed in the kitchen or behind the bars. This includes servers, hosts, and runners.
- When delivering dishes or walking through the dining room, on your way back to expo, always check tables and the bar for pre-busing opportunities. The only items that should be left on the table/bar when a guest leaves is their drink glass.



- No gum chewing or smoking EVER. If you do smoke, you may only do so behind the restaurant with the approval of the manager. Never leave butts on the ground. Be aware that the smell may be on your person and affect your guests and co-workers. You may be asked to go home and change clothes.
- Never attempt to adjust the thermostats in the Restaurant yourself. If there is a problem, get a manager.
- During a shift, monitor how many polished water glasses and how much rolled silverware is available. If either are low, ask the dishwasher to run them through the machine and polish/roll them once they are clean. THIS IS CRITICAL WHEN WE ARE BUSY.
- When delivering food to a table, always:
  - greet the table
  - describe each dish as you set it on the table
  - serve women and children first, then men.
  - ask if there is anything else you can do for the table.
  - remove dirty dishes and silverware if a guest is finished with them. When a guest leaves the restaurant, there should ONLY be glasses left to clear.

## SHIFT LEAD

Prior to each shift, a "Shift Lead" will be selected randomly. That server will be responsible for delegating side work during the shift as well as checking that it has been completed by each person at the end of the shift and prior to them checking out with the manager. The manager will walk the restaurant with the Shift Lead to ensure everything on the side work sheet is done. If a task has been missed, the Shift Lead is responsible for completing it.

## FRONT OF THE HOUSE BEHAVIOR

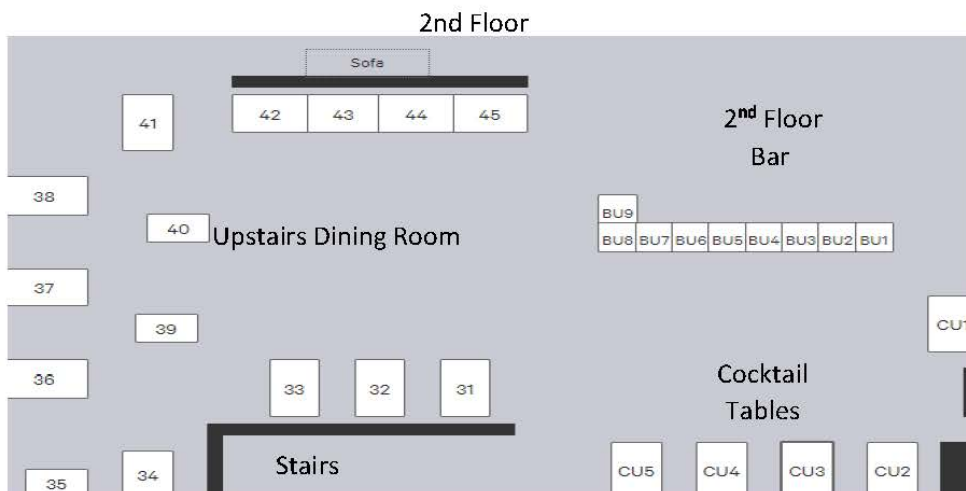
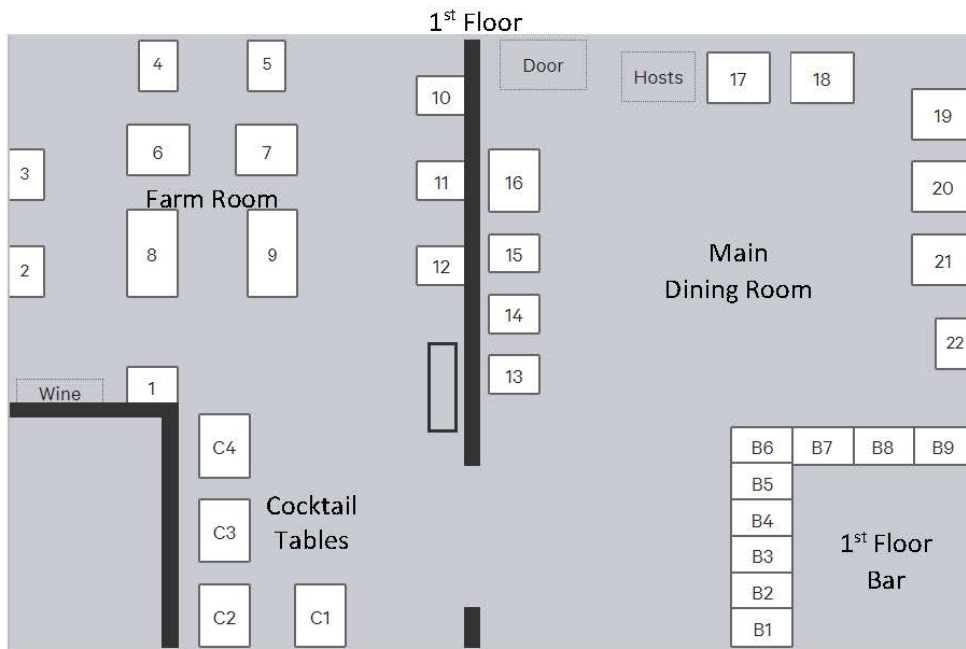
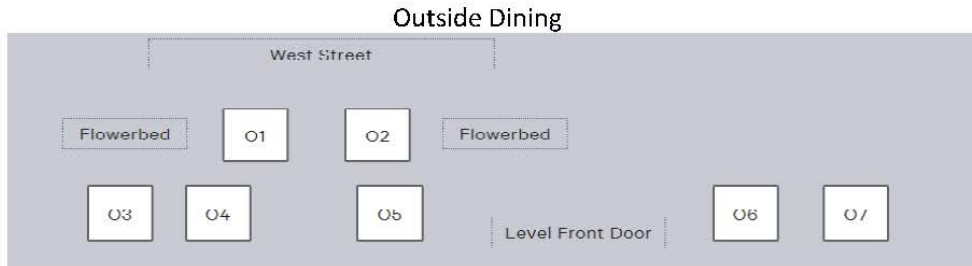
There is to be no yelling or arguing in the front of the house. If you have a problem with a customer, DO NOT ARGUE, keep calm, and get a manager. The same applies to employee relations. No yelling or arguing, - get a manager.

## EATING AND DRINKING

There is to be no eating or drinking in the front of the house at any time. Food is only to be eaten during management approved breaks in appropriately designed areas. **Drinks are only aloud at the coffee station. Do not drink them in front of guests.**

## KNOW YOUR TABLE NUMERS

One of the most fundamental skills is knowing your table numbers. We have tried to make them as straightforward as possible and have also placed schematics at the host stand, server stations and on the expo line for your reference. Delivering food to the wrong table makes us look unorganized and unprofessional. It also results in excessive comps, which means we lose money.



Rev. 12.22.23



# Sidework

Below are your daily side work responsibilities. It is critical to our success that each of us maintains our sections and works as a team to complete these items. Once you have finished your side work, your shift leader will check you out and then you can close out your shift on the POS stations. If you have any questions, please do not hesitate in asking another staff member or management for help.

### Food Running Shift Checklist

<i>Priorities : Food Quality, Presentation &amp; Getting Plates to Tables ASAP</i>							
<i>Opening</i>	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Stock Plates with Black Napkins							
Stock Black Napkins							
Restock To-Go/Sink							
Refill Sauces							
Get Sanitizer Rag							
Check that Restrooms are Clean & Stocked							
Have a Pen for Expo							
Know Specials/Charcuterie							
Sweep/Vacuum Expo Line & Under Expo							
Put Away Order Downstairs							
Sweep Downstairs							
<i>During Shift</i>							
Check Presentation of all Dishes Prior to Running them to Tables							
Ensure all Tickets are marked once ran							
Require a Ticket for all recooks							
Assist Servers with Bussing Tables							
<i>Closing</i>							
Sweep Expo Line & Under Expo Counter							
Sweep & Mop Back Stairs							
Stock Plates with Black Napkins							
Empty and Clean Expo Vacuum							
Restock To-Go/Sink							
Clean plate area by bar/end of expo							
Clean both corners of expo underneath							
Steel shine expo (everything below waist)							
Sweep Rugs in Front of Bathrooms							

Shift Lead Signature:							
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<b>Dress Code : Level Uniform</b>	<b>Be sure that you know your table numbers.</b>
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## Types of Guests

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### **Never underestimate the importance of a guest!!!**

- A guest is not dependent upon us -- we are dependent upon him or her.
- A guest is NEVER an interruption of our work - they are the purpose of it.
- Guests do us a favor when they come here -- we are not doing them a favor by serving them.
- A guest is part of our business -- not an outsider.
- A guest is not a cold statistic – they are a flesh and blood human being with feelings and emotions, like our own.
- A guest is a person who brings us their wants -- it is our job to fill those wants.
- A guest is deserving of the most courteous and attentive treatment we can give.
- A guest is the lifeblood of Level.

### **YOU MUST BE ABLE TO INTERACT WITH MANY DIFFERENT TYPES OF GUESTS**

To give good service, it is helpful to recognize and know how to handle all types of guests.

For example

<b>THE TIMID GUEST:</b>	Genuine interest and patient understanding will put this type of guest at ease. Even a comment on the weather can make him feel at home.
<b>THE AGGRESSIVE GUEST:</b>	This type must be handled in a courteous and businesslike manner. Kindness and politeness can often change him into a steady and appreciative customer.

<b>THE FUSSY GUEST:</b>	This is one of the hardest guests to please. Try to stay one step ahead of them by learning the things that irritate them. Be sure to have everything just right, before serving the fussy guest. Remember, all of the little things the fussy guest especially likes, even when they may seem peculiar to the average person.
<b>THE OVER-FAMILIAR GUEST:</b>	<i>Be courteous, dignified, and avoid long conversations. Stay away from the table, except when actual service is needed. Never try to give a wise crack answer to a smart remark. You will only cheapen yourself and lower yourself to the same level as the rudeness of the guest.</i>
<b>THE GUEST WHO IS ALONE:</b>	Don't call attention by asking if he is alone. Seat him where he can see what is going on. The guest may be lonely and want someone to talk to. Be friendly, but don't neglect other guests. With nobody to talk to, time seems long, so serve as quickly as possible. This could be your most critical guest.
<b>THE NOISY TROUBLE-MAKER:</b>	<i>Don't be drawn into arguments. Speak softly. Don't antagonize. Refuse to participate in criticism of management, the establishment, or other personnel.</i>
<b>THE BLIND GUEST:</b>	Seat blind people with a dog so that the dog will not be noticed. Never hover over blind customers. Always stand near enough to help if needed. Issue menus in Braille if available to the blind guest. Always make a blind customer feel appreciated and important.
<b>GUEST WITH HAND OR ARM INJURIES/DISABILITY:</b>	<i>Seat as quickly as possible. Be helpful, ask if you may assist them, but do not be too eager. Be considerate; do not call attention by hovering. Seat wheelchair guests at a table on ground level do not block an aisle. Always make a disabled guest feel important and accommodated.</i>

## Alcohol Awareness

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Alcohol Awareness is a growing concern within the Hospitality Industry nationwide. By recognizing the "early" signs of intoxication, monitoring your customer's consumption, and treating them as you would a guest in your own home; you fulfill your responsibility and protect the guest.

### YOUR ROLE:

- Observe
- Monitor
- Report



### YOUR MANAGER'S ROLE:

- Confirm
- Confront
- Resolve

### WITH ADHERENCE TO THE COMPANY'S POLICIES...

- We will not knowingly admit obviously intoxicated or underage customers to the bar.
- We will not knowingly serve alcohol to an obviously intoxicated or underage customer.
- We will offer alternatives to alcohol.
- We will create an atmosphere to promote responsible drinking.
- We will make a reasonable attempt to prevent obviously intoxicated customers from driving.
- Know and watch for the signs of intoxication. If there is any question, report to a manager who will make the final decision and determine whether the guest should remain or leave.
- Responsible service of alcohol requires a team effort.
- If you know what it takes to get someone drunk, you can prevent it by monitoring their consumption and offering alternatives.
- Cooperation between employees and management allows us to exercise a degree of influence on the behavior of our customers that will result in an atmosphere of responsible drinking.
- This is just a portion of our company Alcohol Awareness program. A complete handbook with certification test is available via TIPS.



## Sanitation & Safety

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The responsibility of management and staff to protect the public from food borne illness is fundamental. A food borne illness is simply a disease that is carried, or transmitted, to human beings by food.

Throughout your training, you will receive information concerning proper temperatures of food storage and serving, as well as, cleanliness standards, proper use of chemical cleaning, and disinfectant products. It is our objective to operate the restaurant at the highest level of cleanliness and sanitation for the benefit of our customers and employees.



### **RESTROOMS**

The condition of our restrooms can greatly affect a guest's opinion of their experience with us. It is each of our responsibility to ensure they are well maintained and stocked.

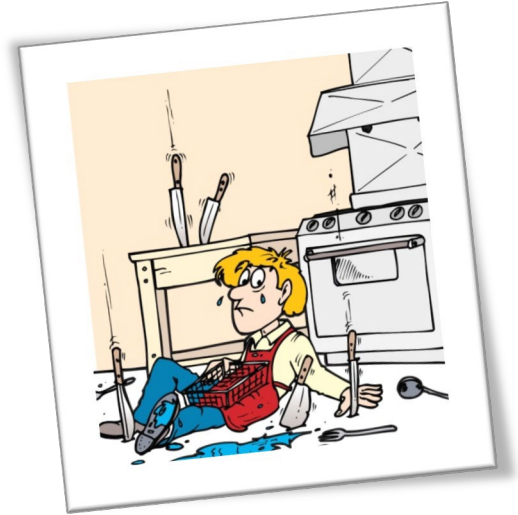
**THE WORDS "That's not my job" do not belong at Level. We are a team.**

In addition to a clean and sanitary environment, Level provides a safe environment. One of our goals here at Level is to operate an accident-free restaurant. A safe restaurant takes teamwork and effort on everyone's part. Everyone who works with cleaning chemicals will receive training on the use of those products, and will be tested following the guidelines of OSHA Hazard Communication Standard, Title 29 Code of Federal regulations 1910.1200.

Safety meetings will also be used to review information presented from the initial training, and a safety representative will be selected for the Employee Associate Board of Directors. Management's role is to provide the daily monitoring of safe work practice developed from these meetings.

Whenever you see a potential hazard, or something you notice as unsafe, notify a manager immediately.

Here is a list of guidelines to follow for safety and sanitation:



## **MAJOR CAUSE OF FOOD BORNE ILLNESS**

- Food left in the danger zone of 40° to 140° for four or more hours. Keep all foods out of the danger zone of 40° to 140°.
- Not keeping hot foods hot, and cold foods cold.
- Handle foods quickly during delivery and put refrigerated and frozen foods away as soon as possible.
- Preparing food a day or more before serving.
- Serving food that is not completely cooked.
- Thaw foods in refrigerator, microwave, or under cold running water for not more than 2 hours, followed immediately by cooking.
- Avoid preparing food in advance, unless absolutely necessary.
- Inspect Foods thoroughly for freshness and wholesomeness upon receipt, cooking, and serving.
- Only use sanitized equipment and table surfaces.

## **ALWAYS WASH YOUR HANDS AFTER YOU**

- Smoke, eat, use the restroom; touch money, raw foods, or your face, hair or skin; cough, sneeze, or blow your nose
- Comb your hair, handle anything dirty
- Before and after taking a break

## **DISPOSE OF WASTE PROPERLY**

- Take garbage out frequently.
- Keep garbage areas clean and sealed.
- Clean and sanitize garbage cans regularly.
- Store soiled linen in a laundry bag or non-absorbing container.



## **KEEP INSECTS AND ANIMALS OUT BY**

- Keeping doors closed.
- Taking garbage out frequently and keeping garbage areas clean.
- Report any holes where an animal can enter.
- Do not provide a free meal for any animals.

## **HANDLE ICE AND TABLEWARE PROPERLY**

- Use clean scoops or tongs to pick up ice, do not use hands or glass.
- Store scoops or tongs in a clean container, not in the ice.
- Do not store any food or beverage in the ice.

## **WHEN CLEANING STATIONARY EQUIPMENT**

- Unplug equipment, and make sure hands are dry.
- Disassemble.
- Wash removable parts in dish machine, or three- compartment sink.
- Wash and rinse stationary parts.
- Sanitize food contact surfaces with sanitizer.
- Air dry before reassembling, without touching food contact surfaces.

## **PREVENTING ELECTRIC SHOCK**

- Never touch electrical equipment with wet hands, or while standing in water.
- Unplug equipment before cleaning or disassembling, to avoid shock.
- Do not yank plugs out by cord. This can cause damage to the cords, which may then cause shocks.
- Report damaged and worn plugs and cords to your supervisor.

## PREVENTING FALLS

- Always place a "wet floor" sign first.
- Wipe up spills immediately.
- Wear shoes with non-skid soles and heels.
- Keep aisles and stairs clear.
- Walk, and do not run.
- Follow established traffic patterns.
- Do not carry anything that blocks your vision.
- Keep drawers closed.
- Use ladders properly; never use chairs, tables or boxes. Do not stand on top of ladder, and do not over reach.
- Use handrails on stairs.
- Turn lights on to see.
- Never run in the kitchen. The floor may be wet.
- Never leave anything on the floor including ice from the ice machine.



## LIFT PROPERLY

- Plan it. Do you need help? Could you use a cart? Where is it going? Which route is best?
- Get ready. Spread feet apart, shoulder width. Put one foot slightly in front of the other for a good support base. Squat down with back straight and head up. Do not bend over from the waist! Grip the object firmly with both hands. Keep elbows and arms close to body. Tuck in chin. If lifting a tray, squat down alongside the tray and slide the tray onto your shoulder and hand.
- Lift it! Straighten your knees slowly and smoothly to a stand. Avoid doing this in a quick or jerky manner. Do not lift and twist at the same time.
- Move it! Keep object close to you. To change position, move your feet and entire body. Do not twist from the waist. Look where you are going and call out "coming through" as needed.
- Set it down! Bend your knees slowly and smoothly. Slide load into place; watch your fingers and toes.

## **MOVING A CART PROPERLY**

- Push rather than pull.
- Spread feet wide, one in front of the other with your front knee bent.
- Keep back straight.
- Slowly push into the cart with your body weight, using your leg muscles to do much of the pushing.
- Push slowly and smoothly. Avoid sudden motions or twisting your back.

## **PREVENTING CUTS**

- Know how to operate equipment.
- Pay attention when using sharp equipment. Never touch edges of sharp blades.
- Use guards when provided on equipment.
- Use tampers to push food into equipment.
- Turn equipment off before adjusting.
- No loose sleeves, ties, or dangling jewelry should be by equipment
- Use knives carefully.
- Carry dishes and glassware carefully.
- Sweep up broken glass; do not use your hands.
- Use special container to dispose of broken glass, dishes, and other sharp objects.
- Remove can lids entirely from cans, then dispose of them.

## **PREVENTING BURNS**

- Pay attention when working around hot equipment.
- Use dry potholders or towels when handling hot equipment. Wet or moist towels will serve as conductors of heat.
- Keep pot handles turned in from the edge of the range and open flames.
- Avoid overfilling containers with hot foods.

- Get help lifting heavy pots of hot foods.
- Open lids of pots and doors of steamers away from you, and do so slowly, to avoid a steam burn.
- Stir foods with long-handled spoons.
- Warn others of hot surfaces.
- Let equipment cool before cleaning, and do not use wet rags.
- Do not put icy frozen foods into the fryer. Put foods slowly into the fryer and stand back to avoid being splattered.
- Strike match before turning on gas equipment, to avoid a flare-up.
- Wear closed-toe and closed-heel shoes that do not absorb liquids.
- Warn guest of hot dishes.

## **PREVENTING FIRES**

- Do not turn your back on hot fat, as it may burst into flames.
- Keep equipment and hoops from grease build up because grease causes many foodservice fires.
- Smoke only where allowed.
- Do not set the fryer at too high a temperature.
- Store matches in a covered container, away from heat.
- Keep garbage in covered container, away from heat.
- Store chemicals away from heat because many chemicals are flammable.

## **SAFE CHEMICAL HANDLING**

- Do know where the material safety data sheets are posted and read them.
- Do read the labels of all products before you use them.
- Do follow the directions for proper storage, handling, and use for all chemicals you use.
- Do ask your supervisor any questions or concerns you may have about using a certain product.
- Do know how to call for medical help, in case of an emergency.
- Do not ever mix chemicals together.
- Do not store chemicals in unmarked containers.
- Do not store chemicals in or close to food storage, preparation, or serving areas.
- Do not leave aerosol spray containers near heat or spray close to an open flame.
- Do not dispose of any empty chemical container until you have checked on the label for how to do so.

## Thank you

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We want you to use this manual, along with your common sense, and above all, YOUR individuality, to help create an atmosphere that will encourage good times for our guests, and yourself. If this happens, you will be ensuring the success of not only Level, but also yourself.

WELCOME TO OUR LEVEL FAMILY!

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## Acknowledgement

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(Please cut this portion out of your manual and give to your manager.)

I, \_\_\_\_\_, hereby confirm that I have received and reviewed the Level a Small Plates Lounge Server Handbook. I agree to abide by the guidelines and protocols outlined in this manual.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee ID #