

Restaurant "What To Do When" Procedures

1 When the Power Goes Out

Before calling the manager

- Ensure guest and staff safety. Stop work involving sharp tools, heat, or machinery.
- Check the scope of the outage. Determine whether the whole building or only specific areas are affected.
- Observe surrounding businesses to see if the outage is widespread.
- Protect food safety:
 - Keep refrigerator and freezer doors closed.
 - Do not open hot-holding units.

Restoring Power

1. Check the fuse box.
 - a. Look for any switches that are down, especially the main switch.
 - b. If all switches are down, flip the main switch on, then turn the remaining switches on one at a time.
 - c. When you reach the faulty switch, the power will shut off again.
 - d. Repeat the process and leave the problem switch off.
 - e. Identify whether the faulty switch is linked to a refrigerator, dishwasher, or other electrical equipment.
 - f. Text Amanda with the equipment name so she is informed.
2. Check the three fuses near the stairs (KG Restaurant).
 - a. These fuses commonly blow.
 - b. If the main power box appears fine, check and replace these fuses as needed.

2 ***When a Delivery Item Did Not Arrive***

1. Verify the invoice.
 - a. Confirm whether the item is listed.
 - b. If the item is listed but missing, continue below.
2. Inspect all delivered boxes carefully.
 - a. Some items may be packed inside other boxes.
3. Call Menigo.
 - a. Report that an invoiced item was not delivered.
 - b. Ask if they can deliver it before 11:00 AM.
4. If Menigo cannot deliver:
 - a. Check with Giuseppe to see if he has the item.
 - b. Call the other restaurants to locate the needed item.
 - c. If Giuseppe can bring it, coordinate with him.
 - d. If not, ask amanda to book an Uber.
 - i. Include pickup and drop-off locations in your message.

3 ***When an Item Is Missing (In-House)***

1. Search appropriate storage locations: walk-ins, freezers, dry storage, prep areas.
2. Ask staff if anyone moved or used the item.
3. Check the order sheet to confirm whether the item was ordered.
4. Check with Giuseppe or other restaurants to locate the item.
 - a. If needed, ask Giuseppe to bring it.
 - b. If not possible, TEXT Amanda to book an Uber (include to/from locations).

4 ***When Equipment Isn't Working***

1. Put safety first. Unplug or turn off equipment if it seems dangerous.
2. Check for simple issues:
 - a. Power switches
 - b. Breakers
 - c. Loose cords

4 ***When Equipment Isn't Working***

3. Attempt a basic reset if the equipment has one.
4. Document the issue: time, equipment name, what you observed.
5. Use alternative equipment if available.
6. Call Amanda:
 - a. If the equipment is urgently needed, call immediately.
 - b. If it is not urgent, call after 14:00.

5 ***When You Run Out of a Menu Item***

1. Confirm the item is fully out by checking storage and prep areas.
2. Look for approved substitutions if applicable.
3. Mark the item as unavailable in the POS.
4. Call the manager if the missing item significantly impacts the menu.

6 ***When a Guest Reports a Serious Issue***

1. Stay calm and listen carefully.
2. Apologize and gather relevant details.
3. Avoid blaming or arguing.
4. Document exactly what happened.
5. Take corrective action within your level of authority.
6. Then call the manager with a clear summary.

7 ***When There Is a Safety or Cleanliness Hazard***

1. Address immediate danger.
 - a. Block off the area, remove hazards, clean spills.
2. Follow sanitation procedures thoroughly.
3. Document the issue.
4. Inform coworkers so they are aware.
5. Call the manager with details.

Notes

- Provide clear and complete information when calling the manager, but avoid calling between 11:00 and 14:00 unless urgent.
- Document everything: times, items, quantities, and people involved.
- Prioritize safety, guest experience, and food quality at all times.