



**Moby Dick's**  
**RESTAURANT**

**FRESH. FRIENDLY. FUN!**

**2020**

**BACK OF HOUSE**  
**TRAINING MANUAL**

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## CORE VALUES: WHAT WE LIVE BY, WHAT DRIVES US

- **The Culture of Yes.** Easy to say, not always easy to do! Yes, is often difficult but it makes the difference in times where there are so many choices for dinners. If you don't think you can make it happen, take it one step further and ask David, Todd or Migs. The Culture of Yes separates us from our competitors and increases return and new guest counts, which in turn creates more money for our employees. In the end, with a Culture of Yes, everyone wins!
- **Pride.** We pride ourselves on our passion for achieving excellence in product, customer service, and to our customers and employees.
- **Trustworthiness.** We are to be honest, open and respectful of one another. We do not gossip. We support and display confidence in each other. We do what we say we will do - no excuses.
- **Profitability.** We are proactive on a daily basis in focusing on purchasing, scheduling, and cost control. Every employee is responsible for actively producing and saving money. We weigh and portion all foods accurately. We NEVER eyeball weights. Always weigh in deliveries, it keeps our suppliers aware that we are checking. We never waste food!
- **Fun.** We create an environment of excitement that includes celebrating wins, both large and small. We create facilities that ensure complete immersion in the setting and experience for guest, front- and back-of-house employees.
- **Hospitality.** We treat everyone as we would like to be treated, from customer service, to employees, to purveyors. We create relationships by listening to our guests, anticipating needs, and exceeding their expectations. It is a daily reminder for ourselves and each other: never forgot, we chose to be in the hospitality business.

## THE GUESTS OF MOBY DICK'S

- Guests are not dependent upon us, we are dependent on them.
- Guests are 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.
- Guests are part of our business, not outsiders.
- Guests are not cold statistics. They are flesh and blood human beings with feelings and emotions, like our own.
- Guests are people who bring us their wants. It is our job to fill those wants.
- Guests are deserving of the most courteous and attentive treatment we can give them.
- GUESTS ARE THE LIFEBLOOD OF MOBY DICK'S RESTAURANT.

## MENU PHILOSOPHY

Our cuisine is a straight forward approach to using fresh high quality ingredients and preparing them simply. Great food does not to be fancy. The highest quality ingredients always speak for themselves. We strive to stay true to a simple New England clam shack. No fancy drizzles or aioli's here! Why?? We don't need them!

The kitchen teams' directive is to go above and beyond in assuring a great experience. This includes our 'Culture of Yes' when it comes to special needs or requests. If we can, we do it...and we WANT to do it! 'No' is a last resort when all avenues are exhausted. This attitude and directive is to be modeled and trained daily through verbal and physical cues to both the employees and the customers.

### Diet and Allergy Requests

Diet and allergy requests are always to be taken seriously. Allergy requests MUST be taken seriously as some can have fatal effects. If the word 'allergy' comes up from a customer, that employee must then speak with both the Manager on Duty and the Chef on Duty. If we have the ability and the products we will perform the task. It is critical to over-communicate in these cases. ASSUME NOTHING!

## KITCHEN OPERATIONS PHILOSOPHY

We create environments with high energy and excitement as critical points for customers and employees. We expect you to take care of it like it is yours, treat others as you want to be treated, never forget that we are in the service business. ASSUME NOTHING and TAKE NOTHING FOR GRANTED.

Here are some of the most important and often overlooked elements of a great back of house team:

- **Awareness.** Be alert to all things happening in the kitchen. Keep your eyes open. Is there food left out that should be put away, are there dirty dishes to be washed, is there a delivery to be put away, is there a spill or trash on the floor that should be cleaned up? We have an open kitchen and as such we need to keep it looking its best at all times. It's all of our responsibility to be aware of this!
- **Assumptions.** Assumptions are awful, and spelled ASS-U-ME, assuming makes an ass out of you and me. Don't assume things are getting done. Is the prep getting done? Has a task been taken care of? Is everything restocked? Check before asking or thinking something is finished.
- **Over-communicate.** This goes for any type of problem; the more people know the better. If we "86" something, if there is a re-cook, if something needs prepped on the fly. At shift change communicate with the people coming on so that they know the status of things. Share this information repeatedly with your teammates so everyone knows. We like to say, "**share the secret**"!
- **Make it right.** Sometime tickets get lost, food goes to incorrect tables, and accidents happen! When it does, we do everything we can to fix the problem as fast as possible. We don't yell and bitch about how or why it happened. Just fix it! No one is perfect, and we will all make a mistake at some point.
- **Responsibility.** Be and feel responsible for everyone, from fellow employees to guests. If something doesn't seem right, look right, smell right, feel right, ask a question. You have to WANT to be great at customer service in order to give it. BLOW PEOPLE AWAY! This job can be stressful, even frustrating sometimes, but your job is to never let the customer see that. We have created great menus and a great atmosphere. YOU must give that part of yourself that wants people to feel great and have an EXCELLENT experience.
- **Training.** We invest in our people and give you the tools and time you need to be successful in your role. We also believe training never ends, and we will all have room to grow and improve. Our job is to continuously work with you to make you better.
- **Attitude.** Positive attitudes and proper focus/mindset are critical to creating a great guest experience, a great work atmosphere, and to our success every minute our operation is open and running. Come to work motivated, filled with good energy, be ready to work hard and have fun.

## GENERAL RULES & POLICIES

- Uniforms As an employee, you are a representative of this company and are expected to be presented in a neat fashion.
- Todd and Migs will inspect all uniforms on a daily basis.
- All uniforms must be clean and in good repair for every shift.
- All kitchen staff are required to wear a navy Moby Dick's T-shirt or white chef coat, khaki or black pants or knee length shorts, and black non-slip shoes (Sketchers or Shoes For Crews).
- A white kitchen apron will be provided.
- Kitchen employees may wear a watch, but no hanging jewelry, jewelry, or facial piercings of any kind are allowed.
- Gloves must be worn at all times while handling food.
- Work Schedules
  - Work schedules are based from Friday through Thursday.
  - Work schedules will be posted at least one day in advance.
  - Each employee is responsible for knowing his or her schedule.
  - Schedule requests and alerts for days off must be handled by a manager.
  - All shift change requests must be submitted to, and approved by a manager.
  - No schedule requests are allowed in July & August.
- Shift Substitutions
  - All shift substitutions must be submitted, approved, and signed off by a manager before they become official.
  - Any shift change that has not been approved by a manager remains the responsibility of the originally scheduled employee.
- Overtime Pay
  - We compensate our employees based on a 40-hour workweek.
  - Hours over 40 per week will be paid time and a half.
- Paychecks
  - Paychecks are distributed weekly based on the prior week of work.
  - Paychecks may be picked up every Wednesday after 11am.
  - Paychecks may not be distributed to anyone other than the employee.
- Pay Advances
  - No advances on paychecks or tips will be issued.
- Kitchen Presence
  - Staff is never to leave the kitchen unless they check with Todd, Dave, or Migs.
  - Cell phones are NEVER to be used while on duty.
  - No headphones allowed while working.
  - No one is to leave the restaurant property at any time for any reason while clocked in.
  - Only the bathrooms located on the restaurant property are to be used while clocked in.
- Inclement Weather
  - Inclement weather is not a reason not to come to your scheduled shift. Employees are to show up unless they are told or called by a manager.
- Mistakes
  - Any food or drink returned by a guest is not to be consumed by staff; they are to be dumped out and thrown away.
  - Any extra food, or food made by accident should be given to the Expo. We can give it to Todd to give to guests, turning a mistake into an opportunity to give a guest a great experience.
  - Eating anything YOU did not pay for is considered stealing.
- Tips
  - Tips are to be counted and divided at the end of every shift. It is the responsibility of the staff to correctly disperse tips to all staff on duty.
  - If someone is missed out, they will be given their tips out of the next shifts tips.
  - Todd and Migs have NOTHING to do with tips, and they are NOT responsible for missed or lost tips.
  - You are to only take home your own tips; no one is to take tips for another person.

## TICKET TIMING SYSTEM

In our kitchen we do not use heat lamps, and we do not precook foods. In order for us to serve food hot and for all food on a ticket to be served at the same time we use a ticket timing system that is regulated by the kitchen expeditor. Every ticket gets a time, and every ticket need to have that time written on it.

When a ticket comes through the system, we wait for it to be hung in the window. Even though the food prints to every station in the kitchen, NEVER fire food when the ticket comes through, wait for the expeditor to give you the time! The kitchen expeditor will look at the ticket, and then decide at what time we want to serve the food. This all depends on a number of factors, are there appetizers, how busy are we, is a specific station slammed, how many servers does the FOH have, and how long does it take to cook the food on the ticket. Depending on all those things the expeditor will determine what time he wants on the ticket. He will then look at what item on the ticket takes the longest to cook, and with that amount of time in mind, give the ticket a completion time of no less than the longest cooking time. It may be longer, depending on the other factors. Normally if a ticket has a lobster on it, that will always be the longest cooking item, anywhere from 15 to 20 minutes. The next longest is the grill and broil stations where most foods take about 10 minutes, lastly the fry station where everything cooks in about 5 minutes. When the expeditor has decided what time they want on a ticket, they will call out the minute of the hour that the ticket will be pulled, and the food sent. If the expeditor wants to sell the ticket at 6:30pm, they will call out a ticket time of "30". If they want it to go out at 6:05 they will call out "05". We ignore the hour number and only focus on the minutes of the hour.

For Example: If a ticket comes in at 6:15pm and the name on the ticket is "Bob N", the expeditor reads the ticket, it has a 2# Lobster, a Broiled Cod Dinner, a Moby burger, and a Clam Strip Roll. The expeditor knows the 2# lobster needs 20 minutes to cook. He will check with the steam person and call out a time of "35" (6:35) on "Bob N". This allows for the 20-minute cooking time for the lobster. He repeats to the whole kitchen that "Bob N" is "35". Every station that has a ticket for "Bob N", they will write "35" on the ticket. Depending on the items for the other stations, they will fire their food at the appropriate time for their dish to be completed at "35". The broil station would fire the Broiled Cod at "25" (6:25) giving the cod the 10 minutes it needs to cook. The grill would fire its Moby burger at "25" since it also needs 10 minutes to cook. At 6:30 the expeditor will tell the fry person to fire the fried items on the ticket since they need 5 minutes to cook. At "35" (6:35), all the food for Bob N should be finished cooking. The expeditor will call out to the kitchen to raise "35" and then pull the ticket to give to the FOH. All the food for Bob N's ticket will then be placed in the window and be sent out.

As service moves along, tickets will come in and also be assigned to the same "35" time, and other tickets will have other times both before and after "35". It all depends on the food on the ticket, and when the ticket come in to the kitchen. It is very important to write times on all the tickets and to keep the tickets organized so that nothing gets skipped or missed.



## KITCHEN STATION RESPONSIBILITIES

### PREP

- Working this position requires that you carefully check with the manager on duty as to what prep tasks need to be done, and in what order. The daily prep sheet will always be posted, but there may be different priorities on a specific day.
- Always clean your work area between tasks, including the floor.
- Immediately wash all tools after prepping. Do NOT pile them at the sink station.
- Each item prepped is to be clearly marked with a piece of masking tape that has the item name, the date (written month/day) and initials of who prepped the product. No slang words!
  - o Example: [ **COD 9/29 TB** ] – This is **Cod** prepped on **September 29**, by **Todd Barry**
- Only after a prep task is completely finished is it to be crossed off on the prep sheet.
- All prepped foods are to be rotated into the cooler and placed below any older product.
  - o Always place it so in the rush the oldest product will be grabbed first. FIFO (First IN, First OUT)
- Ensure all prep tasks are done as quickly as possible.
  - o Prep time is not for socializing or moving slowly! The quicker we get prepped the better day we'll have!
- If you are unsure what to do or how to do something, ASK!
- For all tasks that require portioning you MUST always use a scale; accuracy is critical and expected.

### STAR “\*”

- The responsibilities of the ‘star’ are to watch the back of the kitchen and help out when needed anywhere.
  - o Baked potatoes
    - Label oven with the number of potatoes that went in and at what time.
    - Raise potatoes when they are ready.
    - Work with Expo/Broil/Grill to ensure we do not run out of potatoes during service.
    - Work to ensure we do not have excessive left-over potatoes at end of night.
  - o Prepare soups
    - Check FOH soup levels.
    - Keep enough soup cooking in back to ensure we don't run out, but not so much that we have too much cooking at any time.
    - Ensure there is enough water in the soup pots.
    - Ensure soup water is at 180°F and NOT boiling.
  - o Raise soup when asked:
    - Change pan liner in the soup pot.
    - Clean the soup ladle.
    - Always check the soup temp to ensure soup is at least 145°F.
  - o Wash dishes
    - Wash all dirty dishes as they come to the dish station.
    - Keep the 3-bay sink clean and filled with HOT, CLEAN water.
    - Ensure all dishes are fully cleaned, rinsed, and sanitized.
    - Put all dishes away neatly after cleaning.
  - o Trash
    - Check all trash cans in the kitchen and change the bags if they are full.
    - Keep the dumpster area outside clean.
    - Ensure all the bags are completely in the dumpster.
    - Break down all cardboard in the back room and kitchen and place it in the cardboard bin.
  - o Floors
    - Spot sweep the kitchen as needed.
  - o Restock
    - Check with all stations to see if they need any products restocked on the line.
    - Check French fry freezer and keep it full.

## PANTRY

- The pantry station makes all salads, sandwich buns, raw shellfish, and a few hot, grilled, and fried items.
  - Work as a team in the pantry.
  - When a ticket comes in, get the time for the ticket from the expediter.
  - All tickets need to have a time written on them.
  - Tickets are to be kept in order by time.
  - Communicate with the other person in the pantry as to ticket times, and what needs to be done
  - Deliver food to the appropriate station within 5 minutes of the ticket time.
  - All appetizers are to be prepared and served quickly.
    - Appetizers for a ticket should be brought to the expo together, do NOT bring just part of a list of appetizers to the window.
    - Announce to the expediter what apps you have and for what ticket you are delivering.
  - All food is to be prepared according to its recipe.
    - Cooked and prepared properly.
    - Modified properly according to ticket if required.
    - Portioned properly.
    - Assembled neatly.
    - Plated Neatly.
    - Garnished appropriately.
  - Keep the pantry station stocked and clean at all times.
    - Bars stocked.
    - Proper rotation of products, do not put new products over old!
    - All paper products stocked reasonably.
    - All cutting boards clean.
    - Floor clean.
    - Ensure sanitizer bucket is full, clean and accessible with a clean cloth.

## TAKE OUT

- The take-out person is responsible to ensure all take-out orders are filled completely and accurately.
  - Mistakes with take-out orders are not acceptable and are not tolerated.**
  - You must have complete knowledge of the menu.
  - Ensure that all food is properly prepared and correct including all sides and sauces.
  - Ensure that all required condiments and cutlery are placed in bag.
  - Carefully mark off all items on take out ticket once packed.
  - Communicate with FOH take out person about:
    - Correct bags for correct order.
    - Number of bags for an order.
    - Any deserts.
    - Any soups.
    - Any drinks.
  - Help front kitchen team with restocking, cleaning and sweeping during service.
  - Help star person during service.

## STEAM

- The steam station prepares all Lobsters, Steamers, Mussels, Corn and Broccoli.
  - As tickets come in, communicate with the expediter about the ticket times.
    - All tickets need to be marked clearly with a time.
  - Fire any appetizers right away.
  - Keep an appropriate amount of corn prepared depending on time of day:
    - Lunch: Cook corn as needed.
    - Dinner: Have reasonable supply to cover needs of the stem / broil / grill stations.
  - Deliver corn and broccoli to other stations as needed.
    - Always deliver corn with a pan and tongs.
    - Do NOT carry corn through the kitchen without a pan.
  - Ensure the steam station has enough melted butter.
    - Ensure the warmer has enough water in it to keep butter and broth hot.
  - Empty steamer pans of broth into warmer regularly.
    - Ensure steamer pans are not overflowing into steamer.
  - Only run the steam machines while cooking products.
    - Do NOT run the steamer if its empty
  - Rotate steam machine usage according to daily plan to ensure all units have equal run time
  - Monitor Lobster Tank:
    - WATER:
      - Water level is sufficient.
      - Water temperature is correct (34-36°F).
      - Water is circulating through system.
      - Alert a manager if any of the above need attention.
    - LOBSTERS:
      - Keep lobsters sorted by proper weight.
      - All lobsters are alive.
      - All lobsters are hard shell.
      - Check lobsters for “shell rot”.
      - Check that lobsters have both claws.
      - Any soft, or cull lobsters should be cooked and picked for lobster meat.
    - STEAMERS & MUSSELS:
      - Ensure constant rotation of steamer bushels.
      - Verify all prepped bags of steamers & mussels are the appropriate 16oz.
      - Check bags of steamers for large clams or broken clams.
      - Ensure shellfish tag is kept with steamers in tank, then placed in bag once bushel is empty.
  - All food is to be prepared according to its recipe
    - Cooked / Prepared properly.
    - Plated Neatly.
    - Assembled neatly.
    - Portioned properly.
    - Garnished appropriately.
    - Modified properly according to ticket if required.
  - Keep the station clean:
    - Keep the steam table wiped down.
    - Steam machine doors and sides wiped down.
    - Paper products stocked.
    - Ensure that lobster plates are clean.
    - Water mopped up in front of lobster tank.
  - Ensure sanitizer bucket is full, clean and accessible with a clean cloth.

## BROIL / SAUTÉ

- The broil / sauté station prepares all broiled and sautéed foods, potatoes and mac & cheese.
  - As tickets come in, communicate with the expediter about the ticket times.
    - All tickets are to be marked clearly with the time, always.
    - Do NOT simply fire food as ticket come in! We have no heat lamps; all food needs to be completed at the time it is to be sent out.
  - Keep broiler adjusted as necessary:
    - Do not keep extra sections lit if not necessary.
    - Do not keep broiler rack on top setting un-attended.
    - Ensure vent fan is turned on.
  - All food is to be prepared according to its recipe:
    - Cooked / Prepared properly.
    - Plated Neatly.
    - Assembled neatly.
    - Portioned properly.
    - Garnished appropriately.
    - Modified properly according to ticket if required.
  - Potatoes:
    - Work with Star person and Expo to ensure we do not run out of potatoes during service.
    - Work to ensure we do not have excessive left-over potatoes at end of night.
    - Clearly communicate with Expo if potatoes are running low.
    - Cut all potatoes served and ensure they are properly cooked and have no black spots inside.
  - Take dirty broil pans to dish station regularly, do not accumulate a large collection.
  - Keep the station clean:
    - Broiler table wiped down.
    - Broiler front and sides wiped down.
    - Paper products stocked.
    - Double door fridge doors and handles kept clean.
  - Ensure sanitizer bucket is full, clean and accessible with a clean cloth.

## FRY

- The fry station is the busiest station in our kitchen. The responsibilities at the fry station are as follows:
  - Clearly communicate with the expeditor for each fry call.
    - Recite the call back to the Expo to confirm.
    - Do not look ahead at tickets.
    - Do not fire food until told to.
  - Ensure Proper set up of all Fryers.
    - Oil is to be kept clean.
    - Baskets are to be kept clean.
    - Fryer oil is set at 350°F.
  - Use gloves when handling all seafood
    - Change gloves between handling cooked and raw seafood.
  - Accurately weigh all seafood portions.
    - Ensure digital scale is calibrated.
    - Ensure scale is in correct units (ounces).
    - Ensure scale is on zero before using.
  - Follow proper portion control with French Fries.
    - Accurately drop correct number of fry portions for each call.
    - Portion fries appropriately on each plate, do not over portion!
  - When cooking use all the fryers at your station
    - Keep seafood's separated in different baskets
    - Do not overload baskets, especially with clams, strips and oysters (they will all stick together)
    - Only cook French fries in the French Fry fryer
  - Use clean fry flats:
    - Change flats regularly as they get soaked with grease
    - Use a separate flat for French fries
  - All food is to be prepared according to its recipe
    - Cooked / Prepared properly
    - Plated Neatly
    - Assembled neatly
    - Portioned properly
    - Garnished appropriately
    - Modified properly according to ticket if required
  - Keep the Fry station stocked and clean at all times.
    - Bars stocked.
    - Proper rotation of product, do not put new product over old!
    - Clam fry is sifted and clean
    - All cutting boards clean.
    - Floor area is clean.
  - Ensure sanitizer bucket is full, clean and accessible with a clean cloth.

## GRILL

- The grill station is one of the more busy and technical stations we have. There are usually 2 people who work the station. One person cooks and one is the grill expediter. Responsibilities of the grill are as follows:
  - Work as a team
  - Use gloves when handling all food
    - Change gloves between handling chicken and beef and seafood
    - Change gloves between handling cooked and raw foods.
  - As tickets come in, communicate with the expediter about the ticket time.
    - All tickets are to be marked clearly with the time, always.
    - Tickets are to be kept in order as to time
  - Communicate with the other grill person as to ticket times, and what needs to be raised and fired
  - All tickets are to be prepared according the time stated by the expediter.
    - Do NOT simply fire food as ticket come in! We have no heat lamps; all food needs to be completed at the time it is to be sent out.
  - Keep grill adjusted as necessary:
    - Do not keep extra sections lit if not necessary.
    - Do not keep anything on top of the grill, even when the grill is off
    - Ensure grill surface stays clean
    - Ensure grill pans are full of water
  - All food is to be prepared according to its recipe
    - Cooked / Prepared properly
    - Plated Neatly
    - Assembled neatly
    - Portioned properly
    - Garnished appropriately
    - Modified properly according to ticket if required
  - Keep the grill station stocked and clean at all times.
    - Bars stocked.
    - Proper rotation of product, do not put new product over old!
    - All paper products stocked reasonably.
    - All cutting boards clean.
    - Floor clean.
  - Ensure sanitizer bucket is full, clean and accessible with a clean cloth.

## EXPEDITING

- The expeditors job is to be the conductor of the kitchen. To do this the expeditor must do the following:
    - At all times when the restaurant is open for service there is to be an expeditor at the window.
      - The expeditor is not to be covering another station.
      - When expediting, that is the only responsibility for that person.
    - When a ticket comes in the expeditor must review the ticket:
      - Are all items ordered correctly?
      - Have all charged modifiers been ordered properly?
      - Have side substitutions been ordered properly?
      - If there are any errors, communicate with the FOH to get them corrected before proceeding.
      - Are there appetizers?
      - What is the longest cooking time item on the ticket?
      - Assess how busy are the kitchen stations?
      - Decide how quickly can we prepare the order.
        - Our goal is to get food prepared as quickly as possible without rushing the guests
          - No appetizers – cook the entrees as fast as possible
          - Soup appetizers – 5 minutes before entrees
          - Hot appetizers & Salads – 10 minutes before entrees
    - After reviewing the ticket the expeditor must assign a time to the ticket and communicate that to all other stations in the kitchen and ensure that they hear the time
      - Call out the ticket name, and the time.
      - Repeat the name and time.
      - Verify with pantry and other stations that they have recorded the time.
    - Write the time clearly on the ticket and keep all tickets in the window organized in chronological order from left to right, with the left most tickets being the ones to come up next.
    - Never time tickets less than 5 minutes apart
    - Never time too many tickets at the same time
      - This will depend on:
        - How busy are we?
        - How many servers are working in the FOH?
        - How large is each ticket?
    - When appetizers are delivered from the pantry:
      - Review the ticket that all appetizers are present.
      - Check that the appetizers are prepared properly.
      - Give all the appetizers for a ticket to the FOH expeditor.
        - Tell the FOH expeditor what ticket they are for.
        - Carefully mark off sent appetizers with a highlighter.
    - Five minutes before a ticket time:
      - Call out the fry call to the fry station
        - Rules about fry calls:
          - Count all portions of fries needed for ticket time and tell the fry guy the total
          - Then look at all seafood on the tickets, combine similar seafood's and give the call to the fry station in the following order:
            - # of Chicken Nuggets – total count of individual nuggets for plates
            - # of Combos
            - # of 8oz Cod Fish
            - # of 5oz Cod Fish, called “Half Fish”
            - Then Scallops, Oysters, Clams, Strips, and Squid following the same rules in this the above order.
- THE CALL ORDER IS BASED ON COOKING TIME, FROM LONGEST TO SHORTEST
- After you give the fry call have the fry guy repeat the call back to ensure its correct.

- Place all the necessary plates, buns, rolls and baskets on the fry table to the fry guy can plate food as the cooking finishes.
- After the plates are complete, pull the appropriate tickets from the line and give them to the FOH expediter:
  - Call out to the kitchen that you are pulling a specific ticket time.
  - Ensure all stations are raising and selling their food for that ticket time.
  - Examine all plates to ensure food looks properly prepared.
  - Ensure all portions look accurate and evenly distributed.
  - Ensure all foods have correct garnish and sides.
  - Give the FOH expediter all the food for the tickets.
    - Explain or point out any abnormal items.
- Do not sell partial tickets:
  - If you don't have all the food, do not pull the ticket!
  - Do not put up food for tickets you haven't pulled
- As service progresses always be aware of soup quantities, the baked potato situation, and kitchen cleanliness.
- For take-out tickets:
  - All take out tickets will be marked TAKE OUT at the top and have a diagonal line through the ticket to indicate it's a take out.
  - If the ticket is marked paid, then the guest is here, and we should prepare the ticket as fast as possible.
  - If the ticket is not paid do not cook the food faster than 10 minutes from the ticket being hung up. No one can get to the restaurant in less than 10 minutes
    - We don't want take-out food to sit too long so that it would get cold or soggy
    - Some take out tickets will have a preferred time on them, if so then that should be the time we use.
- If a ticket has any allergies listed on it:
 

**IF YOU HAVE ANY ALLERGY QUESTIONS ASK TODD OR MIGS**

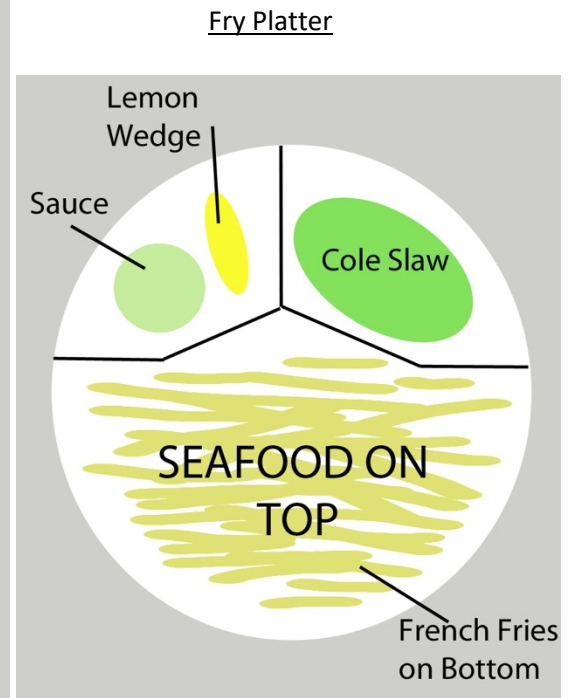
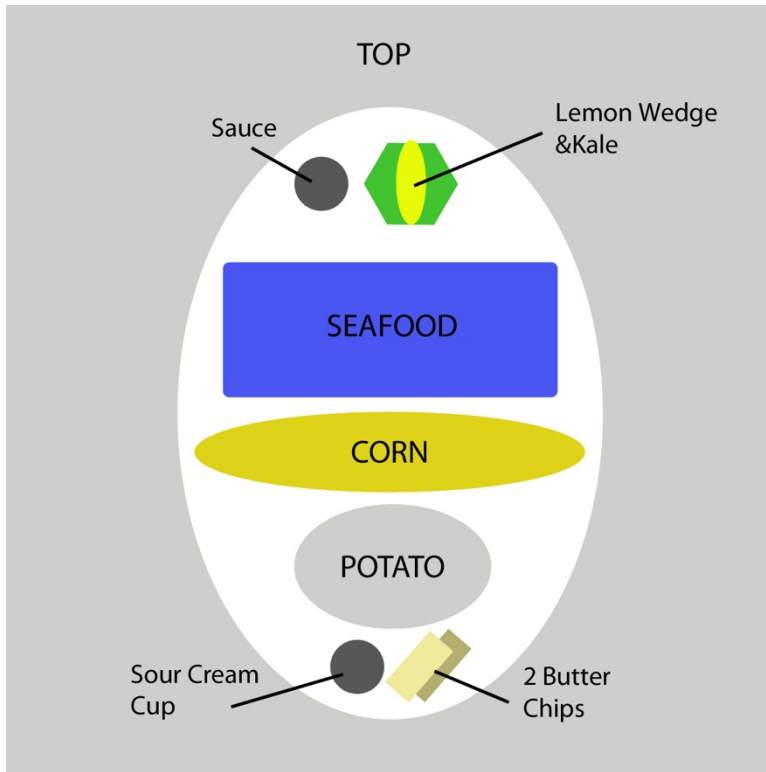
  - Make sure what the guest has ordered is safe with the allergy listed
    - Always make sure there are no hidden allergens based on an allergy
      - Example: A dairy allergy can't have fried food because of milk in the clam fry
  - Ensure you communicate with the station that has to prepare the allergy food item
  - Make sure they know how to safely prepare the dish
  - Ensure that the dish is safely prepared
  - Watch for cross contamination from utensils, cooking surfaces, and hands
  - Send the allergy dish out separately and does not get cross contaminated while being served
- Keep the Expo station stocked and clean at all times.
  - Bars stocked.
  - Proper rotation of product, do not put new product over old!
  - All paper products fully stocked
  - All cutting boards clean.
  - Window is clean
  - Floor area is clean.
- Ensure sanitizer bucket is full, clean and accessible with a clean cloth.



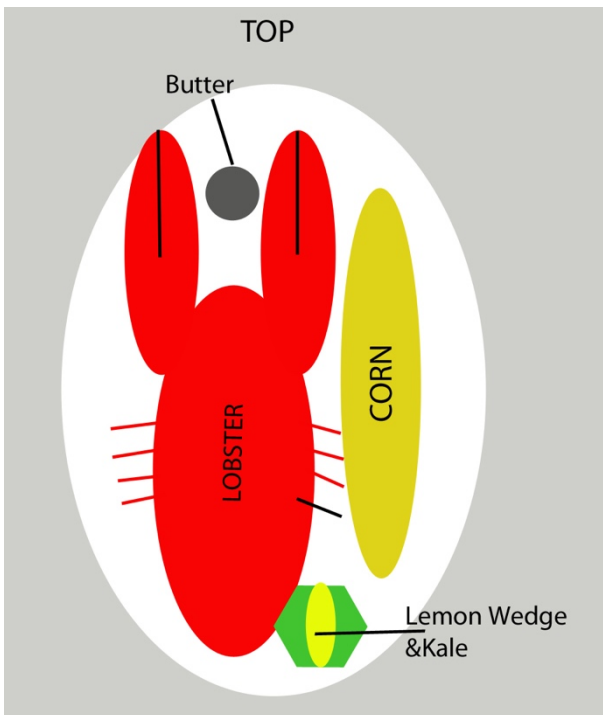
## PROPER PLATING

For the Fry, Broil, Grill and Steam stations we have a specific way we plate the food. Part of providing a consistently great experience for our guests is that we ensure the food we prepare is always served the same way every time. To do this we plate things in a specific way.

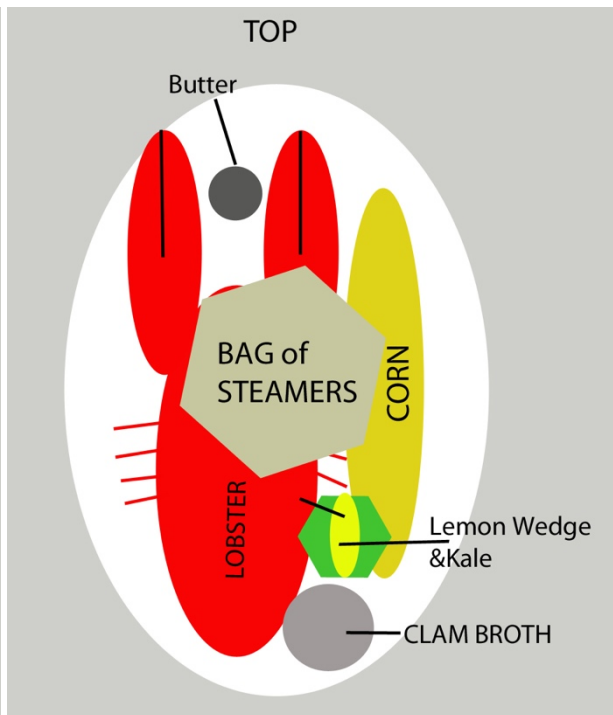
### GRILL & BROIL PLATES



### LOBSTER



### CLAMBAKE



## END OF NIGHT CLEANING

We all clean as a team at Moby's. When you finish cleaning your station, look around the kitchen if there is someone at another station that needs help. We all stay until the cleaning is finished.

- The station you work for evening service is the primary area you clean at the end of the night.
- All cooking devices **MUST** remain on until Todd or Migs tells you we are finished serving.
- The manager on duty will check your station at the end of the evening before you can move on to another task.
- **NO** one clocks out or begins to count tips until they have been told to do so by a manager.
- If you finish all your side work offer to help someone else. We ALL stay till we're ALL done!