



Service Training Manual

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Welcome to Texas Roadhouse

Mission Statement

To serve the best quality steaks in town, while providing top notch customer service to every customer that comes through the door. Each day our food is prepared fresh to ensure the best taste for our customers. We vow to serve our steaks at an affordable price that can't be beaten. Our customers leave satisfied in our food and also the impeccable customer service.



Our Story

Texas Roadhouse first opened in 1993 in Indiana and we have not turned back since. Our founders, Kent Taylor, has dedicated his life to this restaurant, and in turn created a successful steakhouse restaurant chain.

To become one of the best steakhouses in America we have adhered to some basic principles:

1. Create every menu item from scratch daily, including hand-cut steaks. This might seem like a lot of work but the taste of our food will prove its worth.
2. Offer our delicious food at an affordable price. Restaurant prices have soared in the last 10 years but we have stayed true to our founders belief in serving the food at a price anyone can afford.
3. Create a fun environment for our guest most importantly, but also our employees. If our employees don't enjoy working here we can't offer our guest the best satisfaction.



Texas Roadhouse Policies

Once you have completed training you will receive some benefits from the company. Some benefits you will receive for working a shift like employee discounts, while others require you work full time every pay period. Here is some benefits you will receive from Texas Roadhouse.

Employee Discounts

- Each shift you work you are entitled to one free meal under \$12.99. You must eat this meal before or after your shift, never during your shift.
- If you visit the restaurant while not working you still receive a %50 discount on your food only.

Keep in mind these meal must be eaten at the restaurant and not taken home

Employee Benefits

- We offer health and dental insurance to employees that maintain a full time status. To be consired full time you must average 30 hours per week on every pay stub. Once you have worked 6 months with 30 hours a week average you can receive this benefit.
- If you work a full year full time status you are eligible for a 2 week paid vacation time.

CHAPTER 1: SELECTING A DISC

Chapter 1: Selecting a Disc

Types of Discs

Choosing the right Disc

Server Training Shift #1

Shift Objectives

- Introduce the new employee to our point of service system aloha.
- Show them how to properly clock in and out.
- Know the appropriate uniform.
- Learn how to handle payments.
- How to deal with customer complaints.

What You Will Do

This shift will be your first shift on the floor of the restaurant. You will be following one of our certified trainers and learning how a serving job works. One thing to remember is that you are in customer service so they always come first. Always be compassionate towards their needs. During this "follow" shift you will learn how to take payments as well as learn the essentials to be a good restaurant server.



Meals



Prepared



Fresh

Proper Uniform

Uniform

Your entire uniform should be properly washed and not wrinkled. Our uniforms are simple but we expect them to be clean and neat.

- **Shirt** - 2 Texas Roadhouse server shirts will be provided to you during your training. Shirt must be tucked in at all times you are on restaurant property.
- **Pants** - Any pair of blue jeans that do not have any tears or rips in them.
- **Apron** - 2 will be provided to you during your training. Aprons have a tendency to get dirtier than the rest of your uniform so don't forget to wash it along with your uniform.
- **Shoes** - Any solid black non-slip shoes. You must have non-slip shoes because a restaurant is a slippery place and we don't want you to get injured.
- **Belt** - Any solid black belt with no designs.



Policies

Cell Phones - Never use your cell phone during a shift. There is always something to be done.

Gum - Do not chew gum while serving as it is unsanitary.

Guys - Come every shift clean shaven.

Girls - Come every shift well groomed with no loud colors of make-up.

Tattoos - Any visible tattoo must be covered to work here.

9 Steps of Service

1. Greet the table quickly within 2 minutes of them being seated. As you greet them it is important that you suggestively sell drinks and appetizers. Offer them one alcoholic beverage and one non-alcoholic beverage. Also take this time to offer any appetizers.
2. Return to the table within another 2 minutes of taking their drink order. If they did not receive rolls as they were sat bring them with the drinks.
3. Once they are ready take the food order and take time to repeat the order back so you ensure the order is correct. Incorrect orders will have a huge impact on food cost so make sure to get it right.
4. Using the aloha system put in the customer's order and send it to the kitchen.
5. Return to the table with any appetizers or salads they want before the meal. Once this is done make sure the food comes out in a timely manner.
6. Make sure to go back after they have had a couple bites to make sure everything is tasting good. Check back as you are needed by the table.
7. Make sure to remove any unused dishes or glasses from the table. It is very easy for a restaurant table to get cluttered so be smart and pre-bus your tables.
8. After they have finished their entrees offer dessert to them. Make sure to suggest 2.
9. Drop-off dessert or if they didn't have dessert drop-off the check. Tell them that you will be their cashier at their convenience. Return to them with the processed payment, while thanking them for coming in.

Customer Complaints

Guest Satisfaction

Guest satisfaction is our main concern as a restaurant server. After all you are here to make money, and if you want to be busy you better have great customer service. We take this very seriously at Texas Roadhouse. We vow never to let a customer leave unhappy. Here is how you handle a customer that is not fully satisfied.

Most complaints you should be able to take care of yourself. Others will require a manager. The key is having good judgment when taking care of your guest. If ever you feel they are not satisfied and you can't do anything about it yourself consult with a manager. Some of the most common complaints is that there food is cold or that it doesn't taste right. Never question the customer, just agree with them and say that you'll have a fresh dish right out for them. If the customer complains again then this would be the time to get your manager. Another complaint might be that they received the wrong order. This is a simple fix just go to your manager and get the right order out to them.

To be a master of customer service is easy. Obey one key rule and treat them like their human. Treat them how you like to be treated and they will come back to visit. If you're having a bad day leave it at the door because our customers come first.



The customer is always right, live by this rule and you will satisfy every customer you serve.

Processing Payments

Cash

Follow these steps when dealing with cash:

- Repeat back to the guest how much they gave you so there is no confusion.
- Go to a computer and process the payment as cash. Enter in the amount the customer gave you.
- The computer will then tell you the right amount of change to give back the customer.
- If the customer complains about not receiving the right amount of change, inform your manager.
 - Do not give them an immediate refund, let your manager take care of this issue.
 -
- At the end of the shift a printout of all sales and discounts will be printed. This report keeps track of your tips and cash you take in.



Credit

Follow these steps when dealing with credit cards:

- We accept Visa, Mastercard, Discover, and American Express
- Go to a computer terminal and swipe the card under the correct table.
- Once this is done, if the card is approved, two paper slips will print out with a section for tip, total, and signature.
- Make sure to return both slips with a pin. One will be labeled server copy. Keep this one and make sure that is the one the customer signs.
- Keep all transactions with credit cards so they can be verified at the end of the shift with the end of the shift printout.



Aloha Practice

Take some time to practice writing down orders in the correct spots and after you have completed that ring up the items on the computer. Make sure you are clocked in as training so you don't actually send these orders since they are not real customer orders. After you have wrote down your orders, move to the computer and enter these 4 orders in less than 5 minutes.

TAKE ORDER LEFT TO RIGHT — CLOCKWISE

SEARCH

Date Table Guests Server **082205**

Customer Name: _____

APPT	SOUP/SAL	ENTREE	VEG/POT	DESSERT	BEV
1					
2					
3					
4					
5					
6					
7					
8					

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TAKE ORDER LEFT TO RIGHT — CLOCKWISE

SEARCH

Date Table Guests Server **082205**

Customer Name: _____

APPT	SOUP/SAL	ENTREE	VEG/POT	DESSERT	BEV
1					
2					
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2					
3					
4					
5					
6					
7					
8					

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Training Shift #3

Shift Objectives

- Review shifts 1 & 2.
- Complete your formal training.
- Know the entire menu.
- Serve on your own confidently.
- Complete checkout procedures.

What You Will Do

This Shift will consist of a certified trainer following you to ensure that you are doing everything to company standards. You will also have your final test over the menu and server etiquette. You must pass this test to finish your formal training and be eligible for serving shifts on the schedule.

JUST FOR STARTERS	
Cactus Blossom • A tasty sliced onion, fried golden brown and served with our special Cajun Horseradish Sauce.....	\$3.99
Combo Appetizer • The perfect combination to share - Chicken Critters*, Rattlesnake Bites and Tater Skins served with your choice of three sauces (BBQ Sauce, Cajun Horseradish Sauce, Honey Mustard, Ranch or Sour Cream).....	\$8.99
Buffalo Wings • Served with celery and bleu cheese. Choose from M&M, Hot or one of our other legendary sauces.....	\$5.99
Grilled Shrimp • Shower of shrimp, seasoned to perfection and drizzled with our garlic lemon pepper butter.....	\$5.99
Chicken Critters • All white meat tenderloin strips, hand dipped in our signature batter, fried to a crispy golden brown and served in a basket with steak fries.....	\$6.49
Cheese Fries • A heaping amount of golden brown steak fries with melted cheese and bacon (add chili for 79¢).....	\$4.99
Rattlesnake Bites • Rounds of sliced jalapenos and jack cheese, hand battered and lightly fried. Served with Cajun Horseradish Sauce for dipping.....	\$3.99
Tater Skins • Topped with cheddar cheese, bacon and sour cream.....	\$5.99
Killer Ribs • Award-winning ribs served in a basket with steak fries.....	\$6.99
Texas Red Chili • Made from scratch recipe, topped with cheddar cheese and red onions.....	Cup..... \$2.99 Bowl..... \$3.99

* May be cooked to order. Consuming raw or undercooked meat, poultry, eggs or seafood may cause foodborne illness.

HEARTY STEAKS	
Each plate served with your choice of two sides.	
USDA Choice Sirloin*	6 ounce..... \$8.99 11 ounce Hearty Cut..... \$12.99 8 ounce..... \$9.99 18 ounce Cowboy Cut..... \$16.99
Ft. Worth Ribeye*	10 ounce..... \$12.99 12 ounce..... \$14.99 16 ounce..... \$17.49
Texas T-Bone*	18 ounce..... \$19.49
New York Strip* • Specially aged USDA choice steak, hand cut in each restaurant.....	12 ounce..... \$14.99 16 ounce..... \$18.99
Dallas Filet*	8 ounce..... \$14.99 8 ounce..... \$16.99
Filet Medallions* • Three tender filets (9 ounces total) topped with choice of Pepperscorn or Portobello Mushroom Sauce and served over seasoned rice.....	\$16.99
Sirloin Kabob* • Marinated sirloin with onion, mushroom, tomato, red pepper, and green pepper served on a bed of seasoned rice (choice of one side).....	\$8.99
Road Kill* • 10 ounce chopped steak with onions, mushrooms and jack cheese.....	\$7.99
Prime Rib*	10 ounce..... \$12.99 12 ounce..... \$14.99 16 ounce..... \$17.99 Served after 4 pm (while available) • Horseradish upon request

FALL-OFF-THE-BONE RIBS	
Each plate served with your choice of two sides.	
Our "blue ribbon" winning ribs are slow cooked with a unique blend of seasonings and our signature BBQ sauce.	
Half Slab	\$11.99
Full Slab	\$16.99

TEXAS SIZE COMBOS	
Each plate served with your choice of two sides.	
Sirloin Steak* and BBQ Chicken	\$13.99
Ribs and BBQ Chicken	\$14.99
Sirloin Steak* and Ribs	\$14.99
Ribeye Steak* and Ribs	\$17.99

Replace Ribs with a skewer of Grilled Shrimp at no additional charge.

CHICKEN SPECIALTIES	
Each plate served with your choice of two sides.	
Country Fried Chicken • Tender, all white meat chicken breast, hand battered, golden fried, and topped with made-from-scratch cream gravy.....	\$9.99
Oven Roasted Chicken • Half chicken trimmed, uniquely seasoned and slow roasted to the perfect tenderness.....	\$8.99
Chicken Critters • All white meat chicken strips, hand-dipped in signature batter and fried to a crispy golden brown.....	\$8.99
Grilled BBQ Chicken • Marinated 10 lb. breast baked to our BBQ Sauce.....	\$9.49
Smothered Chicken • Grilled, marinated chicken breast with sautéed onions, sautéed mushrooms and made-from-scratch cream gravy or jack cheese.....	\$8.99
Portobello Mushroom Chicken • Marinated chicken breast grilled and topped with Portobello Mushroom Sauce, jack cheese, and fresh parmesan.....	\$9.99

COUNTRY DINNERS	
Each plate served with your choice of two sides.	
Grilled Pork Chops • Fresh, hand cut, boneless chops.....	Single Chop..... \$7.99 Double Chop..... \$11.99
Pulled Pork Dinner • Tender, slow-cooked pork covered in our signature BBQ sauce and served with our toasted fresh-baked bread.....	\$8.99
Country Fried Sirloin • Hand battered, fresh-cut sirloin served crispy and golden, topped with made-from-scratch cream gravy.....	\$9.99
Sirloin Beef Tips* • Tender pieces of sirloin with sautéed mushrooms and onions in a made from scratch brown gravy, served with seasoned rice or mashed potatoes and your choice of one other side.....	\$9.99
Country Veg Plate • Choose a total of 4 side items (one salad only, please).....	\$7.99

DOCKSIDE FAVORITES	
Each plate served with your choice of two sides.	
Fried Catfish • Farm raised catfish, lightly breaded in southern cornmeal, deep-fried, and served with Creole Mustard Sauce.....	\$9.99
Grilled Shrimp* • Two skewers of shrimp, seasoned and grilled, then drizzled with garlic-lemon pepper butter and served over a bed of rice.....	\$12.99
Grilled Salmon • A fillet salmon steak, grilled moist and tender and topped with our special lemon pepper butter.....	\$12.99

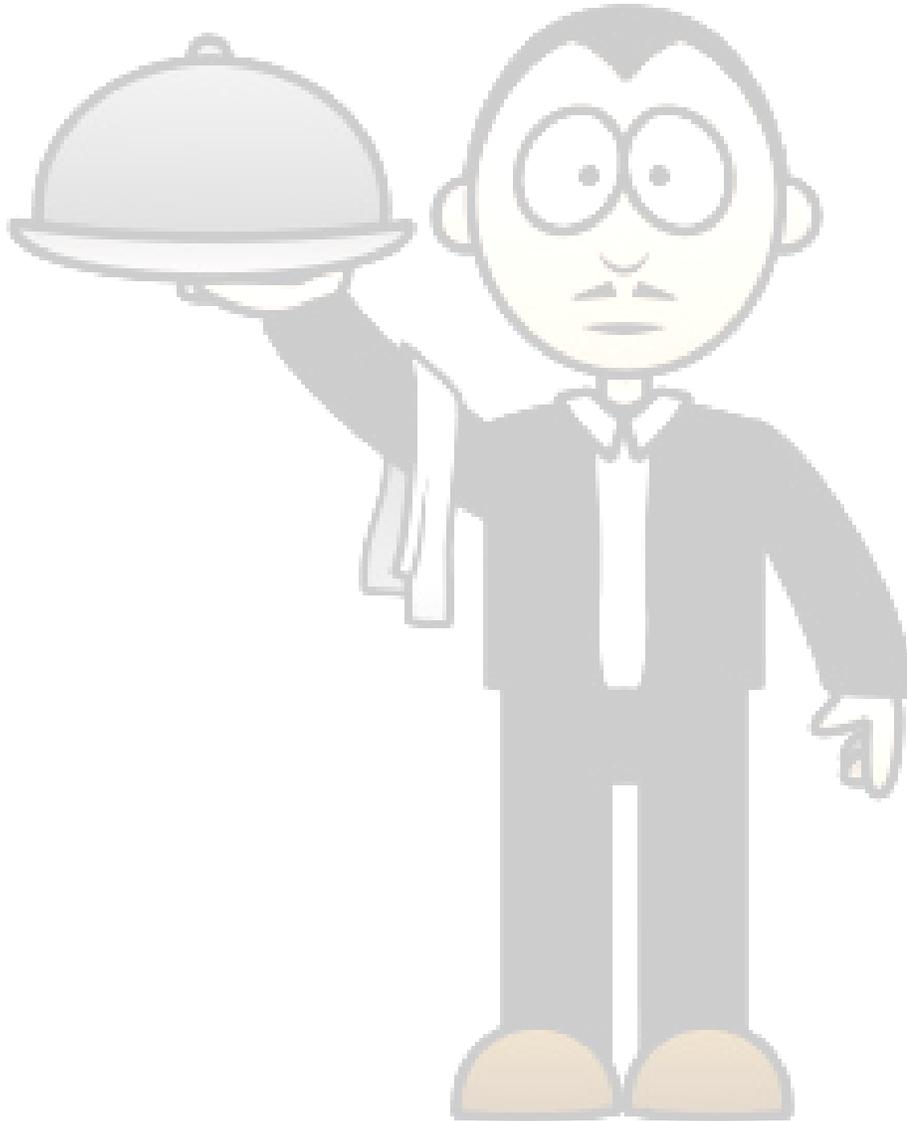
MADE-FROM-SCRATCH SIDES			
• Baked Potato	• House Salad	• Fresh Vegetables	• Green Beans
• Sweet Potato	• Caesar Salad	• Mashed Potatoes	• Baked Beans
• Cup of Chili	• Apple Sauce	• Seasoned Rice	• Steak Fries

Load Your Baked or Sweet Potato for 99¢

9 Steps of Service Exercise

Write down in detail the steps of service. If you can't remember one get help from your trainer.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.



Menu Exercise

Appetizers



What appetizer is this?

- What sauce does it come with?
- How much does it cost?



What appetizer is this?

- What sauce comes with it?
- Describe the appetizer as you would to a guest.



What appetizer is this?

- What comes with this appetizer?
- How much does it cost?

Entrees



What steak is this?

- How did you know which steak it was?
- How many sides come with this entree?



What entree is this?

- Is it served with a salad?
- What is the preparation time for this entree?



What salad is this?

- What comes on the salad?
- Is chicken the only meat option?

Sides



What side is this?

- What is the white topping you see?
- Describe the taste as you would to a guest.



What side is this?

- How are they cooked?
- What comes in this side dish?



What side is this?

- What are the ingredients that make this side?
- How are they prepared?

Desserts



What dessert is this?

- What is it served with?
- How much does it cost?



What dessert is this?

- What is the red topping you see?
- Is it prepared fresh by the restaurant?



What dessert is this?

- What are the ingredients for this?
- How much does it cost?

Server Etiquette Exam

Please complete this exam on your own. Once you are finished bring it to your trainer and have them grade it. You can't serve by yourself until you have passed the exam so take time to prepare before you take it.

1. What is the correct way to handle a customer complaint?
2. Is it ever okay to lay down a tray on a table?
3. Why is it important to suggestive sell?
4. What happens when the customer says he received the wrong order?
5. What forms of payment do we accept?
6. How many items must you offer when suggestive selling?
7. What is the proper way to handle credit card purchases?
8. Is it important to let the customer know how much cash you think they have given you?
9. What is the 4th step in the 9 steps of service?
10. What is the address of this restaurant?



Menu Exam

This brings an end to your formal training period. If you pass this exam you will be on the next available schedule. If you do not pass this you will get a second opportunity to pass when you feel you are ready. Good luck.

Final Exam

1. How long after a table has been sat should you greet them?
2. What types of beer do we carry on tap?
3. What non-alcoholic beverages do we serve?
4. What comes with the combo appetizer?
5. If a customer wants a steak medium rare, what color should the middle be?
6. Is it important to repeat back your order?
7. Describe the rattlesnake bites? Would you consider them spicy?
8. List our available salad dressings?
9. What sides come with our steaks?
10. What sides come with our other entrees?
11. What type of cheeses do we carry for our hamburgers?
12. What soups do we carry?
13. What types of seafood do we carry?
14. What items, if any, are gluten free?
15. What are the hours of operation?

16. Which item takes the longest to cook?
17. List our desserts?
18. What sizes are available with the classic sirloin?
19. What about the ribeye?
20. What computer system do we use here?
21. Are kid drinks included in the kids meal?
22. What sauce is served with the Baby Blossom?
23. How much are the ribs?
24. What is the difference in Country Fried Chicken and County Fried Steak?
25. How much pork is served in the pulled pork dinner?
26. Are rolls included with the meal?
27. Do you get any employee discounts working at Texas Roadhouse?
28. List our side dishes?
29. Which side dish is served with marshmallows?
30. Can you substitute a dinner salad for a side dish?
31. What comes on our burgers standard?
32. What side dish is served with hamburgers unless otherwise asked?
33. How are the burgers cooked unless requested otherwise by the customer?

