

HIDEAWAY PIZZA®

Table Bussing

The table bussing position is important to ensure that our guests are seated at a clean, sanitized and properly set table. You are critical to helping us turn tables and get guests sat quickly. You will work with servers, greeters, seaters, and dishwashers to get your job done. While a busser may have limited direct guest interaction you are seen by all the guests, so you must constantly have a smile on your face and a hustle in your step.

Equipment/Tools Needed

- Serving Tray and/or a bus tub
- Sanitizer and damp/dry towels
- Bissell, broom, & dustpan
- Mop and mop bucket
- Wet floor sign
- iPad with Table Management System

The Hideaway Way to Bus a Table

How a table gets marked as 'dirty' or 'on bus'

- The table management program speaks with our POS, so once a server closes out that table with the proper tender type – the table will automatically turn red.

Approaching the dirty table

- You can stay on top of which tables are dirty and need to be bussed by referring to the iPad running the Table Management System. Any table marked in red needs to be bussed & sanitized.
- Arrive at the dirty table with a tray or bus tub.
- Carefully place bus tub on a seat, not the tabletop and begin placing all dishes in the bus tub in an organized way (be aware of how loud you are as you fill the tub, so you don't disturb guests around the table).
- Place silverware in a cup inside your bus tub, don't just throw in the big compartment. We lose too much silverware being thrown away because it gets mixed in with other trash.
- Always carry cups in bus tub, on a tray, or carry in your hand – NEVER carry them with your fingers in the glasses. It is unsanitary and looks tacky!
- Wipe all crumbs and trash into the bus tub or tray – not onto the floor.
- Keep cracker containers clean and separate from dishes and trash.

- Once everything is off the table, place one of the condiment shakers at the end of the table to indicate it is bussed, but still need to be sanitized.
- Pick up all large pieces of trash, food, or debris off the floor under table & place in bus tub.
- Don't overload the tub. Carefully carry to the dish pit.
- **AR stores specific** – if you are under 19 years of age, you cannot touch any bar glassware or beer bottle (full or empty). Leave on table & have someone of appropriate age remove them prior to you sanitizing the tabletop.

Unloading in the dish room

- Unload your tub/tray, stack dishes (like with like), throw trash in trashcan, and leave tub/tray to be washed. Keep the dish area organized!
- Be careful not to discard any silverware or small dishware into the trash can!
- Place clean-unused cracker containers and crackers in appropriate place for re-use. **DO NOT THROW AWAY.**
- Wash your hand for at least 20 seconds after touching dirty dishes.
- **FULL HANDS IN, FULL HANDS OUT** – grab some clean dishes to drop off at a dish station on the way back to finish the table.

Coming back to finish the table

- Return to the table w/ sanitizer, towel, broom & dustpan, if needed (Bissell for carpet)
- Remove condiment caddy, beer menu, & marketing material from table & sanitize
 - From front to back run sanitizer towel (it should be damp, not dripping wet) over the surface of the table contacting every inch of table
 - Do not push crumbs and trash onto the floor. Also, be careful to not fling crumbs & trash as you are wiping. Guests are sitting near you!
 - Make sure that the sanitizer is spread thin, so it evaporates quickly, you do not want a guest to sit down and put their arms on wet sanitizer
- Place condiment caddy, beer menu and marketing material back in the correct position clean and set correctly
 - “White on right” – which means the white condiments (salt & parm) are on the right side of caddy and peppers are on the left side of caddy
 - Beer menu should be placed in tabs on the back of the table caddy
 - Marketing material should be placed to the right of condiment caddy
- Chairs and booths should be wiped as needed and allowed to dry before being sat.
- Quickly sweep or Bissell under and around table, if needed
- Push chairs in evenly
- Note any issues needing to be addressed before seating table again
 - Empty condiments
 - Light out
 - Table wobbling
 - If you can't fix it – get a manager to help you
- Reminder – never carry the sanitizer towel in your back pocket or in the bus tub. And if you drop it on the floor, get a clean towel.

Marking a table clean

- Take one last look at the table to make sure everything is ready, then utilize an iPad with the Table Management System. Tap on the table, and a box pops up, click 'OPEN'. This will tell the door staff it is ready to be sat without having to approach the podium.

When we are busy & on wait

- Bussers MUST have a bus tub with them while bussing tables; This allows us to execute the tasks faster & more efficient, in return keeps our guest wait time the shortest possible
- Work fast, but don't compromise being thorough – NO sloppy bussing, don't cut corners.
- All tables should be cleaned to the same standard, no matter how busy the restaurant is.

When caught up and have no tables to bus, these are some tasks you can perform

- Pre-bus tables that are still in use
 - Look for tables that have dishes that are completely empty or stacked
 - Approach the table and wait until the guest looks at you and make eye contact
 - Clearly, without mumbling and while making eye contact, smile and say, **“How are you tonight? Would you like me to get those dirty dishes out of the way, so you have more room?”**
 - When they say “Yes”, carefully remove empty dishes and take to the dish room. Be careful when lifting items that the guest stacked, it may be unstable.
 - Never lift anything over a guests' head
 - Never approach guests at a table with a bus tub in your hand
- Look for trash or debris on the floor around the restaurant. Pick it up or grab a broom and dustpan and do a quick walk through of FOH and sweep of debris. Be aware of how close other dining room guests are, use your best judgment.
- Run clean dishes to wait stations or dish stations
- If you are trained in other areas, help run food to tables or seat guests
- Open doors for guests entering or exiting the building
- Smile and thank any guests who are leaving. **“Thank you for coming in!”**
- If you can't find anything to do ask a manager or lead server
- **DON'T GET STUCK** – make sure you keep checking the dining room & be ready to jump in & clear a table