

## Expo

Expo is short for “expedite” which means to “make an action happen sooner or more quickly”. In this role you are making sure that the guest gets their quality, accurate food more quickly than if it waited for the server to get back to it.

This is a crucial, final quality check before it gets to our guest. You must check the presentation of the food before you take it. If there is a quick wipe needed to clean a plate, do it. If there is any problem with the food quality or accuracy of the order – get a manager or the server that the table belongs to. **DO NOT SEND OUT inaccurate or poor-quality food without saying something to a manager!!!**

### Equipment/Tools Needed

- Tray
- Pie servers
- Spoons
- Knives
- Crackers
- Sauces
- Lemons

### The Hideaway Way to Expo

#### Final Quality Check

- Is the plate, bowl clean of grease or dressing? Everything presentable?
- All items made correctly & look awesome?
  - Salad – bowl full, not messy, no brown & wilted lettuce?
  - Pizza – round, not overcooked or undercooked, toppings ½ inch from the edge?
  - Appetizers – full but not too much (mushrooms rolling off)?
  - Pastas – plated correctly?
- Accuracy
  - Read the ticket carefully
  - Make sure everything matches the ticket
  - All substitutions correct?
  - Are any items “with Make” or “with Sand”?
  - Any sauces needed to complete ticket?
  - Any kid’s items that accompany the order?
  - When you are expo-ing, gather all food items that are available. If there are items, w/make or w/sand but are not quite ready, look to see how long until they are to be ready. If you can’t see it in the oven or being plated, run the food that is available. Do not wait for the other items but do come back and get the other items and run to the table when they are ready. Depending on the time delay of the missing food, you may need to get the server and manager involved.

#### When you take the order to a table

- Use a tray every time!!!
  - Be careful to not overload your tray
  - Use caution when carrying trays, items can slide & cause tray to become unbalanced. Be careful when you start taking items off your tray, as this can cause it to be unbalanced also.
  - Try to serve ladies first
  - Place hot objects out of reach of children and never serve over a guest’s head
  - Always announce the food item are hot, “Be careful that pizza is very hot!”
  - Be cautious with pasta pans, they can slide around and are very hot!
  - Ask “Does everything look great?” and/or “Do you need anything else right now?”

## Correct Sides and Condiments

Be sure that you send the correct sides and condiments with every item. You don't want to take an order to a table that is missing something and cause the guest to wait until you return. Plus, it is a waste of your time. Do it right the first time.

- **Appetizers**

- Fried appetizers are usually served with 2 sides of sauce. 1 ranch & 1 red sauce, unless specified otherwise on the ticket
- Knots are garnished with parm shake & served with 1 large ramekin of marinara sauce
- GB ad GB w/cheese are served with 2 sides of red sauce
- Caps are served with a cracker caddy & spoon. These are very hot, always remind the guest when serving the table.
- Each order of wings is served with side(s) of dressing to dip in, usually blue cheese or ranch
- MB App is garnished with parm shake and served with a spoon
- Fried Ravioli is garnished with parm shake & served with 1 large ramekin of marinara sauce

- **Salads**

- All salads are served with a cracker caddy
- Small salads receive 1 side of dressing
- In Betweeners receive one 4 oz. portion of dressing in a large ramekin
- Large salads are served with a large ramekin of dressing

- **Sandwiches**

- All sandwiches are served with a pickle spear
- All sandwiches are served with either potato chips, Cole slaw, or JAB or CZR
- Most have a Choice of a white or wheat hoagie-style bun, All Chicken sandwiches are served with a warm Brioche Bun
- They are all served hot

- **Pizzas**

- All pizzas are served with a pie server (exception is the Kid's pizza)

- **Pastas**

- All entree pastas are served with 2 slices of garlic bread

- **Kids Menu**

- Side items are either chips, fruit cup, or a slice of garlic bread
- Kid's Pizza – 7", thin crust only. DOES NOT come with a side item.
- Kid's meatball marinara – is served with 2 meatballs on top, and a choice of 1 side item.
- KID MAC – served with a choice of one side item
- KID BITES – served with one pickle spear, side of ketchup, & choice of one side item
- Corndog- served with one pickle spear, side of ketchup, & choice of one side item

- **Desserts**

- All desserts are served with a spoon
- Float – a frozen schooner will need to be brought to the BOH; they will fill with 2 scoops of ice cream. You will need to fill an amber tumbler (no ice) with RB (or desired soda), pour into schooner from the cup. Add a spoon & serve both the schooner and leftover soda to the table.
- SLICE PIE – you will have to place a lemon wedge neatly leaning in the whip cream, rind up. Make sure there are no lemon seeds & the lemon is 'pretty' and scarred up.

- **Beverages – never place straw in the drink – give to guest wrapped & unopened**

- Iced tea – served in a collector cup with a lemon wedge, full of ice
- Water – served in a plastic water cup with a lemon wedge, if requested
- Kid's drink – served in a kid's Styrofoam cup with a lid and straw
- Coffee – served in a coffee mug, on a dinner plate with a napkin (to prevent from sliding) and a spoon (milk upon request)
- Alcohol – always serve with a glass of ice water, bottled beer also gets a frosted pint glass.