



COMMONLY USED PHRASES

FOH – front of house

BOH – back of house

P O S – point of sale computer system

P P A – per person average

M O D – manager on duty

F I F O – first in, first out

2-top – a table that seats up to two guests

4-top – a table that seats up to four guests

6-top – a table that seats up to six guests

8-top – a table that seats up to eight guests

w/make – a phrase and a button in the POS that informs the BOH that this menu item is to be ready at the same time as the pizza

w/sand – a phrase and a button in the POS that informs the BOH that this menu item is to be ready at the same time as the other menu items in the sandroom

service setup – the setup the server takes to the table when they initially greet the guests

Wisely – table management system used for seating chart, server rotation, and waitlist

seating chart – the laminated floor chart that we use to mark server sections

double/triple sat – when a server gets sat with two/three tables simultaneously

'86 – a phrase that tell the staff that we have temporarily 'sold out' of a certain item. It is very important to tell the guest we 'sold out' and not 'ran out'.

preshift – a meeting of team members before the shift starts

perfect ticket – when you have guests that orders beer/wine, an appetizer, salad, specialty pizza, and a dessert. All these items together make up a perfect ticket.

cut duties – duties that will be assigned to you for your shift. You will be required to perform these duties and always check out with your lead server before clocking out.

on the fly – tells the BOH and FOH that we need a specific item very quick. We use this phrase when a server incorrectly rings in an order or the BOH wrongly makes an item. When something is needed ‘on the fly,’ it is written on a bright yellow FLY PIE ticket by the manager; this tells the BOH to make the order as quick as possible.

sanitation solution bucket– The solution we use to clean and sanitize the tables and chairs before a new table of guests are sat at the table. The towels must stay in the buckets when not in use. These buckets should be changed out at least twice a day.

prebus – during our guest’s meal, to continually remove any dishes or trash off the table that our guests are no longer using. If you have a question about an item, just ask if they are still working on that particular item, never just grab something.

yield – always give our guests the right of way. Let them pass you in the hallways, on the floor, or coming out of the waitstation area. Be aware of corners & high traffic areas.

server cash bank – the servers starting cash for their shift, should be around \$20

behind you – a verbal warning not to turn around or stop as another team member is behind you

cut or closed section/server – a time during a shift when a server will no longer receive tables, however; they will still continue to serve their existing tables. We will always allow our guests to sit wherever they would like even if a section or server has been cut for that shift. Another server will take care of these guests.

server checkout – after your closing duties are completed, a server will do paperwork and cash out with the MOD

expo – this team member is the final check point for food quality and precision before it reaches our guests

waitstation – the area where FOH makes the beverages

dishstation – the area where FOH gets their service setup before greeting their table

in the ‘weeds’ – not able to perform your duties completely during your shift; if you get behind on refills, bussing, or running your food. This is when you ask other team members to help out. But try to foresee this and fix or ask for help before it is too late.

hot pie – term used when you are carrying pizzas through the waitstation so that other FOH will move out of your way. Sometimes the BOH yells this if there are pies in the expo area.

Esurvey – this refers to our online comment program. This info is printed on the itemized guest checks. Guest’s fill this out online & this gives us feedback on what we are doing fantastic and other areas we could improve.

L T O – limited time offer. We bring on new pizzas or menu items throughout the year. If they are a hit, it just might make it to our regular menu. But typically, these are only available for several weeks at a time.