

Restaurant Policy

Here at Array, we want to ensure an exceptional dining experience for everyone who attends. Below we have outlined our restaurant policies and ask that you please respect these rules, in order for us to maintain our high standards.

Dress Code

Our dress code is Smart/Casual, no gym wear is allowed.

Age restrictions

Children are more than welcome at Array, but the restaurant will be adult-only (18+) after 5pm from Thursday to Saturday.

Bookings

A booking fee of £20 per person is required to secure your table.

There is a limit of 9 people per table booking.

Restaurant Customer Service Policies And Procedures Manual

Xiaolong Qi



Restaurant Customer Service Policies And Procedures Manual

Restaurant Training Manual Jeffrey Schim, Donna L. Schim, 2016-04-02 Whether you are a new restaurant or an existing restaurant the restaurant training manual will be the perfect guide to train your management and staff members This guide covers all aspects of restaurant management and operations This training manual goes into detail on how to provide top notch customer service kitchen and food preparation tracking inventory and sales managing food and labor cost how to be prepared for emergencies and daily restaurant operations Use different sections in this manual to train cooks prep cooks dishwashers servers greeters bartenders and barbacks We recommend using the entire manual to train managers since they need to know all the areas in the restaurant The information in this manual has been used in many successful restaurants The material in this manual was created by individuals who worked in the restaurant industry and know how to create a thriving business with exceptional customer service The manual includes the following management topics Orientation Sexual Harassment Open Door Policy Minor Laws What Makes a Great Manager Manager Job Description Hiring and Termination Procedures Interviewing and Hiring Process Application and Hiring Do s and Don ts of Hiring Interviewing Process Suspending Terminating Employees The Manager s Walk through and Figure Eights Opening Closing Manager Responsibilities Opening Manager Responsibilities Closing Manager Responsibilities Restaurant Pre Shift Alley Rally Call Outs Communication Skills How to Read Body Language The Customer s Eyes How to Prevent Guest Complaints Guest Recovery Restaurant Safety Flow of Food Food Safety Allergens Time Temperature Food Borne Illness Cash Procedures Bank Deposits Manager Computer Functions Bookkeeping Management Cash Register Audits Management Safe Fund Audits Management Perpetual Inventory Audit Labor and Food Cost Awareness Food Cost Awareness Inventory Food Cost Awareness Theft Food Cost Awareness Preventive Measures Restaurant Prime Cost Restaurant Emergency Procedures Refrigerator Units Freezer Units Procedures Robberies Fires Responsibility of Owner Employer

Food Service Policy and Procedure Manual New York (State). Office for the Aging, 1990

Corporate Policy and Procedures Manual for Straw Hat Restaurant Corporation Daniel B. Slaven, 1979

Drew's Rules: A Guide to Customer Service Daryl Drew, 2010-10-02 Drew s Rules A Guide to Providing Good Customer Service highlights the importance of good customer service skills It is a unique survey of the author s career in customer service and is saturated with rules on how to effectively engage customers By reading this book you can learn skills that helped make the author great in his profession

The Restaurant John R. Walker, 2021-12-02 THE RESTAURANT AN AUTHORITATIVE UP TO DATE AND ONE STOP GUIDE TO THE RESTAURANT BUSINESS In the newly revised The Restaurant From Concept to Operation Ninth Edition accomplished hospitality and restaurant professional John R Walker delivers a comprehensive exploration of opening a restaurant from the initial idea to the grand opening The book offers readers robust applications based coverage of all aspects of developing opening and running a restaurant Readers will discover up to date material on staffing legal and regulatory issues cost control financing marketing and promotion equipment and design menus sanitation and concepts Every chapter has been revised updated and enhanced with several industry examples sidebars charts tables photos and menus The ninth edition of The Restaurant From Concept to Operation provides readers with all the information they need to make sound decisions that will allow for the building of a thriving restaurant business The book also offers A thorough introduction to the restaurant business from the history of eating out to the modern challenges of restaurant operation A comprehensive exploration of restaurants and their owners including quick casual sandwich family fine dining and other establishments Practical discussions of menus kitchens and purchasing including prices and pricing strategies menu accuracy health inspections and food purchasing systems In depth examinations of restaurant operations including bar and beverage service budgeting and control and food production and sanitation An indispensable resource for undergraduate and graduate restaurant and food management services and business administration students The Restaurant From Concept to Operation Ninth Edition is also perfect for aspiring and practicing restaurant owners and restaurant investors seeking a one stop guide to the restaurant business

The Restaurant Servers Guide to Quality Customer Service William B. Martin, 1987

The Customer Rules Lee Cockerell, 2013-03-05 The former Executive Vice President of Walt Disney World shares indispensable Rules for serving customers with consistency efficiency creativity sincerity and excellence Lee Cockerell knows that success in business any business depends upon winning and keeping customers In 39 digestible bite sized chapters Lee shares everything he has learned in his 40 year career in the hospitality industry about creating an environment that keeps customers coming back for more Here Lee not only shows why the customer always rules but also the Rules for serving customers so well they'll never want to do business with anyone but you For example Rule 1 Customer Service Is Not a Department Rule 3 Great Service Follows the Laws of Gravity Rule 5 Ask Yourself What Would Mom Do Rule 19 Be a Copycat Rule 25 Treat Every Customer like a Regular Rule 39 Don't Try Too Hard As simple as they are profound these principles have been shown to work in companies as large as Disney and as small as a local coffee shop from businesses selling cutting edge technologies like computer tablets to those selling products as timeless as shoes and handbags at corporations as long standing as Ford Motors and those as nascent as a brand new start up And they have been proven indispensable at all levels of a company from managers responsible for hiring and training employees setting policies and procedures and shaping the company culture to front line staff who deal directly with clients and customers Chock full of universal advice applicable online and off *The Customer Rules* is the essential handbook for service excellence everywhere

Restaurant Server Manual Jeffery D. Schim, 2017-06-13 The restaurant Server Manual covers waitstaff training a greeter training This is a valuable resource for your restaurant or bar Waitstaff will learn how to create exceptional service for your guest This restaurant server manual covers the following Orientation Training your Team Effective Training Techniques Certified Trainers Positive Plus Correction Feedback Teamwork How to Prevent Guest Complaints Guest Recovery Food Safety Allergens Food Delivery Procedures Restaurant Safety Clean as you go Server Job Description Six Steps of Service How to Roll Silverware Silverware and Plate Placement Point of Sale Training Restaurant Greeter Training Restaurant Greeter Job Description Return of Investment ROI Training your staff is an investment Your customers will benefit and your bottom line will show an increase in restaurant revenue The most important part of the restaurant server training manual is the six steps of service Basically your managers servers and greeters will learn and memorize the six steps of service Your employees will live the steps of service from shift to shift The server steps of service begin when the customer arrives and walks through your restaurant front door and ends when they depart the restaurant Your goal is to provide exceptional wow customer service by applying the steps of service all throughout the customer s visit

Establishing a System of Policies and Procedures Stephen Butler Page, 1998 Instructional policy and procedure book that focuses on the writing and publishing of a system of policies and procedures that takes a proactive approach to setting up a system of policies and procedures

The Waiter & Waitress and Waitstaff Training Handbook Lora Arduser, Douglas Robert Brown, 2005 This training handbook was designed for use by all food service serving staff members The guide covers every aspect of restaurant customer service for the positions of host waiter or waitress head waiter captain and bus person The detailed performance of each position is described for different types of establishments and all types of service including French American English Russian Family Style and Banquet It provides step by step instructions on hosting seating guests taking filling orders loading unloading trays table side service setting an elegant table folding napkins centerpieces promoting specials promoting side orders handling problems difficult customers managing tips and taxes getting customers to order quickly handling questions handling the check and money Plus learn advanced serving techniques such as flambe and carving meats fish and fruits It also features a chapter devoted exclusively to food safety and sanitation Whether it s your first day on the job or you are a twenty year veteran you are bound to learn alot Food service managers will find this book to be an excellent foundation for your organizations training program

Restaurant Stephen C. Barth, David K. Hayes, Jack D. Ninemeier, 2007-04-27 How to avoid legal liability and prevent costly litigation You are notified that your restaurant is being sued what should you do A guest is choking in your restaurant's dining room are you required to assist If the assistance causes further injury who is responsible Your franchiser demands to see daily receipt totals can you say no Restaurant Law Basics prepares you to make the right decisions in these critical situations and hundreds of others To avoid costly legal problems in your restaurant begin with step one read Restaurant Law Basics This completely practical jargon free guide gives you the tools you need to protect your restaurant from legal exposure of every kind It prepares restaurant managers to comply with the law and avoid or limit liability in virtually any situation from hiring and managing employees and dealing with customer complaints to ensuring safety and security obeying regulatory requirements and much more Restaurant Law Basics features Manager's Briefs that focus on critical legal aspects of your operations Realistic scenarios that are analyzed to help prepare you to make the right decisions in challenging situations Checklists to help you avoid liability before any incident occurs A companion Web site that provides additional resources training assistance and more The Restaurant Basics Series provides restaurant owners and managers with expert advice and practical guidance on critical issues in restaurant operation and management Written by leading authorities in each field these easy to use guides offer instant access to authoritative information on every aspect of the restaurant business and every type of restaurant independent chain or franchise

Foodservice Operations Manual John C. Birchfield, 1979 text

Service with a Smile Esther Karvelas, 2005 Service with A Smile is a first and original work based on over 40 years of experience in the restaurant business Service with A Smile provides a unique and much needed guide to the waitering waitressing service industry The book is narrowly tailored as a guide to food servers yet covers every imaginable and not so imaginable aspect of this demanding and ubiquitous job It is easy to read in Do's and Don'ts style It is a must read for anyone who desires to make good tips earn the respect of fellow workers and management and most importantly the good will of the customers

Raising the Bar on Service Excellence Kristin Baird, 2013-05-22 Raising the Bar on Service Excellence concentrates on five crucial leadership actions that will shift your organization from good to great Once again Baird pushes the reader out of the theory mode and into action Each chapter features case examples and concludes with specific leadership action steps that will bring the organization closer to living the mission vision values and brand promise

The Complete Guide to Customer Service Linda M. Lash, 1989-01-17 Presents the ten key guidelines for moving an organization to service excellence and keeping it there Illustrates principles with down to earth examples for both large and small companies giving readers a wide range of situations with which they can identify The guidelines cover all the relevant functional areas such as training advertising daily operations finance etc Also shows the nineteen functions for maintaining a successful complaint handling unit Each chapter concludes with separate lists of guidelines for chief executives front line service personnel back office support and middle management

Quality Restaurant Service Guaranteed Nancy Loman Scanlon,1998-07-07 How to match quality service with increased profitability a systematic and detailed guide for hotel and restaurant owners operators managers and trainers Are you looking for a way to make your food and beverage operation really stand out One sure way is to improve your service program so that it not only satisfies your customers but increases your operation s profits This book provides a detailed guide that foodservice professionals can easily follow to discover the hidden potential in every service program Foodservice owners and managers will learn how to chart an effective path to high quality service and what steps they need to take to get there This approach is one that has been used in dozens of hotels and restaurants nationwide with continued success With these detailed blueprints in hand the reader will be well equipped to develop quality service for operations ranging from quick food establishments to full service restaurants The author thoroughly covers the basic level of service for each type of foodservice operation and then highlights areas where specific techniques can boost overall quality One important area identifying and meeting customer needs and expectations is made less confusing with the help of marketing exercises Applying this knowledge to real world situations is seamless with the aid of the worksheets provided Dozens of photographs throughout vividly illustrate quality foodservice in action in hotels and restaurants throughout the country

Presenting Service Lendal H. Kotschevar,Valentino Luciani,2006-03-17 A detailed approach to providing service in restaurants and foodservice operations Service starts when a customer walks into a restaurant and doesn t end until he or she walks out Presenting Service Second Edition is an up to date hands on guide for managers that presents the essential skills and know how to direct a foodservice staff through a successful completely enjoyable dining experience Packed with checklists objectives key terms and chapter summaries and reviews this Second Edition features a new chapter on bar and beverage service that includes coverage of specialty coffees as well as insightful cocktail and wine service advice for better serving and recommending alcoholic and nonalcoholic beverages to guests Other valuable features of this revised edition include A new chapter on classic service styles including the techniques of French Russian American English and Chinese dining A new chapter on table etiquette that contains a historical perspective as well as thorough coverage of etiquette rules concerning special foods and various cultures such as European Chinese Indian and Middle Eastern dining Customer Service and Foodservice Security boxes that identify tips and best practices for handling customer and security issues A new appendix covering the duties of service workers that explains the responsibilities of the frontline staff including the host server bus person and bar server

How to Open a Restaurant: Due Diligence Frank Stocco,Debbi Stocco,2011-01-24 In this book How to Open a Restaurant Due Diligence you will find out the first things first the expertise needed to open a restaurant the steps you need to take early on and a guide to help you complete the steps This manual is designed to properly prepare you to open your restaurant within a required and realistic pre opening budget starting with defining your concept and vision The goal is to save you literally thousands of dollars and even help you gain financial advantage by using this chronological comprehensive guide There are 13 instructional chapters and each one is a true workbook style manual with space for notes and vital information that pertains to the respective Instruction New entrepreneurs seasoned foodservice veterans equipment companies as well as architects will benefit from reading the information presented The book will serve as an invaluable resource and journal for future endeavors as well

Satisfying Your Customers May Tadd, 2021-08-24 Hospitality is a customer service oriented industry While your team should have some instincts about how to serve guests they ll also need rigorous training to ensure that they adhere to your hotel or restaurant s high standards This book is intended for restaurant servers who want to take their game to the next level In this book we will be going over the art of hospitality We will be discussing how you can create real guest experiences build tickets and more If you are wanting to take your job to the next level this is the book for you Learn the trade secrets and start making more money today Buy this book now

Franchise Opportunities Handbook , 1986 This is a directory of companies that grant franchises with detailed information for each listed franchise

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