

Sunrise Social

Training manual

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BRAND

Welcome to Sunrise Social!

Founded in the heart of the city in 2022, Sunrise Social has become a culinary haven for those seeking a unique brunch experience. Our ethos revolves around creating memorable moments over shared meals.

Our menu, a fusion of classic and contemporary, features locally-sourced ingredients, ensuring every dish is fresh and flavorful.

At Sunrise Social, we believe in the power of a great brunch to bring people together. Our dedicated team, known for their passion and expertise, are the cornerstone of our success. We are committed to providing exceptional service, ensuring every guest feels at home.

As part of our team, you will embark on a journey of culinary excellence, customer service, and teamwork. Together, we will continue to make Sunrise Social a destination for food lovers and a pillar in our community. Welcome aboard, and let's make every brunch an extraordinary experience!

Locations

Philadelphia, PA:

2499 Aramingo Ave, Philadelphia, PA 19125.

[\(267\)519-2031](tel:(267)519-2031)

Cherry Hill, NJ:

1200 Haddonfield Rd, Cherry Hill, NJ 08002

[\(856\)330-4857](tel:(856)330-4857)

Sunrise Social FRANCHISES

Introducing Sunrise Social, your recipe for success. Are you ready to embark on a culinary journey that combines mouthwatering, brunch dishes, a vibrant atmosphere and unbeatable franchise support? Look no further, Sunrise Social the ultimate destination for breakfast, enthusiasts and food is alive. We understand that launching a restaurant can be a daunting prospect. That's why Sunrise Social offers an incredibly affordable start up cost, allowing you to turn your dreams into reality without breaking the bank. With us, you'll have access to approving business model that maximizes profitability from day one. When you join the Sunrise Social family you're never alone! Our dedicated support team is committed to your success, and will guide you through every step of the franchising process; from site selection and staff training, to marketing strategies and ongoing operational assistance. We've got

vibrant atmosphere. Customers will feel at home and eagerly spread the word about their extraordinary dining adventures. Unlike other franchises, Sunrises SocialL stands out because our founder was once a franchisee. This unique perspective insures that we truly understand both sides of the business equation. Our invaluable experience enables us to provide you with insights empathy and practical solutions that cater to your needs as a franchisee. We've been in your shoes and we're committed to helping you achieve remarkable success. Don't miss out on the opportunity to join the Sunrise SocialL family. With low start up costs, unparalleled support, a tantalizing menu and an unforgettable ambience are waiting for you. Brunch is the recipe for your franchising triumph get ready to revolutionize the world of brunch with Sunrise SocialL.

STEPS OF SERVICE

1. Greet & Drink Order
 - a. Within 1 minute
 - b. Introduction and welcome
 - c. Take drink order
 - d. Ask if the guest would like water or automatic service
2. Drink Delivery and Menu Explanation
 - a. Deliver drinks (coffee with preferences)
 - b. Offer to review menu, chef's box, and timing of food
 - c. Inquire about food allergies and dietary restrictions
3. Take Order with seat number
 - a. Repeat order back to guest
 - b. Ring food order with seat number
 - c. Course appropriately (Add allergy modifiers as necessary)
4. 2-Bite Check Back
 - a. Ensure all items are delivered
 - b. Use visual and verbal cues to ensure guests are thrilled
6. Clear the Table
 - a. Change plates, reset silverware, and crumb table as needed
 - b. Remove dirty plates, silverware, and glassware
 - c. take out container is offered if necessary
7. Check presentation
 - a. Present check in a check presenter
 - b. Ensure check is complete and accurate
8. Process Transaction
 - a. Present completed payment method (cash or credit card receipt)
 - b. Genuinely thank the guest and invite them for a future visit

SERVICE

DRINK ORDER

Guests don't begin to relax until they have their drink in front of them. This is when they can start to settle in for their experience. Therefore, you must greet your guests within a minute of them being seated and get their drink order. This is your chance to welcome them and introduce yourself and set the mood.

There'll be time to review the menu later when they have drinks in front of them (unless the guest asks you immediately).

DRINK DELIVERY AND MENU EXPLANATION

Now that the guest has their drinks, they can relax and you can help guide their decisions to create a great experience. Offer to review the menu with the guests. If they agree, then you should highlight the menu, chef's box and timing of food.

This should not be a rehearsed map of the menu.

Instead, ask the guest questions to understand the experience they want and then guide them through the menu to help them create it. This is also a perfect time to ask the guest if they have any dietary restrictions(allergies) or aversions so that you can point out what would be acceptable for them and also make notes to share with the chef and managers.

TAKE ORDER

Write down the guest's food order and repeat the order back to ensure that you have heard everything correctly.

When ringing in the food order, remember to label seat numbers, this avoids the lottery system at the table and it goes directly to the person who ordered it. Also remember to ring any food allergy modifiers and notify the chef.

2-BITE CHECK BACK

It is important to ensure that your guests are enjoying each item that they ordered. Use both verbal and non-verbal cues to gauge if they are enjoying everything. If a dish is hardly touched, that's a good sign that they don't like it and you should inquire and act. If the dish is gone before you can even get to the table, that's a good sign that they loved it. Use common sense.

At every interaction with the table, you should be eyeing the table for crumbs and debris, empty plates and glassware that can be cleaned, replenished or removed.

CLEAR THE TABLE

When the guests are done enjoying brunch, you should give them a clean space again. Only drinks and napkin should be on the table after the meal. This will either give you a clean space for easy turnover or it will make bussing the table easier when the guests leaves. Either way, it reduces anxiety for the guests and this is when you should present a check.

Before delivering the check, ensure that it is accurate. Then print and place it in a clean check presenter.

Deliver the check with a "no rush" comment. And then be attentive to when the guest presents their payment method. Nothing can ruin a great experience faster than being ready to go and being held hostage by the payment process.

PROCESS THE TRANSACTION

Quickly and accurately process the transaction for the guest. If the guest is paying cash, you always present the change to the guest unless they have specified otherwise. Present the completed transaction back to the guest in a check presenter with the credit card slips and pen or change from cash. Thank the guest for brunching with us and invite them back in. If you did your job, you should be looking at thrilled guests that are already planning their next visit to Brunchaholics.

TABLE SERVICE

WHEN TO CLEAR DISHES

Look for opportunities to clear dishes that aren't being used throughout the meal.

Empty dishes and extra settings should be taken away as soon as possible. Guests may need a small plate in front of them for sharing.

Check with the server to make sure all dishes have been delivered before clearing it.

There's a fine line between keeping the table clean and tidy and being intrusive.

Avoid interrupting conversation when clearing dishes. If you're not sure if something can be cleared touch the side of the dish and pause. In most cases you'll get a nod from the guest to take the dish or a "No, wait! We're still dipping."

Keep an eye out for cues that dishes are done. They've been moved to the side of the table. They've been pushed forward towards the middle of the table. Clear empty glasses immediately, and make sure they already have another drink on the way.

HOW TO CLEAR TABLES

The two main priorities when clearing tables are cleanliness/appearance of the table and not interrupting. Here are some basic dos and don'ts when clearing tables.

- **OPEN ARM SERVICE**

The other way of saying this is that you should "hug the guest". When you reach to get a plate, fill a water glass or deliver silverware reach around the guest like you are giving them a hug from behind. Don't reach across the table or allow the back of your hand to pass in front of the guest.

- **NO TABLE STACKING**

All dishes must be stacked into your hands or onto a tray. Don't stack them on the table and then remove them. It's okay to make multiple trips to clear everything.

- **NO FINGERS IN GLASSES**

it's not sanitary. Peoples' mouths have been on those glasses, and you'll soon be seen delivering food and drinks to other guests. If you have more glasses than you can carry in two hands, get a tray. Remember, always handle glasses by the bottom.

- **CLEAR ONLY AS MUCH AS YOU CAN COMFORTABLY CARRY**

Guests don't need to be entertained by how much you can carry. Take as much as you can comfortably carry on a tray, then stop. It's better to take two trips than spend 10 minutes cleaning up broken plates.

IMPORTANT:

When we see a problem, we fix it, while we are standing there. If a dish isn't right, we don't serve it.

If a waiter isn't on his game, send him home. We are not a lets just get by type of place. If you tolerate things that you know aren't correct, that's a problem.

We know the difference between Good and Not Good. We use that knowledge to reject the average, the bad, the so-so, and the incomplete. If you are responsible for something, then you do what you have to do to take care of it. Results are the only things that matter. This is a business and our livelihoods depend on it for financial stability.

Grown-ups don't promise what they can't deliver, and they deliver what they promise.

We like grown-ups. We don't step over napkins on the floor, serve overcooked food because it's really busy, or let guests sit at a table when we know the legs are wobbly. We don't make excuses; we don't let ourselves off the hook; we don't rationalize. We have no patience for laziness and sloppiness. The reasons why something was done badly, or not at all, is ultimately not kind; especially to your fellow coworkers. Our best employees are bothered when something isn't right, and they do whatever needs to be done to fix it.

READING THE GUEST

Every guest is different, and guest preferences may change over time. When you approach a table, pay attention to what the guest is saying verbally and non-verbally. Remember that you have no context for what's going on in their

day or their life. They may be there to celebrate an anniversary. They may need peace and quiet after a long day at work. They may be trying to impress the people joining them. Pay attention to the cues guests provide. Talk to them and listen. Sometimes being straightforward works best. Ask the guest "What would make your brunch amazing?" You'll get much better results than when you guess.

When you look across the dining room, focus on the guests' eyes. Guests who are having a good time are looking at and talking to each other. Guests who are not having a good time are looking down at their plates, around the room, or off into space.

ALSO PAY ATTENTION TO THE FOLLOWING:

What is the guest's tone when they talk to you?

Are they being short and to the point or engaged and talkative?

What does their body language say? Are they at ease or tense?

Are the guests leaned in talking to each other or leaning back and staring down? From there, you can tailor the experience. If they need quiet and comfort, provide that by not hovering. If they want to celebrate, help them create a special meal.

Your job is discovering each guests' needs and tailoring your service to them.

We love to guide guests through their experiences. Our servers can often be seen taking menus from guests and asking our favorite question. "What do you feel like doing? What do you like?" During the meal look for cues that they are or aren't having a good time. Are they looking up and around? They probably need something. Stop and find out. Have they pushed their plate away from them? They're signaling that they're done.

RIGHT OF WAY

Just like on the road, the dining room has rules for who goes first. When a guest is walking by, pause, move to the side and say hello.

HERE IS THE ORDER OF WHO HAS THE RIGHT OF WAY IN THE RESTAURANT:

- The Guest
- Runners/FOOD
- Bussers
- Servers
- Managers
- Owners

HANDLING ALLERGIES

This is a big one. An allergy is an immune response or reaction to substances that are usually not harmful. Guests can have extreme, sometimes even life-threatening allergies. We take the health of our guests seriously. We are as careful as possible when preparing and delivering their food.

When a guest tells you he has an allergy, repeat it back to be sure you are clear about the exact allergy. Get as much information as you can. If the guest is allergic to shrimp are they also allergic to lobster? If they're allergic to almonds, is it all tree nuts?

servers, recommend a few dishes the guest CAN have, and point out dishes to avoid. IF AT ANY TIME YOU ARE NOT SURE ABOUT AN ITEM, GET A CHEF OR MANAGER. ALWAYS INFORM SERVERS, MANAGER AND CHEF OF ANY ALLERGIES AT YOUR TABLE.

When you find out a guest has an allergy there are three people who must be notified:

1. YOUR Team Members

Let your team know about the allergy by clearly writing it on the ticket and verbally telling them. It's important that all people know so that it can be rung in correctly.

2. A MANAGER

Notify a manager as soon as you find out a guest has an allergy. Bring the order slip to the manager to review before you ring the order in.

3. THE KITCHEN

Tell the kitchen about the allergy by using the allergy button in the computer. Select ****ALLERGIC**** from the food modifiers section and message in the exact allergy and seat number. Ring in each food item with specific seat numbers.

WE ARE TRANSPARENT

There are no details too small, no secrets to keep, no behavior to overlook - just pass it all along. This is not grade school; knowing what goes on in the restaurants is important to all kinds of decision-making, and the more we all know the better the decisions. Better safe than sorry - tell everybody everything.

Don't worry about the consequences of not "going along" - there aren't any. If you disagree with anyone - the CEO, your shift supervisor - we expect you to make your case, to argue your point. If you say nothing, we assume you agree with everything going on, and are happy. Saying nothing, but disagree-ing, is passive-aggressive, and useless. When in doubt, over-share, and over-communicate. Just because you told me once doesn't mean you shouldn't tell me again if there's no progress. Do what your boss tells you to do, but make him sit down with you afterwards so you can tell him why it's a bad idea. Fight for what you think is best for the guest, and for the Company - we will listen, even if you have to take it to the top. None of the top management here thinks they're some kind of genius, or that we have the right answers.

HANDLING GUEST COMPLAINTS

It's important a manager knows when a guest doesn't like something. Making mistakes is okay. Letting guests leave unhappy is not.

IF A GUEST TELLS YOU THAT THEY DON'T LIKE SOMETHING, TAKE THESE SIMPLE STEPS:

- 1. Apologize**
- 2. Restate the problem**
- 3. Tell them what you're going to do**
- 4. Tell a manager**
- 5. Follow up**

FOR EXAMPLE: A GUEST TELLS YOU AT THE END OF THE MEAL THAT HE DIDN'T GET HIS PANCAKE.

"I'm so sorry you didn't get your pancake. Are you still interested? I can get it for you right away." Next, tell the manager what the table wants. The manager will stop by the table, apologize and decide what else needs to be done. If the guest still wants the pancake, stop by to make sure it's to his satisfaction after it arrives.

FOR EXAMPLE: A GUEST DOESN'T FINISH A DISH...

Ask her if she liked the dish. If she wasn't crazy about it, tell the manager. Guests often take a risk when they order new items. If they don't like something, try to make it better. If you think they didn't like it and are just being polite by not telling you, tell a manager. If they ordered WAY too much food and can't finish it, tell a manager.

We don't let guests leave hungry or upset! Treat the guest as though she is a friend at your dinner party. Get her something different, remake it, or do whatever you have to ensure she's taken care of and happy.

WE ARE DECENT PEOPLE

Work is work, and we don't think of it as a place to be lenient or humane at the expense of the customer experience. There's a time and a place for being the chill person, cracking jokes, or overlooking people's faults - and that occurs outside of work and not on work hours. That said - work is work!

However, when real life intervenes we are decent people, first and foremost. If someone is 15 minutes late to work, verbal warning. If they are not complying with work protocols, write them up. If they are an hour late to work because their car broke down and they had to walk 3 miles, then get them an uber, or drive them yourself. Learn to distinguish between employee whining and real personal pain, and do something about it.

Tell the truth, all the time. Don't steal, even a little bit, or look the other way when someone else does. Give out free coffee and charging stations in a power outage, and pack people brunch when their kitchens don't work. Treat people who don't have much money and come in for a splurge with as much or more respect than you do your millionaire regulars. We don't only care if your team thinks you're a great co-worker. We care if the world thinks you're a great human being.

PHONE ETIQUETTE

Think back to different times that you've called to make a reservation at a restaurant. If you call and ask the hostess for a reservation for Saturday at 12:30 and she says they don't have anything at 12:30, what are the chances that you're ever going to set foot in that restaurant on Saturday?

How much would you have spent at that restaurant?

How much would you have tipped your waiter?

Would you have been happy having a bite at the bar at 12:30 or a earlier/ later time slot?

Every person who calls should end up coming to the restaurant. We give our guests options and tell them all the things that we CAN do before we let them off the phone. We make sure they know how much we want them to join us. We spend time giving detailed directions,

advice on where to find secret parking spots, and occasionally we even run down the parking lot to find people looking for us.

Below are the main guidelines for answering the phone:

- **ANSWER WITHIN TWO RINGS**

- **SMILE WHEN YOU ANSWER (YOU CAN HEAR IT OVER THE PHONE)**

Then say "Thank you for calling Sunrise Social
This is..... how may I help you?"

- **SPEAK AT A NORMAL PACE**

We know it's busy, but no one can understand "thankyouforcallingsunrise-blahblah."

- **ASK PEOPLE IF THEY MIND HOLDING**

If a guest wants a reservation for 12 on Saturday, needs directions, or some other thing you don't think is possible, don't say no! Put them on hold and get a manager. Always ask first... "Do you mind if I put you on hold?" then **WAIT FOR THEM TO RESPOND** before hitting the red hold button.

- **DON'T MAKE THEM WAIT**

Put down this manual. Put on a timer and sit silently for 60 seconds. Did that **FEEL** like one minute? It probably felt like three. You most likely got bored, gave up and started fidgeting. Same for the guest. If you can't find the person they need, apologize for the wait, offer to take a message, and have someone call him back

IT BEGINS AT THE DOOR

At Sunrise Social we believe that part of the party includes trying to fit as many people in as humanly possible. We don't like to leave tables open, we'd like to accommodate as many people as possible. Keeping in mind that reservations are a guide map to help better serve our walk-ins.

At Sunrise Social, we aggressively make it right for the reservations that end up waiting too long, or the walk-ins who don't sit for 2 hours. Our philosophy is simple: they don't have to be happy when they sit down; they have to be happy when they leave.

Sometimes it's impossible to please Everyone, we strive for an enjoyable experience. In some cases, we will have to say no to a party or no to certain accommodations. The way we will handle this is called in positive no. Which is a kind way of letting the guest know that they are unable to accommodate their request.

MUTUAL RESPECT & KINDNESS

- **Avoid gossiping, spreading rumors/other people's personal business.**

- **ESPECIALLY AVOID** bringing negativity to the workplace.
- You don't know it all, so don't act like a know it all..
- Please avoid aggressive rants, posts, or messages that can be taken out of context by guests or other employees.
- The restaurant and employees are only as good as our weakest link.
- "Teamwork makes the dream work!"
- . Let's have fun and make money.

FOH Responsibilities

HOST

- Welcome guests to Sunrise Social
- Provide accurate wait times and monitor waiting lists
- Manage reservations
- Escort customers to assigned dining or bar areas
- Provide menus and announce Waiter/Waitress's name
- Greet customers upon their departure
- Coordinate with wait staff about available seating options
- Maintain a clean reception area
- Cater to guests who require extra attention (e.g. children, elderly)
- Answer incoming calls and address customers' queries
- Assist wait staff as needed to

SERVER

- Prepare restaurant tables with special attention to sanitation and order

- Attend to customers upon entrance
- Present restaurant menus and help customers select food/beverages
- Take and serve orders
- Answer questions or make recommendations for complementary products
- Collaborate with other restaurant servers and kitchen/bar staff
- Deal with complaints or problems with a positive attitude
- Issue bills and accept payment in

BARTENDER

- Prepare alcohol or non-alcohol beverages for bar and restaurant patrons
- Interact with customers, take orders and serve snacks and drinks
- Assess customers' needs and preferences and make recommendations
- Mix ingredients to prepare cocktails
- Plan and present bar menu
- Check customers' identification and confirm it meets legal drinking age
- Restock and replenish bar inventory and supplies
- Stay guest focused and nurture an excellent guest experience
- Comply with all food and beverage regulations

BUSSER

- Prepare dining areas before guests are seated
- Decorate tables with candles, napkins, linens and flowers
- Place tableware and condiments on tables
- Serve water
- Remove dirty utensils and replenish, as needed
- Clean and reset tables after guests leave
- Maintain health and safety regulations at all kitchen and dining areas

FOOD RUNNER

- Deliver food orders from the kitchen to customers' tables rapidly and accurately
- Act as the contact point between Front of the House and Back of the House staff

- Communicate food orders to chefs, paying attention to priorities and special requests (e.g. food allergies)
- Assist the wait staff with table setting by fetching and placing appropriate tableware, eating utensils and napkins
- Serve welcome drinks and hors d'oeuvres, upon guests' arrival
- Ensure food is served in accordance with safety standards (e.g. proper temperature)
- Check in with customers and take additional orders or refill water, as needed
- Remove dirty dishes and utensils
- Answer guests' questions about ingredients and menu items
- Inform restaurant staff about customers' feedback or requests (e.g. when they ask for the check)

Workplace policies This section describes workplace policies that apply to everyone at our company: employees, contractors, volunteers, vendors and stakeholders alike. These policies help us build a productive, lawful and pleasant workplace.

Confidentiality and data protection

We want to ensure that private information about clients, employees, partners and our company is well-protected. Examples of confidential information are:

- Employee records
- Unpublished financial information
- Data of customers/partners/vendors
- Customer lists (existing and prospective)
- Unpublished goals, forecasts and initiatives marked as confidential

We also expect you to act responsibly when handling confidential information.

- **You must:**
 - Lock or secure confidential information at all times.
 - Shred confidential documents when they're no longer needed.
 - Make sure you view confidential information on secure devices only.

- Only disclose information to other employees when it's necessary and authorized.
- Keep confidential documents inside our company's premises unless it's absolutely necessary to move them.
- **You must not:**
 - Use confidential information for your personal benefit or profit.
 - Disclose confidential information to anyone outside of our company.
 - Replicate confidential documents and files and store them on insecure devices.

This policy is important for our company's legality and reputation. We will terminate any employee who breaches our confidentiality guidelines for personal profit. We may also discipline any unintentional breach of this policy depending on its frequency and seriousness. We will terminate employees who repeatedly disregard this policy, even when they do so unintentionally.

Harassment and violence

To build a happy and productive workplace, we need everyone to treat others well and help them feel safe. Each of us should do our part to prevent harassment and workplace violence.

Workplace harassment

Harassment is a broad term and may include seemingly harmless actions, like gossip. We can't create an exhaustive list, but here are some instances that we consider harassment:

- *[Sabotaging someone's work on purpose.]*
- *[Engaging in frequent or unwanted advances of any nature.]*
- *[Commenting derogatorily on a person's ethnic heritage or religious beliefs.]*
- *[Starting or spreading rumors about a person's personal life.]*
- *[Ridiculing someone in front of others or singling them out to perform tasks unrelated to their job (e.g. bringing coffee) against their will.]*

Sexual harassment is illegal and we will seriously investigate relevant reports. If an employee is found guilty of sexual harassment, they will be terminated.

If you're being harassed, whether by a colleague, customer or vendor, you can choose to talk to **Your manager**. If customers, stakeholders or team members are involved in your claim, you may reach out to your manager. Your manager will assess your situation and take action.

Workplace violence

Violence in our workplace is a serious form of harassment. It includes physical and sexual assault, destruction of property, threats to harm a person or property and verbal and psychological abuse. We want to avoid those incidents altogether, but we also want to be ready to respond if needed.

We will treat employees who verbally threaten others as high risk and they will receive an appropriate penalty. If Managers find that an employee commits an act of violence, we will terminate that employee and possibly press criminal charges. Employees who damage property deliberately will be solely responsible for paying for it.

Smoking

Sunrise SocialL is a Smoke-free workplace. You can smoke in [*designated smoking Areas, outer premises and sidewalks.*] Any other area in our workplace (like restrooms, lobby, staircases, etc) is strictly smoke-free to protect non-smokers.

We also advise you to:

- Extinguish your cigarettes and discard them in [outdoor ashtrays, cigarette urns.]
- Avoid smoking when you have scheduled meetings with clients or vendors.
- Avoid smoking near flammable objects and areas.

Setting off fire alarms and causing fires by smoking are serious offenses. If you are found responsible, you may face disciplinary action up to and including termination.

Drug-free workplace

Sunrise SocialL is a drug-free workplace. Whether you are an employee, contractor or visitor, you must not bring, use, give away or sell any drugs on company premises. If you are caught with illegal drugs, or show that you are under the influence of substances, you will face disciplinary action up to and including termination.

Alcohol

We prohibit employees from consuming alcohol during working hours, but they may consume alcoholic drinks in moderation at company events.

Prescription drugs

If you feel that a prescription drug (e.g. an anxiety medication) unexpectedly affects your senses, thinking or movement, ask for the rest of your day off. If your manager suspects substance abuse, you may face disciplinary action.

You [*must not*] use medical marijuana in our workplace. We have the right to terminate you if your off-duty use of medical marijuana makes you unable to complete your job duties correctly.

We expect employees who hold safety-sensitive jobs (e.g. machine operators or drivers) to be fully alert and capable of performing their duties at all times. We may terminate you if we conclude your prescription drug use creates severe safety risks. If you need to use prescription drugs for a limited time and you think they may impair your abilities, use your PTO or sick leave.

If your job includes secondary tasks that are safety-sensitive and your prescribed drugs affect your ability to perform these tasks, we can make reasonable accommodations to ensure you and your colleagues' safety

SCHEDULE

Schedules will be posted 1-2 weeks in advance. Put in time-off/shift-swapping requests with the manager. If you and a co-worker agree to switch schedules on the side, it STILL needs

approval. NOTHING is finalized until the changes receive said approval. The MANAGER is the only individual has the OK to adjust calendars. For emergency callouts please contact your manager through phone call and or text! For special request off, please contact your manager with 14 day notice.

UNIFORMS/GROOMING

Food Service staff are to dress in clean shirts and pants. Must use headcovers or other appropriate hair restraints to prevent contamination of food. It is the responsibility of staff persons to ensure that clothes and shoes are appropriate for the job, clean, free of rips or holes, and in good condition. Hygiene is extremely important. No excessive smells (Lotion, perfume, and colognes). Express yourself and your personality. It is part of your brand. Just keep in mind when you are at work, you are representing Brunchaholics.

- Sunrise Social labeled T-shirt
- Black pants
- Black socks
- Shoes/ Nonslip – restaurant compliant (Any color is acceptable to express yourself)!

EMPLOYEE DINING BENEFIT

- Staff meal is available daily
- 50% off menu when working
- 25% discount total bill, dining in party of four

RULES:

- **Be respectful at all times**
- **Show up to work on time**
- **Foul language is unacceptable especially in front of Guests**
- **Cellphones should never be blatantly open on the floor or behind bar, Please use in the back of the house**
- **Eating, drinking and Break in designated area - not guests view**
- **Be friendly and professional**
- **Be gracious, and thank Guests**

SOCIAL MEDIA should only be shared/tagged/mentioned when promoting your workplace, food & drink specials, or events. Any derogatory or negative conduct will require disciplinary action.

BAR CHECKLIST.

- Turn on lights and music
- Adjust thermostat
- Turn on POS system Sign in or punch in
- Take count of any money in the register
- Sweep or vacuum floors
- Empty trash bins
- Clean and sanitize all windows, tables, and surfaces
- Adjust tables and chairs as needed
- Set tables with place settings
- Restock or refill tabletop items (i.e. salt, pepper, sugar, etc.)
- Inspect walls and windows for any visible spots
- Clean the bathrooms and make sure any essentials are restocked (i.e. hand soap, toilet paper, etc.)
- Stock every station with clean glassware and silverware
- Set up mis en place at bar
- Ensure the side station is stocked and stacked
- Sanitize and organize all bar glasses, cups, and utensils.
- Polish all glasses and utensils.
- Wash and sanitize all cutting boards.
- Seal open bottles of wine.
- Restock all drink supplies, including mixers, juices, sodas, etc.
- Replenish the fridges with all drinks.
- Restock all types of alcohol, such as liquor, beer, and wine.
- Refill garnishes for basic bar drinks.
- Keep track of all your stocks and keep an inventory sheet.
- Organize the BACK bar display.
- Discard any expired or spoiled items.
- Take out any trash or recyclables.

FOH CHECKLIST

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- Set tables with place settings
- Restock or refill tabletop items (i.e. salt, pepper, sugar, etc.)
- Inspect walls and curtains for any visible spots
- Clean the bathrooms and make sure any essentials are restocked (i.e. hand soap, toilet paper, etc.)
- Stock every station with clean glassware and silverware
- Set up mis en place at drink station
- Ensure the side station is stocked and stacked
- Fill water pitchers

ALLERGIES food allergies is a big problem in the restaurant business. Please be aware and mindful of all of the ingredients and items listed so you are able to direct your guest with allergens.

**•Dairy •Eggs •Fish •crustacean shellfish •Allium •sesame
•Tree nuts •Peanuts •Wheat •soybean •Celiac/Gluten**

Sunrise Special-Two eggs any style, breakfast potatoes, choice of one breakfast meat and French toast or pancakes. **Allergy: Eggs, dairy, Gluten**

FRENCH TOAST COBBLER-Thick cut brioche bread, warm cookie crumble, bourbon apples, vanilla butter. **Allergy: Dairy, gluten, Egg**

FRENCH TOAST-Thick cut Brioche bread, vanilla butter. **Allergy: Dairy, egg, gluten**

CINNAMON ROLL FRENCH TOAST- Cinnamon and brown sugar crumble, cream cheese icing, vanilla ice cream. **Allergy: Dairy, egg, gluten**

CHICKEN AND WAFFLES-Buttermilk fried chicken, pearl waffles, apple butter. **Allergy: Dairy, egg, gluten**

SAUSAGE BISCUITS AND GRAVY-Buttermilk biscuits, country gravy, sausage and eggs of choice. **Allergy: dairy, egg, gluten**

BUILD AN OMELET-Choose: onions, peppers, tomatoes, spinach, all veggies add bacon - beef, pork, turkey add salmon, short rib or shrimp - **allergy: Egg, allium, fish, shellfish**

SMOKED SHORT RIB HASH-12 hour braised short rib, breakfast potato hash, gouda cheese, sunny side up eggs. **allergy: Dairy, gluten, egg**

S.G.G. (SEAFOOD GUMBO AND GRITS)-Lump crab, shrimp, fried fish, savory spicy gumbo gravy, cheese grits. **Allergy: Dairy, gluten, allium, fish, shellfish**

PORK BELLY TOSTADA-Pork belly, refried beans, pico, micro cilantro, avocado, cojita cheese. **Allergy: Gluten, Dairy, allium**

POUND TOWN-Pound Cake Waffles, marinated strawberries, whip cream. **Allergy: Dairy and gluten**

AND GRITS-Cheese Grits, etouffee' choice of fried fish; shrimp or salmon **allergy: Dairy, gluten, shellfish, fish**

WINGS served with celery, blue cheese and choice of sauce: honey, hot, buffalo, lemon pepper, honeyBBQ or jerk BBQ. **Allergy: Cross-contamination gluten**

JERK SALMON CHEESESTEAK Onions, green peppers, spinach, provolone cheese with sweet heat sauce. **Allergy: Gluten, dairy, allium, fish**

FRIED CHICKEN CLUB House chicken, bacon, apple slaw, sweet potato fries. **Allergy: Gluten**

LUNCAHOLIC-4 shrimp, 4 wings, 4 hush puppies, fish and fries, served with truffle hot sauce, tartar sauce or cocktail. **Allergy: Shellfish, fish, gluten, dairy**

OXTAIL GRILL CHEESE-America and pepper jack cheeses, fried cabbage, Sourdough, side gravy, sweet fries. **Allergy: Dairy, gluten**

STEAK AND EGGS-Ribeye, eggs, truffle butter, onions, mushrooms and steak sauce served with fries. **Allergy: Eggs, allium, gluten**

SMOKED TURKEY LEG-One pound smoked turkey leg, sweet potato waffle, savory gravy. **Allergy: Gluten and dairy**

MOCKTAILS/ ZERO PROOF/ NON-ALCOHOLIC

MOJITO:

Seedlip N/A rum

Simple syrup

Fresh lime

Mint leaves

Club soda

Glassware: Collins

Garnish: Lime wedge and mint

WATERMELON SPRITZER:

Zero proof vodka

Watermelon puree

Basil leaves

Club soda

Glassware: Collins.

Garnish: Basil leaf

Sunrise Social:

Zero Proof rum Pineapple
juice

Lime juice

Orange juice

Mango purée

Guava purée
Strawberry-banana, purée
Glassware: Coupe. Garnish: Dehydrated orange slice

CRANBERRY MULE'TINI
Zero proof vodka
Lime juice
Simple syrup
Goslings ginger beer
Glassware: Martini. Garnish: cinnamon stick

TROPICAL PARADISE:
Pineapple juice
Coconut purée
Blue curaçao
Glassware: Collins. Garnish: Candy

THE GREEN AVENGER:
Green apple mix
Lemonade
Sprite
Glassware: Collins. Garnish: Cherry

CLASSIC SHIRLEY TEMPLE:
Grenadine
Gingerale
Glassware: Collins. Garnish: cherry

CIRCUS CIRCUS:
Pineapple juice
Strawberry juice
Orange juice
Banana purée
Mango purée
Glassware: coupe. Garnish: Cotton candy

BAYBREEZE
Non-alcoholic coconut rum
Pineapple juice
Cranberry juice
Coconut purée
Glassware: Hurricane. Garnish: pineapple and strawberry

BLUEBERRY LEMON DROP

Non-alcoholic gin

Non-alcoholic triple sec

Fresh lemon juice

Blueberry simple syrup

Glassware: Martini.

Garnish: lemon twist and 3 bluberries

BRUNCH GIRL SPECIAL

Orange juice

Cranberry juice

Peach purée

Top'd with sparkling wine

Glassware: Coupe.

Garnish: ½ orange wheel

BRUNCH BOY

Non-alcoholic bourbon

Mint leaf

Fresh lemon juice

Simple syrup

Ginger beer

Glassware: Collins.

Garnish: lime wedge and mint

MIMOSAS

With Sparkling wine

FLAVORS: Traditional Orange and pineapple

Flavors add\$\$: Strawberry, passionfruit, mango, peach, guava

Sizes

1 Liter /33 ounces. **MINI MOSAS**

1 1/2 Liters / 50 ounces **HALF TOWER**

3 Liters / 100 ounces **FULL TOWER**