

# 2020 – 2021 Tea Room Support Quick Guide

Building A Better Community

THE JUNIOR LEAGUE OF HOUSTON, INC.  
*Building A Better Community*



# What to Wear



# What to Wear: Tea Room Uniform

- Hair: Hair shoulder-length or longer must be pulled back (this is a Health Department requirement)
- Shirt: Long-sleeved, plain white blouse with a collar
- Name Tag
- Apron: Green Junior League of Houston apron uniform
- Pants: Black dress pants (no athletic/tennis attire, shorts, scrubs, capri pants, cropped pants, denim, leggings, extremely low-rise pants, skirts or spandex).
- Shoes: solid black, closed-toe and back, low-heel (no more than two inches) shoes (no beach sandals/flip flops, athletic shoes, Crocs, hiking boots, boots, mules, sandals, slides or tennis shoes).
- Keep jewelry to a minimum. If volunteer is cold during her shift, she may wear a plain, white sweater (no decorations, emblems, etc.).



# What to Wear: Kitchen Uniform

- Hair: Hair must be pulled back and covered with a scarf or hat; no sun visors
- Shirt: A knit shirt (long-sleeved t-shirt or a sweatshirt is recommended, but no halter tops, exposed undergarments or tops revealing the torso)
- Name Tag
- Apron: White Kitchen Apron – located in the kitchen
- Pants: Long pants (no athletic/tennis attire, shorts, scrubs, capri pants, cropped pants, leggings, extremely low-rise pants, skirts or spandex). Denim is acceptable.
- Shoes: Must be closed-toe with rubber soles (tennis shoes are permitted, but no beach sandals/flip flops, Crocs, hiking boots, boots, mules, sandals, slides). Socks are required.
- Plastic gloves will be worn during your shift. All watches, bracelets and rings should be left at home.



# Shift Reminders



# Tea Room Support Shift Reminders

- Red Operation Binders are located in each area of the Tea Room. Training materials are also posted online.
- You are expected to be in your shift area and ready to work at the start time of the shift.
- Leave your handbags at home or in your car.
- Eat a good meal before your shift.
- Cell phone use is not permitted during a shift – please silence your phone.
- Parking: Do not park on the ground floor level in the League garage – park one level up or down.
- No outside food or beverage is permitted in the League building.
- Have questions? Contact the appropriate chairman – they're happy to help!



Cashier



# Shift Reminders

- Tea Room Uniform
- Shift starts at 10:45 a.m. weekdays and 11 a.m. on Saturday.
- Additional shifts may be offered at varying times – be sure to check online!





# Starting a Shift

1. Pick up money and reservation list from the Front Office
2. Sign into the cashier binder located by the computer to receive credit for the shift
3. Seat all reservations in Jonas Activity Management
4. Begin the shift in Jonas
5. Count the cash twice and lock the float in the register drawer
6. Turn on the music for the Team Room



# Typical Tasks

- Entering food and drink: some drinks can be ordered by the pitcher, ask the server if unsure
- Credit card transactions: the member number is already listed at the top of the receipt
- Splitting checks – checks can be split up to four ways
- Do not split checks by item!
- Assist servers: always ask the head active if she needs help!
- Checks are stamped on the back with the JLH seal stamper.



# End of Day Duties

1. Double check that all chits are paid and closed
2. Make sure you have a signature for all credit card transactions
3. Count the cash twice and enter the ending amount in the Cash Tender report
4. Print the Cash Tender and End of Shift reports – be sure to sign the bottom of the EOS report
5. Tidy up the office and sign out in the binder
6. Place cash, receipts, reports and cashier key in the bank bag and deposit bank bag in the Front Office safe



# Tips & Tricks of the Trade

- Swipe credit cards with the magnetic strip facing you
- Alpha sort the chits to find them more easily
- Donations are entered under “Miscellaneous” and enter the amount in “over/short”
- What’s the password? team
- Don’t fret over your algebra skills, the computer calculates change for you!
- Cake plate fee is located under “Miscellaneous” and then Cake Plate



# Front Office



# Shift Reminders

- Tea Room Uniform
- Have questions? Find the red binder under the service window
- Shift starts at 9 a.m. on Saturday
- Additional shifts may be offered at varying times – be sure to check online!



# Starting a Shift

1. Sign into the red binder under the service window to receive credit for the shift
2. Open the service window: set out the brown bowl and the SET sign-in binder
3. Turn on the computer and log into Jonas
4. Print out two dining reservation report and give a copy to the Server Head Active and Cashier with the float
5. Tidy the office and get ready to greet guests!



# Typical Tasks

- Answer the phone and offer assistance to callers
- Make new reservations, confirm and edit upcoming reservations in Jonas
- Answer questions, give tours and be friendly to visitors!
- Tea Room Patron Membership: Support the Tea Room Patron Member Chairman upon request
- Assemble miscellaneous materials for the Tea Room like menus and table tents
- Thank you Notes: referrals, sponsors and reservations can use a kind note!





# End of Day Duties

1. Tidy up the office – always leave it better than when you arrived
2. Leave any notes for Tabitha on her desk
3. Clear all items and close the service window
4. Shut down computers and turn off the lights
5. Sign out of the red binder to receive credit for the shift



# Kitchen



# Shift Reminders

- Kitchen Uniform
- Shift starts at 9 a.m. on Saturday.
- Additional shifts may be offered at varying times – be sure to check online!



# Starting a Shift

1. Sign into the kitchen binder on the table by Chef Michael's desk to receive credit for the shift
2. Grab your apron on put on your name tag
3. Check in with your head active or staff to receive beginning assignments
4. Remember to wash your hands and grab a pair of gloves before beginning assignments
5. Don't be shy – jump right into your tasks with your fellow volunteers!
6. Introduce yourself to the kitchen staff – you never know when you'll need a little help!



# Typical Tasks

- Meal plating: salads, entrees and desserts
- Spot cleaning coffee mugs and glassware
- Bacon prepping...yum!
- Peeling and dicing fruits and veggies
- Seal, wrap and label items for The Pantry
- Scoop ice cream and roll in pecans for our famous Pecan Ball!



# End of Day Duties

1. Confirm with lead JLH kitchen staff that all duties are completed
2. Place all utensils and cutting boards on the metal counter in the dish washing area
3. Clean workstations – this is a two-person job!
4. Place towels, aprons and any other dirty linens in the blue hamper
5. Sign out of the kitchen binder to receive credit for the shift



# Tips & Tricks of the Trade

- Always ask for an example of plating – it's always easier to get it right the first time
- Be productive: shifts go by faster when everyone is working as a team!
- Try new things: Operate the deep fryer, cut veggies, construct awesome sandwiches!
- Pay attention to your gloves – change them as often as needed
- Use your head active – she knows where the knives are, the names of the kitchen staff and everything in-between
- Keep a hat in your car: When the time comes, you'll be glad you did!



# The Pantry





# Shift Reminders

- Tea Room Uniform
- Have questions? Find the red binder under the counter
- Shift starts at 9:15 a.m. weekday first shift, 12:15 p.m. weekday second shift and 9:15 a.m. on Saturday.
- Additional shifts may be offered at varying times – be sure to check online!



# Starting a Shift

1. Sign into the red binder located under The Pantry counter shutters to receive credit for the shift
2. Check the bulletin board for special instructions, prices for special items, changes to procedures and updated schedules
3. Collect the starting float from the Front Office and start the Jonas Management system
4. Put all personal items in the back room
5. Fill out the freezer restock form and drop off with the kitchen
6. Collect special orders and baked goods from the kitchen



# Typical Tasks

- Smile: The Pantry is the ‘front door’ of the League – always greet guests with a smile!
- Take phone and walk up orders
- Ring up sales in the Jonas system
- Freezer restocking: this can be a cold task – remember to bring a plain white sweater!
- Building care packages!
- Call all customers who did not pick up their order one hour before The Pantry closes.



# End of Day Duties

1. Ensure all chits have been closed out
2. Close out The Pantry cash register: instructions are in the red binder
3. Return baked goods and tray to the pastry area in the kitchen
4. No cash should be left in the register – deposit bank bag in the front office safe
5. Tidy up; wipe off counters and table. Check that the freezer doors are closed tightly!
6. Sign out in the red binder to receive credit for the shift



# Tips & Tricks of the Trade

- Opening The Pantry: Start The Pantry opening procedures as soon as you arrive
- Need a password? Look in the red binder under the counter for all passwords
- Large orders are heavy – offer to help our guests!
- Need to make copies? The key to the copy room is located on the shelf above the coat rack in the front office.
- Always ask for a member number when taking orders
- Have questions? The Front Office staff (during the week) and head actives (on Saturday) doubles as your head active during a shift. You can also reach out to the assistant chairman as well!



# Server



# Shift Reminders

- Tea Room Uniform
- Shift starts at 10 a.m. on weekdays and weekends.
- Don't wear new shoes – make sure to break in those new flats!
- Review the server training materials – it never hurts to brush up!



# Starting a Shift

1. Sign into the server binder in the Cashier room to receive credit for the shift.
2. Check in with your head active to receive beginning assignments.
3. Look for sample place settings and start setting the tables in the Tea Room and Garden Rooms.
4. Pay attention to the sample place settings; they vary based on reservation needs.
5. If there is spare time, help fold napkins.
6. Get to know your fellow servers: teamwork makes the dream work.





# Typical Tasks

- Setting the Tea Room for daily service
- Taking orders and submitting the order to the kitchen
- Refilling Drinks: Always lift the glass or cup and saucer from the table!
- Serving Orange Rolls!
- Making mimosas, cranberry slushes, hot tea and more!
- Serving food orders to a table – JLH staff will always carry the big trays to your station



# Garden Rooms

- Your head active will set a sample place setting in the Garden Rooms for you to copy
- Parties hosted in Garden Rooms typically arrive early – be prepared
- Minimum Orders: Garden Room A – 15, Garden Room B – 21, Garden Room C - 15
- Identify the host and coordinate any special request(s) for the party with your fellow servers
- Work as a team to take guests' food and drink orders
- Garden Room orders will be placed on one order ticket



# Greeting the Guest

- Greet guests with a friendly welcome and direct them to the hostess stand
- As your guests are being seated, introduce yourself
- Take your guest's drink orders – serve rolls with drinks
- Offer to take your guest's order – do not rush them

\*Last times to submit orders to the kitchen:

Weekdays | Main Menu: 12:45 p.m. | Dessert: 1 p.m.

Saturday | Main Menu: 1:15 p.m. | Dessert: 1:30 p.m.



# Placing the Order

1. Take guests' orders on your scratch pad, noting where each order will be placed on the table
2. For pre-selected menus, order all courses/selections at one time
3. In the Kitchen, transcribe the final order on your four-part ticket using the Kitchen shorthand
4. Note the time the order was placed and any special requests (e.g., soup out first, dressing on the side, etc.)
5. Turn the entire ticket into the Kitchen Head Active or a staff member. *Do not set the ticket on the counter.*
6. Take the yellow copy of the ticket to the cashier's office



# The Cherry on Top

- Offer dessert and coffee to your table; remind guests of the last times to submit an order
- Dessert menus are in the armoire near the Tea Room entrance
- Take dessert orders on scratch paper
- Do not place orders on the counter – hand the order to someone at the dessert station



# Closing the Ticket

1. Update the yellow page of the order ticket with desserts and/or any additional orders
2. Give the yellow page of the order ticket to the cashiers' office and let them know that your party is done ordering
3. Take black folio to your guests with the final chit – don't linger if the guests are not ready to pay
4. Chits can be split up to four ways
5. Collect black folio from the cashiers' office and drop off with your guests
6. Payment may be made by Visa, MasterCard, American Express, cash or personal check; a signature must be collected for payments made by credit card



# End of Day Duties

- Clear all water, tea and coffee pitchers off the sideboards
- Turn off all the coffee burners
- Place any potted plants on the hutch near the kitchen entrance
- Return salt, pepper and sugar bowls to the pantry between the Tea Room and the kitchen
- Put dirty linens in the blue hamper, adjacent to the bread warmer in the kitchen
- Wipe off tables used in service with a rag and spray cleaner



# Tips and Tricks of the Trade

- Apron: Be mindful of your apron's cleanliness – spot clean and wash when necessary
- Be Confident: Your smile is your best accessory!
- Hair: Bring extra hair ties and bobby pins – just in case!
- Jewelry: Wear minimal jewelry – keep it functional and simple
- Questions: Don't be afraid to ask questions along the way!
- Shoes: Designer flats look great, but are said to be notoriously uncomfortable





# SETs and Serving



# Shift Reminders

- Find the red binder in the Front Office service window and sign in and out to receive credit
- Remember your name tag!
- Go to the area for the SET and ask for assignments
- Ballroom SETs: Find sample place setting and set one item of the place setting at a time
- When clearing, put china with china and glass with glass



# Typical Tasks

- Be prepared for small tasks from the JLH staff or head active
- Always check for drink refills before leaving the Ballroom
- Ballroom SETs: Serve an entire table before moving on to the next table
- As guests finish a course, clear the table before serving the new course
- Enjoy being a part of the League's special events and remember to smile!
- Offer coffee to each guest



# Setting the Table

- For parties with five or more guests, preset coffee cups with saucers and plate with doily for creamer
- Napkins open like a book
- Dessert spoon faces the fork, dessert fork faces the spoon
- All Tables: crystal salt & pepper shakers, porcelain sugar bowl, plate with doily for butter, plat (Tea Room & Garden Rooms) and table tent (Tea Room & Garden Rooms)
- Ask your head active or a staff member for instructions when setting Garden Rooms
- Coffee cup handles at 4 o'clock



# Last-Minute Touches

- Check all place settings for cleanliness, accuracy and presentation
- Place the creamer pitchers and butter on plates with doilies
- Fill all preset glasses with water – top with a lemon slice
- Smile and have fun!
- Set up drink stations with two pitchers/each: water, iced tea and regular & decaf coffee
- Consult your head active or a staff member with any last-minute questions



# Let's Eat

- Do not serve large orders until all trays and meals are accounted for and in the Tea Room or Ballroom for service
- Main Entrée placed at 6 o'clock
- Lower left, raise right
- Serve the guest(s) of honor first, if applicable, followed by ladies and then men
- Refill drinks – bring rolls, condiments and/or extra dressings upon request



# Clearing the Table

- Do not scrape plates
- Glassware is placed on its own corked tray; group all other items on a separate tray
- Stack like items and remove all silverware and place it to the side
- Pour any leftover coffee into another coffee cup and lay empty coffee cups sideways along the edge of the tray

