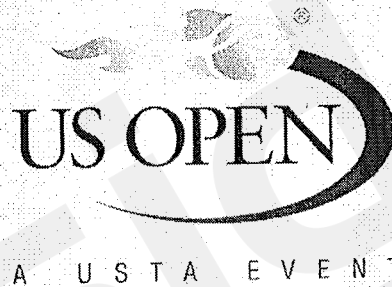


SUITE TRAINING GUIDELINES



Levy Restaurants

USTA Billie Jean King National Tennis Center
Flushing Meadows, Corona Park
Flushing, NY 11368
718-760-6285

TABLE OF CONTENTS

Mission Statement	Page 2
General Information	Page 2
Room Description	Page 3
Food Presentation	Page 3
Suite Maintenance	Page 4
Suite Trash Removal	Page 4
Ordering Procedures	Page 4-5
Delivery Procedures	Page 5-6
Ice Cream Delivery	Page 6
Beverage Orders	Page 6
Coffee Service	Page 7
Ice Delivery	Page 7
Service Ware Maintenance	Page 8
Daily Operating Schedule	Page 9-10
Suite Runner Responsibilities	Page 10
Suite Folders	Page 10
Uniform and Appearance	Page 11

LUXURY SUITE PROGRAM MISSION STATEMENT

To provide exceptional hospitality services that ensures nothing less than total guest satisfaction before, during, and after the 2009 US Open Championships.

To attain this objective, we will focus on the following keys to our success:

- ☛ Maintain a positive relationship with the USTA
- ☛ Provide the highest quality product and hospitality service to Suite holders
- ☛ Maintain the facilities and equipment

LEVY RESTAURANTS SERVICE PHILOSOPHY

As restaurateurs, we never forget the value of each customer and how important it is to continuously focus on what they need, and anticipate what might make their overall experience more enjoyable. You will always be successful in making your guests feel special if you remember the following:

Our Customers:

- ☛ Are our number one priority. We are guest-focused
- ☛ Should feel like guests in our home
- ☛ Come for the tennis experience but stay because of the food, beverage and service. Think about the thousand details that will make each customer's experience memorable
- ☛ Are people with feelings, needs and expectations who deserve to be treated with respect
- ☛ Pay our wages and enhance our experience and knowledge. Without the customer, there would be no business
- ☛ Deserve the most courteous attention and heartfelt hospitality we can give. He or she is the lifeblood of what we do

As restaurateurs, we never forget the value of each customer and how important it is to continuously focus on what they need, and anticipate what might make their overall experience more enjoyable.

You are one of the most important elements of our guests' experience, and you will be the reason many choose to visit us again and again over two weeks. Also, think of yourself as an ambassador of our company and the USTA. You were chosen to work this prestigious event because we feel that you have the important qualities needed to be successful at Winning One Customer At A Time.

GENERAL INFORMATION

The luxury suites are located on two levels in Arthur Ashe Stadium:

- ☛ Club Level: Suites 101-144
- ☛ Mezzanine Level: Suites 202-247

Suite Attendant assignments are made before the beginning of the US Open, and are fixed for the duration of the event, unless alternate arrangements are made between Levy Restaurants and Amerivents.

Shifts begin at 9:00AM. This means that the Suite Attendant must be IN their assigned suite and ready for service.

Suite holders will assign a suite host for every session to sign for orders, and direct any suite activity. An authorized signature must be obtained for proof of delivery. Suite Attendants are NOT authorized to sign for any deliveries. In the event that a suite host is not present, either contact your suite manager or call the USTA Hot Line at 718-760-6285.

WHO'S WHO AT THE 2009 US OPEN

Bill Wilson -- Director of Operations, Levy Restaurants
Paula Meyer -- Director of Human Resources, Levy Restaurants
Eric Lindberg -- National Director of Premium Services, Levy Restaurants
Lorraine Vega -- Director of Luxury Suites, Levy Restaurants -- Week 1
Cyndi Berlinger -- Director of Luxury Suites, Levy Restaurants -- Week 2
Joe Elkins - Suite Account Executive, Levy Restaurants
Jessica Rosenbloom - Suite Account Executive, Levy Restaurants
Dilena Fong - Suite Administration, Levy Restaurants
Jessica McCrobie - Club Level Pantry Supervisor, Levy Restaurants
Joe Miller - Mezzanine Level Pantry Supervisor, Levy Restaurants

Lili Milosevic, Senior Coordinator, Premium Seating, USTA

ROOM DESCRIPTION

The luxury suites have been designed to provide maximum comfort for viewing of the US Open. Each suite is equipped to provide hospitality for approximately 20 guests.

Each suite is equipped with televisions, telephones, comfortable seating area, and dining table. Style and layout will vary according to suite location. Suite Attendants are **NOT** permitted to sit on suite furniture at **ANY** time, even with the host permission. Suite Attendants may **NOT** stand in the outside seating terrace to view tennis. The only time Suite Attendants are permitted to be on the terrace is when bussing tables or assisting with beverage delivery. **At no time may a Suite Attendant eat in the suite.**

Each suite has a secured closet/cabinet for guest use. Levy Restaurants **DOES NOT AND WILL NOT** accept keys or responsibility for this area.

Each suite has sufficient cabinet space, including two secure beverage cabinets, to accommodate supplies for the event.

All suites are carpeted and have outside terrace seating.

Each suite has a private restroom for guest use.

Shades are provided for terrace comfort. All shades need to be stowed by 7PM for the evening matches.

In the event of rain, USTA will provide each suite with tarps for the outside terrace seating area. It is the responsibility of the Suite Attendant to lay out the tarp for rain, as well as fold and store the tarp after the rain has ended.

Any requests for changes to the suite furniture must be addressed to, and approved by, the USTA.

FOOD PRESENTATION

Presentation of all food and beverage is an important part of the Levy Restaurants culture. Platters have been chosen to maximize the appearance of food while allowing an attractive presentation with minimal wasted space. All platters are prepared to serve 10 guests.

Food items will be set as designated by the Suite Attendant, Suite Manager, and/or Suite Host to provide ease and enjoyment for guests. Presentation should remain consistent in all suites, but will vary as suites have different menu items and display needs.

The Chef Table (counter space) is the main area designated for food display. If the Suite Host approves, dining and side tables may be used for additional display space. B&B plates and napkins will be set beside any food item not on the Chef Table. Linen napkins are not available unless they have been specially pre-ordered.

Basic Suite Set Up

- ☞ Dinner Plates
- ☞ Napkins
- ☞ Cutlery set in 5 compartment caddy
- ☞ Main Course (Salad, Entrée, Side Dish)
- ☞ Rolls/Bread
- ☞ Dessert with Dessert plates (can also be placed on side table if permitted)
- ☞ Coffee Set up (ONCE INSTALLED THIS CANNOT BE MOVED DUE TO POWER CONSTRAINTS)
- ☞ Sodas, Water, Beer, White Wine stored in refrigerator
- ☞ Red Wine, Ice Bucket on counter by sink
- ☞ Liquor

SUITE MAINTENANCE

The suites will be cleaned by the USTA designated cleaning service. They will be responsible for providing a clean suite by 9AM each morning. It is **CRUCIAL** that all Suite Attendants unlock their doors and check on the status of their suites at 9AM and report any problems to the Suite Administration office by 9:15AM.

The cleaning company is responsible for the following:

- ☞ Bathroom – restocking of paper and soap products, cleaning sink, toilet, and floor
- ☞ Vacuum carpet
- ☞ Patio Cleaning
- ☞ Steam Clean carpets as requested and/or scheduled by the USTA
- ☞ Cleaning glass windows in suite

Suite Attendants are responsible for the following:

- ☞ Periodic sweeping of carpet and patio with carpet sweepers
- ☞ Wiping down the marble credenza with cleaning solution and sponge provided by Levy Restaurants
- ☞ Trash removal (as detailed below)
- ☞ Wiping down glass as needed during the day
- ☞ Filling out closing checklist with any cleaning instructions or repairs for USTA

SUITE TRASH REMOVAL

Suite Attendants will assume responsibility for the following:

- ☞ Ensure the suite has a trashcan and garbage bags each day
- ☞ Suite Attendant to remove trash from suite to designated area
- ☞ If Suite Attendant is unable to remove trash at a given time, they will notify the Pantry for a trash pick-up
- ☞ DO NOT let trash overflow
- ☞ Pantry Supervisor will designate a runner for Suite Trash pick-up
- ☞ Suite Attendant will **NEVER** place trash outside of the suite door during hours of operation
- ☞ **ALL** trash will be removed from the suite before the suite is locked for the evening
- ☞ Final trash of the day may be left outside for cleaning company to dispose of overnight
- ☞ Suite Attendant will ensure that trash can is clean at the end of each night

ORDERING PROCEDURES

Suite Attendants will place any orders generated from the Suite Host for event day items, re-orders, beverage re-stocks, supplies, and equipment needed for the suite. All orders will be placed via the Pantry Cashiers located in each Pantry.

GAME DAY ORDERING

Game Day orders are orders for menu items that have **NOT** been pre-ordered. *Example: Suite Holder would like a shrimp cocktail platter, and has not pre-ordered one for their guests.*

Game Day items may be ordered at any time with a Suite Host's approval. These items are subject to a 10% surcharge. Game Day orders may be placed **AFTER** all pre-ordered food has been delivered to all suites. Plan ahead and inform the Suite Host that Game Day orders will arrive approximately 30 minutes after the initial food push goes out.

RE-ORDER ITEMS

Re-orders are menu items that have been pre-ordered and delivered to the suite, but that the Suite Host would like to order additional quantities of. *Example: Suite Holder has pre-ordered 1 platter of Shrimp Cocktail, but would like an additional platter due to fast consumption.* Items that are re-ordered are sold at the original pre-order price and not subject to the 10% surcharge. Re-orders should be placed after all food has been delivered.

DELIVERY PROCEDURES

There will be two scheduled delivery times for pre-orders (12PM and 6:30PM). Please inform your Suite Manager if your Suite Host desires an earlier or later delivery time.

PRE-ORDERED FOOD

- Check to make sure that the correct items have been delivered
- Assure items are wrapped and sealed
- Remove each item from cart and display in suite
- Check all carts to make sure all items have been removed
- Check quality of platters
- Sign order confirmation from the runner, circling any missing items. This sheet will then go back to the pantry supervisor who will process request for any missing items. Missing items will be delivered as soon as possible.

SAME DAY AND RE-ORDERS

- Runner will knock on Suite door and enter suite with ordered items
- Suite Attendant to make sure all items are as ordered
- Check seal and appearance of items
- Notify manager if concerned about an item
- Sign the "chit" sheet for proof of delivery and return to runner

EQUIPMENT AND SUPPLIES

- Notify pantry if suite is running low on china, glassware, napkins, and disposable items and a runner will be dispatched to replenish supply. Please note that while China and Glassware are available for guest use, **ONLY** plastic may be used on the outside seating terrace.
- Suite Attendants should pick up ice from the Ice Bins located outside of each pantry in the morning before the suite opens. A runner will distribute additional ice throughout the day.

It is our goal to assure a smooth delivery system with all items accounted for and in place within the suites at the designated times. Delivery during the day session will occur between 11AM and 12PM, and between 5:30PM and 6:30PM for the evening session.

Pre-Ordered Food:

Pre-ordered food will be produced from production reports in the main kitchen which is located on the court level. Once food is prepared, wrapped, and placed in crescors, it will be delivered to the pantries and in turn then delivered to the suites at the designated delivery times.

Procedures:

- ☞ Pre-orders are packed and wrapped in the main kitchen and transported to each pantry
- ☞ One hour will be allocated for transport of all food to the pantries
- ☞ Pantry Supervisors expedite individual suite food to runners for distribution however there may be times when suite attendants may pick up or may be asked to assist with distribution especially if your suite is near a pantry.
- ☞ An order confirmation will be taped to the crescor to assist the Suite Attendant in checking in all delivered items
- ☞ Suite Attendant will accept delivery, remove items from cart, and re-check before setting up display
- ☞ Suite Attendant will sign order and give back to runner
- ☞ During delivery time, suite managers will visit each suite to check consistency of items and delivery

Detailed Walk-Through Checklist Once You Have Received Your Pre-Ordered Food:

The following are guidelines to ensure the highest level of quality for our suite guests.

- 1) Accuracy
 - A. Food order correct according to the order sheet taped to the crescor. Anything missing or noted as not ready has been called into the pantry or noted on the order sheet.
 - B. Set up is correct and all set up standards have been adhered to.
 - C. All chafers are HOT!
 - ✓ If not, notify a manager immediately!
 - D. Check quantity of all food items.
 - ✓ All condiment bowls are FULL with the accompaniments, correct specs on hot food, sandwiches, etc.
 - ✓ You must know specs (i.e., how many sandwiches per person). Please use your suite food guide as a reference.
 - E. Food quality of all food items
 - ✓ Is it at Levy standards - display/set up of food according to standards of "The Levy Difference?"
 - F. China and any paper products fully stocked and accurately set up.
 - G. Sugar, equal, sweet & low, wet naps, salt, pepper, and stirrers are fully stocked and CLEAN.
 - H. If you have a missing item or late item that is coming from the pantry (i.e. desserts) have you stayed on top of the delivery times and notified pantry that you need product?
 - I. Check for any special notes.

- J. If the food item only takes up half of the chafers, make sure there is a (clean) shallow ½ half pan is covering the other side.

2) CLEANLINESS

- ✓ NO debris on the floor.
- ✓ NO waste in the garbage cans.
- ✓ Wipe down counters, sink if necessary.
- ✓ Make sure there are NO spills in the refrigerator.
- ✓ Chafers are CLEAN (check lid, hinges and inside of the lids).
- ✓ No chipped bowls (check ones in the refrigerator also).
- ✓ Clean tongs and spoons (check all grooves).
- ✓ NO hot food spills! Check outside the door as well as the floor, counter and walls.
- ✓ Check furniture and wall hangings to ensure that they are clean and straight.

ANY COLD OR MISSING FOOD, COLD CHAFERS OR MAJOR SPILLS SHOULD BE REPORTED TO THE MANAGER IMMEDIATELY!

When the final checks are completed, give the list to the runner delivering the food or contact the pantry AS SOON AS POSSIBLE (all corrections must be made before your next serve time) and make sure he/she understands EXACTLY what needs to be done to complete the list correctly.

- As guests enter the area:
 - Cease any conversation with other team members
 - Direct your attention to the guests as they approach you in the suite
 - When the guest reaches five feet greet if appropriate
 - Use the guest name when possible
 - Direct the guests to the food and offer a beverage
 - Seat assignments will usually be determined by the suite host

Game Day Orders:

All Game Day orders, with the exception of soft drinks, beer, and dry goods, will be generated from the main kitchen and will be available for delivery after all pre-orders have been delivered. Estimated time is 12:30PM for AM sessions and 7:00PM for PM sessions. Note: Expect 20-30 minutes for these orders to be delivered, so plan ahead!

- Suite Attendant will place a Game Day order by phoning the pantry
- Runners will be stationed in the kitchen for transport of Game Day orders
- Kitchen Expeditor will receive ticket via Micros and confirm items sent to Pantry for delivery
- Runner will deliver order to the Suite, where the Suite Attendant will accept and sign for delivery of items.

Service Procedures During each Session:

- A suite attendant's job requires attention to the guest and suite host/contact. Make sure each guest is happy and has everything they need. Maintain the food/Chef's Table by re-filling food items as they run out and contact your suite host about ordering procedures and game day orders. You must clean up after the guest as they go through the Chef's Table. Also make sure the guest has a beverage in front of them at all times. Use WOCAAT to ensure the guest has a pleasant experience. Remember never say "no" in response to a question. Most likely we can make their request possible.
- Pre-bus often to maintain appearance in your area.
- Know your Menu to help guests with suggestions on offerings, timings, and portion sizes.

- If any of the food is about to run out, alert someone immediately. It is very important to not run out of food during a function but please check with your suite host/contact if available. If your host is not immediately in the suite please make sure that you have discussed with them on how orders are to be handled under any situation that may arise.
- Additionally, if more napkins, knives, forks, or plates are needed it is the server's job to replace the missing item.

Guest Relations:

All of our guests should be treated as VIP's.. It is important to keep this relationship purely professional. Remember this, and always address your guest as "Mr., Mrs. _____."

When delivering the order the guest must always be greeted professionally and discreetly. All guest needs are met with the Levy philosophy "The answer is YES, what is the question?"

GUEST PROBLEMS

Please report any problem to a manager immediately, regardless of how small the problem may seem.

ICE CREAM DELIVERY

The refrigerators in the Suites are not cold enough to store ice cream. If ice cream is on your menu, please take your order confirmation to the pantry and pick up ice cream bars as needed. No ice cream will be given out without the order confirmation. For Game Day orders, call the Pantry and it will follow normal delivery procedures. We also have freezer bags available to those that need additional storage.

BEVERAGE ORDERS

Beverage procedures will vary depending on arrangements with the Suite Host. Some will have a "beverage par" that will be stocked at the beginning of the tournament and replenished automatically at the levels pre-selected by the client. Others will have separate orders for each session.

Each suite will have their beverage procedures outlined by the sales staff and copies given to suite managers and pantry supervisors, as well as a copy kept in their suite log.

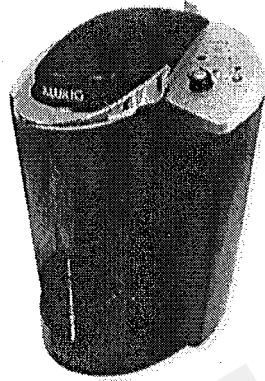
All opening beverage orders will be stocked in the suites through Micros generated order confirmation for start of the event.

On a daily basis, beverages will be distributed from the Suite Pantries to the suites.

- Attendants will place orders for additional beverage through the Pantry Cashiers
- Order confirmation will be printed remotely in the pantries
- Assistant Pantry Supervisor will fill and send all beverages with a runner
- Suite Attendant accepts delivery and secures items in locked cabinet, puts beer, soda & white wine in the refrigerator.
- Suite Host will sign the "chit" and return to the runner for delivery confirmation
- Suite Attendant will take daily beverage inventory at the close of the session and re-order any items needed to fill beverage levels back up to "par"
- Suite Attendant will lock cabinet and refrigerator at the end of the day and return keys to Staffing Office with their packets
- Final inventories of beverage will be taken at the end of the event. Credit will be given to suites for full bottles and unbroken 6 packs.

COFFEE SERVICE

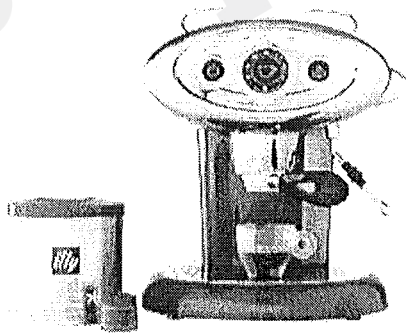
Levy Restaurants is pleased to offer individual "BY THE CUP" Keurig brewing systems in each suite. Coffee is sold in quantities of 10 "k-cups" in Regular, Decaf, and Assorted Bigelow Teas. A Keurig representative will be available during training to walk you through the process of setting up and maintaining the equipment.



ESPRESSO BAR

New for 2009 is an Illy Espresso Machine available for purchase on a pre-order or game day order basis. The Espresso bar/machine is available for 185.00 per session and includes 10 regular and 10 decaffeinated pods.

Illy is widely considered to produce the world's finest coffee and espresso.



ILLY ISSIMO COLD BEVERAGE DRINKS

New for 2009 is our launch of a fantastic cold coffee program from Illy. We now have Issimo Café, Issimo Cappuccino and Issimo Latte Macchiato available for 27.00 for 6 servings. You cannot mix and match these orders.

Issimo Café: Bold and energizing, with the full-bodied character of real Italian espresso plus a touch of sweetness.

Issimo Cappuccino: Uplifting rich and fragrant espresso taste blended with milk and cocoa, balanced with a hint of sweetness.

Issimo Latte Macchiato: A smooth and silky swirl of fresh espresso taste perfectly blended with a hint of velvety milk and sugar.



ICE DELIVERY

Ice is delivered daily to each Ice Bin located outside of the Club and Mezzanine Level pantries. Pantry Supervisors will be responsible for stocking ice carts from Ice Bins for distribution to individual suites.

- ☛ Cambro carts will be used to deliver ice to suites. When not in use, carts will be stored in the pantries.
- ☛ No food, beverage, or other items will be stored in ice carts
- ☛ Cart lids must remain closed
- ☛ Ice carts must always remain full and ready for ice delivery

IF YOU MUST RETRIEVE ICE YOURSELF, PLEASE CLEAN ANY ICE THAT SPILLS TO AVOID LEAKS ON THE CONCOURSE!

SERVICE WARE MAINTENANCE

Runners assigned to the Pantries will be responsible for maintaining the stock of China, Glassware, and Stainless Steel Flatware. This includes retrieving dirty dishes, glassware, platters, and utensils from the suites and bringing them to the Mezzanine Level Ware-washing room for cleaning. It is the responsibility of the Suite Attendant to request, via call to the Pantry, the appropriate supplies to maintain a comfortable service ware level. However, in the spirit of team work there also may be times when you may and should bring back some supplies that have gathered in your suite if you have time.

- ☛ Unless requested to be put on display by the Suite Host, all disposable plates and flatware will be kept in the cabinets above the counter top and only glassware, china, and stainless steel flatware will be put out for use.
- ☛ Suite Attendant will request supplies to maintain suite par level of plates, cups, and flatware.
- ☛ When requested, runner will bring clean supplies from the Pantries.

- ☛ For pick-up, Suite Attendant will give the runner full bus tubs. If assistance is needed, the runner will enter the suite and help with removal of all dirty items from the suite and replace the full bus tubs with empty ones.
- ☛ 3 bus tubs will be used for dirties and placed in the lower middle cabinets.
- ☛ Runners and Suite Attendants must work quickly and quietly to minimize any disruption of the suite operation.
- ☛ During peak hours runners may be temporarily reassigned to assist in removal of dirty equipment and replenishment of service ware. Suite attendants may also be asked to assist with taking dishes and/or trash out of the suites for pick up by runner staff. **AT NO TIME MAY A SUITE ATTENDANT PLACE DIRTY DISHES/PLATTERS OUTSIDE THE SUITE ON TOP OF THE HALF WALLS OR GARBAGE CANS!**
- ☛ Runners and Attendants must work together to maintain the cleanliness of the concourse areas during hospitality, keeping them free of trash and dishes.
- ☛ At the end of the day, runners will complete rounds to assure all bus tubs and dirty dishes have been removed for overnight cleaning.
- ☛ Suite Attendants will assure that all serving utensils have been cleaned and returned for the next day and that all items have been brought up to par.
- ☛ If directed by a Suite Manager, the runner will assist in the restocking of suites.

DAILY OPERATING SCHEDULE

Suite Attendants are scheduled to work in the same suite each event day. The Suite Attendant will be expected to commit for the entire tournament and must be available to work both the day and evening sessions. Days will end approximately one hour after the conclusion of the last match.

Suite Attendants must enter the property at the Turner Gate entrance (North Employee Entrance). Suite Attendants may NOT enter at the Presidents Gate entrance at any time.

Suite Attendants will sign in at the Amerivents Staffing office on the Club Level.

9:00 AM Sign in with Amerivents staff and receive Suite Keys and Suite Folders. Unlock Suite, wipe down counters, and put away any equipment. Review Suite Sheet and ensure you have all necessary equipment for your menu.

Suite Host arrives. Review the day's orders with the Suite Host and note any special needs. Check quality, quantity, and accuracy of any deliveries.

Attendants that repeatedly are late will immediately be removed from the schedule by Amerievents. Levy reserves the right to pull a credential at any time due to attendance issues.

9:15 AM Report any maintenance problems to Suite Administration office.

9:30 AM Set bar. Assure ice bucket is full. If replenishment is necessary, order via Pantry.

10:00 AM Begin to receive deliveries. Sign the delivery ticket if **ALL** items are present. Assure that equipment and supplies are at the standard par. Set counter with food and equipment.

11:00 – 2:30 PM Take care of guest needs during food service
 Maintain food display
 Assure pick up of dirty dishes and platters and restocking of china through Pantry
 Monitor ice supply
 Order ice cream as needed
 Place same-day orders and re-orders as directed by Suite Host

1:00 – 5:00 PM Contact Amerivents for assigned lunch break times and cover other suites for lunch breaks.

- 3:30 PM** Pick up final check from pantry cashier. Present charges for Suite Host signature and return signed copy of receipt to cashier. **Do not wait until the end of play to return signed copy to cashier.** Keep the second copy for the suite log folder.
- 4:00 – 5:00 PM** Repeat opening responsibilities for the evening session
Accept evening session deliveries
Check quantities of ice, beverages, etc. and notify manager/host of any needs
Maintain cleanliness of the suite
- 5:30 – 9:00 PM** Suite re-opens for the evening session
Continue with dinner hospitality
- 9:00 – 10:00 PM OR WHENEVER GUEST HOSPITALITY IS COMPLETED**
Offer host last opportunity for food and beverage delivery (9:00 PM)
Review the day with the Suite Host
Pick up final check from the pantry cashier and return signed copy of the receipt to the cashier.
Do not wait until the end of play to return signed copy to cashier. Keep the second copy for the suite log folder.
Inventory and lock liquor in cabinet
Assure all dirty dishes have been removed from your suite and that the suite is clean
Check for lost property before leaving. Lock property in liquor cabinet or in Suite Administration office.
Fill out USTA special cleaning/damage requests and hand in to Suite Administration
Lock suite, return keys and suite envelope to Amerivents staffing office

SUITE RUNNER RESPONSIBILITIES

The Suite Runners are the behind the scenes backbone of every suite operation. They are responsible for organizing and stocking the pantries, delivery of pre-orders and add on orders to the suites, breakdown of the suites, and getting ready for the next session. Suite Runner responsibilities include, but are not limited to:

Before the session begins:

- Ensure that Chafing dishes are plugged in, have water, and are ready for service ½ hour before food deliveries begin.
- Accurate distribution of all food to the correct suites for guaranteed delivery times.
- Check that proper par of utensils, flatware, plates, glassware and disposables are in each suite.
- Deliver appropriate amount of ice to each suite.
- Be in full uniform at the beginning of each shift – Polo shirt, black pants, black apron, and black slip resistant shoes.
- Distribute all condiments.
- Remove garbage from suite and place in designated areas (Elevator 5 or Blue Tarp area by restaurants).
- Stowe away all tri-level carts.

During the session:

- Run add on orders for food and beverage to the correct suites.
- Run additional ice to suites as needed
- If needed, pick up dirty service wares, including platters, flatware, and glassware
- Replenish condiments if needed
- Clean up suite when delivering an order if needed
- Keep pantry organized and clean throughout the session.

After the session or during the changeover:

- ☞ Collect all used equipment including flatware, china, glassware, platters and serving utensils and take to the 3rd Floor Ware Washing room.
- ☞ Set up Chafers and other equipment for the next session or following day using the checklist provided to you by the Runner Supervisor.
- ☞ **CHAFERS MUST BE CLEAN AND EMPTY OF ANY WATER AT THE END OF THE NIGHT!**

SUITE FOLDERS

Each suite will be assigned a suite folder to include all information relative to the suite (i.e. Inventories, order slips, etc.). The Suite Attendant will be responsible to maintain the information and return it to the Amerivents office each night.

- ☞ All signed delivery tickets for the event day, as well as pre-orders and beverage orders must be kept in the folder.
- ☞ All order confirmations will be placed in the folder each day.

UNIFORM AND APPEARANCE STANDARDS

- SHIRT:** New Polo Shirt (provided by Amerivents), Black Pants, Black Belt, Black Apron (provided by Amerivents). Undershirt must be worn and the shirt **MUST** be tucked in at all times.
- PANTS:** Black pants, **NO JEANS**. Pants must be clean and pressed.
- SOCKS:** Solid black socks must be worn at all times.
- SHOES:** Black leather **SLIP RESISTANT** shoes with rubber soles, clean and polished.
- BELT:** Black plain belt.
- OTHER:** Appropriate undergarments must be worn. **NO HATS AT ANY TIME.**
- CREDENTIAL:** **CREDENTIAL MUST BE WORN AT ALL TIMES, AROUND THE NECK ONLY, AND FACING FORWARD. AT NO TIME SHOULD THE CREDENTIAL BE TUCKED INTO THE SHIRT POCKET.**

The USTA, Amerievents and Levy reserve the right to pull a credential at any time due to any performance or attendance issues.

Men

Hair must be clean and in a conservative style. You must shave before the beginning of the shift. If you have facial hair, it must be well maintained.

Women

Hair must be clean and in a conservative style. Longer hair must be pulled back in a pony tail, French braid or twist.

Hands

Hands must be clean, and no outrageous color nail polish may be worn.

Jewelry

A modest amount of jewelry may be worn and absolutely no facial piercings may be worn during work hours.

Personal Hygiene

Special attention must be paid daily to personal hygiene: teeth must be brushed, daily bathing and deodorant must be used. Makeup should be conservative.

Levy Restaurants

