

Caves Weekly Newsletter

Perspectives From Last Week (All)

- Very quiet first week of January—when there are slow times, let's be sure to take these moments to provide great hospitality to our guests. We are going to have a Front of House staff meeting the week of the 22nd to reinvigorate and focus on our hospitality and creating the Caves experience. We have a great opportunity right now to spend some mindful time getting back to our roots.

Goals for Coming Week/Misc. Notes for Staff (All)

- Occasionally there are times where we have folks wanting to walk-in and dine with us, but are fairly full on reservations. We want to remind and empower everyone to feel confident seating a walk-in at a table that has a reservation about 1-1.5hrs from that time, and kindly let the reservation know that the reservation will be arriving at that time. Of course, this can be tough with larger groups, but often a smaller party that is ready to be in and out will be totally happy with this. Example: a party of 2 walks in looking for a table at 5pm, but you have a reservation for Table 1 at 6/6:30pm. You can let them know that you do have a table available, however, there is a reservation at that time that you will need the table for. This allows the guest to dine with us and fills the table, but informs them of our timeline. Aidan and Goody will dive into finer details on making this successful, but we should be aiming to accommodate as often as possible.

Focus Points (All)

- **ALL: Food feedback yet again! Y'all are still doing great! As you get feedback—especially if it's something that needs addressing in the moment (sauce is too thin, too spicy, something is over or under seasoned, etc) please let a kitchen manager know asap so that we can fix that in the moment.**
- **FOH: Efficient use of downtime, and being mindful of the time it takes to clock out. Once you are phased, you should be aiming to complete side work or closing tasks in an efficient manner. As you have pockets of downtime between checking in and tending to your tables, you should be chipping away at tasks. We should not be waiting until we are phased to start these pieces.**
- **BOH: Line Organization - we will be setting expectations and placement for all items on the line to increase efficiency and ensure that all dishes are going out to our guests living up to our standards. Patrick will be going over this set-up and his expectations with you all.**

From the Kitchen (Sarah, Patrick)

- The caviar and chips we ran for NYE are making a comeback! It will replace the burrata and will go on the menu until we run out of caviar! Please make sure the presentation on this is ON POINT as it is a high priced small plate.
 - Paddlefish caviar & herbed creme fraiche atop sea salt kettle chips. \$17
 - American Paddlefish, also known as "spoonbill" because of its duckbill-like snout, is a cartilaginous cousin to the Hackleback sturgeon wild caught in the Mississippi River. Paddlefish roe is harvested from the Mississippi and White River systems and is comparable to Caspian Sea Sevruga in flavor. A fine yet less expensive alternative to sturgeon caviar.
- We now have stone ground mustard available in house for folks requesting it with their pretzel plates! I have added a button to the add on screen.

From the Bar (Goody)

- **NEW BEERS/WINES:**

- No new beverages this week! We will be adding Val Dieu Triple to our draught line-up next week, as well as bottles of Cantillon Rosé de Gambrinus (a raspberry Lambic) to our bottle list. Informational sheets on these will be sent out via Sling tomorrow (Friday) for you all to review.
- We are setting up a "Toast Buttons Needed" sheet on the server clipboard. If you notice something we need, or something that would make things more efficient, jot it down!
- Kids menus will now have beverages on them! We are offering a half size of the Hibiscus Cardamom soda that will come in one of the water glasses and will be .75oz of the syrup topped with soda water over ice.
- We are making tweaks to the temperature of the red wines to ensure that they are slightly chilled, but that they open up and come to temp after about 10 minutes in the glass. Please solicit feedback from guests on the wines over the coming weeks to see if there are any specific points of feedback. We don't want to call out "is the wine too cold/too warm?" but should be asking how they are enjoying specific drinks (not just "how are your drinks?").
- Bar Education is going to be a big focus coming into 2024! Have something you're excited to learn about? Let Goody know so that we can plan for the biggest and best topics!

