

# Expo Responsibilities

## 1. Beginning of Shift

- Wash hands thoroughly with soap upon arrival to work.
  - Turn on the heat lamps above the expo table.
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## 2. Line Setup

### Heater for Oatmeal

1. Ensure the water valve on the heater is closed.
2. Add cold water to the heater at the expo station if the water level is low or empty.
3. Plug in the heater and set it to maximum temperature.
4. Place prepared oatmeal containers into the heater:
  - If there are only two oatmeal containers, place an empty container in the available slot.
  - If oatmeal becomes too thick, add hot water (from the kettle water) and mix thoroughly.
5. Ensure both Old Bay hollandaise sauce and regular hollandaise sauce are prepared:
  - Place hollandaise sauces into empty containers in the heater.
  - Maintain hollandaise sauces at **113–131°F**, checking with a thermometer.
  - If temperature is too high or too low, temporarily remove from heater and store in a cooler area.

### Behind the Expo Station

- Ensure there are tongs for potatoes and a ladle for oatmeal (located near the dishwasher station).
- Ensure there is a container with plastic spoons and a ticket spike.
- Ensure there are two empty containers for dirty dishes under the table near the broken dish bin (can be found in the dish room near Room Service).
- Ensure there are enough ramekins under the expo table (located in dish room near Room Service).
- Ensure there are enough plates in the carts under the expo table (plates can be found near the dishwasher station).
- Ensure the area under and behind the expo table is organized and free of unnecessary items.

- Keep a trash container nearby for convenience.
  - Check that there are enough plates on the following lines:
    - Cold line
    - Sauté
    - GrillIf not, plates can be found in carts under the expo table or near dishwasher machines.
  - Ensure there are approximately two stacks of metal lids for Room Service and that they are completely dry:
    - If insufficient, get more from the room across from Room Service.
    - If wet, dry both sides.
  - Ensure the Room Service radio is present and charging.
  - Ensure there are 4–5 clean towels behind the expo table (more available at the back of the kitchen).
  - Ensure alcohol wipes are available for removing stubborn stains.
  - Confirm the cold line has enough oatmeal toppings. If not, ask the cold line cook to prepare more.
  - Attach labels to fingerling potatoes, oatmeal, and hollandaise sauces with all required information.
  - Ensure the table behind the expo station is clean and organized.
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### **3. Expo Table Setup**

1. Ensure there are enough food trays on the left side of the table:
    - All trays must have clean linen.
    - If trays are insufficient, find more near the dishwasher station.
  2. Ensure small plates for service are available.
  3. Ensure Charleston Place logo napkins are stocked in their container.
  4. Ensure there is a container of maple syrup and a jar of powdered sugar (located on lower shelves behind expo).
  5. Ensure a second ticket spike is available for the food runner.
  6. Prepare wipes:
    - Take rectangular towels from the cabinet.
    - Slightly dampen with water.
    - Roll them tightly.
    - Store rolled wipes in a container on the expo table.
    - Use them to clean plate edges before sending food to the dining room.
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## **When Receiving a New Ticket**

1. Tear the ticket from the printer and hang it on the line.
2. Ensure all stations have received the same ticket.
3. Carefully read the ticket to confirm accuracy:
  - If anything is unclear, clarify with the server and communicate updates to all line cooks.
  - Always confirm guest allergies and inform all stations.
4. Complete all expo responsibilities required on the ticket, such as:
  - Plating oatmeal and preparing toppings.
  - Placing hollandaise sauce in a ramekin if required.
5. Monitor lines regularly to check food progress and timing.

## **When Food Is Ready or Almost Ready:**

1. Place one food tray on the expo table.
  2. Remove the ticket from the line and give the yellow copy to the food runner (for bread and butter preparation during breakfast).
  3. Begin plating:
    - Ensure heat lamps are only warming hot food and not affecting cold items.
  4. Before sending food:
    - Check all plates for cleanliness.
    - Wipe any marks using prepared damp towel rolls.
  5. Confirm all items listed on the ticket are present on the tray.
  6. Write on the ticket:
    - Time when food was ready.
    - Time when the food runner picked it up.
  7. After pickup, place the ticket on the ticket spike.
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## **Transition to Lunch**

- Confirm with servers that no more breakfast orders are pending.
- Ensure no remaining breakfast tickets.
- Remove oatmeal from heater and discard.
- Remove hollandaise sauces and discard.
- Bring crab soup container from the back of the kitchen and place in heater.
  - If only one container is available, add an empty metal container into heater.
- Bring a clean ladle for crab soup and new tongs for fries (located near dishwasher station).

- Ensure heater has enough water and is set to maximum temperature.
- Ensure enough dry metal lids for Room Service.
- Ensure 4–5 clean towels behind expo.
- Locate truffle oil and truffle salt and place behind expo table (for truffle fries preparation).

### **Plate Setup for Lunch**

Ensure each station has sufficient plates:

- **Grill:** flat plates and small rectangular plates for sides.
- **Sauté:** deeper plates.
- **Cold station:** salad plates, small round side plates, small rectangular side plates, shallow plates, and cone-shaped plates.

(Plates located in carts under expo or near dishwasher machines.)

### **Sourdough Crisps**

- Ensure container is behind expo table (usually found at cold line).
- Confirm sufficient quantity and dryness.

### **SHE CRAB SOUP Setup**

1. Locate black rectangular container in cooler near expo.
2. Place behind expo table and fill 80% with ice:
  - Best small ice located near elevator by bakery.
  - Store extra ice in cooler labeled "ICE".
3. Find three small white containers (for red caviar, crab, parmesan).
4. Place containers into ice-filled black container.
5. Retrieve crab, red caviar, and parmesan:
  - Ensure sufficient quantity.
  - Check crab label date (must not exceed today's date).
  - If insufficient, retrieve from ice drawers at back of kitchen.
  - Parmesan located in large cooler across from grill station.

### **If Additional Crab Is Needed**

1. Retrieve one (or two during busy season) cans of crab from back of kitchen ice drawers.
2. Open using can opener.
3. Transfer crab into clean metal bowl (located in hallway near bakery or dishwasher).
4. Wearing gloves, check for hard particles.
5. For one can of crab, add:
  - 2 tbsp chives
  - 1 tbsp finely chopped shallots

- 1 tbsp Espelette pepper
- 2 tbsp lemon oil
- 1 tbsp lemon juice

6. Mix thoroughly while wearing gloves.

Place prepared crab, red caviar, and parmesan into respective white containers.

- Ensure parmesan grater is available (located in nearby cabinet).
- Use designated 5-gram metal spoon for red caviar.
- Discard remaining fingerling potatoes.
- Label fries, crab soup, crab, red caviar, and parmesan with required information.

### **Additional Lunch Setup**

- Remove maple syrup and powdered sugar from expo table (leave only on Sundays for brunch pancakes and waffles).
  - Ensure enough damp wipes; prepare more if necessary.
  - Ensure enough dry napkins, small plates, and food trays.
  - Prepare Truffle Fries:
    - Add 1/3 tsp truffle salt
    - 1 tbsp truffle oil
    - 1 tbsp chives
    - 1 tbsp grated parmesan
    - Mix thoroughly
  - Bring dirty dish containers to dishwasher station and replace with clean ones.
  - Ensure sufficient ramekins.
  - Ensure expo table and back table are clean and organized.
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### **End of Shift / Closing Duties**

- Replace ice in black container behind expo.
- Bring dirty dish containers to dishwasher station and replace with clean ones.
- Ensure sufficient plates on all lines.
- Ensure expo table has enough wipes, dry napkins, small plates, and trays.
- Ensure expo station and back table are clean and organized.
- Inform Chef that shift is complete.