Food and Drink Training Manual

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DATE

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Introduction

Training Outline

Day 1 – (Orientation) at	(location) Date/Time
	tory, Mission Statement, Perfect 10 Shared Core Values,
Training Expectations, Uniform Expe	ectations, Hours of Operation, 10 Server Rules to Live By
 Go over table numbers and pivot s 	eating
 Verbal quiz and written test on Po 	licies and Procedures
• Study at home for quiz for Test 2 to	omorrow: Sushi, Sauces, & First ½ of Signature Makimono
Day 2 – at	Date/Time
 Restaurant Tour 	
 Verbal quiz on Sushi, Sauces & Firs 	t ½ Signature Makimono
 Try sauces from today's material 	
 Reinforce table numbers and pivot 	seating
• Reinforce the Sequence of Service	Protocol
 Explanation of expo line process 	
 Expo Food (mark off tickets, with exportant exposure) 	entrée & with sushi, etc.)
 Written Test 2 – Sushi, Sauces, & F 	irst ½ of Signature Makimono
 Study at home for last ½ of Signatu 	ure Rolls, First ½ of Classic Makimono
Day 3 - at	Date/Time
• Verbal quiz on last ½ Signature Rol	
 Introduce Common Guest Questio manual) 	ns and Objections (located in the back of the training
• Learn floor chart, table set-up & si	lverware rolling
• Expo Food (run food & practice pive	vot system)
 Preliminary POS Navigation: locate 	e categories, menu items, modifiers, familiarize buttons
• Written Test 3 – Last ½ of Signatur	e Rolls, First ½ of Classic Makimono
• Study at home for last ½ of Classic	Makimono, Simple Makimono, all different types of
Sashimi, and the lunch menu	
 Study all beers (located in the back 	c of the training manual)
Day 4 - at	Date/Time

- Verbal quiz on last ½ of Classic Makimono, Simple Makimono, Sashimi, lunch menu, beers
- Digital Dining training scenarios Part 1, includes Raw Rewards sign-up training
- Further Common Guest Questions and Objections training: ask and answer session
- Shadow Server
- Written Test 4 ½ Classic Makimono, Simple Makimono, Sashimi, lunch menu, and beers
- Study at home for Test 5 on Appetizers, Soups and Salads, Sides
- Study all Sake (located in the back of the training manual)

Day 5 - at	Date/Time
	s, Soups and Salads, Sides, and Sake
·	enarios Part 2: final split, guest look up, how to pay out
	menu and times and where it is available
Review Sequence of Ser	vice Protocol and role play training scenarios while ringing in items
in Digital Dining (set to tra	ining mode)
 Shadow Server 	
• Written Test 5 – Appeti	ers, Soups and Salads, Sides, and Sake
 Study at home for Test 	on Entrées, Stir-fry Noodles, Fried Rice
 Study all Signature Mar 	nis (located in the back of the training manual)
Day 6 - at	Date/Time
 Ending restaurant tour 	
 Register fingerprint and 	scan card, but do NOT clock in
 Verbal quiz on Entrées, 	tir-fry Noodles, Fried Rice, and Signature Martinis
 Wine training: difference 	es in wine, proper wine presentation, wine product knowledge
• Reinforce floor chart, ta	ole set-up & silverware rolling
 Shadow a Trainer 	
• Written Test 6 – Entrée	, Stir-fry Noodles, Fried Rice
 Study at home for Test 	- Desserts, Wine, Beer, Sake, Shots, Martinis, and All Cocktails
(including dessert cocktai	s, located in the back of the training manual)
Day 7 - at	Date/Time
 Verbal quiz on Desserts 	Wine, Beer, Sake, Martinis, and Cocktails
• Reverse Shadow (Traine	· will shadow you)
 Review of all material 	
 Written Test 7 – Desser 	s, Wine, Beer, Sake, Shots, Martinis, and Cocktails

- Study for Test 8 final comprehensive exam

Day 8 - at ______ Date/Time _____

- 1 hour question and answer session
- 1 hour review of all material
- Written Test 8: Final Comprehensive Exam

Drunken Fish Mission Statement

We define the paramount dining experience, through a culture comprised of empowered individuals with a shared vision for world-class Japanese cuisine and lifestyle.

Sequence of Service Protocol

What every server/bartender/server assistant must do in BRANDING Drunken Fish guest service with each and every table. This ensures a systematic way of "delivering the wow" in a genuine and authentic way.

Greet the guest(s) with enthusiasm and genuineness

- Introduce yourself by name and drop your business card and say the following:
 - "Hi, my name is _____! Just in case you forget my name, here is my server business card!"
 - "Have you dined with us before?"
- Ask the guest if this is their first visit and give a tour of the menu
- "Flag" that the table has been greeted using a beverage napkin
- Find out what they've tried, what they're willing to try, and if they are familiar with sushi. If they do not like sushi, we have many cooked appetizer, salad, and entrée selections on the menu

Bottled Water

 Always suggest and offer Voss <u>still</u> or <u>sparkling</u> water instead of tap water when greeting your guests

Cocktails/Appetizers

- Always suggest 2 specific cocktails/wines and 2 specific appetizers to your guests
 - Always pick two of our BEST SELLERS
 - (Ex: Would you like to try our Madame Butterfly or a glass of our Kendall Jackson Chardonnay?)
- <u>CHECK IDs</u> on every guest who looks 40 years old or younger that orders an alcoholic beverage (both at the bar and table service)
- Always PREP the table to receive any products to the table, rearranging glasses, soy sauce containers, candle, etc.
- Be sure to bring the share plates <u>PRIOR</u> to the appetizers being brought out
 - Share Plates (6"x6" white square plate)

Appetizers

- Prior to ANY food touching the table, be sure to check that linen and proper utensils are set up
- Appetizers must be delivered prior to soups, salads, and any other food
- Be sure to bring the share plates <u>PRIOR</u> the appetizers are brought out
- Share Plates (6"x6" white square plate)
- Ask, "Is there anything else I can get for you?"

Soup/Salads

- A miso soup and house salad are included with each entrée
 - Do not assume that every guest will want both items
- Always take this opportunity to up-sell or suggest other soup and salad options listed on the menu
- Soups and salads should be cleared before entrées arrive
- Be sure to bring the share plates <u>PRIOR</u> to soups/salads are brought out
- Ask, "Is there anything else I can get for you?"

Signature Rolls/Entrées

- Suggest 2 specific rolls or entrées that the guest will like
 - Always pick two of our BEST SELLERS
- Talk to your guests to find out if they have ever had sushi before and what they prefer
 - o (Ex: Have you tried our Drunken Fish Roll, or would you prefer an entrée, such as the Chilean Sea Bass?)

Soy Dishes/Sushi Plates

- Make sure the guests have their soy dishes and side sushi plates PRIOR to the sushi arriving to the table
 - o The round soy dish should always be placed beside the sushi plate to the right of the guests' sushi or entrée
- When guests order a combination of sushi items and entrées, be sure to bring them out together and always PREP the table PRIOR!
- Ask, "Is there anything else I can get for you?"

Coffee/Dessert/After-Dinner Drinks

- Always offer coffee or after dinner drinks and always up-sell
 - (Ex. May I offer you coffee with Bailey's?)
- Always suggest 2 specific desserts
 - Always pick two of our BEST SELLERS
 - (Ex: Our Strawberry Cheesecake Makimono is fantastic and our Chocolate Heaven dessert is to die for!)
- Ask, "Is there anything else I can get for you?"

Bringing Coffee and Desserts

- Always bring the coffee or after dinner drinks BEFORE the desserts arrive at the table
- Make sure the guests have dessert spoons BEFORE their desserts arrive at the table
- Always bring everyone a spoon even if only one person orders dessert

Check

- Make sure all plates and silverware are removed from the table and the table is wiped clean before you bring the FINAL checked and double checked bill
- After dropping off the check, make sure you return to process it immediately

- (less than 2 minutes)
- Ask, "Is there anything else I can get for you?"

Promotional Item

- Always promote our online guest satisfaction surveys and/or a promotional event or program
 - (Ex: A-List Party, Raw Rewards program, etc.)
- Refer back to your business card and invite them back to see you
 - "Thank you Mr. Jones for dining with us today! I really enjoyed taking care of you this evening. Please take my server business card with you and ask for me by name next time; I would love to take care of you again."
 - Be genuine and enthusiastic when delivering this message
- Ask, "Is there anything else I can get for you?"

How to clear a table properly when guests are finished with their meal

- First, grab a tray (you should have one at all times)
- Second, grab ONLY the silverware from the table and place on the tray
- Third, grab the largest plate and place it on the tray then start stacking the small plates on top of the large plate (please do not over stack; make a second trip)
- Fourth, grab all the trash (beverage napkins, straws & etc.) from the table and place it on the side of the tray
- At this time have a Server Assistant, Server or yourself wipe off the table
 - If another team member is helping out with the table, then you should be in the dish station clearing off the tray, making sure that no silverware is thrown away accidentally
 - Dump the trash first then place the plates separately on the dish table (stack the plates accordingly)
- Lastly, place silverware in the pre-soak tub

Additional items:

- Always ask, "Is there anything else I can get for you?" Because, communication with our guests are vital to delivering the "WOW"
- Make the guests feel they are the most important people dining with us
- Thank them and ask them to come back and visit us again
- Greet guests in and out of the restaurant, even if they are not your guests!
- Pick up trash and any debris from both you and your teams tables
- Be sure to use a clean towel to remove spills or crumbs from the table
- SMILE!

Promotional items:

- Raw Rewards Program
 - Raw Rewards is an incentive program that allows guests to earn credit towards future purchases. It is intended to increase loyalty amongst our guests by rewarding them for visiting on a more frequent basis.
 - All purchases made in conjunction with a Raw Rewards Card earn the member a credit of 10% of their total bill (the "subtotal," before tips and taxes)
 - All credits are accumulated for the life of the card, or until the guest chooses to redeem them
 - o Perks:
 - 10% credit of total bill earned to use towards future purchases
 - Priority Seating—by showing their card, they are moved to the front of the waitlist, if the restaurant is on a wait
 - Birthday Rewards—free dessert on their actual birthday
 - Must show ID and Raw Rewards card to redeem this offer, good for any dessert
 - VIP Access—card gains entry into the VIP section at all of our special events

Star Chart Criteria

Integrity

Keeps promises
Having good ethical and moral principles
Honest and trustworthy
Doing the right things for the right reasons
Open and candid behavior

Culture and Positive Attitude

Demonstrates strong work ethic and initiative
"Can Do" mentality and positive attitude
Going beyond what is expected
Exemplifies the DF shared core values and teaches it down to others
Doesn't complains or make excuses

Teamwork

Work together as a group toward a common goal
Support team members with their responsibilities
Works independently and inter-dependently
Cooperative and open minded to team oriented goals and projects
Willingness to pick up or cover shifts for other team members

Dependability

Prompt or early for all shifts and checks schedule meticulously Does not call in to miss work
Has regular and flexible availability
Doing the right things all of the time with little direction
Responsible performer on the team

Respect of Peers

Respect of peers is high
Other team members want to work with you and for you
Team members perceive efforts as genuine and authentic
Demonstrates leadership capabilities and teamwork

Skill Sets and Product Knowledge

Follows the "Sequence of Service" exactly how it is written in the protocol consistently Demonstrates the proper competencies or skill sets with no guest complaints Multi-tasks well with multiple tables, bar guest, or guests at the door with no guest complaints Consistent high performer on the team and strives to be EOM (Employee of the Month) Verbally demonstrates 100% product knowledge eloquently and enthusiastically Trains all new employees and facilitates with field interviews

Cleanliness

Keeps sections, stations and restaurant meticulously CLEAN at all times

Dress code is within DF Standards; shirts, dress pants, dress shoes, hair, aprons, belts, socks, undershirts, ETC.

Routinely assists in keeping and maintaining cleanliness and does not miss scheduled mandatory cleanings

Practices sanitation and cleanliness in line with Personal Appearance policy

Pays close attention to the visible surface areas as well as hard to reach places

Maintains cleanliness during downtime when business is slow

Opening Duties

Exhaustively completes all opening duties in line with DF expectations Ensures that the restaurant is setup 15 minutes prior to opening Tables, bars, hostess stand, and patio is SET UP to DF standards

- Hostess area are clean of debris and clutter free and mastery of OpenTable system
- Tables are set up and free of debris, soy sauce, masago, etc.; Menus are clean and the inserts are current and not missing pages
- Bars are set up and free of debris, soy sauce, masago, etc.; Beer and liquor are stocked and labels are facing the guests
- Glassware is free of water spots; Linens and silverware are clean of debris

Mops and vacuums thoroughly

Systematically checks all marketing materials; Menus are current and in good condition prior to opening Quality is of high standard and does not take short cuts when setting up

Closing Duties

Exhaustively completes all closing duties in line with DF expectations Ensures that the restaurant is closed down and cleaned in a timely fashion Tables, bars, hostess stand, and patio is CLOSED DOWN to DF standards

- Hostess area are clean of debris and clutter free and mastery of OpenTable system
- Tables are set up and free of debris, soy sauce, masago, etc.; Menus are clean and the inserts are current and not missing pages
- Bars are set up and free of debris, soy sauce, masago, etc.; Beer and liquor are stocked and labels are facing the guests
- Glassware is free of water spots; Linens and silverware are clean of debris

Mops and vacuums thoroughly

Systematically checks all marketing materials; Menus are current and in good condition prior to closing Quality is of high standard and does not take short cuts when closing

Evaluations and Reports

FOH Evaluations are scored above 95% consistently

Training tests for both verbal and written are scored above 95% consistently

Shop Report scores are scored above 95% consistently

Collects a minimum of 5 valid Comment Cards per lunch shift and 10 valid Comment Cards per dinner shift

Food Menu

Sushi

Sushi literally means "fish over rice." The Japanese word for sushi is **nigiri**. Our sushi is served with 2 pieces per order. **Sushi rice** differs from our regular white rice because it is mixed with rice vinegar and sugar, which add texture and flavor. It should be at room temperature.

Contrary to popular belief, not all sushi is served raw. The types of sushi on the Drunken Fish menu that are not raw are:

- Shrimp
- Octopus
- Tamago
- Eel

Types of Nigiri

- Toro Fatty Tuna
- Maguro Tuna
- Shiro Maguro White Tuna
- Sake Salmon
- Namasake Smoked Salmon
- Hamachi Yellowtail
- Tai Red Snapper
- Unagi Fresh Water Eel
- Saba Mackerel
- Hokkigai Red Clam

- Tamago Egg Omelette
- Hotategai Scallop
- Ama Ebi Sweet Shrimp
- Ebi Shrimp
- Tako Octopus
- Ika Squid
- Masago Sweet Roe
- Ikura Salmon Roe
- Tobiko Black Flying Fish Roe

Makimono

Makimono is the Japanese word for "roll." Makimono refers to seafood and/or vegetables rolled with sushi rice and seaweed. One makimono is cut into 5 to 10 pieces. Nori is the Japanese word for dried seaweed. Dried seaweed is used to wrap makimono.

Traditional Roll Inside-Out Roll **Hand Roll**







A **traditional roll** is rolled with the seaweed on the outside. An **inside-out roll** is rolled with the rice on the outside.

A hand roll has seafood and/or vegetables rolls inside of a seaweed cone with rice (seaweed on outside).

Makimono Sauces

There are several different types of sauces that are served on top of the rolls

- Japanese Mayo: mayonnaise from Japan, heavier in yolk and very thick
- **Eel Sauce**: sweet, hickory flavor. Includes soy sauce, syrup and mirin ("mirin" is a Japanese rice wine used for cooking) there is no eel in eel sauce
- Honey-Wasabi Mayo: a mix of Japanese mayo, wasabi and honey. Not very spicy
- Sriracha or "Spicy Sauce": very spicy red chili sauce
- Spicy Mayo: spicy Sriracha sauce mixed with Japanese mayo. Mild spiciness
- Spicy Sesame Oil: toasted sesame oil with red chili pepper. Light fiery flavor
- Garlic Mayo: creamy-cool blend of Japanese mayo, garlic and fresh spices
- 7-Spice Sauce: a sweet and slightly hot chili sauce made from a blend of selected red chilies and plum
- Kick Sauce: sweet, spicy, thick sauce made of Korean red pepper, garlic, sesame oil, soy sauce, white vinegar, and soy sauce. On "Sashimi with a Kick."
- **Ponzu Sauce**: light soy vinaigrette sauce with citrus flavor

Additional Information

Sushi, sashimi and makimono are always served with ginger and wasabi.

- **Wasabi**: is a Japanese horseradish that is very hot and green in color.
- **Ginger**: is a sweet, pickled ginger. Its purpose is to cleanse the palate.
- **Tempura**: is a light, flaky batter made from soft wheat flour used to coat and fry items like shrimp, calamari, etc. Also used to make tempura crumbs.

There are different types of fish roe (fish eggs) that are served as sushi but can also be used as a topping on rolls.

- Masago: tiny, orange fish eggs, also referred to as "smelt egg"
- **Tobiko**: black flying fish eggs
- Salmon Roe: orange salmon eggs

Signature Makimono

NOTE: "crab mix" refers to our crab mix, which contains imitation crab and Japanese mayo acts as a binding ingredient.



Drunken Fish Roll 8 pc.

Inside: shrimp tempura, asparagus, Japanese mayo

Topped with: red tuna, Japanese mayo, eel sauce, masago, tempura

crumbs and sprouts

Price: \$14.50



Crispy Roll 10 pc. (lightly fried in tempura batter)

Inside: tuna, eel, avocado

Topped with: Japanese mayo, eel sauce, masago, and sprouts

Price: \$12.75



Superman Roll 10 pc. (largest roll on the menu)

Inside: shrimp tempura, crab, cream cheese, and asparagus

Topped with: avocado, eel sauce, and masago

Price: \$16.25



Spiderman Roll 10 pc.

Inside: whole soft-shelled crab, shrimp, crab, sprouts and asparagus **Topped with:** eel sauce, sriracha, sprouts, sesame seeds, and masago

Price: \$16.75



Spicy Butterfly Roll 8 pc.

Inside: crab mix, asparagus, and sriracha

Topped with: butterflied shrimp, scallions, masago, and spicy sesame oil

Price: \$12.00



White Tiger Roll 10 pc.

Inside: calamari tempura, crab, avocado, and masago **Topped with:** white tuna, spicy mayo and eel sauce

Price: \$14.75



Red Dragon Roll 8 pc.

Inside: crab mix, asparagus

Topped with: spicy tuna mix, spicy mayo, tempura crumbs, masago

Price: \$13.50



Kamikaze Roll 10 pc.

Inside: shrimp tempura, oshinko (pickled radish), asparagus, and crab

Topped with: red tuna, white tuna, tempura crumbs, honey

wasabi mayo, eel sauce and tobiko

Price: \$15.00



Starburst Roll 10 pc. (this is the only roll served with pink soy paper)

Inside: crab, shrimp tempura, avocado, tamago (egg omelet) and masago

Topped with: honey wasabi mayo and sriracha

Price: \$14.50



Wonderwoman Roll 8 pc. (rolled in cucumber wrapper, 2 of 2 rolls without rice)

Inside: spicy tuna mix, crab, and sprouts Topped with: ponzu sauce and tobiko

Price: \$13.00



Mango Roll 10 pc.

Inside: crab, mango, and avocado

Topped with: tuna, salmon, spicy mayo, eel sauce and tempura crumbs

Price: \$14.00



Fried Cheese Steak Roll 10 pc. (lightly fried with tempura batter)

Inside: seasoned steak, mushroom, onion, cream cheese and spicy mayo

Topped with: eel sauce, garlic mayo

Price: \$14.75



Spicy Eskimo Roll 8 pc.

Inside: crab, cucumber and cream cheese

Topped with: smoked salmon, ponzu sauce, garlic mayo, jalapeno slices and

tobiko

Price: \$13.50



B.L.T. Roll 10 pc.

Inside: crispy bacon, shredded lettuce, and avocado

Topped with: grape tomatoes, sesame seeds, eel sauce and garlic mayo

Price: \$12.75

Classic Makimono



California Roll 8 pc.

Inside: crab mix, cucumber, and avocado **Topped with:** masago and sesame seeds

Price: \$6.50 Hand roll: \$4.25



Shrimp Tempura Roll 5 pc.

Inside: shrimp tempura, asparagus, Japanese mayo, and masago

Price: \$8.75 Hand roll: \$6.25



Spider Roll 10 pc.

Inside: soft-shell crab tempura, asparagus, Japanese mayo, and masago

Price: \$12.75



Spicy Tuna Roll 8 pc.

Inside: "spicy tuna mix" = tuna, masago, spicy mayo, sesame oil, and scallions,

along with tempura crumbs **Topped with:** sesame seeds **Price:** \$8.75 Hand roll: \$6.25



Spicy Salmon Roll 8 pc.

Inside: salmon, masago, spicy mayo, and scallions, sesame oil, along with tempura

crumbs

Topped with: sesame seeds **Price:** \$8.75 Hand roll: \$6.25



St. Louis Roll 5 pc.

Inside: tuna, avocado, oshinko (pickled radish), and masago

Price: \$8.50 Hand roll: \$6.00



Dragon Roll 8 pc.

Inside: crab and cucumber

Topped with: eel, avocado, eel sauce and sesame seeds

Price: \$12.50



Caterpillar Roll 8 pc. Inside: crab, eel

Topped with: avocado, eel sauce, and masago

Price: \$12.00



Rainbow Roll 8 pc. Inside: crab and eel

Topped with: tuna, salmon, white tuna, avocado, eel sauce, masago, sprouts

Price: \$14.00

Philly Roll 10 pc.

Inside: salmon, cream cheese, and avocado

Price: \$8.00 Hand roll: \$5.00

Fried Philly Roll 10 pc. (*lightly deep-fried with tempura batter*)

Inside: salmon, cream cheese, and avocado

Topped with: eel sauce

Price: \$9.00



Spicy Octopus Roll 8 pc.

Inside: octopus, spicy mayo, masago, spicy sesame oil, sprouts, and eel sauce

Topped with: sesame seeds **Price:** \$6.25 Hand roll: \$3.50

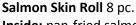


Spicy Calamari Roll 8 pc.

Inside: calamari tempura, asparagus

Topped with: sesame seeds, spicy mayo, masago

Price: \$8.50 Hand roll: \$6.00



Inside: pan-fried salmon skin, sprouts, eel sauce

Topped with: sesame seeds **Price:** \$6.50 Hand roll: \$3.75



Simple Makimono



Tuna Roll 6 pc. Inside: red tuna

Price: \$7.50 Hand roll: \$4.75



Tuna and Avocado Roll 8 pc.
Inside: red tuna and avocado
Topped with: sesame seeds

Price: \$8.50 Hand roll: \$6.00



Salmon Roll 6 pc. Inside: salmon

Price: \$6.75 Hand roll: \$4.25



Yellowtail Roll 6 pc.

Inside: yellowtail and scallions **Price:** \$6.50 Hand roll: \$4.00



Shrimp Roll 6 pc.

Inside: shrimp and scallions

Price: \$7.50 Hand roll: \$4.75



Eel & Cucumber Roll 8 pc. **Inside:** eel and cucumber

Topped with: sesame seeds and eel sauce

Price: \$8.50 Hand roll: \$6.00



Asparagus Roll 6 pc.

Inside: asparagus

Price: \$5.75 Hand roll: \$6.25



Cucumber Roll 6 pc.

Inside: cucumber and sesame seeds **Price:** \$5.00 Hand roll: \$3.00



Avocado Roll 6 pc. Inside: avocado

Price: \$4.75 Hand roll: \$3.25



Vegetable Roll 5 pc.

Inside: asparagus, cucumber, avocado, sprouts, and oshinko (pickled radish)

Price: \$6.50 Hand roll: \$4.00

"Eat It Raw" Sashimi & Combination Plates

Sashimi refers to fresh filets of fish served with a garnish. Drunken Fish has several different kinds of sashimi, below are just a few of the options:

- Tuna sashimi, white tuna sashimi, toro sashimi
- Salmon sashimi, smoked salmon sashimi
- Yellowtail sashimi, eel sashimi, red snapper sashimi

Drunken Fish also has different combination plates of sushi and sashimi:



Supreme Sashimi Combination 18 pc.

18 pieces of sashimi (tuna, salmon, white tuna, red snapper, octopus, yellowtail, and shrimp), garnished with seaweed salad

Price: \$33.00



Sushi and Sashimi Combination

1 California roll and a 6 piece assortment of tuna, white tuna, salmon, yellowtail, red snapper, and shrimp sushi and a 6 piece assortment of tuna, white tuna, salmon, and yellowtail sashimi

Price: \$23.75



Tuna and Salmon Sashimi 8 pc.

Combination of tuna and salmon sashimi

Price: \$14.75



Trio of Salmon 7 pc.

Combination of salmon roe, smoked salmon and salmon sashimi

Price: \$13.00



Trio of Tuna 8 pc.

Combination of tuna, white tuna and toro sashimi

Price: \$14.75



Ménage à Trois 9 pc.

Combination of tuna, salmon, and yellowtail sashimi

Price: \$15.75

"Eat It Raw" New Style Sashimi



Red Snapper Carpaccio 7 pc.

Red snapper sashimi (very thinly sliced) topped with soy sauce, onion, scallions, tobiko, and seared with hot oil (at the guests' table) **Price:** \$11.50



Tuna Tataki 7 pc

seared and thinly sliced fresh tuna sashimi next to a bed of shredded daikon and carrots. Topped with tataki sauce and sprouts

Price: \$14.25



Yellowtail Mexicano 7 pc. (torched)

Yellowtail sashimi topped with a spicy pico de gallo mix including diced jalapenos, grape tomatoes, and onions. Topped with a ponzu sauce

Price: \$13.25



Sashimi With a Kick 8 pc.

Chef's selection of sashimi with a sweet and spicy "kick" sauce

Price: \$14.25

Lunch Menu

Add a miso soup or house salad for \$2, and/or add a soda for \$1.

Sharables



Tuna Poke Tacos

Homemade wonton taco shell filled with tuna poke, napa slaw, and sesame seeds and served with edamame hummus. Poke = diced tuna, mango, cucumber, onion, wasabi yuzu sauce

Price: \$9.50 for 3



Yellowtail Poke Tacos

Homemade wonton taco shell filled with yellowtail poke, napa slaw, and sesame seeds and served with edamame hummus. Poke = diced yellowtail, mango, cucumber, onion, wasabi yuzu sauce

Price: \$9.25 for 3



Edamame Hummus

Smooth blend of edamame soy beans, garlic, sriracha, and a touch of honey—not spicy

Price: \$7.50



Shrimp Poppers

Jumbo fried shrimp stuffed with cream cheese, asparagus, and jalapenos. Served with honey wasabi mayo.

Price: small \$12.00 large \$18.00



Chicken Spring Roll

Fried spring roll stuffed with chicken, cream cheese, jalapenos, and spinach. Served with 7 spice sauce.

Price: small \$8.00 large \$12.00



Lobster Spring Roll

Fried spring roll stuffed with lobster, cream cheese, jalapenos, asparagus, and masago. Served with honey wasabi mayo.

Price: small \$8.75 large \$13.00



Asian Lettuce Wraps

Chicken and vegetables stir-fried in hoisin sauce with lettuce leaves. Served with a side of miso-vinaigrette

Price: \$8.00

Edamame



Lightly boiled and salted soy bean pods

Price: \$4.75

Gyoza



Pan-fried pork and vegetables dumplings served with ponzu sauce

Price: small \$5.75 large \$8.75

Vegetable Tempura



Assorted tempura fried vegetables with choice of dipping sauce: tempura

sauce, 7 spice sauce, or spicy mayo

Price: \$6.50

Shrimp Tempura



Tempura friend shrimp with choice of dipping sauce: tempura sauce, 7 spice

sauce, or spicy mayo

Price: \$8.50

Tuna Poke

Fresh bigeye tuna poke with cucumber, onion, mango, and sesame seeds.

Served with wonton chips

Price: \$12.25

Yellowtail Poke



Fresh yellowtail poke with cucumber, onion, mango, and sesame seeds. Served

with wonton chips

Price: \$12.25

Signature Platter

Edamame hummus, 3 shrimp poppers, 4 chicken spring rolls served with sides of jalapeno chili sauce and honey wasabi mayo

Price: \$21.75

Sushi Combos

Comes with choice of miso soup or house salad

Signature Special (choose 1)

White tiger roll, drunken fish, fried cheese steak, red dragon, spicy butterfly, spicy eskimo, starburst

Price: \$10.75

2 Roll Special (choose 2)

California, philly, spicy salmon, shrimp tempura, st. louis, fried philly, spicy tuna, spicy calamari

Price: \$10.75

3 Roll Special (choose 3)

California, philly, spicy salmon, shrimp tempura, st. louis, fried philly, spicy tuna, spicy calamari **Price**: \$14.50

3pc & 1 Roll Special (choose 3 pieces of nigiri and 1 roll)

Tuna, salmon, yellowtail, white tuna, eel, shrimp and choice of california, philly, spicy salmon, shrimp tempura, st. louis, fried philly, spicy tuna, spicy calamari

Price: \$10.75

Salads



Grilled Salmon Salad

Grilled salmon, carrot, onion, candied walnuts, spinach, with balsamic-pomegranate vinaigrette

Price: \$12.75



Japanese Chopped Salad

Bacon, grape tomatoes, avocado, scallions, iceberg lettuce with a sesame-soy dressing and fried sweet potato nest

Price: \$10.50



Asian Steak Salad

Grilled steak, blue cheese, pineapple, grape tomatoes, Tuscan lettuce mix, with a sweet sesame-soy dressing and topped with fried wonton strips

Price: \$11.75



Teriyaki Chicken Salad

Grilled chicken, grape tomatoes, fried sweet potato nest, Iceberg lettuce, with a teriyaki-ranch dressing

Price: \$9.50



Panko Chicken Salad

Panko fried chicken, candied walnuts, grape tomatoes, cucumber, Tuscan lettuce mix, with a choice of mango or jalapeño vinaigrette and sliced mangoes or jalapeños

Price: \$10.75

Bowls

Served over a bed of white rice, brown rice upcharge \$1, vegetable fried rice upcharge \$2, and topped with sesame seeds and scallions

Mixed vegetables include carrots, onions, zucchini, mushrooms



Teriyaki Chicken

Chicken and mixed vegetables stir-fried in a sweet teriyaki sauce

Price: \$8.50



Sweet & Spicy Chicken

Chicken and mixed vegetables stir-fried in a jalapeno chili sauce

Price: \$8.25



Japanese Beef Bowl

Steak and mixed vegetables stir-fried in a sweet teriyaki sauce

Price: \$9.75



Kickin' Chicken

Stir-fried chicken and mixed vegetables in a spicy garlic-chili sauce

Price: \$8.50



Tofu Veggie Bowl

Fried tofu and mixed vegetables stir-fried in a sweet teriyaki sauce

Price: \$8.00



Kickin' Shrimp

Stir-fried shrimp and mixed vegetables in a spicy garlic-chili sauce

Price: \$10.50

Japanese Chicken Curry Bowl

Chicken and vegetable curry served over rice

Dessert



Strawberry Cheesecake Makimono

NY-style cheesecake and strawberries rolled in pink soy paper, tempurafried. Topped with chocolate sauce, mixed nuts, and powdered sugar. Cut into 8 pieces.

Price: \$9.00



Apple Cheesecake Makimono

NY-style cheesecake and apple slices rolled in green soy paper, tempurafried. Topped with chocolate sauce, mixed nuts, and powdered sugar. Cut into 8 pieces.

Price: \$9.00



Chocolate Heaven (gluten free)

A flourless, rich chocolate lava cake served with vanilla ice cream, chocolate syrup and powdered sugar

Price: \$8.50



Fried Banana

Banana wrapped in a spring-roll skin, fried and cut into 6 pieces. Served with vanilla ice cream and topped with caramel sauce and whipped cream

Price: \$7.00

Lunch Sauces/Dressings

- Sesame Soy Dressing: Sweet and tangy Soy dressing with a hint of sesame
- Teriyaki Ranch Dressing: Ranch dressing blended with our homemade Teriyaki sauce
- Balsamic Pomegranate Vinaigrette: a tart vinaigrette with a hint of pomegranate
- Teriyaki Sauce: Sweet soy glaze
- Wasabi Yuzu Sauce: Wasabi-infused soy sauce with a hint of citrus
- Curry Sauce: Fragrant Japanese curry sauce with savory spices
 - Spicy Garlic-Chili Sauce: Kick Sauce with a more dominant garlic flavor

"Start Fresh" Appetizers



Drunken Tofu 2 pc.

Firm tofu, fried and topped with minced ginger, shiso, scallions, daikon and a sweet soy dressing

Price: \$5.50



Sticky Fries

home-cut japanese sweet potato fries, caramelized in sweet syrup, topped with black sesame seeds

Price: \$6.75



Spicy Baked Mussels 4 pc.

New Zealand green mussels, topped with a spicy Japanese mustard sauce, baked and garnished with tobiko and scallions

Price: \$8.75



Vegetable Tempura Appetizer

sweet potato, zucchini, acorn squash, onion and mushroom with tempura sauce, 7 spice sauce, or spicy mayo

Price: vegetable \$6.50



Shrimp Tempura Appetizer

 $\boldsymbol{6}$ pieces of shrimp tempura with a side of tempura sauce , $\boldsymbol{7}$ spice sauce, or

spicy mayo

Price: vegetable \$8.50



Edamame

1 cup of lightly boiled soy beans, salted with sea salt.

Price: \$4.75



Lobster Spring Roll

Spring roll skin stuffed with lobster, shrimp, cream cheese, jalapenos, asparagus and masago mix. Deep fried and served with

honey-wasabi mayo

Price: 2 pieces \$8.75 4 pieces \$13.00



Spicy Tuna Kickers 5 pc.

Spicy tuna balls coated in bread crumbs and deep-fried. Served

with honey wasabi mayo

Price: \$8.75



Yakitori (Japanese skewers)

Chicken or steak skewers. Served with scallions and a side of teriyaki sauce and sesame seeds.

Price: 2 skewers \$7.50 4 skewers \$11.50



Gyoza (pot stickers)

Pan-fried Japanese pot stickers filled with pork and vegetables. Served with ponzu dipping sauce and 3 drops of spicy sesame oil

Price: 5 pot stickers \$5.75 10 pot stickers \$8.75



Soft-Shell Crab

whole soft-shell crab lightly panko-breaded, deep fried, and served with a side of

Katsu sauce **Price:** \$9.00



Calamari

Tempura-fried calamari strips with tempura sauce, 7 spice sauce, or spicy mayo

Price: \$8.50



Japanese Chicken Wings

Chicken wings tossed in teriyaki sauce and topped with sesame seeds

Price: small wings 10pc \$11.50 large wings 15 pc \$17.25



Asian Lettuce Wraps

chicken and vegetables (diced mushroom, carrot, onion, water chestnut and scallion) stir-fried with a hoisin sauce mixture. Served with lettuce cups and a miso-vinaigrette dipping sauce

Price: \$8.00



So Roll 5 pc. (1 of 2 rolls without rice; served in martini glass; lightly fried in tempura batter; named after owner, Munsok So)

Inside: white tuna, crab, carrots, scallions

Topped with: masago, sprouts, eel sauce and ponzu sauce

Price: \$7.75

Appetizer/Sides Sauces

*Note: When serving appetizer side sauces, the sauce must be carried alongside the appetizer plate on the tray instead of directly on the appetizer plate, so that the sauce does not spill onto the plate once delivered to the table.

- Tataki Sauce: soy vinaigrette with a light citrus flavor and a hint of spice
- Ponzu Sauce: soy vinaigrette with a light citrus flavor
- Sweet Soy Dressing: sweet, light-colored sauce made with water, soy, hondashi and mirin
- Spicy Mustard Sauce: sauce made of mustard, honey, mayo, Sriracha, crab, and masago
- Sweet Miso: sweet miso paste infused glaze
- Tempura Sauce: light soy sauce with minced ginger
- Teriyaki Sauce: sweet, soy glaze
- Katsu Sauce: vegetable-plum sauce, very thick like barbecue sauce
- Miso Vinaigrette: sweet and tangy vinaigrette with miso flavor

"Hot Stuff" Soup



Bonsai Soup

chicken broth soup with sliced mushrooms and scallions, topped with fried onions

Price: small \$3.50 large \$6.75 add dumplings \$2.00

Miso Soup



soybean broth with tofu, seaweed & scallions

Price: small \$2.75 large \$5.50

"Go Green" Salad

Seaweed Salad



Seaweed seasoned with a light, sweet vinaigrette dressing, red pepper flakes, and sesame seeds

Price: \$5.75

Calamari Salad



Squid with seaweed, sesame seeds, bamboo shoots and a light, sweet vinaigrette dressing

Price: \$5.75

House Salad



Iceberg lettuce with red cabbage and carrots. Served with our house ginger dressing

Price: \$4.00

Jalapeno House Salad



field greens with grape tomatoes, jalapenos, with a sweet and spicy jalapeno vinaigrette

Price: \$4.25

Mango House Salad



field greens with grape tomatoes, mangoes, with a sweet and tangy mango dressing

Price: \$4.25

Japanese Chicken Salad



field greens with grape tomatoes, cucumber mango or jalapeno slices (depending on the chosen dressing), and choice of jalapeno vinaigrette, ginger dressing, or mango vinaigrette. Topped with a choice of grilled or breaded and fried chicken breast

Price: \$10.75

Salad Dressing

- Ginger Dressing: sweet and tangy dressing with a hint of garlic and carrot flavor
- Jalapeno Vinaigrette: creamy-cool, mildly spicy jalapeno dressing
- Mango Vinaigrette: sweet and slightly tart, light mango dressing

Soup and Salad Up-Charges for Entrées

Dinner The Side Options

Bonsai Soup, Mango Salad & Jalapeno Salad = \$1 Seaweed Salad & Calamari Salad = \$3

*Note: "Soup" refers to our house miso soup. "Salad" refers to our house salad with ginger dressing.

NO CHARGE

Soup & Salad Soup Salad No Side

\$1 UP-CHARGE (for either the bonsai or a signature salad)

Bonsai & Salad Soup & Jalapeno Salad Soup & Mango Salad **\$2 UP-CHARGE** (\$1 for the bonsai + \$1 for either of

the signature salads) Bonsai & Mango Salad Bonsai & Jalapeno Salad

\$3 UP-CHARGE (for either of the signature salads)

Soup & Seaweed Salad Soup & Calamari Salad

\$4 UP-CHARGE (\$1 for the bonsai + \$3 for either of

the signature salads) Bonsai & Seaweed Salad Bonsai & Calamari Salad

"Etc..."

Sides

Grilled Asparagus



grilled asparagus topped with a sweet miso sauce and sesame seeds

Price: \$3.00



Sticky Fries

home-cut Japanese sweet potato fries, caramelized in sweet syrup

and topped with black sesame seeds

Price: \$3.75



Mixed Vegetables

Napa cabbage, grape tomatoes, carrots, onions, mushrooms and

zucchini with soy sauce, garlic and sesame seeds

Price: \$3.25



Sautéed Spinach

Fresh spinach sautéed with onion and lightly seasoned

Price: \$3.00

"Main Event"

Entrées

*All entrees are served with miso soup & house salad. Calamari/seaweed salad may be substituted (\$3.00 up-charge) or mango/ jalapeno house salad/bonsai soup (\$1.00 up-charge).



Sesame Tuna Steak

Seared 6 oz. sesame-encrusted tuna steak. Served with stir-fried soba noodles and vegetables (carrots, asparagus). Topped with scallions and a wasabi-sesame sauce

Price: \$29.00



Chilean Sea Bass

8 oz. Chilean sea bass, pan-seared and served over a bed of wilted baby spinach with onion. Topped with a tempura sautée.

Price: \$29.75



Steak Teriyaki

10 oz. New York strip steak grilled and drizzled with teriyaki glaze and a side

of white rice. **Price:** \$24.50



Chicken Teriyaki

8 oz. chicken breast grilled and drizzled with teriyaki sauce and a side of white

rice.

Price: \$15.75



Salmon Teriyaki

8 oz. salmon filet grilled and drizzled with teriyaki sauce and a side of white

rice. Cooked to order (Rare, Med-Rare, Med, Med-Well, Well)

Price: \$17.75



Vegetable Tempura Dinner

tempura-battered sweet potato, zucchini, acorn squash, onion and mushroom. Served with tempura sauce, 7 spice sauce, or spicy mayo.

Price: \$12.75



Shrimp Tempura Dinner

Shrimp tempura served with tempura sauce, 7 spice sauce, or spicy mayo.

Price: \$17.75



Donburi

choice of shrimp tempura (4 pc.) or chicken breast breaded in Japanese panko bread crumbs and fried, with tempura sauce, onions, and an egg served on a bed of white rice. Topped with scallions

Price: chicken \$15.75 shrimp \$17.50



Chicken Katsu

8 oz. chicken breast panko-breaded and deep fried. Served with a side of white rice and katsu dipping sauce

Price: chicken \$14.75 pork \$14.75

Entrée Sauces

• Wasabi-Sesame Sauce: Mildly spicy sauce with strong wasabi and sweet sesame flavor

• Sea Bass Sauce: Tempura sauce and mirin sautée

• Tempura Sauce: Light soy sauce with minced ginger

• Katsu Sauce: Vegetable-plum dipping sauce; thick like barbecue sauce

• Teriyaki Sauce: Sweet soy glaze

"From the Wok" Noodles and Fried Rice

Udon: noodle that is long and thick similar to a fettuccini noodle **Soba**: noodle that is long and thin, similar to angel hair pasta

Yaki Soba/Yaki Udon Noodles: Stir-fried noodles with your choice of protein. The vegetables that accompany the noodles are onion, mushroom, carrot, napa cabbage, and zucchini

Chicken (Price: \$11.00)
Steak (Price: \$12.00)
Shrimp (Price: \$13.00)
Vegetable (Price: \$10.00)

Seafood (shrimp, scallops, and crab, Price: \$13.50)
Combination (chicken, steak, shrimp, Price: \$15.00)



Fried Rice: Your choice of protein with rice and egg. The vegetables that accompany the fried rice are carrot, onion, zucchini, and mushroom.

*Garnish = black pepper and scallions

Chicken (Price: \$11.00)
Steak (Price: \$12.00)
Shrimp (Price: \$13.00)
Vegetable (Price: \$10.00)

Seafood (shrimp, scallops, and crab, Price: \$13.50)
Combination (chicken, steak, shrimp, Price: \$15.00)



Desserts

*All desserts are garnished with a strawberry.



Strawberry Cheesecake Makimono

NY-style cheesecake and strawberries rolled in pink soy paper, tempurafried. Topped with chocolate sauce, mixed nuts, and powdered sugar. Cut into 8 pieces.

Price: \$9.00



Chocolate Heaven (gluten free)

A flourless, rich chocolate lava cake served with vanilla ice cream, chocolate syrup and powdered sugar

Price: \$8.50



Fried Banana

Banana wrapped in a spring-roll skin, fried and cut into 6 pieces. Served with vanilla ice cream and topped with caramel sauce and whipped cream

Price: \$7.00



Fried Green Tea Ice Cream

1 scoop of green tea ice cream wrapped in pound cake, tempura battered and fried. Served with chocolate sauce, caramel, mixed nuts and whipped cream. Garnished with a mint leaf

Price: \$6.50



Vanilla or Green Tea Ice Cream (offer by request only)

Vanilla or green tea ice cream served in a bowl with whipped cream

Price: \$3.00

Add chocolate or caramel sauce for \$1.00

Flavored Mochi

Choice of strawberry, mango, coffee, and green tea ice cream inside of a rice pastry served with whipped cream

Price: \$3.75

Drink Menu

Liquor

Liquor	Brands of Liquor
	Grey Goose
	Ketel One
Vodka	Stoli
	Absolut
	Belvedere
	Chopin
	Captain Morgan
Davis	Bacardi Light
Rum	Meyers
	Parrot Bay Mango
	Malibu
Ci-	Tanqueray
Gin	Bombay Sapphire
Taguila	Patron Silver
Tequila	1800 Cuervo
	Jose Cuervo Silver
	Chivas
Scotch	Johnny Walker (black, blue, red)
	Dewars
	Glenlivet
	Crown Royal
	Jack Daniels
Whiskey/Bourbon	Knob Creek
	Makers Mark
	Seagrams 7
	Seagrams VO

^{*}A standard pour is 1.5 oz.

^{*}A standard double is a 3 oz. pour.

^{*}The standard pour for all drinks served in a rocks glass is 2 oz. with an upcharge of \$1.00.

^{*}A rocks double will be a 3.5 oz. pour.

^{*}The standard pour for straight-up martinis is 2.5 oz. (ex: Greygoose Martini or Tanqueray Martini)

Beer

Japanese Beer	Oz.	Price	Domestic Beer	Oz.	Price	Specialty Beer	Oz.	Price
Sapporo	12	\$6.00	Bud Light Aluminum	16	\$5.00	Tsing Tao	12	\$6.00
Sapporo Silver (same as 12 oz. Sapporo, light beer)	22	\$8.00	Budweiser Aluminum	16	\$5.00	Boulevard Unfiltered Wheat (alum.)	16	\$6.00
Sapporo Reserve (premium malt lager)	22	\$8.00	Bud Select Aluminum	16	\$5.00	Sam Adams	12	\$6.00
Asahi Dry	12	\$6.00	Bud Light Lime Aluminum	16	\$5.00	Schlafly Pale Ale	12	\$6.00
Kirin Ichiban	12	\$6.00	Michelob Ultra Aluminum	16	\$5.00	Newcastle	12	\$6.00
			Miller Lite Aluminum	16	\$5.00	Heineken	12	\$6.00
						Corona	12	\$6.00
						Blue Moon	12	\$6.00

Martini and Cocktail Garnish List

Drink	Garnish
Angel on Acid	Cherry
Asian Express	Sugar Rim
Asian Fetish	Pineapple
Asian Mary	Salted Rim & 2 Blue Cheese-Stuffed Olives
Asian Squeeze	Orange
Blue Eyed Asian	Cherry
Blushing Geisha	Orange
Bonsai	Peach Slice
Champagne Screw	Pineapple
Chocolate Pie	Chocolate Syrup & Strawberry
Cobra Kai	Dash of Black Pepper
Dirty Kimono	2 Blue Cheese-Stuffed Olives
Drunken Fish	Flag & Pineapple Wedge
Fountain of Youth	Cucumber Wheel
Fragile Baby	Whipped Cream & Cherry
Fujito	Apple Slice with Lime & Mint
Godiva Martini	Strawberry
Karate Kid	Whipped Cream
Key Lime Pie Martini	Martini Lime
Kinky Kimono	Cherry
Kung Fu Kick	Lemon
Lotus Blossom	Orange & Mint
Madame Butterfly	Pineapple
Mai Tai	Flag & Pineapple
Mango Madras	Flag
Mr. Miyagi	Flag & Pineapple
Naughty Ninja	Lime
Orange you Happy	Whipped Cream and Orange
Red Wani	Lime
Rising Sun	Crispy Bacon Strip
Sake Bomb & Flaming Sake Bomb	Chopsticks
Sexy Samurai	Apple Slice
The Kiss	Cherry
Tokyo Tease	Cherry
Tropical Splash	Pineapple
Zen-Tini	Lime

Signature Martinis

Martinis made exclusively at Drunken Fish are all served in martini glasses

Tokyo Tease - \$10.00 — Martini Glass

1 ½oz Three Olives Cherry Vodka

1oz Peach Schnapps 1oz Champagne Float **Garnish:** Peach Slice

Fountain of Youth - \$7.00 — Martini Glass

2oz Vodka

½oz Simple Syrup 2 Slice of Cucumber 3 Mint Leaves

Garnish: Cucumber Wheel

Kung Fu Kick - \$8.00 — Martini Glass

2oz Vodka

%oz Ginger Liqueur Squeeze of Lemon Juice Splash of Apple Juice Garnish: Lemon Slice

Madame Butterfly - \$10.00 - Martini Glass

1oz Smirnoff Raspberry ½oz Raspberry Liqueur 1 ½oz Mango Puree Splash of Pineapple Juice Garnish: Pineapple

Naughty Ninja - \$8.00 - Martini Glass

1oz X-Rated Liqueur 1oz Pomegranate Liqueur 1oz Mango Puree Splash of Sierra Mist **Garnish:** Lime Slice

Asian Express - \$8.00 - Martini Glass

1oz Stoli Vanilla Vodka 2oz Coffee Liqueur Splash of Cream **Garnish:** Sugar Rim

Dirty Kimono \$9.00 - Martini Glass

2 ½oz Stoli Vodka ¼oz Olive Juice

Garnish: 2 Blue Cheese Olives

Angel on Acid - \$7.00 - Martini Glass

1oz Stoli Vanilla Vodka ½oz Hazelnut Liqueur ¼oz Crème de Cacao Splash of Cream ¼oz Blue Curacao Float

Garnish: Cherry

Blue Eyed Asian - \$7.00 - Martini Glass

%oz Blue Curacao on bottom of martini glass 1oz Melon Liqueur %oz Coconut Rum Splash Orange Juice Garnish: Cherry

Sexy Samurai - \$7.00 - Martini Glass

½oz Sake 1oz Vodka ¼oz Sour Apple ¼oz Triple Sec Splash of Lime Juice Splash of Cranberry Juice Garnish: Apple Wheel

Zen-Tini - \$7.00 - Martini Glass

%oz Sake 1oz Vodka %oz Triple Sec %oz Lime Juice Splash of Cranberry Juice

Garnish: Lime Slice

Asian Squeeze - \$7.00 - Martini Glass

%oz Sake 1oz Vodka %oz Peach Schnapps Splash of Cranberry Juice Splash of Orange Juice Garnish: Orange Slice

Red Wani - \$8.00 - Martini Glass

2oz Stoli Pomegranate Vodka 1oz Pomegranate Liqueur 1oz Sierra Mist

Garnish: Lime Slice

Asian Mary - \$9.00 - Martini Glass

1 ½oz Absolute Peppar Vodka

4oz Zing Zang Bloody Mary Mix

4 Drops of Sriracha

4 Drops of Worcestershire

%oz Olive Juice %oz Lime Juice

Garnish: Salted Rim and 2 Blue Cheese Olives

Tropical Splash - \$7.00 - Martini Glass

¼oz Sake

½oz Vodka

14oz Peach Schnapps

14oz Mango Liqueur

¼oz Banana Liqueur

1/4 oz Melon Liqueur

%oz Coconut Rum

Splash of Pineapple Juice

Garnish: Pineapple

Asian Fetish - \$7.00 - Martini Glass

½oz Sake

1oz Smirnoff Raspberry Vodka

½oz Raspberry Liqueur

Splash of Cranberry Juice

Splash of Pineapple Juice

Garnish: Pineapple

Dessert Cocktails

Night — Cap Cocktails made exclusively at Drunken Fish

Godiva - \$9.00 - Martini Glass

1oz Stoli Vanilla Vodka ½oz Strawberry Liqueur 1oz Dark Chocolate Liqueur

Garnish: Strawberry

Key Lime Pie - \$9.00 - Martini Glass

1 ½oz Stoli Vanilla Vodka 1oz Coconut Rum ½oz melon Liqueur

1/oz limo iuico

¼oz Lime juice

1/4 oz Sour Mix

14oz Orange Juice

¼oz Cream

%oz Simple Syrup

Garnish: Lime Slice

Chocolate Pie - \$9.00 - Martini Glass

1oz Stoli Vanilla Vodka ½oz Strawberry Liqueur ½oz Dark Chocolate Liqueur

%oz White Chocolate Liqueur

Garnish: Chocolate Syrup swirled in

martini glass and Strawberry

Asian Express - \$8.00 - Martini Glass

1oz Stoli Vanilla Vodka 2oz Coffee Liqueur Splash of Cream **Garnish:** Sugar Rim

Fragile Baby - \$9.00 - Coffee Mug

4oz Coffee

1oz Hazelnut Liqueur

1oz Kahlua

Garnish: Whipped Cream and Cherry

Orange you Happy — 9.00 - Coffee Mug

4oz Coffee

1oz Grand Marnier

1oz Kahlua

Garnish: Whipped Cream and Orange

Signature Cocktails

Cocktails made exclusively at Drunken Fish served in a number of glasses

Lotus Blossom \$9.00 – Zombie

1 ½oz Stoli Orange Vodka

1oz Plum Wine
1oz Simple Syrup
5 Mint Leaves
¼oz Lime Juice
Splash of Club Soda

Garnish: Mint Leave and Orange Slice

Fujito (Apple Mojito) - \$8.00 - Zombie

1 ½oz Bacardi Big Apple Rum

1 oz Club Soda1 oz Lime Juice1 oz Simple Syrup5 Mint Leaves

Garnish: Lime, Mint Sprig, Apple

The Kiss - \$8.00 - Zombie

1oz Captain Morgan Rum

1oz Coconut Rum
Fill with Pineapple
Grenadine Float
Garnish: Cherry

Mai Tai - \$8.00 - Goblet

½oz Bacardi 151 ½oz Light Rum

½oz Meyer's Dark Rum

½oz Triple Sec ½oz Amaretto

Fill with equal parts Pineapple Juice and Orange

Juice

Grenadine Float

Garnish: Flag and Pineapple

Drunken Fish - \$8.00 - Goblet

%oz Vodka %oz Rum %oz Amaretto %oz Melon Liqueur Fill with Cranberry Juice Garnish: Flag and Pineapple

Mr. Miyagi - \$8.00 - Goblet

½oz Vodka ½oz Blue Curacao ½oz Amaretto ½oz Melon Liqueur

Fill with equal parts Pineapple Juice and Sour

Mix

Garnish: Flag and Pineapple

Kinky Kimono - \$9.00 - Champagne Flute

2oz X-Rated Liqueur 3oz Champagne **Garnish:** Cherry

Blushing Geisha - \$9.00 - Goblet

1 ½oz Grey Goose Pear Vodka ½oz Melon Liqueur Fill with Orange Juice

Garnish: Orange Slice

Mango Madras - \$7.00 - Zombie

1 ½oz Parrot Bay Mango Rum

Fill with equal parts Cranberry Juice and Orange

Juice

Garnish: Flag

Champagne Screw - \$8.00 - Champagne Flute

1oz Stoli Vodka 3oz Champagne 2oz Pineapple Juice **Garnish:** Pineapple

*All Champagne = Strawberry on glass(es)

Signature Shots

Shots made exclusively at Drunken Fish all served in 1 ½oz shot glasses

Bonsai - \$7.00 - Shot Glass

½oz Stoli Raspberry Vodka ½oz Peach Schnapps Splash of Sour Splash of Sierra Mist Garnish: Peach Slice

Karate Kid - \$7.00 - Shot Glass

½oz Banana Liqueur ½oz Melon Liqueur Splash of Pineapple Juice Splash of Sierra Mist Garnish: Whipped Cream

Japanese Viagra - \$7.00 - Shot Glass

%oz Hot Sake %oz Vodka %oz Ponzu Sauce **Garnish:** Scallions

Flaming Sake Bomb - \$9.00 - Shot Glass/Rocks Glass

1oz Hot Sake %oz Bacardi 151 Rum 4oz Bud Light Beer **Garnish:** 2 Chopsticks

Sake Bomb - \$8.00 - Shot Glass/Rocks Glass

1 ½oz Hot Sake 4oz Bud Light Beer Garnish: 2 Chopsticks

Rising Sun

\$7.00 - Shot Glass

¾oz Smirnoff Blueberry Vodka¾oz Butterscotch SchnappsGarnish: Crispy Bacon Strip

Cobra Kai - \$7.00 - Shot Glass

1 ½oz Jose Cuervo Silver Tequila 3 Drops of Sriracha

Garnish: Dash of Black Pepper

Bomb Service

Includes service for up to four people, served with customized Drunken Fish 1.5 oz. shot glasses (to keep)

Vodka

Stoli Bomb — (2) \$16.00 | for (4) \$31.00 Choice of Stoli Vodka flavors Red Bull / Sugar Free

Olive Bomb — (2) \$18.00 | for (4) \$35.00 Choice of Three Olives vodka flavors Red Bull / Sugar Free

Goose Bomb — (2) \$20.00 | for (4) \$39.00 Choice of Grey Goose vodka flavors Red Bull / Sugar Free

Sake

Ice Bomb — (2) \$16.00 | for (4) \$31.00 Gekkeikan Cold Sake Draft Sapporo Beer

Fire Bomb — (2) \$18.00 | for (4) \$35.00 Gekkeikan Hot Sake with 151 float Sapporo Beer

Smoke Bomb — (2) \$20.00 | for (4) \$39.00 Gekkeikan Nigori Sake Sapporo Beer

So Bomb — (2) \$20.00 | for (4) \$39.00 Jinro Chamisul Soju Sapporo Beer

Sake

Drunken Fish has the largest selection of sake in the Midwest, offering a wide variety of affordable and premium bottles and carafes. A traditional Japanese spirit, Sake is often referred to as "Rice Wine."

Sake Facts

- The more sake rice has been polished, the better the sake.
- Average alcohol content is higher than wine.
- Though westerners consider sake a "rice wine," the process of creating sake is actually more similar to the brewing of beer.
- Sake can be either dry or sweet, but contains virtually no additives in comparison to beer and other spirits.

Sake Definitions

Junmai

Pure rice wine, with no distilled alcohol added. Junmai often has a fuller, richer body and a higher-than-average acidity than other sake. Keep in mind, adding alcohol does not make a sake lower grade.

Ginjo

Highly fragrant and intricate sake made with 40% polished rice in a long labor-intensive brewing process (junmai-ginjo is made through the same process but does not have distilled alchohol added).

Daiginjo

The most fragrant and complex sake made with 50% polished rice in a highly-delicate brewing process (junmai-daiginjo is made through the same process but does not have distilled alchohol added).

Namazake

Any of the above sakes can be classified as namazake, which simply means the brew is unpasteurized

and must be refrigerated.

Futsuu

Any sake that is not junmai, ginjo or daiginjo.

Nigori

Sake that is unfiltered and has a notably cloudy appearance.

Japanese liqueur made from steeping green, unripe fruits in alcohol, resulting in a very sweet and fruity taste.

Sake List

House Sake

sake carafes

hot or cold house sake futsuu

small 6.50 | large 9.00

flavor-infused house sake futsuu

small 6.50 | large 9.00

purple haze futsuu

48mportan and dekuyper raspberry liquor

small 8.00 | large 10.00

Premium Sake Bottles

gekkeikan sake draft - namazake

smooth, fresh flavor with a hint of banana

187ml | 5.00

gekkeikan silver — junmai

packed with cantaloupe, buttery rice and floral notes

750ml | 24.00

zipang sparkling — junmai

 $naturally\ carbonated,\ sweet\ and\ refreshingly\ light$

250ml | 16.00

gekkeikan black & gold — junmai ginjo

clean and crisp with a floral note

750ml | 32.50

nigori unfiltered - nigori

unfiltered "cloudy" sake with a sweet smooth finish

300ml | 20.00

horin ultra premium — junmai daiginjo

refreshing fruit aroma with a mild flavor

300ml 36.00 | 720ml 74.00

haiku premium — junmai

pleasantly fragrant with notes of orchard apples

750ml | 33.50

momokawa silver — junmai ginjo

crisp and clean with slight green apple aroma;

perfect for vodka fans

750ml | 29.00

momokawa diamond — junmai ginjo

off-dry with melon and tropical fruit flavors

750ml | 29.00

momokawa ruby — junmai ginjo

slightly sweet with a soft mellow finish; perfect

choice for new sake drinkers

750ml | 29.00

momokawa pearl — junmai ginjo nigori

unfiltered "cloudy" sake with notes of

pineapple, vanilla and banana

Asian Spirits

750ml | 29.00

kobai plum wine 48mportan wine

aromas of ripe plums with matching sweet flavors

750ml | 20.00

jinro chamisul soju 48mport spirit

made from tapioca, sweet potato, barley and rice;

filtered

through bamboo charcoal for a clean,

smooth finish

375ml | 15.00

<u>moonstone plum — junmai ginjo</u>

natural plum flavor with a hint of almond,

less sweet than plum wine

750ml | 28.00

moonstone raspberry junmai ginjo

fresh picked raspberries on the nose, sweet and

smooth

750ml | 28.00

moonstone 48mpor pear junmai ginjo

fresh "off the tree" 48mpor pear flavors with a

creamy body and a hint of sweetness

750ml | 28.00

konteki tears of dawn daiginjo

aromas of anise with banana and a hint of sweet rice

with an extremely smooth finish

720ml | 76.00

sato no homare pride of the village junmai ginjo

light and fruity notes with violets, strawberries, pear

and grape; Japan's oldest sake brewer

720ml | 89.00

tozai blossom of peace plum ume-shu sake

rich flavor derived from high quality green plums

that are soaked for 3 months in the sake

720ml | 27.00

tozai snow maiden junmai nigori

fairly thick unfiltered "cloudy" sake with banana

flavors and a hint of fruity sweetness

720ml | 27.00

tozai voices in the mist ginjo

unfiltered, semi-cloudy sake with citrus and banana

aromas and a clean finish

720ml | 35.00

*All premium sake bottles are served chilled.

Sake Bomb Chant

Here at Drunken Fish, our most fun-filled shot is perhaps the...

SAKE BOMB

According to ancient tradition, your server/bartender will present you with a glass of beer, with two chopsticks placed in a parallel fashion on top of the glass. Then, ever so gently, he or she will balance a shot glass of our hot house sake on top.

Now, it's time for a very special sake bomb chant. Don't be scared to get LOUD! As soon as the chant is finished, clench your fists and slam them down on to the table or bar top.

If you are a true master, the shot glass will instantly drop into the beer, at which point you will drink the tasty sake and beer mixture as quickly as possible. It might get a bit messy, but DO NOT FEAR. Napkins are close by. ARE YOU READY?



That's it! Now, how about another round?

Wine

Wine Presentation Video

http://www.youtube.com/watch?v=x2x395FENSo

Wine Presentation

When a guest purchases a bottle of wine, ALWAYS follow these steps:

- Place the polished wine glasses and/or wine chiller on the table.
- Present the bottle, showing the label to the guest who orders it (Captain of the Table).
- Remove the cork and place next to the guest who orders it.
- Pour a small amount (approx 3/4 oz.) for the guest who orders it (remember to twist upward to avoid drippage). Always leave the glass on the table and pour over the right shoulder.
- Go to the next guest, clockwise, pouring for ladies first.
- Come back and finish pouring last for the guest who ordered the wine.
- Place the bottle in the chiller (if necessary).
- ALWAYS refill the glass for the guest.
- The standard wine pour is 6 ounces. 4 Glasses = 1 Bottle. Remember to up-sell when a table orders 2 or more glasses of the same kind of wine!

White Wine List

Drunken Fish White Wine selections are all served as 6 oz. pours

Chardonnay

fox horn - california

aromas of melon, peach and apple with a lovely floral touch

glass 5.00

kim crawford - new zealand

rich butterscotch with hints of ripe stone fruit and citrus

glass 9.25 | bottle 35.00

kendall jackson - sonoma, california

pineapple, mango, papaya with a hint of toasted oak

glass 7.50 | bottle 29.00

la crema monterey - monterey, california

tropical flavors of pineapple, lemon zest and apricot glass 8.50 | bottle 31.00

Sauvignon Blanc

veramonte - chile

crisp, fresh lemon-lime, citrus, melon and herb flavors

glass 7.00 | bottle 25.00

Pinot Grigio

tiziano - italy

balanced and fruity with floral notes and hints of pear and apricot

glass 6.50 | bottle 22.00

bolla - italy

fresh, summer fruit flavors of peaches and limes

glass 5.50 | bottle 21.00

talus - lodi, california

crisp flavors of citrus, peach and pear along with subtle mineral

glass 7.00 | bottle 25.00

Riesling

pacific rim - columbia valley, cali.

crisp, dry and lush with flavors of citrus, jasmine and minerals

glass 7.50 | bottle 28.00

schmitt söhne - rheinhessen, germany

soft and light, with a shading of sweetness in the finish

glass 6.00 | bottle 22.00

Off-Whites

sokol blosser evolution - oregon

flavors of jasmine, orange blossoms, tropical fruit and spice

glass 8.50 | bottle 32.50

fox horn white zinfandel - california

aromas of ripe strawberries, raspberries and the perfect amount of sweetness

glass 5.00

Bubbly

freixenet blanc de blanc - spain

creamy brut with full-baked apple and vanilla flavors that create a velvety softness

glass 6.50 | bottle 22.00

veuve clicquot brut yellow label - france

ripe apple flavors laced with vanilla and pecan

bottle 90.00

moët & chandon imperial - france

bright apple, pear, honey and elegant brioche and fresh nuts

bottle 80.00

Red Wine List

Drunken Fish Red Wine selections are all served as 6 oz. pours

Merlot

fox horn - california

deep blackberry flavors and soft, smooth finish glass 5.00

estancia - monterey, california

black cherry and currant with overtones of sweet oak and chocolate

glass 7.50 | bottle 28.50

kendall jackson - sonoma, california

plum, spice, currant and wild berry flavors with soft tannins

glass 9.75 | bottle 38.00

Cabernet

fox horn - california

cassis, cherry and olive with a bouquet of chocolate, vanilla and clove

glass 5.00

angeline alex valley - alexander valley, california

rich black cherry and plum flavors with vanilla and oak

glass 7.00 | bottle 26.50

rodney strong - sonoma, california

blackberry, cocoa, black cherry, and cassis with mature tannins

glass 8.50 | bottle 34.50

sterling napa valley - napa, california

spicy black cherry and blackberry with hints of cedar and mocha

glass 11.50 | bottle 45.00

Pinot Noir

estancia - monterey, california

flavors of raspberry, luscious berries with hints of spice and oak

glass 7.00 | bottle 26.00

greg norman - santa barbara, california

ripe strawberries with sweet earthy notes

glass 10.50 | bottle 40.00

Zinfandel

paso creek - paso robles, california

flavors of black cherry, boysenberry, dark chocolate and cinnamon

glass 9.00 | bottle 34.00

Shiraz

rosemount - south eastern, australia

cherry, chocolate and plum flavors with silky and smooth tannins

glass 7.00 | bottle 26.00

yangarra estate mclaren - vale, australia

rich blackberry and dark chocolate flavors with a hint of spice

glass 8.00 | bottle 28.00

Reserve Wine List

bennett family chardonnay - napa, california

aromas of ripe peaches and orange blossoms bottle 39.00

cuvaison chardonnay - napa, california

peach and apricot tones with nutmeg and toasty oak

bottle 45.50

santa margherita pinot grigio - trentino, italy

fresh, clean and sophisticated with hints of citrus

fruit bottle 47.50

simi cabernet - sonoma, california

cherry, blackberry, vanilla and a hint of caramel bottle 54.00

st. supéry cabernet - napa, california

luxurious and rich with black cherry, anise and cassis bottle 66.00

hall merlot - napa, california

bing cherry, violets, cocoa and baking spice bottle **48.00**

benton lane pinot noir - willamette valley, oregon

vibrant fresh cherry flavors and a silky texture

bottle 41.50

ferrari carano siena red - sonoma, california

black cherry and raspberry with a caramel and spice finish

bottle 51.50

Digital Dining Training Scenarios

(Day 4: Part 1)

Place these orders as if you were serving a table. For example, think about timing and what should be rung in first, second, and so on. Name each tab and assign proper seat numbers. Remember to use the "with entrée" and "with sushi" buttons. Have your trainer review before using payment options!

Check #1: 2 Guests

Seat 1	→ Pepsi
Seat 4	→ Green Tea
Seat 24	→ Small Lobster Spring Rolls (As Appetizer)
Seat 1	→ Drunken Fish Roll (With Entrée)
Seat 4	→ Salmon Teriyaki – "Medium" (With Soup & Salad, With Sushi)
Seat 24	→ Chocolate Heaven

^{*}Paying with a credit card (hint: verify card first, then "pay" out the card).

Check #2: 2 Guests

Seat 24	→ Large Hot Sake (2 shot glasses)
Seat 24	→ Edamame (As Appetizer)
Seat 1	→ Calamari Salad
Seat 4	→ Small Japanese Chicken Wings (With Sushi)
Seat 1	→ Rainbow Roll (With Entrée)
Seat 24	→ Strawberry Mochi
*Paying with a	cash.

Check #3: 3 Guests

Seat 1	→ Sapporo Silver (2 beer glasses for Seats 1 and 2)
Seat 3	→ 1 Glass of Sterling Cabernet Sauvignon
Seat 24	→ Spicy Tuna Kickers (As Appetizer)
Seat 1	→ Sushi and Sashimi Combination (With Entrée)
Seat 2	→ Steak Yaki Soba – "No Mushrooms, Extra Steak"
Seat 3	→ Shrimp Fried Rice (With Sushi)

^{*}Seats 1, 2 & 3 are all paying separately with cash, but seats 1 & 2 need the Sapporo Silver split between them.

^{*}Seat 3 wants the appetizer on their check.

Check #4: 2 Guests

Seat 1	→ Mr. Miyagi Bowl (small)
Seat 4	→ Small Cold Sake (2 shot glasses)
Seat 24	→ California Roll – "No Cucumber"
Seat 24	→ Spider Roll – "Inside-Out"
Seat 24	→ Tuna & Salmon Sashimi
Seat 1	→ Asian Express Martini
Seat 4	→ Chocolate Pie Martini

^{*}Split check evenly between 2 credit cards.

Check #5: 2 Guests

Seat 2	→ Jack Daniels (Rocks)
Seat 3	→ Vodka Martini (Greygoose) –"Dirty"
Seat 24	→ Red Snapper Carpaccio (As Appetizer)
Seat 24	→ Combination Fried Rice – "No Carrots" (With Sushi)
Seat 3	→ Smoked Salmon Sushi
Seat 3	→ White Tiger Roll
Seat 3	→ California Roll – "Add Cream Cheese" (With Entrée)
Seat 24	→ Strawberry Cheesecake Makimono
*D- ' 1/	de 17 and 11 and

^{*}Paying ½ cash, ½ credit card.

^{*}Seat 2 wants to sign up for a Raw Rewards card. What do you do?

Digital Dining Training Scenarios

(Day 5: Part 2)

Check #1: 3 Guests

Seat 24	→ Mai Tai Bowl (Large)
Seat 24	→ Spicy Salmon Roll (As Appetizer)
Seat 1	→ Steak Teriyaki – "Medium Rare" (With Soup & Salad, With Sushi)
Seat 2	→ Rainbow Roll
Seat 2	→ Spicy Butterfly Roll – No Asparagus, with Avocado instead
Seat 3	→ Supreme Sashimi Combination (With Entrée)
4	

*Make partial payment of \$40.00 in cash and the rest by credit card.

Check #2: 2 Guests

Seat 1	→ Dewars (Rocks) – "Double"
Seat 4	→ Ketel One Vodka Red Bull (With Ketel One)
Seat 24	→ Gyoza (As Appetizer)
Seat 1	→ Chilean Sea Bass, (With Soup & Salad)
Seat 4	→ Fresh Tuna Sesame Steak(With Salad)
Seat 1	→ Fried Green Tea Ice Cream
Seat 4	→ Bailey's (with Coffee)

^{*}Guest wants to use his Raw Rewards card to accumulate points and to pay with his existing points. Explain final split, quest look up, how to pay out.

Check #3: 5 Guests

Seat 1	→ Pepsi
Seat 2	→ Voss Sparkling Water (one wine glass)
Seat 3	→ Iced Tea
Seat 4	→ Green Tea
Seat 1	→ Spiderman Roll
Seat 2	→ White Tiger Roll – "No Avocado"
Seat 3	→ Asian Lettuce Wraps (With Sushi)
Seat 4	→ Spicy Tuna Roll

^{*}The guest does not have enough points to cover his entire bill, so you verify his remaining payment with his credit card.

^{*}You already verified his credit card but forgot to take off his \$10.00 off coupon. You MUST get a manager to "Post-Authorize" their already existing verification to avoid running their card again and getting it charged twice.

Seat 4 → Dragon Roll
Seat 5 → Red Dragon Roll

Seat 5 → Scallop Sushi (With Entrée)

Check #4: To-Go for "John Doe"

Credit Card #: 1234-1234-1234-1234 Expiration date: 12/11

Phone Number: (800) 555-1234

Seat 24 → Superman Roll

Seat 24 → White Tiger Roll

Seat 24 → Steak Yaki Udon

Seat 24 → Menage a Trois

Seat 24 → Large Japanese Chicken Wings

Check #5: 4 Guests

Seat 24 → Bottle of Greg Norman pinot noir (4 wine glasses)
Seat 24 → 2 Orders of the Lobster Spring Rolls (As Appetizer)

Use the "Send and Stay" button.

Seat 24 → Starburst Roll – "No masago"
Seat 24 → Dragon Roll – "Add asparagus"

Seat 24 → Drunken Fish Roll Seat 24 → Fried Philly Roll

Seat 24 → Salmon Roe Sushi – (With Entrée)

Seat 2 → Large Bonsai Soup – "Add dumplings" (With Sushi)

Seat 24 → Fried Banana

Seat 24 → Strawberry Cheesecake Makimono "Sauce on Side"

^{*}Seat 1, 2 & 3 are paying separately by credit card. Seat 4 is paying for seat 5 with cash.

^{*}Apply a "Carry-out Fee."

^{*}Paying Cash.

^{*}Partial payment of \$75.00 with credit card, the remaining balance with a 2nd credit card.

Server Table Evaluations

At the conclusion of your training, you will be required to take and pass a server table evaluation. You will be evaluated by the Manager on Duty on the criteria below:



Server Table Evaluation

Staff Name: Manager(s): Location: Greeting (5 points) (Yes / No / NA) Introduction with name (Yes / No / NA) Uniform clean and presentable (Yes / No / NA) Genuinely smiles and says "Have you been to The Drunken Fish before?" o If 1st time, gives tour of the menu o If repeat visit, welcome back (Yes / No / NA) Greet with Beverage Napkins (Yes / No / NA) Introduces business card with introduction _Table Setup (5 points) (Yes / No / NA) Candles (need to be lit in the evenings) (Yes / No / NA) Linens in the right place with the right utensils (Yes / No / NA) Soy Sauce containers properly filled with soy sauce (Yes / No / NA) Promotional flyer and/or candle should be in the middle of the table (Yes / No / NA) Clean glassware, utensils, and linens (Yes / No / NA) Cleanliness of table (no remaining crumbs from previous guests and no debris on or around the floor) Sequence of Service (20 points) (Yes / No / NA) Greeted table within 1 minute of seating (Yes / No / NA) Drinks within 2 minutes (Yes / No / NA) Repeat back the order for accuracy and clarity (Yes / No / NA) Appetizers delivered within 10 minutes (Yes / No / NA) Soup and/or Salad 15 minutes (Yes / No / NA) Entrees and/or Sushi delivered within 20 minutes (Yes / No / NA) Check back within 3 minutes after food being delivered (reference food item by name) (Yes / No / NA) Desserts and Coffee brought to the table with delivered within 10 minutes (Yes / No / NA) Check dropped within 3 minutes (Yes / No / NA) All utensils, appetizer plates, share plates and dessert plates & spoons were on the tables PRIOR to the food coming (Yes / No / NA) All items were brought out individually with no two courses on the table at the same time Product Knowledge (20 points) (Yes / No / NA) Describes two signature cocktail from our drink menu with a couple of choices and knows the menu (Yes / No / NA) Describes two appetizer from our dinner menu with a couple of choices and knows the menu (Yes / No / NA) Describes two signature makimono from our dinner menu with a couple of choices and knows the menu (Yes / No / NA) Describes two sushi and sashimi from our dinner menu and knows the menu if asked by the customers (Yes / No / NA) Describes two dinner entrees from the menu with a couple of choices and knows the menu (Yes / No / NA) Describes two desserts from the menu with a couple of choices and knows the menu Recommendations and Suggestions (10 points) (Yes / No / NA) Asks probing questions to customize recommendations (Yes / No / NA) Recommends our <u>sparkling VOSS Water</u> or <u>still VOSS Water</u> prior to pouring tap water for our guests

- (Yes / No / NA) Recommends two items from each category:
 - Cocktail/Wine Appetizer Signature Roll Entrée Dessert After Dinner Drink
- (Yes / No / NA) Up sold items on the menu for food and liquor
- (Yes / No / NA) Anticipate guest needs and is able to accommodate the guest before they have to ask for something (ex: silverware, linens, extra plates, etc.)
- (Yes / No / NA) Recommends <u>Desserts</u> and <u>After Dinner Drinks</u>

Communication and Utilization of Server Assistants (5 points)

- (Yes / No / NA) Recommends our <u>sparkling VOSS Water</u> or <u>still VOSS Water</u> prior to pouring tap water for our guests
- (Yes / No / NA) Delivering drinks, delivering food
- (Yes / No / NA) Removing dirty dishes or removing trash from the table
- (Yes / No / NA) Refilling drinks

_Table Maintenance (10 points)

- (Yes / No / NA) Did server carry a tray to deliver all beverages
- (Yes / No / NA) Clears and wipes table before each course (small plate, soup/salad, large plate, dessert, check)
- (Yes / No / NA) Keeping tables cleaned and cleared of trash, crumbs, liquid, etc.
- (Yes / No / NA) Candle lit throughout entire meal
- (Yes / No / NA) Table should be clear before the check is dropped
- (Yes / No / NA) Dirty silverware removed from plates and replaced with new silverware

Refilling Drinks (5 points)

- (Yes / No / NA) Refills $\underline{\rm ALL}$ drinks and water without asking
- (Yes / No / NA) Brings new glass full of refill for soda/tea/juice
- (Yes / No / NA) Asks for refill of cocktail/wine/beer before the glass is empty = $\frac{1}{2}$ full
- (Yes / No / NA) Pours away from the table when filling water without spilling
- (Yes / No / NA) Never sets water pitcher on the table (or other tables)

Delivering the Check (10 points)

- (Yes / No / NA) Check is delivered before the guest has to ask for it
- $\label{lem:condiments} \mbox{(Yes / No / NA)} \ \mbox{Accuracy of check (including all items soft drinks, coffee, condiments, etc.)}$
- (Yes / No / NA) Presentation of comment card is sincere and compelling
- (Yes / No / NA) Thanking guests for coming in and demonstrating friendliness and genuine table side manners
- $\textbf{(Yes / No / NA)} \ \ \text{Reinforces the business card and welcomes guest to ask for them by name upon next visit}$
- (Yes / No / NA) Promotional material is pointed out and/or guest is told about something special: happy hour, lunch specials, special party, etc.
- **(Yes / No / NA)** Greeting our guests out "with their name" if the credit card is given and thanking them for coming in

_Delivering the "WOW" (10 points)

- (Yes / No / NA) Did anyone during the experience go above & beyond to deliver an exceptional experience
- (Yes / No / NA) Did server offer or do something unique to highlight your experience

Up to (5) areas of IMPROVEMENT

Up to (5) areas of PRAISE

Common Customer Questions/Objections

1. What is a hand roll?

• A hand roll contains the same ingredients as a regular roll that is cut up into pieces, but is wrapped in a seaweed cone. Imagine yourself eating an ice cream cone.

2. I don't like spicy food.

- We offer several items on our menu that are not spicy.
- Is there any ingredient that you like in particular?
- Recommendations: Drunken Fish Roll, Superman Roll, Rainbow Roll, Dragon Roll
- We can always make a roll non-spicy if you'd like.

3. I love spicy food.

- We offer several items on our menu that are spicy.
- Is there any ingredient that you like in particular?
- Recommendations: White Tiger Roll, Mango Roll, Red Dragon Roll, Spiderman Roll, Wonderwoman Roll

4. I don't like sushi. What kind of non-sushi items do you have?

- We have a large selection of entrées, stir-fried noodles, and fried rice.
- Recommendations: Chilean Sea Bass, Sesame-Encrusted Tuna Steak, Salmon Teriyaki, Combo Yaki Soba/Udon Noodles, etc.

5. I've never been to Drunken Fish. What do you recommend?

 Sushi Recommendations: Drunken Fish Roll, White Tiger Roll, Mango Roll, Superman Roll, Kamikaze Roll, Starburst Roll

6. What is masago?

• They are brightly-colored, tiny orange (Capelin) fish eggs, kind of like another version of caviar. They're slightly sweet, and we put them on most of our rolls.

7. What's tamago?

• It's a sweet egg omelet. It's cooked.

8. I don't eat fried things.

- Sushi Recommendations: Spicy Butterfly Roll, Rainbow Roll, Caterpillar, Wonderwoman, , Superman Roll, Dragon Roll, etc.
- Entrée Recommendations: any entrée minus the tempura

9. I love sashimi.

 Recommendations: Supreme Sashimi Combination, Menage à Trois, Red Snapper Carpaccio, Yellowtail Mexicano, Tuna Tataki

10. What's the difference between nigiri and sashimi?

- Nigiri refers to a piece of sushi rice topped with a filet of fish or other seafood. It comes 2 pieces per order.
- Sashimi primarily refers to cuts of very fresh fish, without rice or anything else.

11. What is makimono? What's the difference between signature, classic, and simple makimono?

- Fish/seafood and/or vegetables rolled with sushi rice and seaweed.
- Signature rolls are our Drunken Fish specialty rolls. Classic rolls are in general rolls you can find at other sushi restaurants. Simple rolls mostly contain one or two ingredients.

12. Is all sushi raw? If not, what's cooked?

- Most of our rolls are mostly cooked, with maybe 1, 2, or 3 elements that are uncooked.
- Cooked sushi: shrimp, crab, eel, octopus, tamago
- Anything that is tempura-fried

13. What are your popular appetizers?

• Lobster Spring rolls, Shrimp Tempura appetizer, Asian Lettuce Wraps, Gyoza

14. Which rolls are cooked?

- Any roll that is completely tempura-fried is cooked. Some fried rolls have masago on them, so if that bothers you, we can always take that off.
- Crispy Roll, Fried Philly Roll, So Roll, and Fried Cheesesteak Roll.

15. What is oshinko?

• Sweet, pickled radish, yellow in color.

16. I don't like what I ordered. Can I get something different?

- It's normally our policy not to take items off the bill because a guest doesn't like what they ordered. I could absolutely get something else started for you right away.
- If guest is irked, tell them you will talk to your manager.

17. What would you recommend for vegetarians?

- Drunken Tofu, Vegetable Tempura appetizer
- Vegetable Yaki Soba/Udon, Vegetable Tempura dinner
- Simple makimono: Cucumber, Avocado, Asparagus rolls

18. What's the difference between soba and udon noodles?

- Soba noodles are thin like spaghetti noodles and are made of buckwheat.
- Udon noodles are much thicker noodles made from soft wheat flour.

19. Do your entrees come with anything? (soup/salad) What kinds of soups and salads do you have?

- Yes, all of our entrées come with a miso soup and a house salad with ginger dressing.
- Know other soup and salad options and up-charges. (i.e. \$2.00 extra for pork and vegetable dumplings in bonsai soup)

20. What is wasabi?

• Japanese horseradish. It's very spicy. Opens up your sinuses.

21. What is ginger? What is the purpose of ginger?

• It's sweet, pickled, thinly sliced ginger. Its purpose is to cleanse the palate.

22. I have a gluten allergy.

- You can't order anything that has tempura or soy sauce-based sauces.
- No eel sauce, teriyaki sauce, etc.
- We can definitely take those sauces/tempura crumbs off for you if you'd like.
- Let chefs know.
- Give guest Tamari gluten-free soy sauce.

23. What can I order if I have a shellfish allergy?

- Nothing with shellfish like shrimp, lobster, crab, mussels, etc.
- We can take those ingredients out of an order if you'd like.
- Usually this is a very serious allergy.
- Let chefs know and memo "shellfish allergy" after ringing in sushi order

24. What beers do you have on tap?

Nothing on tap. Would you like to try one of our Japanese beers?

25. What's the difference between Sapporo 12 oz., Sapporo Silver and Reserve?

- Sapporo 12 oz. and Sapporo Silver are the same beer, but the Silver is 22 oz.
- The Reserve is a 22 oz. Japanese malt lager.

26. What is sake?

- Japanese rice wine. It is called a wine but is actually brewed more similarly to that of beer. We
 have a very large selection. With the exception of our house Gekkeikan sake, all other sakes
 come chilled.
- Recommendations:

- o Filtered: Black & Gold, Haiku, Horin Ultra Premium
- Unfiltered: Momokawa Pearl, Nigori

28. How many shots come in a small carafe? Large carafe?

- 4 shots with a small carafe
- 6 shots with a large carafe

29. What are your popular cocktails?

- Martinis: Madame Butterfly, Naughty Ninja, Blue Eyed Asian, Tokyo Tease (less sweet)
- Cocktails: Blushing Geisha, Mr. Miyagi fish bowl, Mai Tai fish bowl, Kinky Kimono, The Kiss

30. What are your popular wines?

- White Wines:
 - o Chardonnay: Kim Crawford, La Crema Monterey, Kendall Jackson
 - Sauvignon Blanc: Veramonte
 - o Pinot Grigio: Talus, Tiziano
 - o Riesling: dryer Riesling is Pacific Rim, and sweeter Riesling is Schmitt Sohne
- Off-White:
 - Sokol Blosser Evolution (white wine blend from Oregon)
- Red Wines:
 - o Pinot Noir: Greg Norman, Estancia
 - Merlot: Estancia, Kendall Jackson
 - Cabernet Sauvignon: Sterling Napa Valley, Rodney Strong
 - Shiraz: Yangarra Estate, Rosemount
 - Red Zinfandel: Paso Creek
- We also have several red and white wines that are on our Reserve list.

31. What desserts do you recommend?

- Strawberry Cheesecake Makimono is our #1 best-selling dessert
- Fried Banana
- Chocolate Heaven

32. What is mochi?

- Mochi ice cream is a Japanese dessert made with a soft, chewy glutinous rice pastry filled with a flavored ice cream.
- You get 2 mochi balls per order and each ball is cut into 4 pieces.
- Comes in 6 flavors: green tea, coffee, mango, and strawberry

33. What do you offer for birthdays?

- Vanilla ice cream, green tea ice cream, fried green tea ice cream, and fried banana dessert
- Also, if you fill out our online survey with your information, we also send out birthday coupons via email

34. I'm pregnant. What can I eat here?

- Let me start by saying congratulations! As for sushi, you want to stay away from any raw or seared fish. Any type of predatory fish, really, because of mercury counts. We can also take masago or any other type of fish roe and sprouts off anything as well. I highly recommend our deep fried rolls, such as the Fried Philly Roll or Fried Cheesesteak. If you don't want to go the fried route, a lot of our simple makimono are great options, such as the vegetable roll.
- Offer to speak with the chef to alter the roll to accommodate their needs. I.e.-If a guest loves the Drunken Fish Roll, offer to remove the tuna, masago, and sprouts
- While many fish when fully cooked are safe to eat during pregnancy, you should avoid all raw or seared fish when you're pregnant. (Seared fish are typically not fully cooked throughout.) Raw fish, including sushi and sashimi, and undercooked finfish and shellfish (including oysters, clams, mussels, and scallops), are more likely to contain parasites or bacteria than cooked fish.

- Avoid tuna, shark, mackerel, and tilefish, even when cooked. These fish can contain potentially
 risky levels of mercury. Mercury can be transferred to the growing fetus and cause serious
 health problems.
- The USDA recommends that pregnant women limit their fish consumption to 12 ounces of a variety of cooked fish per week
- Sprouts may contain bacteria that could be harmful to the baby

35. What is your strongest drink?

- The majority of our martinis have at least 2oz of liquor in them, but some are definitely stronger than others. If you like a dryer, non-sweet martini with a higher alcohol content, try the Dirty Kimono.
- Or if that is too plain for you, I recommend the Tokyo Tease. It is a good semi-sweet martini that contains all alcohol but with cherry and peach flavor and champagne.
- If you would like to try one of our signature cocktails, our Mai Tai is the strongest of our cocktails. It contains different rums, fruit juices, and Bacardi 151

36. Do you offer combination plates?

- While we do offer a few combination plates, such as the Sushi and Sashimi Combo; we tend to stay away from offering too many pre-determined platters. Our guests have such diverse likes and dislikes that we prefer to build you custom plates based upon your à la carte selections
- Ask open-ended questions regarding their likes and dislikes
- If they like sashimi, you could recommend the Supreme Sashimi Combo
- If they like nigiri and sashimi, you could recommend the Sushi and Sashimi Combo
- Build them a platter of items based on suggestions to those likes and dislikes
- Make sure to ring the items on seat 24 so the chef knows to put them all on one plate

37. I don't like this food/drink, etc.

- I'm terribly sorry to hear that. Is there anything wrong with the item you ordered?
- If there is something wrong with the item:
 - Offer to re-make the item and get it back to them quickly
 - o Re-ring the order guickly and stay with the kitchen until the order is expedited
 - o Rush the order to the table and personally deliver it to the guest
 - Make sure to work with a manager to alter the check accordingly
- If there is nothing wrong with the item and it is simply a preference:
 - Offer to get them another item from the menu that might be more to their liking
 - They will not pay for the item they are returning but will be expected to pay for the new item
 - Get more information regarding what the guests likes and dislikes are
 - Make suggestions in line with their feedback
 - o Ring the order in quickly and stay with the kitchen until the order is expedited
 - o Rush the order to the table and personally deliver it to the guest
 - Make sure to work with a manager to alter the check accordingly

38. Why can't I get Happy Hour here at my table?

- I'm sorry if there was any confusion. We do only offer Happy Hour in select areas of the restaurant and bar. I will be more than happy to see if we have a table or spot at the bar that can accommodate you
- If the wants to move, notify the hostess that you have guests from a dining room table that you are moving to a Happy Hour table

- Personally walk the guests to the new table
- Reiterate the Happy Hour specials
- Encourage them to enjoy their meal
- If there aren't any tables available, apologize to the guests and explain that Happy Hour is a first-come, first-serve basis and ask if they would like to wait for a table

39. Can I use this coupon for Happy Hour?

- I'm sorry, as much as I would like to, I cannot combine coupons with any discounted items. Since happy hour is already 50% off, I cannot apply additional discounts. I will be more than happy to accept it if you would like to order off of our regular menu, or if you would like to hold on to it for your next visit, that is fine too.
- Be sincere in your tone, while highlighting on the coupon the disclaimer that reinforces your message
- FYI: If the guest has ordered an appropriate amount of regular-priced items, then we can accept the coupon (as long as everything abides by the coupon fine print), or we can also re-ring their food at regular price ("no make")

40. How fresh is your seafood and where do you get it from?

- Being in the Midwest, most people think it's hard to get fresh seafood. Really, it just depends on the quality of your vendors and the product you carry. We get orders 7 days a week from 3 different vendors and I can assure you we have the absolute freshest seafood you are going to find at any sushi bar.
- Let them know that all seafood is shipped overnight from the docks and we get it as quickly and fresh as the stores on the coast
- Let them know that just today we got some lovely Big Eyed Tuna in. Your confidence in our products will ease their nerves
- Point out some of the unique preparations we have to offer and get them thinking about what they want to order

41. Why can't the sushi chef pass food over the sushi bar?

• I'm really sorry if you were inconvenienced in any way. In attempts to make sure our food comes out consistently and with the highest quality of presentation, our expeditor gives everything one last look-over before it goes to the guests. We just want to make sure you have everything you ordered and that it meets our standards before being delivered to you.

Trainer Evaluation Sheet

This form is to be filled out by the server that you shadowed during your training.

- 1. How did the trainee do with answering questions table side?
- 2. Did the trainee seem to have a general knowledge of the menu? If not, please explain what he/she needs to work on.
- 3. Did the trainee follow the Server Skills 'Perfect 10 Rules to Live By'?
- 4. What aspects of serving does the trainee need to work on?
- 5. Does the trainee have a positive energy/winning attitude?
- 6. Did the trainee interact well with other staff and display a "team" attitude?
- 7. Did the trainee show up prepared and able to answer verbal guiz questions?
- 8. Did the trainee follow the 3 steps to avoid making mistakes:
 - Repeat back the order.
 - Check order on computer screen before sending it.
 - Mark off tickets before delivering the food.
- 9. Does the trainee practice up-selling and understand the concept? If so, describe an item the trainee attempted to up-sell.
- 10. Does the trainee appear comfortable presenting promotional material to the guests?

Trainee Evaluation Form

Please rate your training experience on a scale of 1-10, with 1 = Unsatisfactory and 10 = Outstanding. 1. Was your trainer helpful and informative? 1 2 3 4 5 6 7 8 9 10 Please explain: _____ 2. Was your trainer easily approachable and understanding? 1 2 3 4 5 6 7 8 9 10 Please explain: _____ 3. Did your trainer answer all your questions thoroughly? 1 2 3 4 5 6 7 8 9 10 Please explain: _____ 4. Was the restaurant environment a positive influence on your training experience? 12345678910 Please explain: 5. Do you feel that you have been provided with the knowledge and tools to meet the Drunken Fish standards? 12345678910 Please explain: Additional comments: I have read and fully understand the policies and procedures of which The Drunken Fish Restaurant has explained. I am committed to upholding the core values and service standards of The Drunken Fish. Printed Name Date Signature