



Applebee's[™]
Together is good.

Neighborhood Expert
Training Guide;

Server

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Introduction

This is the ultimate guide for every Server Trainer in the North Texas Applebee's Grill & Bar Franchise. The manual will take you from Day 1 all the way to Day 7 making sure that all new servers are prepared for final inspection of management staff. As many Trainers know there is an inconsistency with our training program.

In order to create a higher quality of servers for our franchise and to provide a continuing better quality of service we must first begin with the front face of the company and that is the server. In order to build these quality servers you have to have quality training and in such a large company that is one tough cookie to crumble. This manual explains the duty of the Neighborhood Expert on each day to ensure that they have done all that is possible to help their Trainee.



DAY

1

Starting the Day

On the Trainee's first Day begin with a tour of the entire restaurant. Begin at the Back Dock and end at the Host Area.

The tour should include the following areas:

- Back Dock
- Associate Parking
- Associate Smoking/eating Area
- Dry Goods Storage
- Cooler/freezer
- Beer Cooler
- Office
- Prep Area
- Cook Line
- GU/dish Area
- Expo Alley
- In/out door
- Schedules
- Side-Stations
- To Go
- Bev Station
- Salad Station
- Restrooms
- Dining Area
- Bar Area
- Liquor Cabinet
- Host Area

Be sure to point out key server uses in each area such as the dry goods that servers use in Dry Goods Storage or the drink flavors stored in the Liquor Cabinet.

Side Work

Each store has their own specific side work duties assigned to each serving section. Make sure to show the new trainee where the side work is posted and explain how it is assigned. Explain how running side work is to be completed during the shift while serving tables and closing side work is to be completed once they are cut from the floor. In order for the server to properly learn the side work they must be taught it every shift. Once the Front of the House (FOH) Manager cuts the floor during their training shift the trainee is to go with a cut server and help that server complete the assigned side work. This will ensure that the first day the trainee is by themselves they won't have to worry about not knowing how to perform side work.

Side Work Chart Example

Section	Running Side Work	Closing Side Work
1	Spot sweep FOH	Ensure all servers clean their FOH section
2	Spot sweep BOH	Ensure all servers clean their assigned BOH
3	Sort and Roll Silverware	Ensure all servers roll silverware
4	Keep Bev Area stocked	Completely clean and stock Bev Area
5	Keep Expo Area stocked	Completely clean and stock Expo Area
6	Keep Salad Area stocked	Completely clean and stock Salad Area
7	Keep POS Stations Stocked	Completely clean and stock POS Stations

Working in the Neighborhood

The first day consist of two phases. The first phase is Observation. The trainee will spend **30 minutes** in each FOH position and with the Expo in order to better learn how the restaurant as a whole works. The trainee should be paired with a fairly experienced employee in each position who can answer any questions pertaining to their task. Below is a general outline of what the trainee needs to learn in each position.

Host

- Greeting Guest
- Seating Guest
- Rotating Sections
- Bussing Tables
- Table Numbers
- Seating Charts

Bar

- Greeting Guest
- Taking Orders
- Preparing Garnishes
- Preparing beverages
- Bar Seat Numbers
- Top Shelf Liquors

Expo

- Reading KDS
- Communicating with Line
- Assembling Food Orders
- Garnishes

Server

- Greeting Guest
- Taking Orders
- Suggestive Selling
- Entering Orders
- Running Food
- Table Numbers

The server observation can be longer than 30 minutes and should last until the FOH manager cuts the floor. Once the FOH manager cuts the floor the trainee should be assigned to cut server to learn and complete side work.

Closing the Day

Once the Trainee has helped to complete side work they need to take their daily quiz. All Daily quizzes and the Final Exam are on the POS under Neighborhood University. The Trainee must make a 100 on all quizzes and the Final Exam, but each one can be retaken multiple times until that goal is achieved. The Neighborhood Expert is expected and allowed to help during the quiz and exam but remember to **teach** not **complete** the task for them. Do not give the answer but rather help the Trainee find the answer alone.

After the daily quiz is completed the Trainee is to meet their Trainer to discuss any remaining questions and to complete the Communication Log. The Communication Log is a form to be completed by each Trainer at the end of every Trainee's shift. The log is where the Trainer can leave a detailed account of what the Trainee needs to work on and what they are doing very well in. Both the Trainer and the Trainee must sign this sheet after it is filled out and it will be kept with the Trainee's file. Give the Trainee a food and beverage menu to take home and review. Let them know that the next the day they will be going over appetizers and non-alcoholic beverages so that they can look over those items and have an idea what they are.

Once the Communication Log is complete and the Trainee is given a menu to take home and review they need to meet with the Manager on Duty (MOD). The MOD will go over any obstacles the Trainee had that day and will confirm the rest of their training schedule.



DAY

2

Starting the Day

Begin the day by reviewing the previous day. Have the Trainee give you a tour of the restaurant and be sure to ask questions pertaining to the location of server items such as “Where are the Croutons?” Answer any questions and make corrections as necessary.

Next ask the Trainee some basic questions about appetizers and non-alcoholic beverages to see what questions they may have over these items. Locate each appetizer and non-alcoholic beverage on the menu. Go over each item and review ingredients in each item. Make sure to go over what is removable from an item and what is not removable. For example our Steak Quesadilla Towers are prepared every morning, but because they are already assembled we cannot take anything out of this appetizer. This is also a great time to go over ½ Price Appetizers. This special has increased the company’s revenue more than 50% and every North Texas Franchise Applebee’s participates in this promotional offer. Be sure to point out that not all appetizers are ½ price such as the Appetizer Sampler, Trio, and Steak Quesadilla Towers and that when guest order these items during ½ Price Appetizers it is our responsibility as the server to inform our guest of this.

BUZZ Words

Throughout this manual you will be given “BUZZ” words. These words are common phrases used among servers in Applebee’s. Make sure your Trainee learns them and uses them.

- POS – (Point of Sale) Our basic system of entering orders into the computer
 - Towel – We say towel because that sounds much cleaner than a rag
 - Ramekin – Black sauce dish comes in either large or small size
 - Runner – A person who takes the food out to the table
 - Follow – A person who follows the runner with the remaining food for a table
 - Bev-naps – A beverage napkin that each guest is to be greeted with
 - Suggestive Selling – Suggesting a certain specific type of item
 - Slip Zone – An area prone to slipping due to spills or non-grooved tile
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Neighborhood Watch

The “Neighborhood Watch” sections will point out specific hazards that can be encountered on the job here at Applebee’s and possible solutions to each hazard that Trainees need to learn.

- Safe Shoes
Each associate should be wearing non-slip safe shoes. This makes walking over greasy floors and wet areas less hazardous.

- Slip Zones
These are areas of the restaurant that are very greasy, wet, or have little to no traction on the floor. It is very important to make sure guests do not enter the kitchen because the entire BOH is a “Slip Zone”. This is also the reason why all associates are required to wear non-slip safe shoes to improve traction and decrease the risk of slipping.
 - Hanging Lamps
When cleaning these make sure to not spray liquids onto the light bulb. The amount of heat mixed with the cooling liquid can cause the light bulb to explode sending glass shards everywhere. Simply wipe down the outside and inside of the fixtures with a damp cloth.
 - Wet Floor
All wet floors that are assessable to guest that become a slip zone must have a wet floor caution sign. This sign warns the guest that the floor is slippery and it also saves the company from a potential lawsuit. If you spill something or see a spill happen the first thing to do is to put a wet floor caution sign out then to clean it.
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Working in the Neighborhood

Each shift before the Trainee gets onto the floor they will be assigned specific items to sell based on their shift time. This will ensure that the Trainee is able to get accustomed to suggestive selling and to learn to change their approach depending on their clientele.

Day 2 Suggestive Selling

Premium Non-Alcoholic Beverages:

- Lunch
 - Mango Banana Smoothie
 - Cherry Limeade
 - Mango Lemonade
- Dinner
 - Strawberry Lemonade
 - Strawberry Lemonade
 - Chocolate Shake

Appetizer:

- Lunch
 - Spinach & Artichoke Dip
 - Appetizer Sampler

- Dinner
 - Appetizer Trio
 - Twisters

Menu:

- Lunch:
 - “All You Can Eat” Soup & Salad Compo
 - 3 Cheese Chicken Penne
- Dinner
 - Bourbon Streak Steak
 - A current Campaign item

Opening Side Work

At the beginning of each shift every server should perform their 10 point station check on each table throughout their section. This ensures that they are prepared for the daily rush of guest and that their section is in tip top shape.

10 Point Station Check should include the following:

1. Clean dust from hanging lights
2. Clean window blinds and the window sills
3. Clean the table
4. Clean the seats
5. Ensure there is adequate amount of salt and pepper
6. Ensure there is an adequate amount of sugars
7. Ensure the correct current promotional material is on the table
8. Ensure the floor is spotless and clean if necessary
9. Ensure there is a Beverage Menu
10. Ensure there is a non-empty ketchup bottle

By this day the Trainee should be able to take, enter, and deliver a non-alcoholic drink order. Therefore they will greet every table either with or without their Trainers presence, take the drink order and will enter the drink order with the Trainer’s presence at the POS station.

Today the Trainee’s goals are to take and enter all appetizer orders. Do not forget that this is a building process. At no point should anything be forgotten, every day is preparing the Trainee to be a self-sufficient server. The Trainee needs to consistently keep up with pre-bussing tables, running food, and being an Apple Buddy to other servers.

Closing the Day

Once again the Trainee will help complete side work and take their daily quiz. All Daily quizzes and the Final Exam are on the POS under Neighborhood University. The Trainee must make a 100 on all quizzes and the Final Exam, but each one can be retaken multiple times until that goal is achieved. The Neighborhood Expert is expected and allowed to help during the quiz and exam but remember to **teach** not **complete** the task for them. Do not give the answer but rather help the Trainee find the answer alone.

The following questions can be asked to check for understanding:

- What are the appetizers on the menu?
- What are some suggestive selling techniques?
- What should you do if you notice a spill?
- What is the Full Hands In, Full Hands Out philosophy?
- Identify each table number without looking at the table number chart

After the daily quiz is completed the Trainee is to meet their Trainer to discuss any remaining questions and to complete the Communication Log. The Communication Log is a form to be completed by each Trainer at the end of every Trainee's shift. The log is where the Trainer can leave a detailed account of what the Trainee needs to work on and what they are doing very well in. Both the Trainer and the Trainee must sign this sheet after it is filled out and it will be kept with the Trainee's file. Let the Trainee know that the next the day they will be going over salads, pastas, and alcoholic beverages so that they can look over those items and have an idea what they are.

Once the Communication Log is complete and the Trainee is given a menu to take home and review they need to meet with the Manager on Duty (MOD). The MOD will go over any obstacles the Trainee had that day.



DAY

3

Starting the Day

Begin the day by reviewing the previous day. Have the Trainee greet you like you are a guest and take your drink, appetizer, and entrée order. Help them put the order into the POS but do **NOT** send the order to the kitchen. Answer any questions and make corrections as necessary.

Next ask the Trainee some basic questions about salads, pastas, and alcoholic beverages to see what questions they may have over these items. Locate each salad, pasta, and alcoholic beverage on the menu. Go over each item and review ingredients in each item. Make sure to go over what is removable from an item and what is not removable. For example our Oriental salad is a mixture of spring lettuce mix and dry slaw. The dry slaw is already pre mixed and therefore we cannot take out only the carrot strings but we must take out the entire dry slaw mix. This is also a great time to go over our daily drink specials. Applebee's "Happy Hour" is every day all day in the North Texas Franchise and the drinks are always the same. The only exception is on Wednesday when we offer ½ price bottled wine or assorted \$3 House Martini's in addition to our regular drink specials.

BUZZ Words

- MOD – (Manager On Duty) The current manager in charge of that current shift
 - Table Turn – 2 minutes is given to turn a table, or to completely clean and prep a table
 - Big Top – Any party with 6 or more guest is considered a Big Top
 - Comp – A Comp is administered by a manger when an item has already been made and therefore the waste must be accounted for.
 - Void – A Void is administered by a manager when an item has not been made and therefore a Void removes it from the sold system completely.
 - Upsell – When a server promotes and convinces a guest to spend more money by getting an item of larger size.
 - 10 point station check – To be completed by each server in their section when they arrive
 - Closing Side Work – To be completed by each server once they are cut from the floor
 - Gratuity – In parties of 8 or more the POS system will automatically add 15% tip to the bill.
 - GU – (General Utility) Location of used plate ware, ramekins, and trash.
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Neighborhood Watch

- Broken Glass
If a glass breaks at a table ensure that all guest within the area are safe and move guest if necessary to avoid cuts and food contamination. Then clean the area extremely well with a wet cloth to pick up the little pieces of glass, and sweep the floor for glass. All broken glass is to be disposed of in the glass bucket located at the GU.

- Knives
All knives that are in the FOH should be folded in a silverware set. If not then it should be in the bar. Otherwise the knife should be in the back in the dish pit or on the prep table waiting to be rolled. Knives are stored with the points down for safety. Cooks keep their knives on a knife magnet located in the prep area. All cuts should be reported to a manager immediately and need to be bandaged to ensure food safety.
 - Spray Bottles
All cleaning spray bottles should be properly labeled at all times. Spray bottles should never be stored next to, above, or near any food. They can be kept in the BOH at the chemical storage station or at the host stand in an area out of view of guest and away from silverware.
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Working in the Neighborhood

Day 3 Suggestive Selling

Premium Alcoholic Beverages:

- Lunch
 - Glass of Wine
 - Bottled Beer
- Dinner
 - Mucho Red Apple Sangria
 - Bahama Mama
 - Current campaign item

Appetizer:

- Lunch
 - Onion Rings
 - Queso
- Dinner
 - Boneless Buffalo Wings
 - Nachos

Menu:

- Lunch:
 - “All You Can Eat” Soup & Salad Compo
 - A current Campaign item
- Dinner

- Fiesta Lime Chicken
 - A current Campaign item
-

Opening Side Work

Have the Trainee perform the Opening Side Work on their section and make any helpful corrections.

10 Point Station Check should include the following:

1. Clean dust from hanging lights
2. Clean window blinds and the window sills
3. Clean the table
4. Clean the seats
5. Ensure there is adequate amount of salt and pepper
6. Ensure there is an adequate amount of sugars
7. Ensure the correct current promotional material is on the table
8. Ensure the floor is spotless and clean if necessary
9. Ensure there is a Beverage Menu
10. Ensure there is a non-empty ketchup bottle

By this day the Trainee should be able to take, enter, and deliver a non-alcoholic drink order, an appetizer. Therefore they will greet every table and take an appetizer order either with or without their Trainers presence. With the Trainer's presence at the POS station they will enter the order into the POS.

Today the Trainee's goals are to take and enter all appetizer orders, drink orders (both alcoholic and non-alcoholic), and run all drinks and appetizers to their own tables. Do not forget that this is a building process. At no point should anything be forgotten, every day is preparing the Trainee to be a self-sufficient server. The Trainee needs to consistently keep up with pre-bussing tables, running food, and being an Apple Buddy to other servers.

Closing the Day

Once again the Trainee will help complete side work and take their daily quiz. All Daily quizzes and the Final Exam are on the POS under Neighborhood University. The Trainee must make a 100 on all quizzes and the Final Exam, but each one can be retaken multiple times until that goal is achieved. The Neighborhood Expert is expected and allowed to help during the quiz and exam

but remember to **teach** not **complete** the task for them. Do not give the answer but rather help the Trainee find the answer alone.

The following questions can be asked to check for understanding:

- What are our daily drink specials?
- If glass breaks in or around the Ice bin what should you do?
- Why is it important to pre-bus tables?
- What is the 10 point station check?
- What types of payment does this store accept?
- How should knives be carried?

After the daily quiz is completed the Trainee is to meet their Trainer to discuss any remaining questions and to complete the Communication Log. The Communication Log is a form to be completed by each Trainer at the end of every Trainee's shift. The log is where the Trainer can leave a detailed account of what the Trainee needs to work on and what they are doing very well in. Both the Trainer and the Trainee must sign this sheet after it is filled out and it will be kept with the Trainee's file.

By this day these meetings can last for approximately 30 minutes depending on how much the Trainee needs help on. Make sure to review on previous foods such as appetizers and non-alcoholic beverages while incorporating today's new foods. Let the Trainee know that the next the day they will be going over Chicken, Steak, and Seafood entrees so that they can look over those items and have an idea what they are.

Once the Communication Log is complete and the Trainee is given a menu to take home and review they need to meet with the Manager on Duty (MOD). The MOD will go over any obstacles the Trainee had that day.



DAY

4

Starting the Day

Begin the day by reviewing the previous day. Have the Trainee greet you like you are a guest and take your drink, appetizer, and entrée order. Help them put the order into the POS but do **NOT** send the order to the kitchen. Answer any questions and make corrections as necessary.

Next ask the Trainee some basic questions about Applebee's Chicken, Steak, and Seafood entrees to see what questions they may have over these items. Locate each Chicken, Steak, and Seafood entree on the menu. Go over each item and review ingredients in each item. Make sure to go over what is removable from an item and what is not removable. For example our Cajun Shrimp Pasta is tossed with Cajun Alfredo Sauce. This particular Alfredo sauce has seafood scampi sauce in it. So if a guest is allergic to shrimp and changes out the grilled shrimp for grilled chicken they are still eating seafood because of the scampi sauce. A guest would need to get a completely different pasta if they have a seafood allergy. Once again go over our daily drink specials answering any and all questions. Today the Trainee will practically be flying solo. The Trainee will help them run food, bar drinks, and buss tables but will try their best to not speak with guest unless it is completely necessary. By the next shift the Trainee must be completely independent of help on the floor and only need help putting in orders into the POS.

BUZZ Words

- Apple Buddy – An Apple Buddy is another server near your section who is helping you run food and pre-buss tables. In a perfect food Apple Buddies will ensure each other's success on the floor.
 - Rarebit – a medium sized side dish container shaped like the bottom of a boat.
 - Double Sat – Being sat twice in a row.
 - Chit – A note from a manager to the kitchen to make an order on the fly due to an error in ordering or taste.
 - 86 – An "86" item is an item that the store does not have. Or it can be used to mean without.
 - Open Menu Counts – This is very basic, look at your tables and see how many open menus you have. This number helps you in determining where you are with that guest's service because you can tell they haven't ordered.
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Neighborhood Watch

- Dietary Needs
Many of our guests have food allergies or dietary needs and our ability to adequately inform our guest keeps them coming back time and time again. Remember that as servers we cannot ensure whether a specific ingredient is in something but if you ever have a problem just ask a manager for help.

- Fire
Each building should have at the least two exits for guest to use. In order to make sure there is adequate room to maneuver to an exit in case of an emergency make sure all aisle and walk ways stay clear of debris and obstacles. Big tops and high chairs cannot be placed back to back in an aisle because then there is no way to safely move in case of any emergency.
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Working in the Neighborhood

Day 4 Suggestive Selling

All Premium Beverages:

- Lunch
 - Strawberry Coco Frost Smoothie
 - Flavored Tea
- Dinner
 - Long Beach Tea
 - Brewtus Beer
 - Current campaign item

Appetizer:

- Lunch
 - Mozzarella Sticks
 - Quesadillas
- Dinner
 - Classic Wings
 - Trio

Menu:

- Lunch:
 - “All You Can Eat” Soup & Salad Compo
 - 9 oz. Steak
- Dinner
 - A current Campaign item
 - Steak Combo

Here are a few simple things to make sure the Trainee is completing accurately:

- 1 minute Table greets
- 3 minute drink runs
- Putting the drink order into the POS directly after taking it
- She/he is pre-bussing Tables
- She/he is running their food and drinks
- She/he is being an Apple Buddy

Closing the Day

Once again the Trainee will help complete side work and take their daily quiz. All Daily quizzes and the Final Exam are on the POS under Neighborhood University. The Trainee must make a 100 on all quizzes and the Final Exam, but each one can be retaken multiple times until that goal is achieved. The Neighborhood Expert is expected and allowed to help during the quiz and exam but remember to **teach** not **complete** the task for them. Do not give the answer but rather help the Trainee find the answer alone.

The following questions can be asked to check for understanding:

- Name five signature beverages that we serve
- What is the MSDS and where is it located?
- Who will you notify if any ticket meets or exceeds 14 minutes?
- What signature do you need on your check out?
- What items should you keep out of a child's reach?
- How do you properly carry a beverage to your guest?

After the daily quiz is completed the Trainee is to meet their Trainer to discuss any remaining questions and to complete the Communication Log. The Communication Log is a form to be completed by each Trainer at the end of every Trainee's shift. The log is where the Trainer can leave a detailed account of what the Trainee needs to work on and what they are doing very well in. Both the Trainer and the Trainee must sign this sheet after it is filled out and it will be kept with the Trainee's file.

By this day these meetings can last for approximately 30 minutes depending on how much the Trainee needs help on. Make sure to review on previous foods such as appetizers and non-alcoholic beverages while incorporating today's new foods. Let the Trainee know that the next the day they will be going over desserts so that they can look over those items and have an idea what they are.

Once the Communication Log is complete and the Trainee is given a menu to take home and review they need to meet with the Manager on Duty (MOD). The MOD will go over any obstacles the Trainee had that day.

DAY

5

Starting the Day

Begin the day by reviewing the previous day. Have the Trainee greet you like a guest. Have them take a drink, appetizer, and entrée order and help them put it into the POS but do NOT send the order to the kitchen. Answer any questions and make corrections as necessary.

Next ask the Trainee some basic questions about desserts to see what questions they may have over these items. Locate each dessert in the menu. Go over each item and review ingredients in each item. All deserts are premade except for the sundaes. Let the Trainee know that today they will be doing all the work and showing you, the Trainer, how to perform their daily task. As a Trainer you are to follow the Trainee throughout the entire shift allowing them to complete all tasks. If they stumble or hesitate that is ok! Help them along but for the most part they should be self-sustaining. This is a test not only of what they have learned but of how well their other Trainers have done.

BUZZ Words

- MSDS – (Material Safety Data Sheet) explains the uses of chemicals, reactions, and treatment.
 - Expo – (Expediter) This person assembles all the food
 - Burns – All sizzling entrees have to be “burned” or put on the hot skillet to be taken out
 - Trivet – The wicker safety platform we put hot plates on
 - CSI – (Customer Service Initiative) Survey printed on checks that guest do on quality of service.
 - FOH – (Front of House) Area where the dining experience takes place.
 - BOH – (Back of House) Area where raw food is prepared and is off limits to guest.
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Neighborhood Watch

- Security
Many of our restaurants now stay open till midnight or later. With those hours comes an increase risk in safety. Remember to not over server alcohol to any guest and to not leave the building unaccompanied after 9 pm. Never count your money in the FOH. Always treat a guest with respect and if any issue should ever arise call a manager over immediately.
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Working in the Neighborhood

Day 5 Suggestive Selling

All Premium Beverages:

- Lunch
 - Strawberry Shake
 - Flavored Margarita
- Dinner
 - Oreo Cookie Shake
 - Martini

Appetizer:

- Lunch
 - Queso Blanco
 - Dynamite Shrimp
- Dinner
 - Appetizer Sampler
 - Chili Nachos

Menu:

- Lunch:
 - “All You Can Eat” Soup & Salad Combo
 - Pic’n’Par Combo
- Dinner
 - Texas Strip
 - A current Campaign item

By this day the Trainee should be able to take, enter, and deliver all drink, appetizer, entrée, and dessert orders. Therefore they will greet every table either with or without their Trainers presence, take the drink, appetizer, entrée, and dessert orders and will enter the orders with or without the Trainer’s presence at the POS station.

Today the Trainee’s goals are be self-sufficient. They should be able to perform all FOH task and guest relations task on their own. The Trainee should also consistently keep up with pre-bussing tables, running food, and being an Apple Buddy to other servers.

Closing the Day

Once again the Trainee will help complete side work. Today however is the day of their Final Exam. The Final Exam is on the POS under Neighborhood University. The Trainee must make a 100 on the Final Exam, but like the quizzes can retake the exam multiple times until that goal is achieved. The Neighborhood Expert is not expected help during the final exam but is allowed to. Remember to **teach** not **complete** the task for them. Do not give the answer but rather help the Trainee find the answer alone.

The following questions can be asked to check for understanding:

- What is our House Dressing?
- What are three desserts?
- Name two ways you can help other servers.
- Name two “No Way Signs”
- Where are you supposed to count money?
- What apparent age is the standard for checking IDs?

After the Final Exam is completed the Trainee is to meet with their Trainer to discuss any remaining questions and to complete the Communication Log for the last training shift. The log is where the Trainer can leave a detailed account of what the Trainee needs to work on and what they are doing very well in. Both the Trainer and the Trainee must sign this sheet after it is filled out and it will be kept with the Trainee’s file.

Once the Communication Log is complete the Trainee will meet with the Manager on Duty (MOD). The MOD will go over any obstacles the Trainee had that day and clarify availability issues. The MOD will also let the new Server know when they can be expected to be on the schedule.

