

# Fall 2025 Training Manual

## 1. Introduction

Welcome to Avert Fall 2025 service season. This manual will help guide you through the menu, highlight key talking points, and prepare you to answer guest questions with confidence. Our menu draws inspiration from French bistro traditions and seasonal ingredients, offering guests both comforting classics and refined plates.

Your role: not only to serve, but to create an *experience*. Storytelling, pairing recommendations, and attentiveness make all the difference.

## 2. Menu Overview

### Hors d'Oeuvres & Charcuterie

- **Escargot** – Classic with parsley butter. Recommend with a crisp Chablis.
- **Steak Tartare** – Hand-cut beef, bright flavors. Pair with Beaujolais.
- **Foie Gras** – Served with brioche, apple, and frisée. Upsell a glass of Sauternes.
- **Charcuterie Board** – Capocollo, rosette de Lyon, pâté de champagne, mustard, crustini. Clarify size: 4 meats for \$24, 6 for \$32.

### Fruits de Mer

- **Oysters** – Daily selection with seasonal mignonette. Always confirm origin with kitchen.
- **Shrimp Cocktail** – U-8 shrimp, classic cocktail sauce.
- **Moules aux Frites** – Mussels with pommes frites, flavorful broth. Great with Muscadet.

## Soups & Salads

- **Soupe à l'Oignon** – Rich onion soup, gruyère crustini topping.
- **Soupe du Jour** – Seasonal, confirm daily.
- **Frisée aux Lardons** – Poached egg, lardons, mustard vinaigrette. A true bistro classic.
- **Salade Verte** – Baby gem, raddichio, sherry vinaigrette.

## Plats Principaux

- **Cassoulet** – Duck, pork belly, beans. Rustic and hearty.
- **Seared Duck Breast** – Medium rare recommended. Served with pommes purée, haricots verts, and carrot.
- **Poulet** – Chicken with fennel and pernod beurre blanc. Bright, aromatic.
- **Saumon** – Saffron, citrus, Dijon accents.
- **Truite Meunière** – Pan-fried trout in butter, lemon orzo.
- **Pike Quenelle** – Classic Lyonnaise dish, sauce Américaine.
- **Steaks** – Hanger (10 oz), NY Strip (14 oz), Filet (8 oz). All with petite salade, pommes frites, sauce béarnaise. Offer foie gras supplement (+\$20).
- **Avert Burger** – Served with pommes frites and garlic aioli. Approachable option.

## Sides

- Pommes Frites (\$7)
- Pommes Purée (\$9)
- Haricots Verts (\$9)
- Carottes (\$9)
- Vegetables d'Automne (\$10)

## Weekend Specials

- **Lobster Frites** – Market price, limited availability.
- **Prime Rib (Sunday)** – \$35, hearty cut.

### 3. Service & Sales Tips

- **Pairings:**
  - Oysters → Champagne or Muscadet.
  - Cassoulet → Côtes du Rhône.
  - Duck Breast → Pinot Noir.
  - Foie Gras → Sauternes.
- **Storytelling:** Guests connect with tradition. Share origins:
  - Cassoulet → from Toulouse.
  - Quenelle → Lyon specialty.
  - Steak Frites → bistro staple across France.
- **Allergy Awareness:**
  - Shellfish: oysters, mussels, shrimp, lobster.
  - Nuts: walnut vinaigrette.
  - Gluten: breads, pastas, pâtés.
  - Dairy: cheese dishes, soups, purée.
- **Upselling Opportunities:**
  - Suggest foie gras add-on with steak.
  - Highlight cheese/charcuterie before entrées.
  - Recommend dessert wines and digestifs.

### 4. FAQ for Servers

**Q: What's the difference between Truite Meunière and Saumon?**

A: Trout is lighter, pan-fried in butter; salmon is heartier with saffron, citrus, and Dijon.

**Q: What's cassoulet?**

A: A slow-cooked casserole of duck, pork belly, beans, and herbs – classic rustic French comfort food.

**Q: What's the most approachable dish for a guest new to French cuisine?**

A: Steak Frites, or Poulet are great introductions.

**Q: Which dishes are vegetarian?**

A: Salade Verte, Artichaut, and some soups (confirm daily). Vegetable sides can be combined for a lighter meal.

**Q: What should I recommend for a guest looking for something luxurious?**

A: Foie Gras starter, Filet with foie supplement, or Lobster Frites (weekend).

## **5. Staff Knowledge Quiz (Optional for Training)**

1. What wine pairs best with foie gras?
2. How is the duck breast recommended cooked?
3. Which dish originates from Lyon?
4. What upsell can you suggest with a steak?
5. Name two guest-friendly dishes for someone new to French food.

## **6. Closing Notes**

Confidence and product knowledge are key to creating memorable experiences. Always:

- Confirm daily specials with the kitchen.
- Be ready with at least one wine/cocktail pairing for each category.
- Guide guests with enthusiasm and expertise.

Merci, and let's make Fall 2025 a successful season!