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Restaurant operations manual table of contents

A bar operations manual is a collection of documents, checklists, guidelines, recipes, and any other important information about your bar. Together it reflects your bar's standard operating procedures or bar SOP. Your bar operations manual will help you manage a bar and set the right standards for your business. Keeping it up to date and relevant is one of the many important bartender duties. It'll also help you get a handle on your processes, communicate what your bar's vision is, and a good bar manager will use it to train newly hired staff.A typical bar operations manual should include standard operating procedures and training resources.Standard Operating Procedures for Bars (Bar SOP)Start your manual with tasks like bar opening and closing procedures, bartender duties checklist, bar cleaning checklist, and a bar inventory guide. Prepare this document as if it is intended for newly hired staff and use it to train them.Opening and Closing ProceduresIn this section, document how to open and set your bar up for the day and close it at night. We recommend including checklists of all required tasks that your staff must complete when they are going through the process. You can start by downloading our free bar opening and closing checklist template.Daily, Weekly, and Deep Cleaning TasksIt is extremely important to keep your bar clean and well-organized for your guests throughout the day. In your bar sop manual, document the cleaning procedures and schedules for your bar, then train your staff on them. Create a bar cleaning checklist of all cleaning activities and include it in your bar operations manual. That way you can easily review them at the end of the day to make sure all tasks are properly addressed.Pro tip: one way to keep your bar or restaurant as clean as possible is to embrace QR codes in restaurants. Especially for digital menus.Par LevelsUnderstanding par level inventory is an important aspect of bar management. Par levels change very frequently based on your bar or restaurant operations and needs. Therefore, we recommend keeping the form that you use for ordering your full bar liquor list. Have the par levels on the left and the number of items you need to order on the right. By doing this, you can easily review the amount of stock you ordered in previous weeks when needed. You can also show your staff how to order inventory in your absence.Order of Servicett is very important that you take your time to detail the order of service at your bar. This will help create consistency among all of your staff when they provide service to your guests. Be very specific and descriptive. Start with when the customer first enters your bar and how your staff should greet and seat them. Then list out every mandatory action that must be taken after.Inventory Schedule and MethodWhether you do the inventory yourself or have your staff do it for you from time to time, your bar sop manual should list the schedule and process for how to take liquor inventory. This will help ensure that you are taking inventory correctly every time. And make it easier to train your staff when you want them to take on this responsibility. You can download our liquor inventory sheet to make your life easier.Staff Training ResourcesJob DescriptionsAssemble the job description for each position and sort them according to job function. For example, you can list them by hierarchy, starting with the bar owners and bar managers. Create guidelines for bar manager duties and a standard bar manager salary. Then down to shift leads and bartenders, cocktail servers, and barbacks. Highlight the primary tasks and describe the processes used to perform each task, including all of the resources necessary. You can also include the employee directory with everyone's contact information.On-boarding ProcessesIn this section, document the on-boarding process for your new bar staff. You can start with the most basic of needs and end with the most nuanced ones, but make sure to address the following:ComplianceThis is the most basic aspect of every job. The compliance section should include essential workplace rules, policies, and legal procedures. List the standard dress code and clock-in procedures, as well as any regulations that your staff need to be aware of.ClarificationTake the time to break down the job's description and requirements for your newly hired staff. List out general expectations that you have for them, and what they can expect from their job. You can include a summary of your bar's structure here as well: who is in charge and who they will be reporting to during their shifts.CultureCompany culture is really important because employees are more productive when they enjoy their time in the workplace. Share a bit about your bar's culture and what the official norms are. How is work ethic valued? How are your staff appreciated? What kind of leadership can your staff expect from you and their supervisors?Training Materials and ResourcesIt is vital to have a clear training manual for new bar staff. Include any materials and resources that you want your staff to go through when they start and as they continue working at your bar. They can be written materials for your staff to read and refer back to or hands-on procedures that you need to demonstrate. They can even be workshops that you want them to attend to hone their skills. These materials should not be limited to your new staff only but should be available for your current staff as well. We recommend adding more to the list and always thinking of any chance to upskill your staff. That will ultimately help your business in the long run.Uniform StandardsList every compulsory item that your staff must have with them before they start their shift. Like the correct attire and necessary supplies (pens, notepads, etc.).Emergency ProtocolLast but not least, include the protocol for your staff to follow in case of an emergency. It is extremely important to make sure your staff is familiar with your bar's layout. Like where the fire extinguisher is, where the exits are located, and emergency protocols. Record emergency and supplier phone numbers here as well.Final ThoughtsIf you're feeling overwhelmed by the prospect of growing and scaling your business, creating an operations manual is the perfect place to start. Having your bar sop documented creates a standard for your business. It makes it easier to train your staff and hold them accountable for their work. You will also find it less difficult to delegate work and create consistency among all of your staff. Ensuring every team member is on the same page can also help bring revenue into your bar business.If you find this article helpful, book a demo to learn more about BinWise Pro, the all-in-one bar inventory system that can help you run your bar more effectively and successfully. No two restaurants are run the same. That's why employee training is so important: Even if a new hire has been in the industry for a few years, you'll still need to train them on the nuances and specifics of your restaurant.And unfortunately, it's all too common to resort to the "fail fast" approach for getting restaurant staff up to speed – where employees make mistakes often but are quick to learn, but at the potential expense of the guest experience.A surefire way to make sure your team is on the same page is to create a stellar restaurant training manual. A training manual provides your staff with the rules, guidelines, and clarity they need to do their jobs well. And this makes it easier for you to lead and for your staff to succeed. Heh. See what we did there?Why Use a Restaurant Training Manual?When you're caught up in the hustle of the day-to-day, a training manual acts as a guiding light and can alleviate some of the stresses that go along with training new restaurant employees.Not only does it make your job easier, it can also help determine the success or failure of a new employee.You've heard it a million times before: Staffing is a major issue for restaurants. That's why you should take your time developing your training manual to be as clear and specific as possible. Don't overlook any processes and systems you have in place at your restaurant. Make sure all new hires follow this program, no matter how much experience they bring to the table. Think of every new employee as if they're new to the game. It'll lead to a well-equipped and productive restaurant team.Whether you're creating a restaurant employee training manual for the first time or looking to revamp your existing one, we've got you covered. In this guide, we break down the key elements of an effective training manual and how you can create one for your restaurant.Follow along by downloading the restaurant training manual template. RESTAURANT RESOURCE Use this restaurant training manual template, a customizable Word Doc, to provide your staff with the rules, guidelines, and clarity they need to do their jobs efficiently. Download Before you crack open your restaurant training manual, start with the cover page. Basic branding and information is important here.Add your restaurant's logo as well as information like your name, phone number, email address, and the restaurant's address.Once someone opens up your training manual, the first thing they should see is a table of contents. This will help employees know exactly where to find whatever info they might need as they get ramped up. Using page numbers will be helpful here. The introduction of your restaurant training manual can be broken down into four parts:Company overviewGuest overviewTraining scheduleLegal disclaimerLet's take a look at each one.Company OverviewYour company overview is your chance to welcome new hires and get them excited about working at your restaurant. For a more personal touch, write the introduction as if you're speaking to employees first-hand.Kick things off on a warm, positive note. Tell the story of your restaurant and give a brief overview of its history. What inspired you to open the restaurant? What drives you and gets you excited? Any fun anecdotes you can share?This will lead nicely into your restaurant mission statement. Your mission statement is the foundation for the positioning of your brand and will let employees know what you're all about in just a few sentences.For some inspiration, take a look at the mission statement for Butcher & Bee in Charleston, SC: "Butcher & Bee opened on King Street in 2011 with the simple mission of serving honest-to-goodness sandwiches made with flavor combinations and food quality usually reserved for fine dining." Short, specific, and clear.Leading with your mission statement will help plant the seeds of your restaurant and its brand in new employees' minds.Guest OverviewIn this section of your intro, give employees a quick rundown of who your typical guest is and the experience your restaurant strives to create.Paint a picture of what your average guest might look like. Who are they? What do they care about? What kind of service or experience might they be seeking by visiting your restaurant? This will help set the stage for your team.You'll explain guest service in greater detail in a later section, but use this space to hit some key points about service and the guest experience. Get across two to three main takeaways about guest interactions, behavior and communication guidelines, and anything else you think is important.Training ScheduleInclude the training schedule for the position in this section. Detail what activities and requirements — like food safety training or cross-training — the trainee needs to complete before they're able to start working the position on their own.Don't just list off the requirements either. Speak to why they're valuable and necessary to the role, and what skills and information your new employee will learn.Also clearly lay out the repercussions of not meeting expectations, following the training schedule, or achieving their goals. If something comes up and they miss a day of training, will they get an extra day?Speaking of questions, remind employees they can come to you with questions about the training manual and its content. Encourage them to ask you and other employees for help. No dumb questions here.DisclaimerFor the last section of your introduction, write a disclaimer. Your training manual isn't a legal contract. Make that clear and that employment is at-will, which means that either you or the employee are free to end the relationship at any time.But even if employment is at-will, be sure to set clear expectations. It's not uncommon to have new hires sign off on an expectations agreement, and it can help to get everyone bought in. Now that you've given an overview of your restaurant, detail the function, responsibilities, and additional expectations associated with the role. This section will vary depending on which position you're writing the manual for. But while role function and responsibilities will vary, make it known that you hold all employees to the same standard, regardless of role.This section of your restaurant training manual can be broken down into six parts:General job guidelines and responsibilitiesPersonal appearance, dress code, and uniformRole opening proceduresRole closing proceduresHealth proceduresKitchen safety and sanitizationGeneral Job Guidelines and Responsibilities Here, give an overview of the guidelines and responsibilities associated with the position. First, start with more general role guidelines. Let's use servers as an example — here are some questions you can ask yourself to get the gears turning.Should servers be dressed and ready to go in perfect uniform before clocking in? Or will they have time to change before shift? If so, should they arrive a few minutes before their shift starts to change?Questions like these may seem super specific, but they're important for setting expectations.Next, think about smaller areas like handling plates, glasses, and other items. Do you require that servers never handle glasses by the rims? Are they required to never handle silverware with their hands?Some other things to think about: Is there a sidewalk calendar? A cleaning checklist?Questions like these are all things to consider when writing this section of your training manual. You can apply this framework to other roles like chef, line cook, dishwasher, and others.Personal Appearance, Dress Code, and UniformIn this section, go over the requirements you have (if any) around employees' personal appearance, dress code, and uniform.You should cover:Employee grooming standardsEmployee dress code or required uniform — this will vary based on roleWhether you'll be providing this attire or if employees should purchase on their ownWhether you have different dress codes or uniforms for dinner versus lunch, private events versus a regular shift, and so onHere's where you should also address any policies you have on tattoos, hair styles and length, jewelry, grooming, makeup, perfume, and cologne.Role Opening ProceduresGive your new employee an overview of the opening procedures for their role. Present the opening procedures in whatever format you prefer — could be a list, a checklist, or bullet points.As an example, let's look at how to put together a kitchen opening checklist for your back-of-house team.First, identify the tasks you'll need to include. Common kitchen opening tasks include handling pre-opening deliveries, prepping kitchen utensils and cooking supplies, and restocking ingredient stations for line cooks.Next, organize your tasks. Break out your checklist by section and task. Go through the list of tasks, find common threads between line items, and bucket them together by priority, proximity, etc.Now you're ready to create your checklist. List out your procedures in an Excel spreadsheet and print it out for the team.Once you've detailed the opening procedures of the role, don't forget to provide a quick explanation for why these opening procedures are important. Tell them how it'll make their and the team's jobs easier over the course of the shift.Role Closing Procedures Next, give your new employee an overview of the closing procedures for their role. Same as the opening procedures, present them however you choose.Closing procedures can cover cleaning, food, safety, organization, and finances. Detail which tasks need to be completed at the end of the employee's shift. Should they finish cleaning tasks? If they're a server, how should they hand off their tables to another server? Do you require that staff check out with a manager before leaving once they've finished their shift?Like you did with role opening procedures, don't forget to provide a quick explanation for why these procedures matter.Health Procedures Here you should cover how your team — front-of-house and back-of-house — should handle things like guest allergies. Will you provide menu training so servers know which dishes are or aren't gluten free? How should your kitchen staff prep dishes for guests with allergies or dietary restrictions?If you have one, you should also share your policy for medical emergencies in the restaurant, which would cover situations like if a guest was to start choking.Kitchen Safety and SanitizationRemind employees to follow all guidelines and regulations that ensure safety in your restaurant's kitchen. This should cover the steps taken to keep employees safe from harm and customers safe from improperly prepared food. Processes around hand washing, glove wearing, food cleaning, serving dishes, and dishwashing should all be reviewed.Kitchen safety should be a top priority — we don't want anyone getting hurt on the job. A single missed shift could cause your employees stress, but workplace injury also affects the productivity of your kitchen. We touched on guest service in the introduction to your restaurant training manual. Now it's time to do a deeper dive. This section of your manual is arguably the most important. It's where you'll explain all things guest service at your restaurant.Use this space to reinforce the core values of your restaurant and how every action your employees take — whether they're front-of-house or back-of-house — has an impact on the guest experience. Everything they do within the walls of your restaurant should reflect those core values. Be detailed and specific and lay out your expectations.And we keep saying this, but it's worth repeating: This would be another great place to remind new hires to come to you or another member of the team with any questions they have. Better to answer questions at the start than have a misunderstanding in the future.Guest Service IntroductionHere's where your restaurant's guest services policies should be laid out and explained in detail. Ask yourself a few questions: How do you define guest service at your restaurant? How should staff interact with guests to embody this definition? You can provide examples of specific behaviors based on your restaurant's concept and core values.If you run a casual family grill, you'll probably be alright with your servers being a bit more relaxed and off the cuff. That won't be the case if you operate a fine dining establishment. Chances are you'd want employees like servers to be more formal and maybe even work off of a script of some sort.This introductory section is a great place to underline that your employees are always representing your brand in the restaurant. They should keep that in the back of their minds even when they're not directly interacting with guests.Types of GuestsIn this section, explain the types of guests your team is likely to encounter in your restaurant. An understanding of the customer, tied to your core values and brand, will guide your employees' actions and success.Who are your customers? What are they like? How do they behave? Look at some of your regulars and reference them to help paint a picture. If you're opening a new restaurant, imagine your ideal customer and describe them.Then, think through specific scenarios and types of guests your team might encounter. How should your front-of-house accommodate guests with disabilities? What's the best way for employees to handle aggressive guests? Clearly answer questions like these to prepare your team for whatever comes their way.Guest Service GuidelinesIn the guest service introduction, you explained some of the behaviors your team should follow when interacting with guests. Here's where you'll specify guidelines around these behaviors.Outline requirements around greeting guests. Are servers required to greet guests within one minute of them being seated at table? Does your restaurant use a script or specific talking points for greeting guests?Include conflict resolution tactics in this section, too. What's your policy for how employees interact with guests when there's a disagreement or conflict? Should your staff attempt to resolve the issue themselves first and then escalate? Or should they go to their managers with any issues immediately? The best practice here is to empower your employees to resolve guest complaints before deferring to a manager. Alright, you've covered dress code, guest service, role opening and closing procedures, and more. Now it's time to get more instructional.To help you build your training manual, let's take a look at how you could structure this instructional section around a specific role. We'll use servers as an example and break down the processes and guidelines you should outline for that skill set.Setting the TableTell your servers how you want them to set tables in your restaurant. Do you have a system in place? Should specific silverware go on the right or left of the plate? Even if you don't have a preference, some level of detail or guidance will be helpful.In this section, it'd be good to include an image or photo of a table setting that servers can handily reference.Greeting and SeatingExplain how your servers should introduce themselves to a new table. When they first go over to the table, should they have a free basket of bread and glasses of water at the ready?Taking and Placing Drink OrdersWrite down how servers are to take drink orders. Are drink orders taken by seat numbers? If your restaurant serves alcohol, what's the process look like there? Make sure your servers are checking all IDs before serving alcohol. Detail which forms of ID are acceptable.Drink ServiceOnce the drink orders are in, your servers need to bring them to the table. Think through how you you'd like servers to bring drinks to the table, if you have a specific process. You can also cover any policies you have on drink refills here.Taking and Placing Food OrdersAfter drinks come the food. Do you want food orders to be taken by seat number? Should your servers start with appetizers?You should also let servers know if they'll be taking orders through a handheld POS or with your traditional pen and paper. If you go the pen and paper route, let servers know how to then enter orders into your POS terminal.Suggestive Selling and SpecialsWhen taking food orders, your servers should be thinking about tactics like suggestive selling, upselling, and other tactics to help boost sales. They should also cover any specials your restaurant might be running.Offer upselling tips here. Cover techniques like suggesting upgrades and add-ons and promoting higher margin menu items. Explain why these tactics are important to the success of your business.Also think about when you want servers to explain specials to guests. Should they do this when guests are first seated? Should they do it right before taking down food orders?Food ServiceSame as drink service, tell your servers how they should serve food at the table once it's ready. Should any new silverware or dishware be brought to the table before serving the food? Should they bring out condiments before the food is served?Quality ControlIn this section, tell your servers if they need to look out for anything before the food leaves the kitchen. Have them check on things like dish modifications before serving the table.Once the food's been served, let servers know how often they should be checking back in with their tables to make sure your guests are happy and satisfied.After-Dinner ServiceOnce your guests are finished with dinner and the table's been cleared, it's time for after-dinner service. Outline any processes around after-dinner dessert and drinks. Should servers suggest anything in particular? Should they ask guests if they'd like to see a dessert menu?Closing Out a TableOnce dinner and dessert have been served, it's time to close out the table. How should your servers present a check to the table? What are the procedures for handling cash and credit cards?The FarewellTime to say see ya. Let servers know how they should say goodbye to guests when they're leaving. If you'd like them to do or say something in particular, be clear about that.Table Bussing and CleaningOnce your guests have left, it's time to clean the table. Who's responsible for bussing and cleaning? Do you have bussers? Should servers help clear the table?Let them know where dirty dishes should go and where they can find cleaning supplies. RESTAURANT RESOURCE Outline your restaurant's staff policies in this customizable Word doc to help restaurant management and staff get on the same page. Download We've reached the end of your restaurant training manual. At this point, your new employee should be feeling excited and prepared to start training. And if they're not? Just ask them. Ask for feedback on your training manual from new and existing employees. It'll only help you continue to improve the training process.Tie the manual together by reminding your new employee to act professionally, represent your restaurant to the best of their abilities, and get excited about being on the team. And we'll say it just one more time: Encourage employees to ask questions if they're left wondering or confused about anything at all.Close out your training manual with a knowledge check to reinforce the information that's been presented throughout. This could be a simple quiz or even a more formal test. Have new employees sign off to show they're on the same page and ready to hit the ground running. Toast's restaurant technology includes point of sale, kitchen display screens, online ordering, loyalty, analytics, payroll, and more. Get a demo

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