

Menu Training Best Practices

**How to
Supercharge Your
Staff's Menu
Knowledge**

**Restaurant
OWNER.com**



Welcome!

Your Hosts



Jim Laube



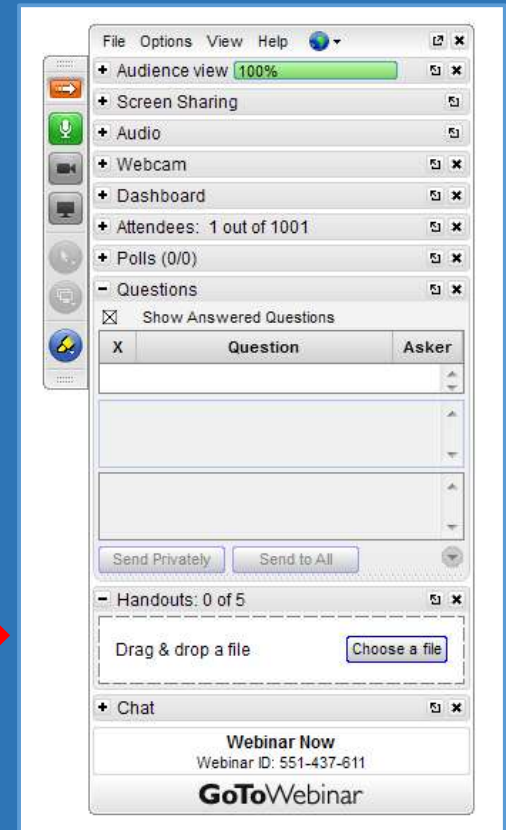
Joe Erickson

Questions & Comments

Show/Hide Control Panel

Type your questions/comments

Handouts



Q&A



- Questions can be asked anytime
- This webinar is being recorded
- Full size slides available in PDF
- Links to downloads will be included on the recorded webinar page

Restaurant Training

New Hires

- Onboarding
- Menu training
- Position training

Staff Development

- New menu items
- Wines/craft beer
- Guest experience

Restaurant Training

Onboarding

- Mission, vision and values
- Policies and procedures
- Setting expectations



Restaurant Training

Menu Training

- Menu knowledge
- Recipe control - consistency
- Presentation
- Safe food handling
- Guest expectations

Outta Sight OMELETTES!

1. Made with 4 Grade-A eggs and served with your choice of homestyle fried spud, hashbrowns or sliced tomatoes.

2. Each has your choice of a signature sauce on the side: creamy mushrooms, tomato pesto or cheddar cheese.

3. Each comes with bottomless toast delivered fresh daily from Truckee Sourdough Co. Gluten free? Get corn tortillas instead!

4. Shake up your omelette game by trying any omelette as a scramble or breakfast burrito!

4 THINGS TO KNOW ABOUT YOUR OMELETTE:

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FOOD NETWORK **FEATURED ON THROWDOWN!** with **Hobby Flay**

Best Omelette ON THE PLANET!

RACY TRACY
Totally the bomb... AND the Food Network star! This classic California omelette's got sautéed mushrooms, applewood smoked bacon and Monterey Jack cheese tucked into a blanket of fresh eggs, topped with avocado - 15.99

LAKE TACO *Try this one as a burrito!*
Let's Taco bout it... Your choice of chorizo or carne asada sautéed with red onions, tomatoes and bell peppers and Monterey Jack cheese. Topped with sour cream and served with jalapeños and our house pico de gallo on the side - 15.49
Pico Top is extra! - 2.49

NEBRASKA RAE
A Squeeze original... applewood smoked bacon, tomatoes and whipped cream cheese. Topped with avocado - 15.99

ZWEIFEL (ZWI-FULL)
Peanut butter, banana and... eggs? No regrets. Fresh apples and bananas sautéed in butter and honey. Do you trust us? - 15.49
Pico Top is a better scramble!

RUSSELL WATSON'S CHEESEBURGER OMELETTE
This omelette is created by our guests, for our guests! Your choice of beef or vegan burger patty topped with American cheese, pickles, grilled red onions and tomatoes. Served with our sheeting fries and homemade burger sauce on the side - 15.49

VERY VEGGIE
Goin' down to Veggie Town! Zucchini, carrots, celery, mushrooms, tomatoes, broccoli and onions, all topped with Monterey Jack and cheddar cheese. Topped with alfalfa sprouts - 14.99
Pico Top is extra! - 2.49

HOLY CRAB
Absolutely crabulous! A full 1/4 lb. of hand-shelled King Crab sautéed in butter with fresh green onions, topped with Monterey Jack cheese. Then folded into eggs, finished with avocado on top - 24.99
Pico Top is extra! - 1.49

ALOHA AIKANE
(eye-kah-ney) Translation: Hello, friend! Ham, pineapple and jalapeños sautéed in honey, with whipped cream cheese. Served with jalapeños on the side - 15.99

JEREMIAH
Was a bullfrog... Fresh mushrooms, white onions and tomatoes sautéed and topped with Monterey Jack cheese. Topped with avocado - 14.99
Pico Top is extra! - 2.49

MY BIG FAT GREEK OMELETTE
No Windef required!... Fresh red bell pepper, spinach, black olives, sausage, pesto and feta - 15.99
Pico Top is extra! - 2.49

HANGOVER HELPER
It really does help... applewood smoked bacon, sausage, Black Forest ham, Monterey Jack and cheddar - 15.99

DUCKER'S DENVER
This one's for you, Keith! Fresh onion, tomatoes, bell peppers, ham and cheddar cheese - 15.49

RUST-A-MOVE
You want it, you got it! Fresh spinach, onion, mushrooms, sausage and both Monterey Jack and cheddar cheese - 15.49
Pico Top is extra! - 2.49

THE SPANISH FLAY
Our tribute to Bobby Flay!... Diced red bell peppers, potatoes, chorizo, smoked paprika, butter, Monterey Jack cheese and parsley-sprinkled eggs - 15.49

THE POPEYE
Strong to the finish!... 'Cuz I eats me spinach! Fresh spinach, mushrooms and Monterey Jack cheese - 13.99

BUILD YOUR OWN!

Make Your Own Omelette. We start you with an egg blanket, your choice of side, sauce and toast, then you add the rest! Base price: 10.99

<p>4.99 EACH</p> <ul style="list-style-type: none"> • Celery • Cilantro • Apple • Banana • Black Beans • Broccoli • Green Onions • Carrots • Red Onions • White Onions 	<p>9.99 EACH</p> <ul style="list-style-type: none"> • Jalapenos • Mushrooms • Peppers • Red Salsa • Cream Cheese • Pico de Gallo • Green Bell Peppers • Potatoes • Zucchini 	<p>1.49 EACH</p> <ul style="list-style-type: none"> • American • Bleu Cheese • Cheddar • Cream Cheese • Feta • Swiss • Parmesan • Peanut Butter • Pesto 	<p>1.99 EACH</p> <ul style="list-style-type: none"> • Ancho • Bacon • Sausage • Chiken • Turkey Sausage • Ham • Ground Beef • Beef
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¼ Pound Hand-Shelled King Crab +3.99

Make any omelette gluten free by substituting toast for corn tortillas and choosing the cheddar cheese or tomato pesto sauce. **VEGETARIAN**

Warning: Consuming raw or undercooked foods such as meat, poultry, seafood, shellfish or eggs may increase your risk of foodborne illness. Prices may vary by location.

Want to skip the 220 calories and 18 grams of fat? Upgrade to egg whites for 1.49 • Split any entrée for 1.99

Restaurant Training

Position Training

- Server
- Bartender
- Line cook
- Prep cook
- Hostess
- Dishwasher
- Busser



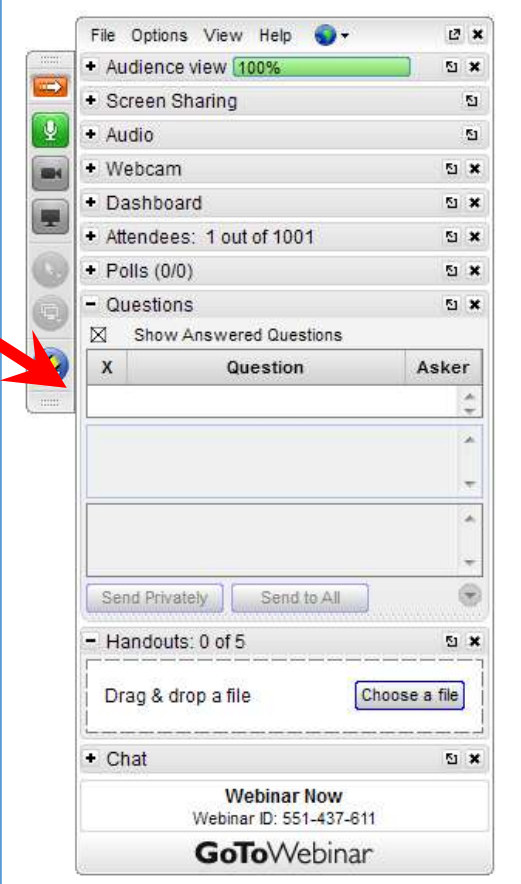
Question

**What methods do you currently use
for menu training?**

Videos? Photos? Written? Show me? Testing?

Type your answers into the question box

Which method is most effective?



The screenshot shows the GoToWebinar interface with a sidebar on the left containing icons for Audience view, Screen Sharing, Audio, Webcam, Dashboard, Attendees, Polls, Questions, Handouts, and Chat. The main window displays the following settings:

- File Options View Help
- Audience view: 100%
- Screen Sharing
- Audio
- Webcam
- Dashboard
- Attendees: 1 out of 1001
- Polls (0/0)
- Questions: Show Answered Questions

X	Question	Asker

Buttons: Send Privately, Send to All

Handouts: 0 of 5

Drag & drop a file

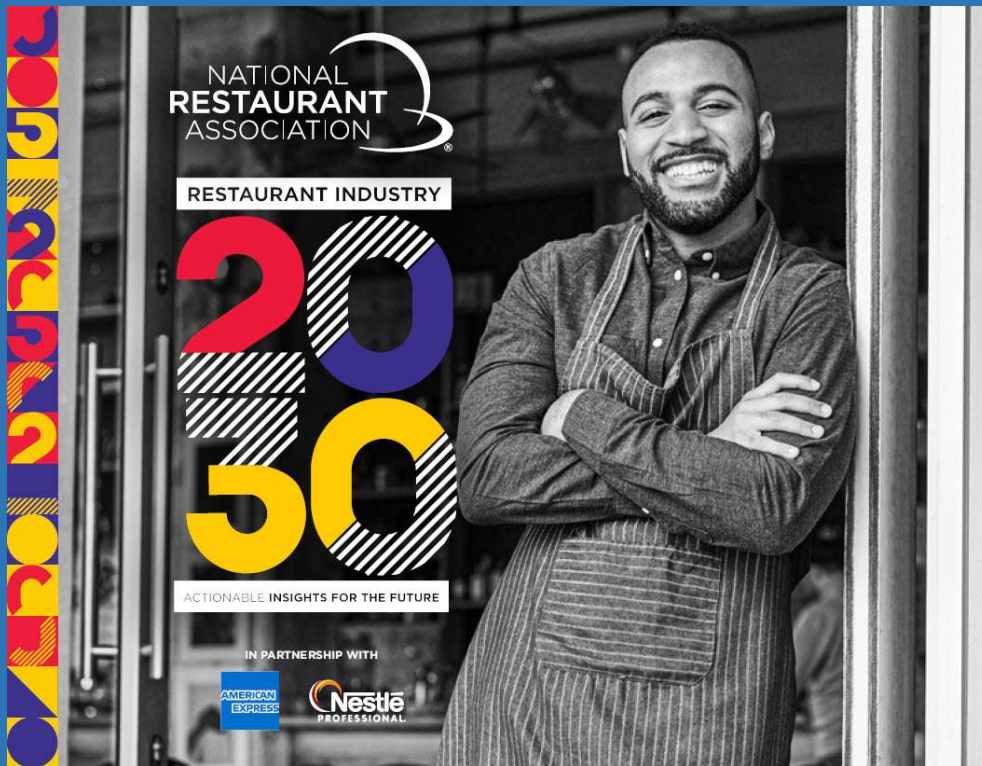
Chat

Webinar Now
Webinar ID: 551-437-611
GoToWebinar

A red arrow points to the question input field in the table.

Challenges on the Horizon

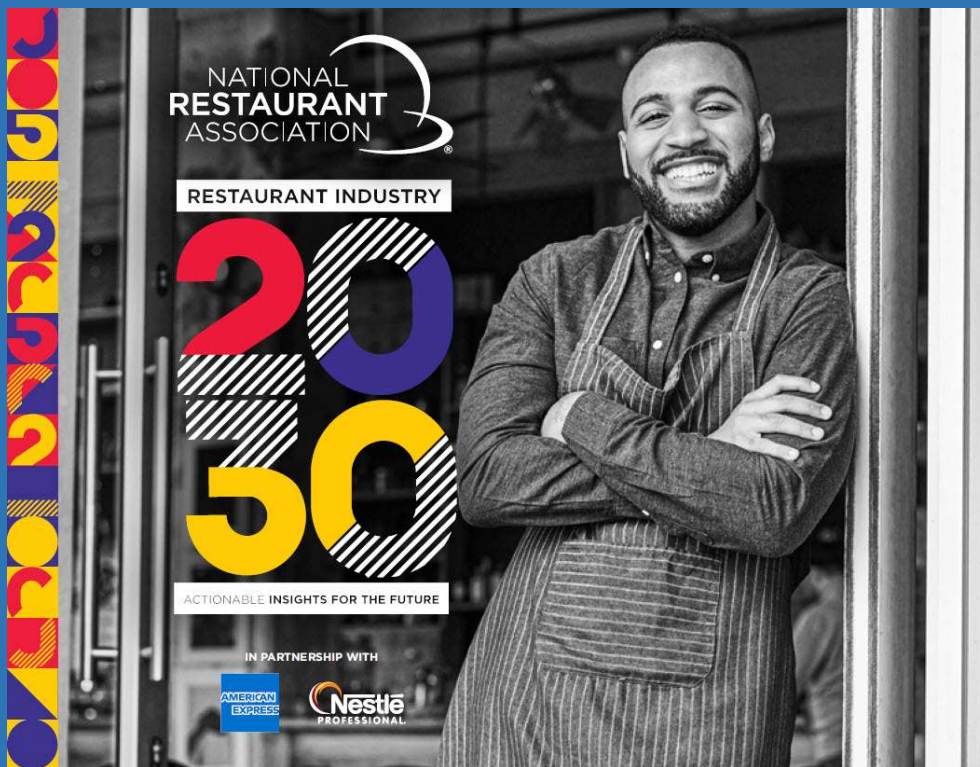
Restaurant Industry 2030



- Competition for customers will intensify
- Total employee compensation costs will increase as a percent of sales
- More training will be provided online and on smartphones
- By 2028, workers age 65 and older will outnumber teenage workers by 11 million
- 80% of all restaurant meals will be consumed off premise
- The restaurant industry will remain very labor-intensive despite technological developments
- # of restaurants growing faster than the number of restaurant visits

Challenges on the Horizon

Restaurant Industry 2030



- Competition for customers will intensify
- More training will be provided online and on smartphones
- 80% of all restaurant meals will be consumed off premise
- The restaurant industry will remain very labor-intensive despite technological developments

Competition is Rooted in Overdevelopment of Restaurants

Indexed Growth of U.S. Population and Establishments



Restaurant Traffic since 2018



... as unit growth significantly outpaced population growth
materially diminishing traffic

Source: VIPInsiders.com

Challenges on the Horizon

- Easy to find mediocre – you need to stand above the rest
- You must focus on the guest experience to survive the shift to dine-in visits
- Staff training and development are more important to a superior guest experience than ever before



Training in the Digital Age

- Training now in the digital age
- Paradigm shift from written to video
- Micro-learning content is most effective
- eLearning platforms will become a necessity
- Menu training is well-suited for video



**“More training will be provided
online and on smartphones”**

NRA 2030

Training in the Digital Age

- Today's focus is on using digital technology for menu training
- Let's examine why your menu (and your staff's menu knowledge) is so important to the guest experience



ENTREES.

BEEF AND PORK

CHURRASCO* • 25
A skirt steak char-grilled, topped with our homemade chimichurri. Served with white rice, black beans, and sweet plantains.

LECHON ASADO • 15
Slow roasted pork, seasoned with citrus mojo and topped with sautéed onions. Served with arroz moro and yucca.

MASAS DE PUERCO • 15
Fried pork chunks topped with grilled onion. Served with arroz moro and yucca.

BISTEC PALOMILLA* • 15
A traditional Cuban marinated minute steak topped with sautéed onions. Served with white rice, black beans. Sweet plantains. Empanizado 16

VACA FRITA • 16
Marinated shredded flank steak grilled and topped with sautéed onions. Served with white rice, black beans and sweet plantains.

ROPA VIEJA • 15
Shredded flank steak slow cooked with green peppers and onions in a light tomato sauce. Served with white rice, black beans and sweet plantains.

PICADILLO • 13
Freshly ground seasoned beef slow cooked in a light tomato sauce. Served with white rice, black beans and sweet plantains.

CHULETAS DE PUERCO • 15
Center cut pork chops grilled with onions. Served with white rice, black beans, and sweet plantains.

CHILINDRON DE CARNERO • 20
Tender "fall off the bone" lamb shank slow roasted in a creole sauce. Served with white rice and sweet plantains.

CHICKEN

BISTEC DE POLLO • 15
Marinated grilled chicken breast covered with sautéed onions. Served with white rice, black beans, and sweet plantains.

ARROZ CON POLLO • 16
Boneless chicken, onions, peppers, garlic and chorizo all sautéed in moist yellow rice. Served with sweet plantains.

ARROZ RELLENO • 14
Shredded boneless chicken and mozzarella cheese between two layers of yellow rice, topped with mozzarella cheese. Served with sweet plantains.

POLLO ASADO • 15
Slow roasted half chicken seasoned with a combination of fresh ground garlic and herbs topped with sautéed onions. Served with white rice, black beans, and sweet plantains.

CHICKEN PINCHOS • 16
Marinated grilled chicken breast skewered with peppers and onions. Served on a bed of yellow rice with sweet plantains.

SEAFOOD

PAELLA • 26
A combination of scallops, shrimp, mussels, chicken and chorizo sausage cooked with flavorful yellow rice. Served with sweet plantains.

SHRIMP CREOLE • 16
Large shrimp slowly simmered in a light tomato sauce, olive oil and white wine. Served with yellow rice and tostones.

ENCHILADO DE MARISCOS • 20
Seafood Creole. Fish, scallops and shrimp cooked in a light tomato sauce, olive oil and white wine. Served with white rice and plantains.

MAYI'S MAHI MAHI • 17
Blackened-style grilled Mahi Mahi topped with our fresh mango-tomato chutney. Served with yellow rice and steamed vegetables.

GRILLED MAHI MAHI • 16
Simply grilled and topped with fresh squeezed lime juice. Served with yellow rice and seasonal vegetables.

Your brand is the piece of real estate your restaurant owns in the customer's mind

Your menu significantly affects the value of that real estate



#food

374,532,754 posts

Related Hashtags #eat #delicious #yummy #tasty #foodporn #yum #foodpics #instafood #foodie #foodgasm

Top posts





Guest Experience



Menu Knowledge

Guests ask questions...

- Allergies



Top Food Allergens



Milk



Soy



Fish



Peanuts



Wheat



Shellfish



Eggs



Tree nuts

Menu Knowledge

Why guests ask questions

- Allergies
- Gluten-free
- Health awareness



THE GLUTEN-FREE SHOPPING LIST

Yum!

BEANS, PEAS & LEGUMES

BUCKWHEAT*

EGGS

CHEESE (Unprocessed)**

MILLET*

FRUITS (Fresh is best)

MEATS & FISH**

RICE (All Types, Flours)

VEGETABLES (Fresh is best)

OILS (Vegetable, Canola, Olive)

SORGHUM

BUTTER**

FLAX

QUINOA

CORN (Cornmeal, Polenta, Masa, Grits)

TAMARI

POTATO (Flour, Starch)

SEEDS

YEAST

SPICES (Beware of Seasonings)**

MILK

VEG. BROTH

TAPIOCA (Starch, Flour)

YOGURTS**

NUTS (Plain, Flours)

VANILLA EXTRACT**

SOY (Milk, Cheese, Tofu)

Run!

BARLEY (Including Sprouted)

FLOUR TORTILLAS

BEER

GRAHAM (Flour, Crackers)

RAMEN

BREADED FOODS

UDON

BOULLION CUBES

BRAN

OATS

SOY / TERIYAKI SAUCE

MATZAH

BULGAR

PASTA

DURUM

CAKE FLOUR

WHEAT (Germ, Starch, Bran, Grain, Sprouted)

BREAD CRUMBS

FARINA

SEMOLINA

HYDROLYZED WHEAT PROTEIN

TABBOULEH

MALT (Vinegar, Flavoring, Syrup, Extract)

RYE, SPELT, KAMUT, TRITICALE

VEGETABLE STARCH

SEEK GLUTEN-FREE OPTIONS

GlutenFree.com

*Beware if combined with other flours **Read labels for gluten-filled additives

Menu Knowledge

Why guests ask questions

- Allergies
- Gluten-free
- Health awareness
- They don't like certain ingredients
- They just want to know more



Menu Knowledge

On a scale of 1-10, how confident are your servers when asked “anything” about the menu?

Type your answers into the question box



Training in the Digital Age

Layman's Tools of the Trade

- Camera/Smartphone
- Presentation tools/templates
 - PowerPoint
 - Google Slides
 - Word/PDF/Google Docs
 - Video editing apps
- Testing
- eLearning platforms
 - YouTube channel/Google Drive
 - RestaurantOwner Team Portal
 - iPads/Tablets
 - LMS



Shoot Photo or Video



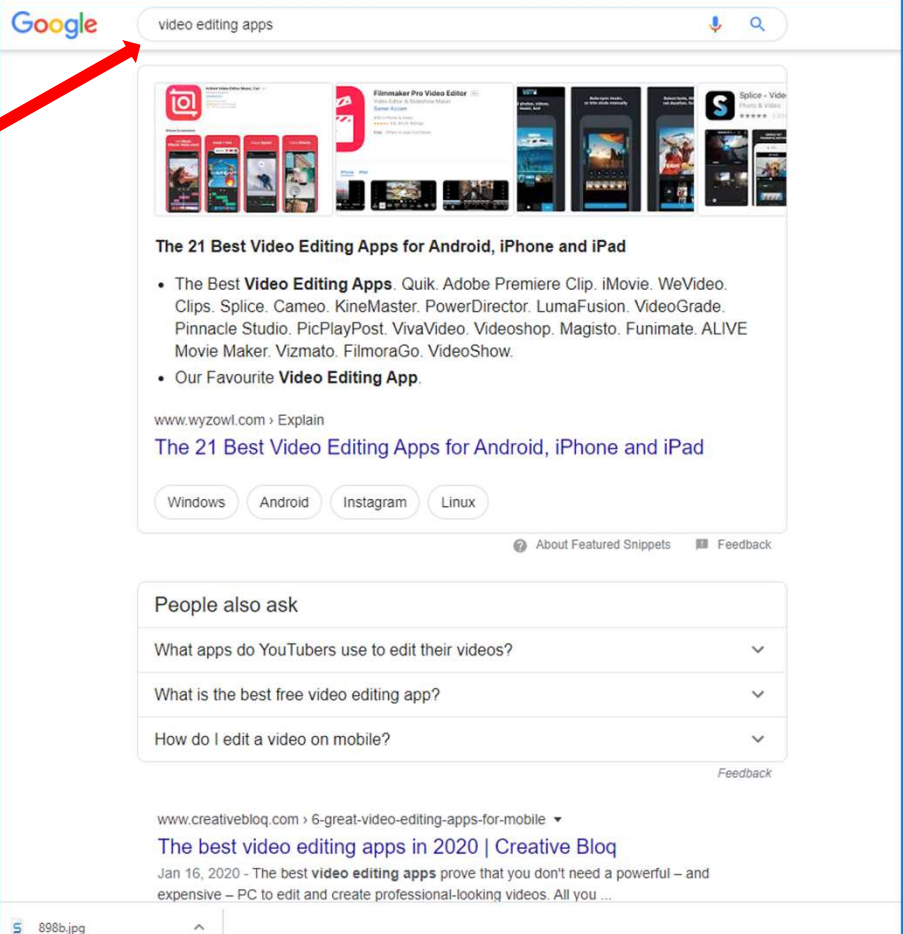
Post to platform or
edit and post



Insert to slides or
documents for
presentation

Video Editing Apps

Google search turns up dozens of free or very affordable apps



Google video editing apps

The 21 Best Video Editing Apps for Android, iPhone and iPad

- The Best **Video Editing Apps**. Quik. Adobe Premiere Clip. iMovie. WeVideo. Clips. Splice. Cameo. KineMaster. PowerDirector. LumaFusion. VideoGrade. Pinnacle Studio. PicPlayPost. VivaVideo. Videoshop. Magisto. Fiminate. ALIVE Movie Maker. Vizmato. FilmoraGo. VideoShow.
- Our Favourite **Video Editing App**.

www.wyzowl.com > Explain
[The 21 Best Video Editing Apps for Android, iPhone and iPad](#)

Windows Android Instagram Linux

About Featured Snippets Feedback

People also ask

What apps do YouTubers use to edit their videos? ▾

What is the best free video editing app? ▾

How do I edit a video on mobile? ▾

Feedback

www.creativebloq.com > 6-great-video-editing-apps-for-mobile ▾
[The best video editing apps in 2020 | Creative Bloq](#)
Jan 16, 2020 - The best **video editing apps** prove that you don't need a powerful – and expensive – PC to edit and create professional-looking videos. All you ...

898b.jpg

FOH vs. BOH



- Presentation
- Quality control
- Inviting descriptions
- Ingredients
- Allergens
- Popularity



- Procedure
- Presentation
- Quality control
- Equipment/utensils
- Ingredients/portion
- Station setup

Menu Training – Fry Station

Build Chart

Station: Fry station

Menu Item: Crusted Chicken Salad		Plating: Large salad bowl	
Ingredient	Portion	Portion Utensil	
Salad mix	6 oz.	16 oz. bowl	
Shredded cheese	2 oz.	½ cup measure	
Croutons	6 ea.	n/a	
Tomato wedges	2 ea.	n/a	
Chicken tenders	4 oz.	scale	
Dressing	2 fl. oz.	2 oz. ramekin	



Menu Item: Fried Shrimp Platter		Plating: 12" platter	
Ingredient	Portion	Portion Utensil	
Butterfly shrimp	12	n/a	
French fries	6 oz.	8 oz. bowl	
Cole slaw	4 fl. oz.	4 oz. ramekin	
Tarter sauce	2 fl. oz.	2 oz. ramekin	
Cocktail sauce	2 fl. oz.	2 oz. ramekin	
Lemon wedge	1	n/a	
Garlic bread	1 slice	n/a	



Menu Training - Salads

Crusted Chicken Salad

1. Salad mix 6 oz.
2. Shredded cheese 2 oz.
3. Croutons 6 ea.
4. Tomato wedges 2 ea.
5. Chicken tenders 4 oz.
6. Dressing (choice) 2 fl. oz.

Juicy, warm chicken breasts lightly fried in a garlic flavored coating on a bed of crisp romaine lettuce mix with grape tomatoes, julienne carrots, radish slices and cucumbers.

Allergens: Wheat, milk



Plating: Large salad bowl

Menu Training - Seafood

Fried Shrimp Platter

1. Butterfly shrimp 12
2. French fries 6 oz.
3. Cole slaw 4 fl. oz.
4. Tartar sauce 2 fl. oz.
5. Cocktail sauce 2 fl. oz.
6. Lemon wedge 1
7. Garlic bread 1 piece



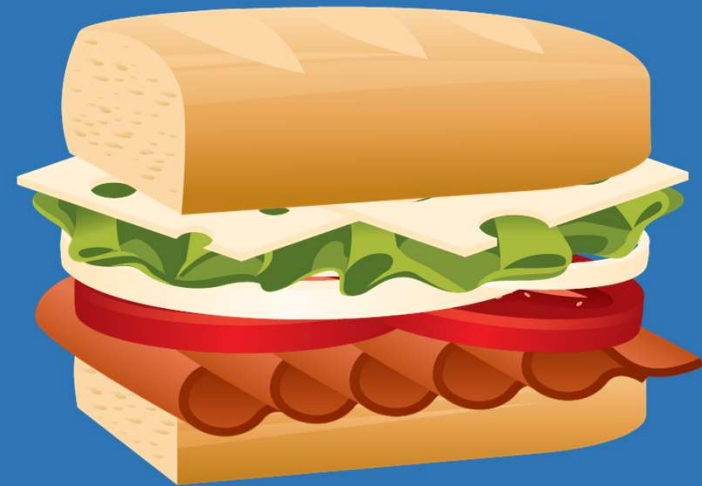
Allergens: Wheat, peanut (oil), eggs

Plating: 12" platter

Menu Training - Sandwiches

Roast Beef Sandwich

- | | | |
|----|---------------------|-----------|
| 1. | Bottom bun | 1 |
| 2. | Sliced beef | 4 oz. |
| 3. | Tomato slices | 2 |
| 4. | Onion slices | 3 |
| 5. | Leaf lettuce | 1 portion |
| 6. | Swiss cheese slices | 2 |
| 7. | Top bun | 1 |



Allergens: Wheat, milk

Plating: Sandwich basket, menu tissue

- 1 Entrenamiento de Menu - Empanadas
- 2 Entrenamiento de Menu - Mariscos
- 3 Entrenamiento de Menu - Empanadas

Entrenamiento de Menu - Mariscos

Camarones Fritos

1. Camarones a la mariposa 12
2. Papas fritas 6 oz.
3. Ensalada de repollo 4 fl. oz.
4. Salsa tártara 2 fl. oz.
5. Salsa de cóctel 2 fl. oz.
6. Rodaja de limón 1
7. Pan de ajo 1 piece



Alérgenos : Trigo, maní (aceite), huevos


Plato: 12" plato de cena

iPad Slideshow

Entrenamiento de Menu - Ensaladas

Ensalada de Pollo Encamisado

1.	Mezcla de Ensalada	6 oz.
2.	Queso rallado	2 oz.
3.	Picatostes	6 ea.
4.	Rodajas de tomate	2 ea.
5.	Tiras de pollo	4 oz.
6.	Aderezo (selección)	2 fl. oz.



Alérgenos: Trigo, leche

Plato: Ensaladera grande

Training Quizzes

The screenshot displays the 'Team Portal' interface for Restaurant Owner.com. At the top, it shows the user's location as 'Blue Fish - Sugarland ID: 3' and a greeting 'Hi Bob!'. The main navigation menu on the left includes 'My Apps', 'Checklists', 'Online Courses', 'Member Content', 'Member Quizzes' (highlighted), 'My Resources', 'Articles', 'Success Stories', 'Training Videos', and 'Webinars'. The 'Member Quizzes' section is active, showing a quiz titled 'Appetizer Menu Quiz' with the subtitle 'Server knowledge of appetizers'. The quiz is sorted by 'Most Recent'. The quiz content includes three questions with multiple-choice options:

- Which sauce is served with our Shrimp Quesadillas?
 - Honey mustard
 - Roasted poblano
 - Salsa
 - Crimson
- How many oysters are on the Oysters Rockefeller plate?
 - 3
 - 6
 - 4
 - 9
- Which wine pairing goes best with the Shrimp Cocktail?
 - Chianti
 - White zinfandel
 - Merlot
 - Sauvignon blanc

The footer contains the copyright notice '©2019 RestaurantOwner.com - All rights reserved.' and links for 'Privacy Policy', 'Terms of Use', and 'Contact'.

Restaurant Training


Continuing Staff Development

- New menu items
- Wines, craft beers & specialty cocktails
- Guest Experience

Microlearning

- Micro learning is the breaking down of information into topical, bite-sized chunks. By interacting with these highly-targeted learning bursts, lessons become much easier to digest and the likelihood of knowledge retention is increased.
- Micro-learning is well-suited for smart phones and tablets
- Micro-learning videos should be just as long as it needs to be in order to get your information across—and not a second longer.
- Some psychologists profess that the average human sustained attention span is about 20 minutes. But for online videos, it's typically only 60 to 120 seconds.
- Training videos can be somewhat longer, but only if the content is interesting.

Microlearning



RESTAURANT OWNER
LEARNING SYSTEM

Hi Joe! ▾

Training Videos

Training Videos Placeholder

Clear Filters Sort By: Most Relevant ▾

Topic ▾

Financial

Growth

Leadership

Marketing

Operations

Pers

Startup

The Benefits of Serving
Sure, being a server can be hard work, but there are a lot of benefits that come with your job. Both now and in the future. You have an exciting, financially

The Power of Your Smile
For servers, greeters and counter personnel there's nothing more impactful than an authentic, genuine

Instantly Raise the Level of Accountability in Your Restaurant!
Ask these three simple questions to improve the accountability in your

Setting Job Performance Expectations
Does your staff clearly understand the job performance expectations at your restaurant? It

<https://www.restaurantowner.com/members/training-videos.cfm#>

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Question

**How likely are you to use eLearning
to train and develop your staff?**

Type your answers into the question box

Restaurant Owner Learning System

The screenshot displays the 'RESTAURANT OWNER LEARNING SYSTEM' interface. The top navigation bar includes the logo, the system name, and a user greeting 'Hi Joe!'. A left sidebar menu contains 'Home', 'Course Library', 'Training Videos', 'Shared Courses', and 'Courses in Progress'. The main content area features a grid of course cards. A red arrow points to the 'Course Library' menu item. Another red arrow points to the 'Introductory Menu Training' card, which shows a progress bar for 'Lessons Complete: 2/20' and a 'Time Completed' of '4:57 / 1:13:59'. The footer contains the URL 'https://www.restaurantowner.com/members/course-library.cfm' and the copyright notice '©2020 RestaurantOwner.com - All Rights Reserved'.

RESTAURANT OWNER LEARNING SYSTEM Hi Joe! ▼

- Home
- Course Library**
- Training Videos
- Shared Courses
- Courses in Progress ▼

Words Matter
10 Things Your Guests Should NEVER Hear

How to Create the Ideal LABOR Budget

Introductory MENU Training
COMING SOON!

Words Matter
22 mins 42 secs
You may be using words and phrases that make them appear unprofessional and even uncaring to your guests. Learn language that will create positive connections with your guests.

How to Create the Ideal LABOR Budget
Course In Progress
Lessons Complete: 2/20
Time Completed: 4:57 / 1:13:59
Average Quiz Score: 10.0%

Introductory Menu Training
How proficient is your staff's menu knowledge? This short course will show you how to easily implement a simple menu training course for both back and front of house staff.

The POWER of Culture

Weekly PRIME COST Template

PRIME COST
How to Manage the Most Important Number on Your Restaurant's P&L

<https://www.restaurantowner.com/members/course-library.cfm> ©2020 RestaurantOwner.com - All Rights Reserved

Restaurant Owner Learning System

The screenshot displays the 'RESTAURANT OWNER LEARNING SYSTEM' interface. The top navigation bar includes a logo, the system name, and a user greeting 'Hi Joe!'. A left sidebar contains navigation links: Home, Course Library, Training Videos, Shared Courses, and Courses in Progress. The main content area features a grid of course cards:

- Words Matter**: 10 Things Your Guests Should NEVER Hear. Duration: 22 mins 42 secs. Description: Learn language that will make them appear and even uncaring to. Learn language that will make them appear and even uncaring to. Learn language that will make them appear and even uncaring to. Average Quiz Score: 10.00%.
- Ideal Labor Budget**: Course In Progress. Lessons Complete: 2/20. Time Completed: 4:57 / 1:13:59. Average Quiz Score: 10.00%.
- Introductory Menu Training**: How proficient is your staff's menu knowledge? This short course will show you how to easily implement a simple menu training course for both back and front of house staff. Status: COMING SOON!!!
- The POWER of Culture**: A card featuring a woman in a blue shirt.
- Weekly PRIME COST Template**: A card featuring two men in a kitchen setting.
- PRIME COST**: How to Manage the Most Important Number on Your Menu. A card featuring a man in a white shirt.

Each card includes a 'Learn More' or 'Continue Course' button and a 'Share Course' button. The footer contains the URL 'https://www.restaurantowner.com/members/course-library.cfm' and the copyright notice '©2020 RestaurantOwner.com - All Rights Reserved'.

- Video-based training
- Share with your team
- You can add 3 managers to your membership at n/c
- Team members can access shared courses on our new Team Portal

Training Resources for Managers and Staff

The screenshot displays the RestaurantOwner.com website interface. At the top, the navigation bar includes links for Home, My Bookmarks, Resource Library, Events, Forum, Learning System, and a user profile for 'Hi Joe' with options for CP and EDIT. A search bar is positioned below the navigation bar. The breadcrumb trail indicates the current location: Home / Resource Library / Personnel / Training. The main content area features a large blue banner with the text 'RestaurantOwner.com New Training Resources' and a video player showing a group of restaurant staff. The left sidebar contains several menu categories: Settings and Preferences, My Account (with sub-items: Account Info, Payments/Receipts, Cancel Account, Contact Us, Upgrade Team Plan), My Restaurants (with sub-item: Add/Edit Restaurants), My Team (with sub-items: Get Started, Add/Edit Managers, Add/Edit Team Groups, Add/Edit Team Members, Send Team Portal Login Link), and Manage Resources (with sub-items: My Bookmarks, Shared Resources, Shared Courses). A red arrow points to the 'My Team' menu, and another red arrow points to the 'Help' option in the user profile dropdown. A 'Feedback' button is visible on the right side of the page.

RestaurantOwner.com

Home My Bookmarks Resource Library Events Forum Learning System Hi Joe CP EDIT

Start typing to SEARCH over 1000+ resources

Home / Resource Library / Personnel / Training

Personnel

Settings and Preferences

My Account

- Account Info
- Payments/Receipts
- Cancel Account
- Contact Us
- Upgrade Team Plan

My Restaurants

- Add/Edit Restaurants

My Team

- Get Started**
- Add/Edit Managers
- Add/Edit Team Groups
- Add/Edit Team Members
- Send Team Portal Login Link

Manage Resources

- My Bookmarks
- Shared Resources
- Shared Courses

Feedback

RestaurantOwner.com New Training Resources

02:20

Team Portal

Blue Fish - Sugarland ID: 3

Hi Bob!



Training Videos

Sort By: Most Recent

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- My Apps
- Checklists
- Online Courses
- Member Content
- Member Quizzes
- My Resources
- Articles
- Success Stories
- Training Videos
- Webinars



TRAINING VIDEO
Instantly Raise the Level of Accountability in Your Restaurant!
Ask these three simple questions to improve the accountability in your restaurant, overnight.



TRAINING VIDEO
Avoiding Guest Complaints
The only way to reduce complaints is to implement systems to avoid them. We must have systems designed to achieve a specific guest experience - including systems to thoroughly train our staff on how to follow them. A common definition for what the guest experience should look like is also very important.



TRAINING VIDEO
3 Dumb Things Your Servers Are Saying & Why It's Hurting Your Restaurant
Your servers are preventing meaningful, relationship-building conversation from taking place with guests and they don't even realize it. And that's bad for YOUR restaurant.

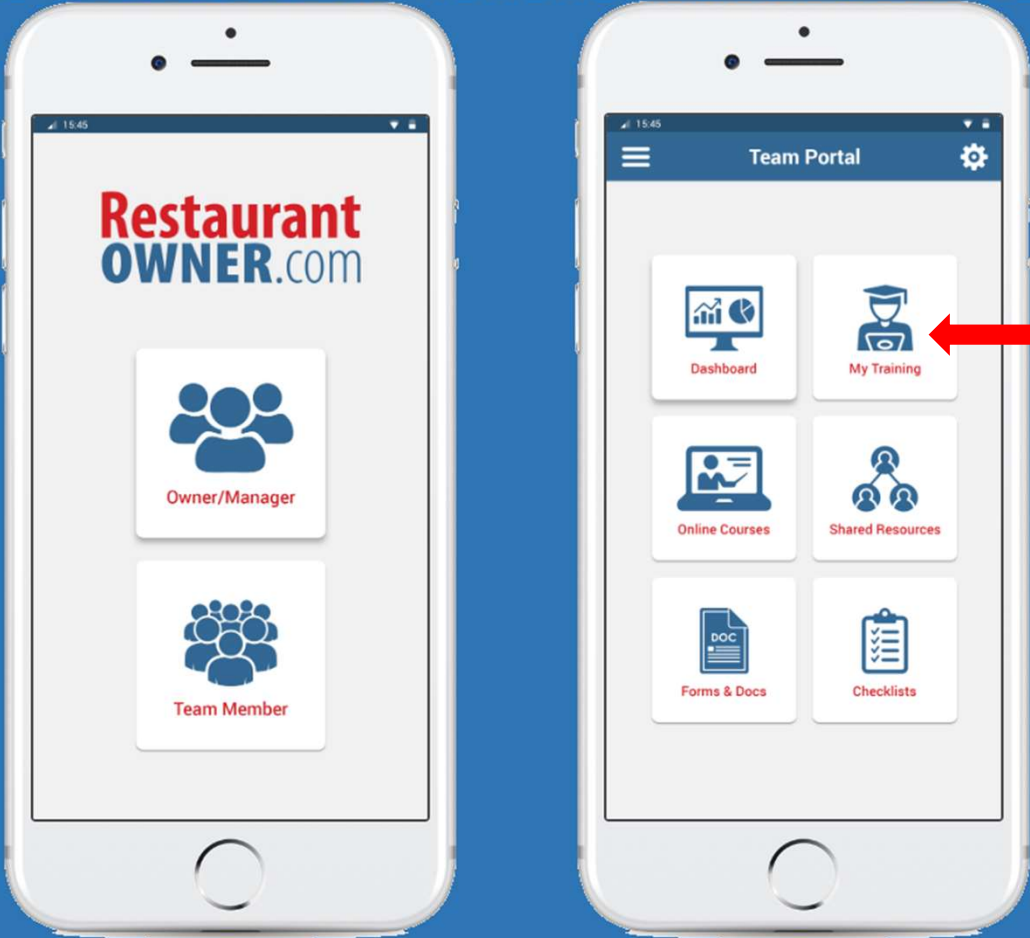


TRAINING VIDEO
What It Costs To Run a Restaurant
Your employees probably think you're making a LOT more money than you really are. Use this video to give your people a sense of what it actually costs to operate a restaurant.



TRAINING VIDEO
How To Make Work More Meaningful
What's the number one motivator for your employees? You might be surprised to find out that it's not money or time off. Your employees, especially the younger ones, want their job to have meaning and purpose.

Training Portal to be added 2nd qtr. 2020



Team Portal

Blue Fish - Sugarland ID: 3

Hi Bob!



Member Content

Sort By: Most Recent

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Menu Training

Menu Training slideshow by category

- My Apps
- Checklists
- Online Courses
- Member Content**
- Member Quizzes
- My Resources
- Articles
- Success Stories
- Training Videos
- Webinars



Menu Training - Salads

Crusted Chicken Salad

- | | |
|----------------------|-----------|
| 1. Salad mix | 6 oz. |
| 2. Shredded cheese | 2 oz. |
| 3. Croutons | 6 ea. |
| 4. Tomato wedges | 2 ea. |
| 5. Chicken tenders | 4 oz. |
| 6. Dressing (choice) | 2 fl. oz. |



Allergens: Wheat, milk

Plating: Large salad bowl

PowerPoint/Google Slides Templates

Entrenamiento de Menu

File Edit View Insert Format Slide Arrange Tools Add-ons Help All changes saved in Drive

Background Layout Theme Transition

Entrenamiento de Menu - Mariscos

Camarones Fritos

1. Camarones a la mariposa	12
2. Papas fritas	6 oz.
3. Ensalada de repollo	4 fl. oz.
4. Salsa tártara	2 fl. oz.
5. Salsa de cóctel	2 fl. oz.
6. Rodaja de limón	1
7. Pan de ajo	1 piece



Alérgenos : Trigo, maní (aceite), huevos

Plato: 12" plato de cena

Team Portal

Blue Fish - Sugarland ID: 3

Hi Bob!

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Member Quizzes

Sort By: Most Recent

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My Apps

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Appetizer Menu Quiz

Server knowledge of appetizers

Which sauce is served with our Shrimp Quesadillas?

- Honey mustard
- Roasted poblano
- Salsa
- Crimson

How many oysters are on the Oysters Rockefeller?

- 3
- 6
- 4
- 9

Which wine pairing goes best with the Shrimp Cocktail?

- Chianti
- White zinfandel
- Merlot
- Sauvignon blanc

- Beta testing beginning 3rd week in March 2020
- Send email to info@restaurantowner.com to participate

Q & A

Questions?

Menu Training Best Practices

How to
Supercharge Your
Staff's Menu
Knowledge

Restaurant
OWNER.com



Thank you for attending!