

Restaurant Training Overview

New Hire Onboarding

Ongoing Development

Orientation General

Overview of company key policies, tools, and culture to support employee success

Orientation Position

Overview of the role and outlines the training required to perform it successfully

Menu Position

Covers menu knowledge for both FOH and BOH, emphasizing essential skills like allergen awareness for FOH, and station and plate presentation training for BOH

Team Member Position

Covers the restaurant's standards for performing key responsibilities, including opening & closing tasks, side work, equipment operation, station diagrams, customer service, skills training, and cleaning methods

Management Position

Supports leadership development at all levels through targeted training and the completion of 11 core management modules covering key operational responsibilities across the restaurant

Skills

Targeted learning aligned with individual roles, strengthens skills and knowledge, covers a wide range of topics—from BOH and FOH operations to guest experience and safety—and is customizable for all team member groups

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New Hire Onboarding

Orientation General

- About Us
- About Our Workplace
- Health & Safety
- Policies & Procedures
- Menu Overview

Orientation Position

- About Your Job
- About Your Training

Menu Position

- FOH
 - Menu Training
 - Alcohol Training
 - Allergens
- BOH
 - Station Training
 - Menu Training
 - Plate Presentation

Team Member Position

- FOH
 - Hospitality
 - Professionalism
 - Steps of Service
 - Reference Tools
- BOH
 - Basic Skills
 - Food Handling
 - Cost Controls
 - Systems

Management Position

- Shift Supervisor (Module(M) 1-5)
 - Hospitality (M1)
 - Operations (M2)
 - Controls (M3)
 - Safety & Sanitation (M4)
 - Policies (M5)
- Manager (M1-9)
 - Administration (M6)
 - Employee Selection (M7)
 - Training & Development (M8)
 - Employee Relations (M9)
- General Manager (M1-11)
 - Financial Results (M10)
 - Marketing (M11)

Ongoing Development

Skills

- Resource Library
 - Articles
 - Courses
 - Videos
 - Webinars
- Skills Worksheets
 - Communication Principles
 - Guest Experience
 - Food Safety Refresher
 - Food Cost Control

What are Skills...

- ✓ Targeted learning that can be assigned to a specific team group or multiple groups
- ✓ Concise modules to build knowledge and skill level
- ✓ Cover a wide range of topics (BOH, FOH, Guest Experience, Safety & Sanitation, etc.)