

Building Better Managers

Introducing the
11 Core Management
Training Modules





1

Your Presenters



Chip Romp



Kelli Laube



Sharon
McPherson



2

What You Will
Learn...

Why Training Builds Confident, Capable
Leaders

Inside the Restaurant Training Framework

Explore the 11 Core Management Modules

Build a Custom Training Program that Fits Every
Role

Keep Growing with Ongoing Development



3



Strong Teams Start with Strong Leaders:
The Power of Consistent Training



4

The Power of Training

Empowered Managers Lead with Confidence

Training equips managers with the tools and clarity they need to make smart decisions and lead teams effectively.

Consistency Creates Stronger Teams

A well-trained manager sets the tone, ensuring smoother operations, better communication, and a unified guest experience.

Growth Mindset Fuels Retention

When managers see a clear path to grow, they stay longer, lead better, and inspire others to do the same.

5



Introducing the Restaurant Training Overview:
A Training Framework that Works



6

No Structure? Start Here.

Introducing the Restaurant Training Overview framework...

- ✓ Guides growth from Day 1 to Day 1,000
- ✓ Consistent training across the team
- ✓ Improved accountability and growth





7

Restaurant Training Overview

New Hire Onboarding

Orientation General

Menu Position

Team Member Position

Management Position

Ongoing Development

Skills

Orientation Position

8

Restaurant Training Overview

New Hire Onboarding

Orientation General

Menu Position

Team Member Position

Management Position

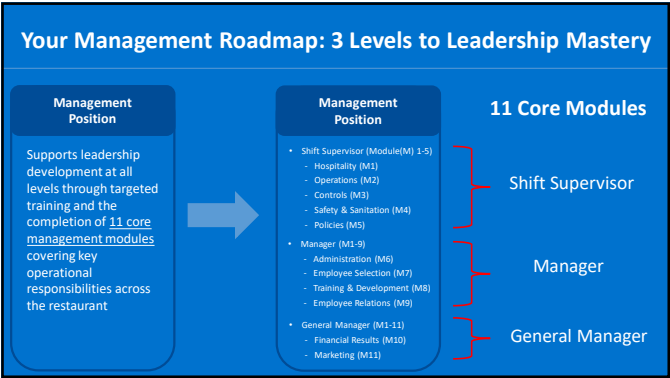
Ongoing Development

Skills

Orientation Position

To learn more about each one, check out the "Restaurant Training Overview" downloadable handout.

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[illegible]

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Slide 15

SM1 WE might include a third slide in this series illustrating best practices

Sharon McPherson, 2025-07-07T14:56:24.703

KL1 0 Great idea, I added in a slide right after. Feel free to edit

Kelli Laube, 2025-07-07T15:47:54.243

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Slide 18

CR1 [@Kelli Laube] -- Should these have a second slide that shows snippets of some of the RO resources that are used in the modules. Training videos, templates, etc. Just shows the content attached to these modules?

Chip Romp, 2025-07-07T14:50:21.243

KL1 0 We definitely can. We could even have the second page image come in on a "click" and then highlight a few resources versus having them Hidden as they display now.

Kelli Laube, 2025-07-07T15:44:57.533

KL1 1 example ready to review on this page

Kelli Laube, 2025-07-07T15:53:01.662

CR1 2 I added 21 to start the visual of what I was thinking. Helps give a different look and show the actual resources.

Chip Romp, 2025-07-07T17:24:28.534

MT Module 1: Managing Exceptional Hospitality

Planning Worksheet - MT Module 1: Managing Exceptional Hospitality

Module 1 Overview

Managing a great staff is a restaurant owner's combination of effective leadership, team organization skills, and a deep understanding of their business when the restaurant is successful. Each aspect, from scheduling the team, changing the layout, ensuring cash, and maintaining your own ability to provide quality, contributes to a well-run business that delivers customer and owner satisfaction. In this section of the Management Training Program, you will learn about these aspects of this business.

This module will cover essential staff management principles, including:

- Effective shift planning and staffing.
- Streamlining kitchen and front-of-house workflows.
- Implementing management opening, shift change and closing tasks.
- Managing company facilities, cash, and assets.

Author: All Managers - Shift Supervisors, Managers, General Managers

Section	Topic	Module	Format	Duration
1	Managing Restaurant Operations Introduction	Module 1 - M101	Content Template	10 minutes
2	Shift Management Overview	Module 1 - M102	Content Template	10 minutes
3	Effective Scheduling & Staff Planning	Module 1 - M103	Content Template	10 minutes
4	Opening, Shift Change and Closing Procedures	Module 1 - M104	Content Template	10 minutes
5	Facilities Management	Module 1 - M105	Content Template	10 minutes
6	Cash Management	Module 1 - M106	Content Template	10 minutes

19

MT Module 2: Managing Restaurant Operations

Planning Worksheet - MT Module 2: Managing Restaurant Operations

Module 2 Overview

Managing a great staff is a restaurant owner's combination of effective leadership, team organization skills, and a deep understanding of their business when the restaurant is successful. Each aspect, from scheduling the team, changing the layout, ensuring cash, and maintaining your own ability to provide quality, contributes to a well-run business that delivers customer and owner satisfaction. In this section of the Management Training Program, you will learn about these aspects of this business.

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- Managing company facilities, cash, and assets.

Author: All Managers - Shift Supervisors, Managers, General Managers

Section	Topic	Module	Format	Duration
1	Managing Restaurant Operations Introduction	Module 2 - M201	Content Template	10 minutes
2	Shift Management Overview	Module 2 - M202	Content Template	10 minutes
3	Effective Scheduling & Staff Planning	Module 2 - M203	Content Template	10 minutes
4	Opening, Shift Change and Closing Procedures	Module 2 - M204	Content Template	10 minutes
5	Facilities Management	Module 2 - M205	Content Template	10 minutes
6	Cash Management	Module 2 - M206	Content Template	10 minutes

Key Objectives:

- Effective shift planning and staffing.
- Streamlining kitchen and front-of-house workflows.
- Implementing management opening, shift change and closing tasks.
- Managing company facilities, cash, and assets.

20

MT Module 2: Managing Restaurant Operations

Planning Worksheet - MT Module 2: Managing Restaurant Operations

Module 2 Overview

Managing a great staff is a restaurant owner's combination of effective leadership, team organization skills, and a deep understanding of their business when the restaurant is successful. Each aspect, from scheduling the team, changing the layout, ensuring cash, and maintaining your own ability to provide quality, contributes to a well-run business that delivers customer and owner satisfaction. In this section of the Management Training Program, you will learn about these aspects of this business.

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Section	Topic	Module	Format	Duration
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2	Shift Management Overview	Module 2 - M202	Content Template	10 minutes
3	Effective Scheduling & Staff Planning	Module 2 - M203	Content Template	10 minutes
4	Opening, Shift Change and Closing Procedures	Module 2 - M204	Content Template	10 minutes
5	Facilities Management	Module 2 - M205	Content Template	10 minutes
6	Cash Management	Module 2 - M206	Content Template	10 minutes

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Planning Workshop – HT Module 6: Managing Safety and Satisfaction					
Module 6 HT Module 6: Managing Safety and Satisfaction (2006) – 3 hours 14th November 2016 10:00-12:00 (approx.) (one table to be booked, and possible prior HT table 14th November 09:00-10:00)					
	Session 1 10:00-10:30 (approx.)				
	1	Managing Safety & Satisfaction Introduction	HT Module 6 - 0052	HT	Secure
	2	Video: Police Victim Helpline	HT Module 6 - 0024	HT	Content Template
	3	HT Module 6 - 0025	HT	Content Template	
	4	HT Module 6 - 0026	HT	Content Template	
	Session 2 10:30-11:00 (approx.)				
	5	Productivity & Satisfaction: experience, 001 objectives			
	Session 3 11:00-11:30 (approx.)				
	6	Content Template	HT	Secure	
	7	HT Module 6 - 0027	HT	Content Template	
	Session 4 11:30-12:00 (approx.)				
	8	Food, Health & Wellbeing & Satisfaction	HT Module 6 - 0053	HT	Content Template
	9	Food, Health & Wellbeing & Satisfaction	HT Module 6 - 0054	HT	Content Template
	10	HT Module 6 - 0055	HT	Content Template	
	11	HT Module 6 - 0056	HT	Content Template	
	Session 5 12:00-12:30 (approx.)				
	12	HT Module 6 - 0057	HT	Content Template	
	13	HT Module 6 - 0058	HT	Content Template	
	14	HT Module 6 - 0059	HT	Content Template	
	15	HT Module 6 - 0060	HT	Content Template	
	Session 6 12:30-13:00 (approx.)				
	16	Content Template	HT	Secure	
	Session 7 13:00-13:30 (approx.)				
	17	General Introduction HT Module 6 - 0061	HT	Content Template	
	Session 8 13:30-14:00 (approx.)				
	18	HT Module 6 - 0062	HT	Content Template	



25

Training Worksheet #07 Module 8: Managing Information Policies	
Module 5 Overview	
Information management specifically deals with collection and analysis, the evaluation, the selection, the storage, the organization, the dissemination, the protection, and the disposal of information. It encompasses the full life cycle of information, from its creation to its destruction. The fundamental goal of information management is to ensure the availability and performance of data, while reducing the risk of leakage or unauthorized access. This module will explore the various aspects of information management, including the role of information policy, the importance of data security, and the challenges of data governance. The module will also cover the latest trends in information management, such as the use of artificial intelligence and machine learning to optimize data storage and retrieval.	
Learning Objectives	
• Explain the importance of information management in an organization. • Define a data lifecycle and understand how to manage data effectively. • Identify the key components of an information management system. • Discuss the challenges of data governance and how to overcome them.	
Activities & Exercises	
Activity 1: Information Management Policy Development Students will be divided into groups to develop a policy for managing information in a hypothetical organization. The policy should cover the following areas: • Data Collection and Storage • Data Access and Sharing • Data Security and Protection • Data Retention and Disposal • Data Governance and Accountability Each group will present their policy to the class, and the instructor will facilitate a discussion on the strengths and weaknesses of each policy.	
Activity 2: Data Lifecycle Management	
Students will be given a scenario and asked to identify the key stages of the data lifecycle. The scenario is as follows: A company has collected a large amount of data from its customers. The data is stored in a database and is used for marketing purposes. The company is now considering whether to keep the data or delete it. The data is sensitive and could be used for identity theft if it falls into the wrong hands. Students will be asked to identify the key stages of the data lifecycle and to discuss the challenges of data governance.	
Activity 3: Data Security and Protection	
Students will be given a list of data security threats and asked to identify the most effective ways to protect against them. The threats are as follows: • Malware • Phishing • Denial of Service • Data Breach • Insider Threat Students will be asked to discuss the challenges of data security and to identify the most effective ways to protect against these threats.	
Activity 4: Data Governance and Accountability	
Students will be given a scenario and asked to identify the key components of a data governance framework. The scenario is as follows: A company is considering whether to implement a data governance framework. The framework would cover the following areas: • Data Collection and Storage • Data Access and Sharing • Data Security and Protection • Data Retention and Disposal • Data Governance and Accountability Students will be asked to identify the key components of a data governance framework and to discuss the challenges of data governance.	
Activity 5: Data Retention and Disposal	
Students will be given a list of data retention and disposal policies and asked to identify the most effective ways to implement them. The policies are as follows: • Data Retention Policy • Data Disposal Policy • Data Archiving Policy • Data Backup Policy • Data Recovery Policy Students will be asked to discuss the challenges of data retention and disposal and to identify the most effective ways to implement these policies.	
Activity 6: Data Access and Sharing	
Students will be given a list of data access and sharing policies and asked to identify the most effective ways to implement them. The policies are as follows: • Data Access Policy • Data Sharing Policy • Data Transfer Policy • Data Migration Policy • Data Integration Policy Students will be asked to discuss the challenges of data access and sharing and to identify the most effective ways to implement these policies.	
Activity 7: Data Collection and Storage	
Students will be given a list of data collection and storage policies and asked to identify the most effective ways to implement them. The policies are as follows: • Data Collection Policy • Data Storage Policy • Data Archiving Policy • Data Backup Policy • Data Recovery Policy Students will be asked to discuss the challenges of data collection and storage and to identify the most effective ways to implement these policies.	

- Defining a code of conduct and employee behavior standards.
- Communicating and complying with Human Resource policies.

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27

Management Position

- Shift Supervisor (Module(M) 3-5)
 - 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)

✓ Expands into HR administrative and personnel responsibilities

28

Planning Worksheet - MT Module 6: Managing Employee Administration

Module 6 Overview

Planning in the area of employment and labor administration might not seem as glamorous as selling a new menu or upgrading the décor, but it is a vital responsibility. The administrative duties and responsibilities of the manager are to ensure that the restaurant is operating in compliance with all applicable laws and regulations, and to provide a safe and healthy work environment for all employees.

This module covers essential human resource practices, including:

- Administering compensation, benefits, and payroll.
- Learning wage and hour laws and retention requirements.
- Developing and administering employee schedules.

Module 6: Managing Employee Administration	Module 6: Managing Employee Administration
Compensation and Benefits	Module 6: Managing Employee Administration
Payroll Procedures	Module 6: Managing Employee Administration
Wage and Hour Laws	Module 6: Managing Employee Administration
Employee Selection	Module 6: Managing Employee Administration
Training and Development	Module 6: Managing Employee Administration
Employee Relations	Module 6: Managing Employee Administration

Key Objectives:

- Administering compensation, benefits, and payroll.
- Learning wage and hour laws and file retention requirements.
- Developing and administering employee schedules.

29

Planning Worksheet - MT Module 6: Managing Employee Administration

Module 6 Overview

Planning in the area of employment and labor administration might not seem as glamorous as selling a new menu or upgrading the décor, but it is a vital responsibility. The administrative duties and responsibilities of the manager are to ensure that the restaurant is operating in compliance with all applicable laws and regulations, and to provide a safe and healthy work environment for all employees.

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Module 6: Managing Employee Administration	Module 6: Managing Employee Administration
Compensation and Benefits	Module 6: Managing Employee Administration
Payroll Procedures	Module 6: Managing Employee Administration
Wage and Hour Laws	Module 6: Managing Employee Administration
Employee Selection	Module 6: Managing Employee Administration
Training and Development	Module 6: Managing Employee Administration
Employee Relations	Module 6: Managing Employee Administration

Key Objectives:

- Administering compensation, benefits, and payroll.
- Learning wage and hour laws and file retention requirements.
- Developing and administering employee schedules.

30

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10

MT Module 7: Managing Employee Selection

Planning Worksheet - MT Module 7: Managing Employee Selection

Module 7 Overview

The ability to attract and select talented employees is a cornerstone of effective restaurant management. A solid manager recognizes the value of building a team that includes excellent employees, collaboration, and innovation. Talented employees elevate the quality of service, enhance team chemistry, reduce turnover, drive growth, and build a strong brand reputation. The more competitive your team is, the more likely you will attract and retain the best talent. It is the manager's job to ensure successful selection and retention, and it is a key to ensuring your restaurant's success.

Employees from about 40% to 60%.

- Delivering a positive orientation experience.
- Providing training that ensures competence, confidence, and a sense of belonging.
- Fostering a climate of learning and growth that results in long-term employee retention.

Activities: Manager, General Manager

Activity	Topic	Format	Duration
1. Introduction - Managing Employee Selection	Module 7 - HR	Content Template	30 minutes
2. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
3. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
4. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
5. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
6. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
7. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
8. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
9. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
10. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes

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Key Objectives:

- Determining hiring needs and planning proactively for staffing.
- Strategies to identify and attract high quality candidates.
- Using an established interviewing and selection process.

31

MT Module 7: Managing Employee Selection

Planning Worksheet - MT Module 7: Managing Employee Selection

Module 7 Overview

The ability to attract and select talented employees is a cornerstone of effective restaurant management. A solid manager recognizes the value of building a team that includes excellent employees, collaboration, and innovation. Talented employees elevate the quality of service, enhance team chemistry, reduce turnover, drive growth, and build a strong brand reputation. The more competitive your team is, the more likely you will attract and retain the best talent. It is the manager's job to ensure successful selection and retention, and it is a key to ensuring your restaurant's success.

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Activities: Manager, General Manager

Activity	Topic	Format	Duration
1. Introduction - Managing Employee Selection	Module 7 - HR	Content Template	30 minutes
2. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
3. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
4. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
5. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
6. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
7. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
8. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
9. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
10. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes

RestaurantOwner.com

Key Objectives:

- Determining hiring needs and planning proactively for staffing.
- Strategies to identify and attract high quality candidates.
- Using an established interviewing and selection process.

32

MT Module 8: Managing Training & Development

Planning Worksheet - MT Module 8: Managing Training & Development

Module 8 Overview

Effective orientation, training and team building, and ongoing development are vital to the success of a restaurant. These practices and skills ensure that employees have the knowledge, skills, and abilities to perform their jobs effectively. Training and development are essential for ensuring the growth and development of your staff, and it is a key to ensuring your restaurant's success.

Employees from about 40% to 60%.

- Delivering a positive orientation experience.
- Providing training that ensures competence, confidence, and a sense of belonging.
- Fostering a climate of learning and growth that results in long-term employee retention.

Activities: Manager, General Manager

Activity	Topic	Format	Duration
1. Introduction - Managing Employee Selection	Module 7 - HR	Content Template	30 minutes
2. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
3. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
4. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
5. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
6. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
7. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
8. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
9. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes
10. Interviewing Your Hiring Needs	Module 7 - HR	Content Template	30 minutes

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Key Objectives:

- Delivering a positive orientation experience.
- Providing training that ensures competence, confidence, and a sense of belonging.
- Fostering a climate of learning and growth that results in long-term employee retention.

33

Modeling – RF Models in Managing Training & Development					
Module	RF Models in Managing Training & Development (TRMS) – 3 Units, 45 Hrs.				
Unit	Concepts/Topics of the Modules, as well as to models, will popularize the use of models in the training field.				
Section	Learning Objectives		Assessments		
1	1. Identify the importance of Training, Training Development	Mid-Sem – 10%SD	Mid-Sem		
2	2. Explain the importance of Training Development, Post Assessment Design	Mid-Sem – 10%SD	Mid-Sem		
Section	Learning Objectives/Instructions		Assessments		
3	3. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
4	4. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
5	5. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
6	6. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
7	7. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
8	8. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
9	9. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
10	10. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
11	11. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
12	12. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
13	13. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
14	14. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
15	15. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
16	16. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
17	17. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
18	18. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
19	19. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
20	20. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
21	21. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
22	22. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
23	23. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
24	24. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
25	25. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
26	26. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
27	27. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
28	28. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
29	29. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
30	30. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
31	31. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
32	32. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
33	33. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
34	34. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
35	35. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
36	36. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
37	37. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
38	38. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
39	39. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
40	40. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
41	41. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
42	42. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
43	43. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
44	44. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
45	45. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
46	46. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
47	47. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
48	48. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
49	49. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
50	50. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
51	51. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
52	52. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
53	53. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
54	54. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
55	55. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
56	56. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
57	57. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
58	58. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
59	59. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
60	60. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
61	61. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
62	62. Explain the Importance/Importance	Mid-Sem – 10%SD	Mid-Sem		
63	63. Explain the Importance/Importance	Mid-Sem – 10			



34

[illegible]

- Fostering a positive culture of mutual accountability.
- Establishing effective communication, recognition, team building and staff motivation practices.
- Practicing effective conflict resolution and problem-solving techniques.
- Administering performance management system to promote development and growth opportunities.

35

[illegible][illegible]

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[illegible]

General Manager Level (M1-11)

Management Position

- Shift Supervisor (Module(M) 3-5)
 - 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)

✓ Completes the curriculum with strategic business functions

37

MT Module 10: Managing Financial Results

Planning Worksheet – MT Module 10: Managing Financial Results

Module 10 Overview

Managing your financial results means looking for indicators such as sales, costs, profits, cash flow, and other. These indicators tell you how much money you are making, how much you are spending, how efficient you are, and how healthy your business is. They also tell you identify problems and opportunities and plan for the future.

Participants gain insight into effective financial management, including:

- Budgeting and cost control techniques.
- Analyzing financial statements and performance metrics.
- Managing profitability and revenue management.
- Strategies for reducing waste and controlling expenses.

Afternoon: Managers will find responsibilities, answer questions.

Module 10: Managing Financial Results

Module 10: Managing Financial Results

Managing your financial results means looking for indicators such as sales, costs, profits, cash flow, and other. These indicators tell you how much money you are making, how much you are spending, how efficient you are, and how healthy your business is. They also tell you identify problems and opportunities and plan for the future.

Participants gain insight into effective financial management, including:

- Budgeting and cost control techniques.
- Analyzing financial statements and performance metrics.
- Managing profitability and revenue management.
- Strategies for reducing waste and controlling expenses.

Afternoon: Managers will find responsibilities, answer questions.

Key Objectives:

- Budgeting and cost control techniques.
- Analyzing financial statements and performance metrics.
- Maximizing profitability and revenue management.
- Strategies for reducing waste and controlling expenses.

38

MT Module 10: Managing Financial Results

Planning Worksheet – MT Module 10: Managing Financial Results

Module 10 Overview

Managing your financial results means looking for indicators such as sales, costs, profits, cash flow, and other. These indicators tell you how much money you are making, how much you are spending, how efficient you are, and how healthy your business is. They also tell you identify problems and opportunities and plan for the future.

Participants gain insight into effective financial management, including:

- Budgeting and cost control techniques.
- Analyzing financial statements and performance metrics.
- Managing profitability and revenue management.
- Strategies for reducing waste and controlling expenses.

Afternoon: Managers will find responsibilities, answer questions.

Module 10: Managing Financial Results

Module 10: Managing Financial Results

Managing your financial results means looking for indicators such as sales, costs, profits, cash flow, and other. These indicators tell you how much money you are making, how much you are spending, how efficient you are, and how healthy your business is. They also tell you identify problems and opportunities and plan for the future.

Participants gain insight into effective financial management, including:

- Budgeting and cost control techniques.
- Analyzing financial statements and performance metrics.
- Managing profitability and revenue management.
- Strategies for reducing waste and controlling expenses.

Afternoon: Managers will find responsibilities, answer questions.

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

PRIME COST

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

PRIME COST

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

Shelf To Sheet

Know EXACTLY What Is In Your Inventory

Shelf To Sheet

Know EXACTLY What Is In Your Inventory

39

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13

MT Module 11: Managing Marketing

Planning Worksheet - MT Module 11: Managing Marketing

Module 11 Overview

The manager's role in marketing is critical to a profitable operating and growing business. This module covers the many aspects of marketing that align with the restaurant's vision, mission, and goals. Effective marketing helps you understand your customers, increase revenue, improve efficiency in your team, and highlight your commitment to the customer. The module explores strategies for promoting and enhancing the restaurant's brand, such as:

- Building and maintaining a positive brand image.
- Customer loyalty programs and engagement strategies.
- Developing and executing marketing plans.
- Utilizing social media and digital marketing tools.

Activities: Managers will develop responsibilities, develop a marketing plan, and create a marketing budget.

Activity	Topic	Resources	Notes
1	Marketing Overview	Marketing Overview	
2	Marketing Plan Development	Marketing Plan Development	
3	Marketing Budget Development	Marketing Budget Development	
4	Marketing Implementation	Marketing Implementation	
5	Marketing Evaluation	Marketing Evaluation	

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Key Objectives:

- Building and maintaining a positive brand image.
- Customer loyalty programs and engagement strategies.
- Developing and executing marketing plans.
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40

MT Module 11: Managing Marketing

Planning Worksheet - MT Module 11: Managing Marketing

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Key Objectives:

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A Simple Way to Get New Customers

Traditional advertising can be expensive. See how one member used a virtually no-cost promotion to bring in new customers!

Social Media Marketing

Promoting Your Restaurant Using Evolving Social Media Channels

Acknowledging Guests

Ensure Guests Feel Welcome NEVER Invisible

41



Empower Every Role:

Tools to Create a Customized Training Program that Actually Works

RO

42

Membership Plans

Standard/Pro Plan

Team Portal – Sharable Resources

Sharable Resources ONLY

- ✓ Learning Courses
- ✓ Training Videos
- ✓ Webinars/Podcasts
- ✓ Articles
- ✓ Member Success Stories

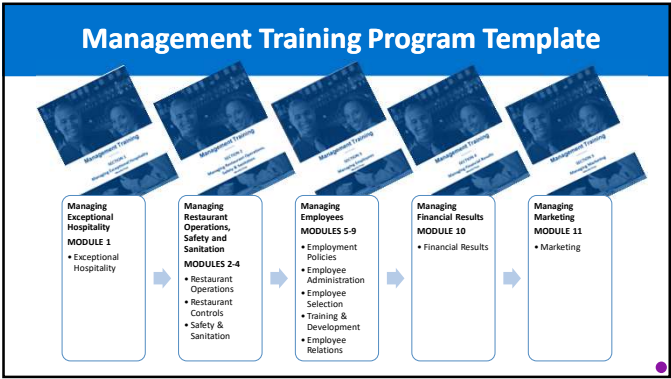
Premium Plan

Team Portal – Custom Training System

Custom Training System

- ✓ Sharable Resources
- ✓ Create a Custom Training Program Using a Blend of Your Own Content and Ours
- ✓ Access to 400+ Lesson and Quiz Templates

43



44

Leader's Tools for ROLS Management Training

Building Your ROLS

Training Guidelines

45

Leader's Tools for ROLS Management Training

Building Your ROLS Training Program



- 1. Combining Online Training and OJT
 - Program Components
 - Lesson Templates
 - Planning Worksheets
 - Team Member Training
 - Management OJT
 - Evaluation
- 2. Create an Agenda
- 3. Develop a Schedule

46

Leader's Tools for ROLS Management Training

Training Guidelines

Management Position

- Shift Supervisor (Module(M) 3-5)
 - 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)



Shift Supervisor

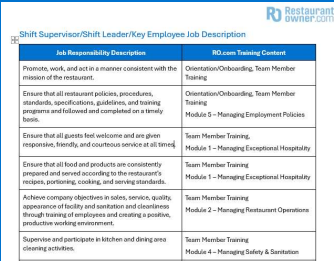
Manager

General Manager

47

Designing Training That Fits the Role

- 1. Program Components
- 2. Align to Job Description
- 3. Identify Skill Gaps
- 4. Design Your Program
- 5. Implement & Evaluate



48

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16



Keep Growing:

Keep Your Team Engaged with Ongoing Development



49

Restaurant Training Overview

New Hire Onboarding

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

Ongoing Development

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

To learn more about each one, check out our [handout](#).

50

Ongoing Development

Skills

- Resource Library
 - Articles
 - Courses
 - Videos
 - Webinars
- Skill 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.)

51

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17

52

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54



Recap

- ✓ **Power of Training**
Builds stronger, more aligned teams.
- ✓ **Core Modules**
11 essential lessons for effective management.
- ✓ **Leader's Tools**
Resources to guide and support training delivery.
- ✓ **Ongoing Development**
Keep learning and growing continuously.

55

Building Better Managers

Introducing the 11 Core Management Training Modules

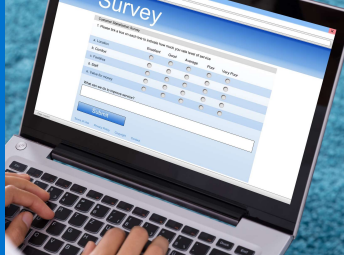
Q&A





56

Please Give Us Your Feedback



Just 4 very short questions!

57

Upcoming Webinar

July 24, 2025

Funding Your Dream:
How to Secure Financing for Your
Restaurant Concept



Sara Nickel Bray

Vice President, Workforce
and Business Development



Chris Tripoli

Principal, The
Restaurant Clinic



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58

Building Better Managers

Introducing the
11 Core Management
Training Modules

Thank You for Attending!!

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59

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20