





GO LIVE!

How to Successfully Launch a Staff Training Program

Welcome!

1

Training Benefits



- Improved Service Quality & Customer Experience
- Increased Employee Retention & Lower Turnover
- Faster & More Effective Onboarding
- Higher Productivity & Efficiency
- Consistency Across Shifts & Locations
- Increased Sales & Higher Check Averages
- Better Compliance with Health & Safety Standards
- Stronger Teamwork & Workplace Morale
- Reduction in Wastage & Cost Control
- Improved Reputation & Customer Loyalty
- Preparedness for Emergencies & Problem-Solving
- Stronger Leadership & Career Growth Opportunities

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Training Barriers

- High Staff Turnover
- Lack of Time
- Insufficient Training Resources
- Inconsistent Training Methods
- Resistance to Change
- Language & Cultural Barriers

- Cost Constraints
- Lack of Engagement
- No Clear Accountability or Follow-Up
- Technology Resistance
- Poor Onboarding Processes
- Lack of Leadership Buy-In



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Overcoming Training Barriers

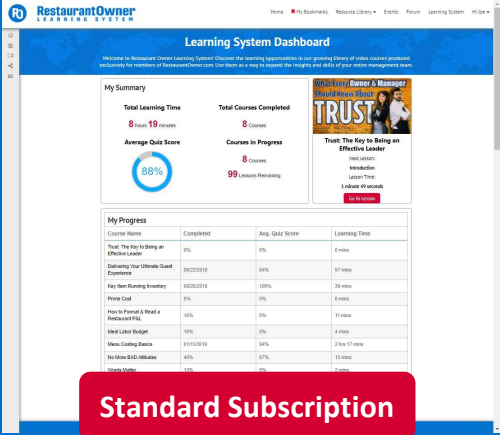


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The Restaurant Owner Learning System

Team Development

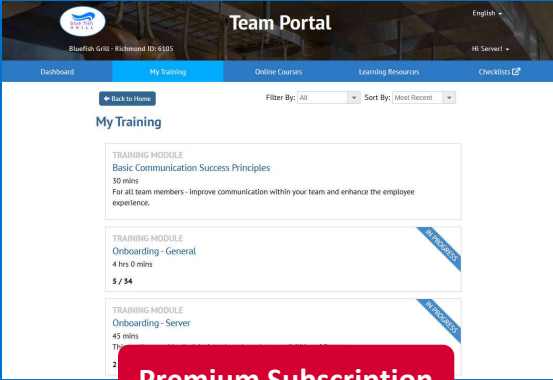
Courses and Training Videos



Standard Subscription

Restaurant-Specific Training

Custom Training Platform

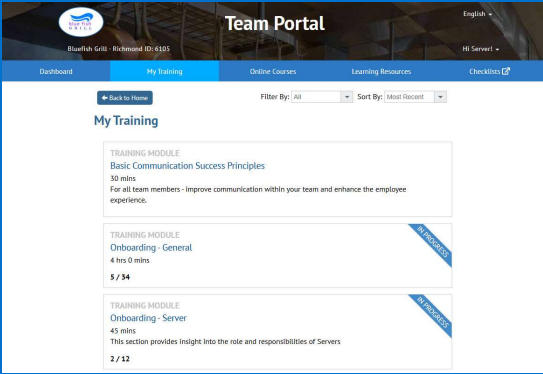


Premium Subscription

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Restaurant-Specific Training

Custom Training Platform



- Upload your own video, photos and training content
- Create step-by-step lessons using a combination of your restaurant-specific content and **our library of training resources**
- Build quizzes to test their knowledge
- Put it all together into position-specific training modules

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Restaurant Branded Team Portal

Welcome to
your Team
Portal

Restaurant ID

Username

Password

Submit

Lost Password?

www.restaurantowner.com/team



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Team Member Training Pathway

Onboarding Path

Orientation

- Shared
 - About Us
 - About Our Workplace
 - Health and Safety
 - Policies and Procedures
- Role Specific
 - About Your Job
 - About Your Training

Menu

- FOH
 - Description
 - Presentation
 - Allergens
- BOH
 - Build charts
 - Presentation
 - Allergens

Position

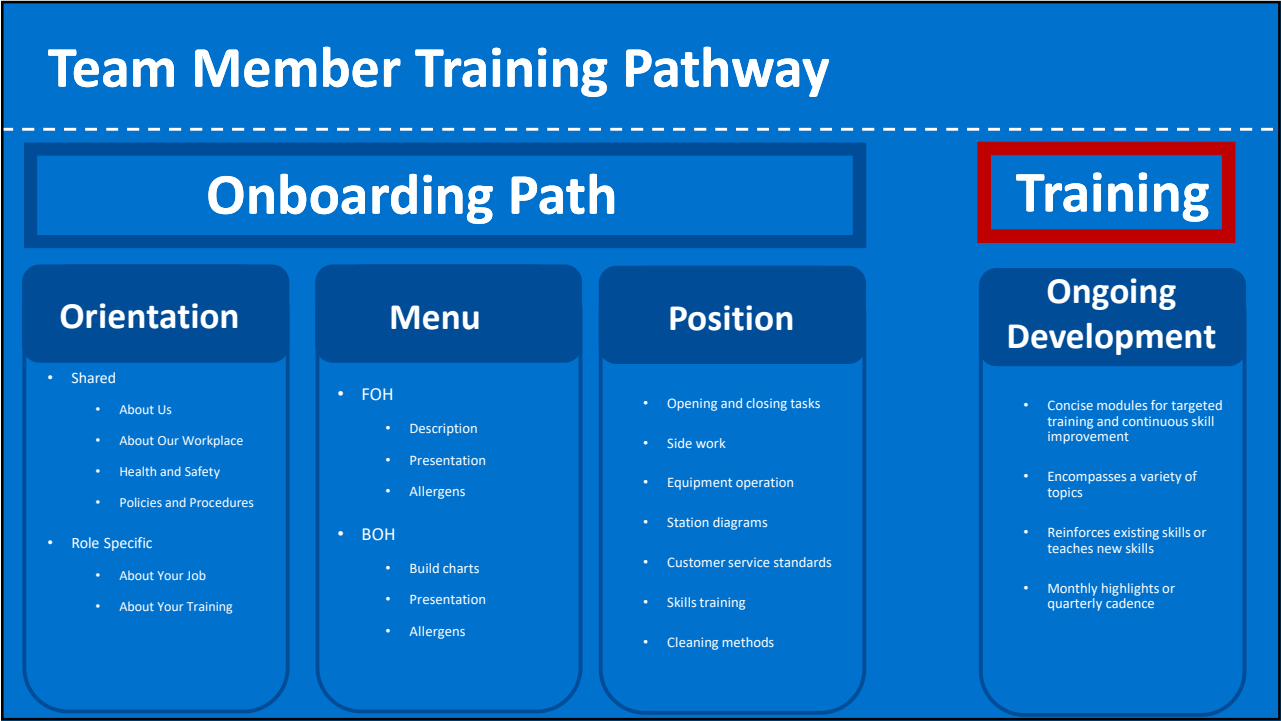
- Opening and closing tasks
- Side work
- Equipment operation
- Station diagrams
- Customer service standards
- Skills training
- Cleaning methods

Training

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Manager Development



Management Training
SECTION 1
Managing Exceptional Hospitality
Monthly/Year

Team Portal

Bluefish Grill - Richmond ID: 6105

English

Hi Manager!

Dashboard

My Training

Online Courses

Learning Resources

Checklists

Filter By: All

Sort By: Most Recent

My Training

TRAINING MODULE
MT Module 1: Managing Exceptional Hospitality
3 hrs 15 mins
Introduction to managing the Guest Experience for supervisors and managers.

TRAINING MODULE
MT Module 2: Managing Restaurant Operations
2 hrs 0 mins

TRAINING MODULE
MT Module 3: Managing Restaurant Controls

TRAINING MODULE
MT Module 4: Managing Safety & Sanitation

MT Management Module Set-up – Planning Worksheet

Module	MT Module 1: Managing Exceptional Hospitality (MEH)		
NOTE: Template Content and Template Quizzes, once added to a module, will populate your My Content and My Quizzes libraries.			
Section 1	Introduction – 7 minutes		
	Lesson Content	Tag	Source
1	Managing Exceptional Hospitality Introduction	Module 1 - MEH	Template Content
2	Video: Make Work More Meaningful	Video - Management	Template Content
Section 2	Guest Journey – 70 minutes		
	Lesson Content	Tag	Source
3	The Guest Journey	Module 1 - MEH	Template Content
4	Video: 10-4 Rule for Managers	Video - Management	Template Content
5	Delivering Your Ultimate Guest Experience* - Course Introduction	Course Introduction	Template Content
6	Module 1 – Quiz 1	MT Quizzes	Template Quizzes

*This Online Course must be shared to appear in your Team Portal.

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Bluefish Grill - Richmond ID: 6105

Team Portal

English

Hi Manager!

Dashboard

My Training

Online Courses

Learning Resources

Checklists

Training Progress

Status All

Custom Training	Completed	Learning Time
MT Module 1: Managing Exceptional Hospitality	100%	3 hrs 15 mins
MT Module 2: Managing Restaurant Operations	100%	2 hrs 0 mins
MT Module 3: Managing Restaurant Controls	100%	3 hrs 0 mins
MT Module 4: Managing Safety & Sanitation	100%	2 hrs 0 mins
MT Module 5: Managing Employment Policies	100%	1 hrs 30 mins
MT Module 6: Managing Employee Administration	100%	1 hrs 30 mins
MT Module 7: Managing Employee Selection	100%	3 hrs 30 mins
MT Module 8: Managing Training & Development	100%	3 hrs 45 mins
MT Module 9: Managing Employee Relations	100%	4 hrs 30 mins
MT Module 10: Managing Financial Results	95%	8 hrs 15 mins

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Staff Development



Training Module Set-up – Planning Worksheet

Improve

Improve Our Food Cost Today! – Ongoing Development

Section 1

Make it Right!

	Lesson Content	Tag	Source
1	Video: Menu Item Build Charts	Video - BOH	Template Content
2	Video: Recipe Books	Video - BOH	Template Content
3	Quiz: Make it Right – Quiz 1	Video Quiz - BOH	Quiz Templates

Section 2

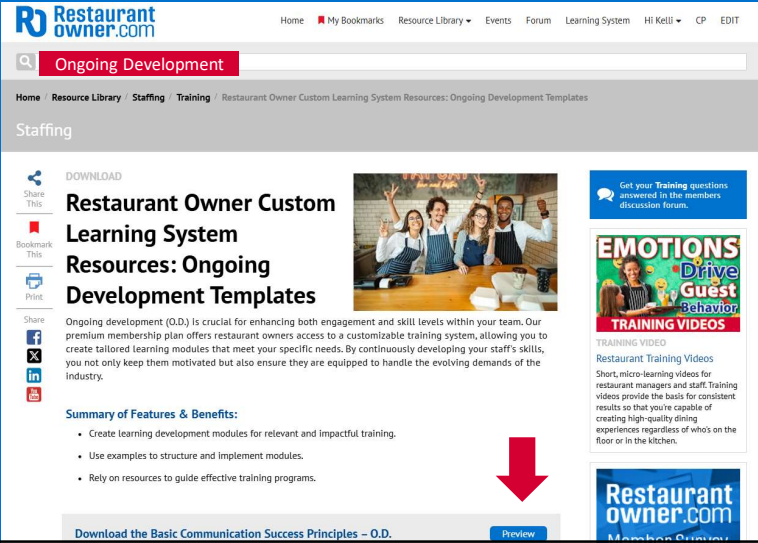
Make Just Enough!

	Lesson Content	Tag	Source
4	Video: Daily Prep Sheets	Video -BOH	Template Content
5	Video: The Basics of Portion Control	Video - BOH	Template Content
6	Video: Kitchen Scales	Video - BOH	Template Content
7	Video: First In, First Out (FIFO)	Video – All TM	Template Content
8	Quiz: Make Just Enough – Quiz 2	Video Quiz - BOH	Quiz Templates

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Where to Find Ongoing Development Templates





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Demo Link

Available to View Until
4/15/25

→

https://www.restaurantowner.com/team/

Welcome to your
Team Portal

Restaurant ID: 6105

Username: Team1

Password: ro-demo

Submit

Lost Password?

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Custom Training Modules - Planning and Setup

Simply **follow these step-by-step procedures** to properly set up online training for your restaurant. **Click on the Steps below to see the instructions for each step*

▶ Step 1 - Set Up Your Restaurant Team

▶ Step 2 - Plan and Outline the Training Modules

▶ Step 3 - Create Training Modules

▶ Step 4 - Build Your Content Library

▶ Step 5 - Add Lessons and Quizzes to the Training Module Sections

▶ Step 6 - Edit Lesson Content and Quizzes

▶ Step 7 - Assign & Rank Training Modules

▶ Step 8 - Test and Modify

▶ Step 9 - Go LIVE ←

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Help Videos for Each Step



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Templates

Share This

Bookmark This

Print

Share

DOWNLOAD

“GO LIVE”: Custom Learning System Resources to Make Your Training a Success

You’ve invested a lot of effort into building your custom training site—now it’s time to “GO LIVE” and introduce it to your team! Properly announcing the new training modules with clear guidelines and instructions is crucial for long-term success.

Summary of Features & Benefits:

- Comprehensive Guidance:** FAQ templates and the App download instructions ensure a smooth onboarding process of your new training system.
- Structured Learning:** The Onboarding and Bartender Overview provides an example template to customize and then share with your team.
- Effective Communication:** Team Meeting Notes help organize productive kickoff meetings.
- ALL of these downloads can be easily modified to reflect your restaurant’s specific needs.

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Templates

Check Out "How to Successfully Launch Your Custom Training system to Your Team" Article to Learn More

Download the Team Meeting Template



This form is available in the following formats. You must have a compatible program installed on your computer to use them.

[Click to Download Microsoft Word format](#)

[Preview](#)

Download the Onboarding and Bartender Training Overview



This form is available in the following formats. You must have a compatible program installed on your computer to use them.

[Click to Download Microsoft Word format](#)

[Preview](#)

Download the FAQs Team Members



This form is available in the following formats. You must have a compatible program installed on your computer to use them.

[Click to Download Microsoft Word format](#)

[Preview](#)

Download the FAQs Management



This form is available in the following formats. You must have a compatible program installed on your computer to use them.

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[Preview](#)

Download the RO.com App Instructions Poster



This form is available in the following formats. You must have a compatible program installed on your computer to use them.

[Click to Download Microsoft PowerPoint format](#)

[Preview](#)

Download the Introducing ROLS to Your Team Templates



This form is available in the following formats. You must have a compatible program installed on your computer to use them.

[Click to Download Microsoft Word format](#)

[Preview](#)

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Team Meeting Template



Team Meeting Notes

This document offers guidance on how to introduce the new training on the Restaurant Owner Learning System (ROLS) to your entire team. You can incorporate this agenda flow into a pre-shift. Please adjust this outline to fit your specific needs and the dynamics of your team. Good luck with your training system launch!

1. Introduction

- Greet the Team
- Share Purpose of Meeting: To introduce the new online training system.

2. Overview of the Online Training System

- Introduction to the System: Briefly describe what the online training system is and its benefits.
- Key Features: Highlight important features such as accessibility, ease of use, and track progress.

3. Benefits for the Team

- Skill Development: Explain how the system will help team members develop their skills.
- Career Growth: Team will become more knowledgeable in their role and there may even be opportunities to cross-train.
- Efficiency: Emphasize how the system will streamline training processes and save time.

4. Demonstration

- Live Demo: Show a live demonstration of the system, navigating through key sections.
- Interactive Elements: Highlight interactive elements like quizzes and videos.

5. Getting Started

- Account Setup: Guide team members on how to set up their accounts.
- First Steps: Explain the initial steps they need to take to start using the system.
- Support Resources: Inform them about available support resources (FAQs).

6. Q&A Session

- Open Floor for Questions: Allow team members to ask questions and address any concerns.

7. Next Steps



[Download](#)

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FAQs Team Members



Training FAQs

RestaurantOwner.com

Team Member FAQs

This document offers guidance on common questions you may have.

Question	Answer
1. Why? What's in it for me? I've worked here for a while, why do I need to take online training?	• "There was a lot to learn when you first started, and we may have missed some things! Taking the online training will give you the confidence that you know everything about your job to be successful!" • "New employees will be taking this training in the future. We want our current Team Members to be experts in their roles so you can help new team members become great. The more you know, the more..."
2. What's in the training?	"Read First" This document offers guidance on common questions your team may have. Since answers can vary by restaurant, please review each one before sharing with your team. A few rows in the chart are intentionally left blank for you to fill in. You also have the option to add your restaurant logo to the header. "Remember to delete this text box before you share!"
3. How long will it take to complete the training?	(It will take to complete)
4. When and where will the training take place?	We want employees to log on the clock at the time of their shift, either before or after their shift. Advise your manager separately. Advise your manager separately.
5. How will I be compensated for the time it takes to complete the training?	(Determine whether they will be clocked in at the restaurant or compensated when training appears completed in the Team Learning Progress Report. Advise the team)
6. I work in several jobs. Do I need to complete training for all the roles? How long is the training?	(Set expectations for Training Program completion.) "Initially, we want you to complete the training for your primary job – the one you work most often. Once you've completed that training, talk to your manager about getting access to more information about the other roles!"
7. (B/E in)	



[Download](#)

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FAQs Team Management



Training FAQs

RestaurantOwner.com

Management/Supervisor FAQs

This document offers guidance on common questions you may have.

Question	Answer
1. Why do I need to take the online training?	"So that you know what your Team Members learn, and you can lead new employee training efficiently. You need to be an expert in all roles, so that you can ensure Team Members know what is expected of them, are prepared to do the work, and are confident in their jobs. It will make your job – leading your team – much easier!"
2. What's in the Training Programs?	"Our learning system offers a variety of training modules, including..."
3. What training should I complete the training? How long is the training?	(It will take to complete)
4. How do I track my team's progress through the training?	We want employees to log on the clock at the time of their shift, either before or after their shift. Advise your manager separately. Advise your manager separately.
5. (B/E in)	
6. (B/E in)	
7. (B/E in)	
8. (B/E in)	
9. (B/E in)	
10. (B/E in)	



[Download](#)

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App Instructions Poster



TEAM MEMBER TRAINING PORTAL

INTRODUCING RestaurantOwner Mobile App

The RestaurantOwner App allows owners, managers, and team members to access the extensive resources of the RestaurantOwner Learning System. Through the Team Portal, team members can log in to access training videos, online courses, and custom training programs shared with them.

How to Get the App:

- To download the app from your iOS device, go to the App Store and search for "Restaurant Owner Mobile App"
- To download the app from your Android device, go to the Good Play Store and search for "restaurantowner"

Note: If you are using a PC or tablet to access the site, Google Chrome is the preferred web browser.





Team Portal Login

info@restaurantown... 9:20 AM (7 minutes ago) ☆ ↶ ⋮

to me



Restaurant owner.com

Hi Kelli,

Robert Sanford has authorized you to access the Team Portal for Bluefish Grill - Sugarland.

To login, go to <https://www.restaurantowner.com/team> and enter these credentials:

RestaurantID: 6106
Username: KLaube
Password: KLaube##

You can also login directly using this unique link:
<https://www.restaurantowner.com/team?uid=6106&un=KLaube&h=886CBATC-BD82C04750BE1FF3DA68656D2CAA3032>

Please contact Robert directly if you need assistance logging in.



Download

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Email and Text Template

Text Template:

Hi [Recipient],

At [restaurant name], we value ongoing training and development. We're launching a new training program on our very own, customized Learning Platform. It will include orientation, online position, and menu training. You'll soon receive login info for our Team Training Portal. Please complete the training by [due date]. Your participation is crucial for our success! Happy to answer any questions you may have!

With gratitude,
[Owner, GM, Managers' Signatures]



Download



Email Template:

Hello (Insert Recipient: Bartender, Server, Prep Cook, etc./or Name)

At [restaurant name], our success depends on our people. Our restaurant can only prosper and grow by continually improving ourselves and our work. Our team members are our most valuable resource, essential for delivering exceptional dining experiences.

We believe in the ongoing training and development of our people. We see it as a worthy investment in the future of the restaurant and as a way of enabling our people to achieve their potential in whatever they do. In keeping with our values, we have invested in developing standard training programs for every position. The updated programs include an orientation, or onboarding workshop, online position, online menu training, as well as on-the-job training.

Introducing ROLS to Your Team Templates



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Upgrade Your Membership

RestaurantOwner.com

Start typing to SEARCH over 1000+ resources

Home

My Bookmarks

Resource Library

Events

Forum

Learning System

Hi Robert

Help

My Membership

My Bookmarks

Logout

Settings and Preferences

My Account

My Restaurant Team

Custom Training

Checklist Generator Setup

Membership Settings and Preferences

Use this menu to access your account settings, add managers and restaurants and set sharing preferences.

Welcome to RestaurantOwner.com!

New members are encouraged to visit our welcome page for a tour on how to use the site and suggestive tips on getting started

Build Your Restaurant Team

Did you know that RestaurantOwner.com resources can be shared with your managers and team members at no additional charge? Learn how to quickly add your entire team of restaurants, managers and team members ...

Upgrade to Premium

Is your current online training program stuck in low gear, too expensive, or possibly non-existent? Check out our Custom Training Platform available with every Premium Subscription plan. Here, ...

EMOTIONS Drive Guest Selection TRAINING VIDEOS

TRAINING VIDEO Restaurant Training Videos

Short, micro-training videos for restaurant managers and staff. Training videos provide the basis for consistent results so that you're capable of creating high-quality dining experiences regardless of ...

Upgrade to Premium

Is your current online training program stuck in low gear, too expensive, or possibly non-existent? Check out our Custom Training Platform available with every Premium Subscription plan. Here, you can quickly create customized online training unique to your restaurant.

Summary of Features & Benefits:

- Create position-specific training modules in minutes, not months
- Upload your own training videos, training manual content, photos, and slides
- Mix and match your content with our 400+ ready-to-train videos, lessons, and quiz templates
- Use our quiz generator to test your staff's knowledge and track their test scores
- View your staff's learning progress with a click of a button
- Large selection of Spanish training videos and training manual templates
- Includes your restaurant's branded Team Portal to host your online training program
- Affordable pricing to fit the size of your company

Create Your Own Custom Training Programs

View Pricing

UPGRADE NOW

UPGRADE NOW

Planning and Setup

Simply follow these step-by-step procedures to properly set up online training for your restaurant. *Click on the Steps below to see the instructions for each step

www.restaurantowner.com/upgrade

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Not a Member Yet?

\$29 /month

STANDARD PLAN

Single-Unit

or save 15% and pay \$299 for a one year subscription

Includes access for:

3 Managers

30 staff

Sign Up Now

\$49 /month

PRO PLAN

Multi-Unit

or save 15% and pay \$499 for a one year subscription

Includes access for:

10 Managers

100 staff

Options available for larger staffs

Sign Up Now

\$59 /month

PREMIUM PLAN

Custom Training System

or save 15% and pay \$599 for a one year subscription

Includes access for:

3 Managers

30 staff

Create custom training programs using a blend of your own content and ours.

Options available for larger staffs

Sign Up Now

www.restaurantowner.com/join

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The Restaurant Owner Learning System

The screenshot displays the 'Learning System Dashboard' for RestaurantOwner. It includes a navigation bar with links to Home, My Bookmarks, Resource Library, Events, Forum, Learning System, and Help. The dashboard features a 'My Summary' section with statistics: Total Learning Time (8 hours 19 minutes), Total Courses Completed (8 Courses), Average Quiz Score (88%), and Courses in Progress (8 Courses, 99 Lessons Remaining). A 'My Progress' table lists various courses with their completion status, average quiz scores, and learning times. A red banner on the right contains the URL www.restaurantowner.com/training.

Course Name	Completed	Avg. Quiz Score	Learning Time
Trust: The Key to Being an Effective Leader	0%	0%	9 mins
Delivering Your Ultimate Guest Experience	08/22/2018	64%	57 mins
Key Item Running Inventory	08/29/2018	100%	36 mins
Phone Cost	0%	0%	9 mins
How to Format & Read a Restaurant P&L	10%	0%	11 mins
Ideal Labor Budget	10%	0%	4 mins
Menu Costing Basics	01/11/2019	94%	2 hrs 17 mins
No More BAD Attitudes	40%	67%	15 mins
Waste Matter	13%	0%	2 mins
Weekly Prime Cost Template	11/28/2018	0%	35 mins