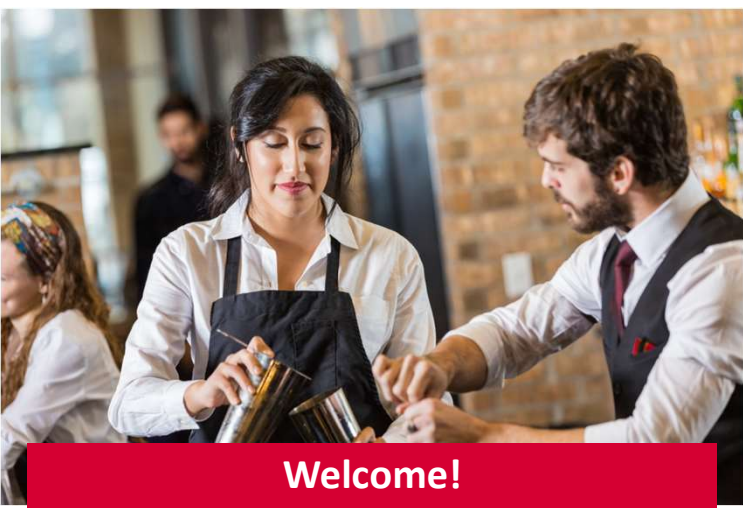


# RestaurantOwner Learning System

**Improve Your  
Training,  
Boost Your Profits**



**Welcome!**  
Today's event will be starting shortly.

1

# Your Hosts



Jim Laube



Sharon McPherson



Joe Erickson



2

# Webinar Format

---



- Interactive format
- Access to participant comments & questions
- This webinar is being recorded
- Links to resources will be included on the recorded webinar page



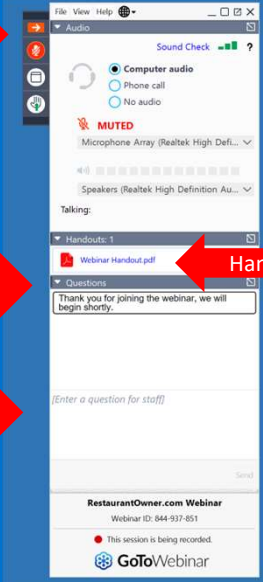
3

# Questions & Comments


Show/Hide Control Panel

Questions Tab

Type your Questions / Comments



Handouts



4

## Better Training = Better Profits

The American Society for Training and Development (ASTD) found that companies that offer **comprehensive training** enjoy a 24 percent higher profit margin than those who spend less on training



**RO** Restaurant  
owner.com

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## Training Increases Engagement

- I know what is expected of me at work.
- I have the materials and equipment I need to do my work right.
- At work, I have the opportunity to do what I do best every day.
- There is someone at work who encourages my development.
- The mission or purpose of my company makes me feel my job is important.
- My associates or fellow employees are committed to doing quality work.
- This last year, I have had opportunities at work to learn and grow.

Gallup Q12 Survey

6

# Training Reduces Waste

- Proper portioning, product rotation, menu consistency
- Fewer mistakes
- Higher productivity
- Service efficiency



7

# The Restaurant Owner Learning System

**Learning System Dashboard**

Welcome to Restaurant Owner Learning System! Discover the learning opportunities in our growing library of video courses produced exclusively for members of RestaurantOwner.com. Use them as a way to expand the insights and skills of your entire management team.

**My Summary**

- Total Learning Time: 8 hours 19 minutes
- Total Courses Completed: 8 Courses
- Average Quiz Score: 88%
- Courses In Progress: 8 Courses
- 99 Lessons Remaining

**What Every Owner & Manager Should Know About TRUST**

**Trust: The Key to Being an Effective Leader**

Next Lesson: Introduction  
Lesson Time: 1 minute 49 seconds  
[Go to Lesson](#)

**My Progress**

Course Name	Completed	Avg. Quiz Score	Learning Time
Trust: The Key to Being an Effective Leader	0%	0%	0 mins
Delivering Your Ultimate Guest Experience	08/22/2018	84%	57 mins
Key Item Running Inventory	08/20/2018	100%	36 mins
Prime Cost	0%	0%	0 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 642 Attitudes	40%	67%	15 mins
Woods Matter	13%	0%	2 mins
Weekly Prime Cost Template	11/28/2018	0%	35 mins

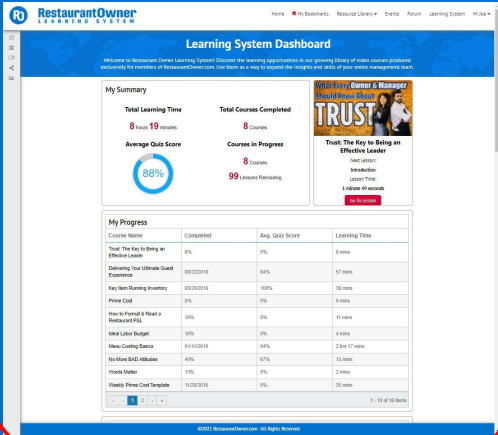
©2021 RestaurantOwner.com. All Rights Reserved

[www.restaurantowner.com/training](http://www.restaurantowner.com/training)

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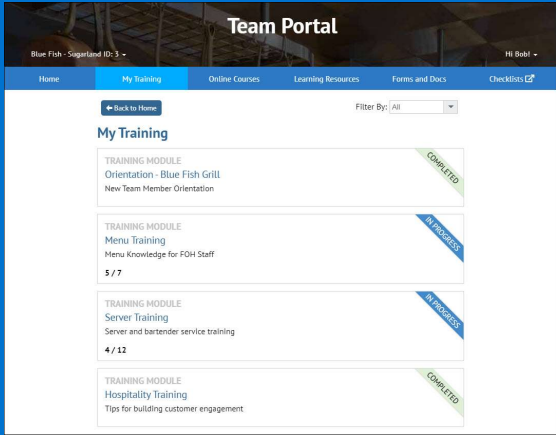
# The Restaurant Owner Learning System

## Team Development Courses and Training Videos



Course Name	Completed	Avg. Date Score	Learning Time
How to Hire & Retain an Effective Leader	0%	0%	6 mins
Delivering Your Ultimate Guest Experience	100%	95%	37 mins
Key Item Counting Inventory	100%	100%	36 mins
Prime Cost	0%	0%	6 mins
How to Forecast & Hire a Restaurant Full	100%	0%	11 mins
Menu Labor Budget	100%	0%	4 mins
Menu Costing Basics	100%	98%	2 hrs 17 mins
100 Back-Of-House	100%	97%	10 mins
House Number	100%	0%	2 mins
Health Permit Cost Template	100%	0%	10 mins

## Restaurant-Specific Training Custom Training Platform



- TRAINING MODULE: Orientation - Blue Fish Grill (Completed)
- TRAINING MODULE: Menu Training (In Progress)
- TRAINING MODULE: Server Training (In Progress)
- TRAINING MODULE: Hospitality Training (Completed)

9

# Team Development Resources

## Courses



## Micro-Learning Training Videos



10

# Online Courses

---

The screenshot shows a course titled "Insider Tips For a More Rewarding & Even Fun Experience!". A modal window titled "Shared with" is open, allowing selection of team groups and restaurants. Under "Team Groups", "Kitchen" is selected. Under "Restaurants", "Blue Fish - Richmond" and "Blue Fish - Sugarland" are selected. A "Done" button is at the bottom of the modal.

other  
ers

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# Team Portal

---

The screenshot shows the "Welcome to your Team Portal" login page. It features a background image of a chef in a kitchen. The login form includes fields for "Restaurant ID", "Username", and "Password", a "Submit" button, and a "Lost Password?" link. A language selector for "English" is in the top right corner.

[www.restaurantowner.com/team](http://www.restaurantowner.com/team)

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# Add Your Restaurant Team

**Step-by-step instructions for adding your team to your RO membership**

13

# The Restaurant Owner Learning System

## Team Development

Courses and Training Videos

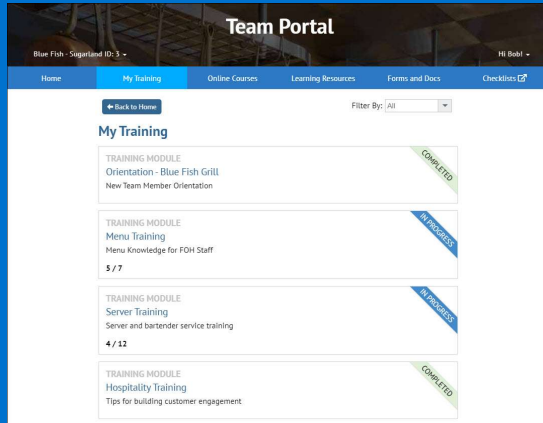
## Restaurant-Specific Training

Custom Training Platform

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# Restaurant-Specific Training

## Custom Training Platform



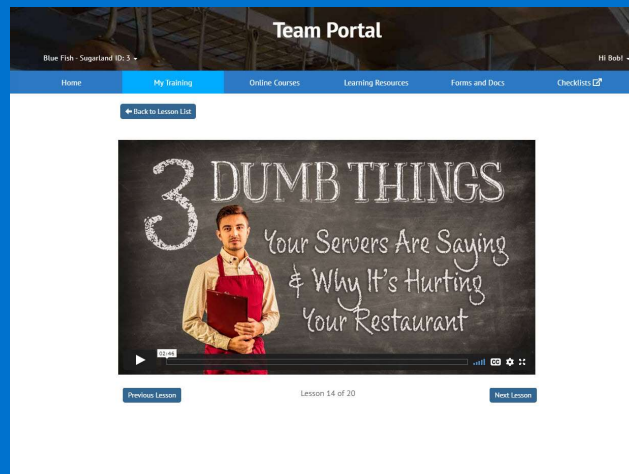
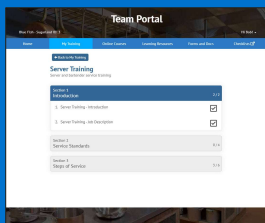
- Upload your own video, photos and training content
- Create step-by-step lessons using a combination of your restaurant-specific content and **our library of training resources**
- Build quizzes to test their knowledge
- Put it all together into position-specific training modules



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# Custom Training Platform

Lessons can be a combination of video, audio, slides or print

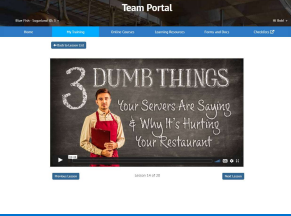
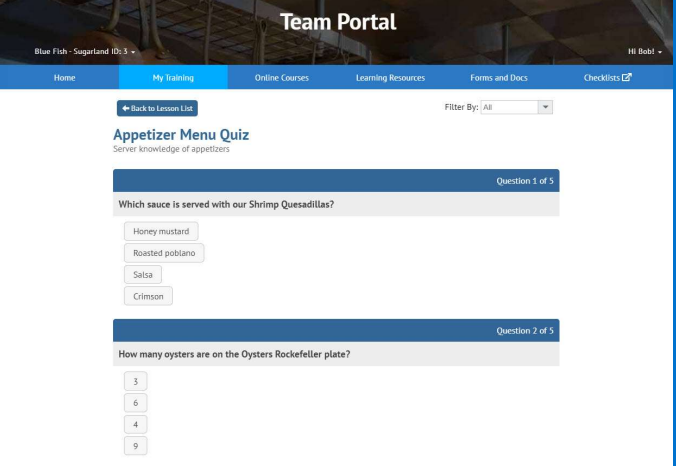


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# Custom Training Platform

---

Add quizzes to measure learning progress

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# RestaurantOwner Team App

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[www.restaurantowner.com/app](http://www.restaurantowner.com/app)

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# Custom Training Platform

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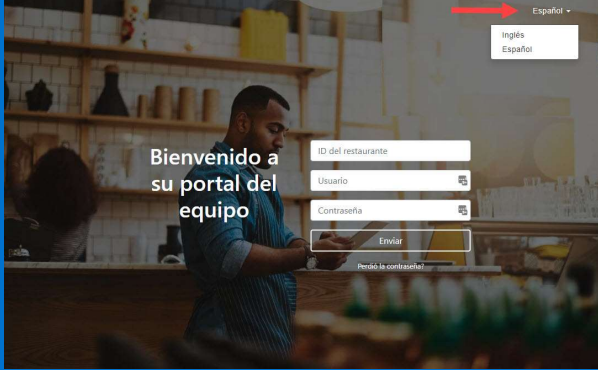
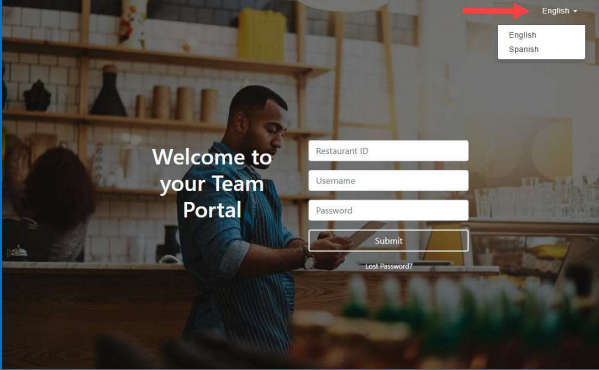
## Latest Enhancements



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# Now with Spanish Language Option

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[www.restaurantowner.com/team](http://www.restaurantowner.com/team)

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## Labels in Spanish

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## Team Member Progress Snapshot

Team Member	Restaurants	Assigned Training	Completed
+ Morgan Baxter	Bluefish Grill 1	20	0
+ Abigail Clark	Bluefish Grill 1	5	0
+ Joe Erickson	Bluefish Grill 1	15	3
Alex Rivera	Bluefish Grill 1, Bluefish Grill 2	5	1

Course Name	Completed
Onboarding - General	69%
Onboarding - Server	60%
Menu Training - FOH	85%
Position Training: Server	100%
Spring Featured Menu - FOH	50%

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## Team Member Progress Snapshot

---

**Menu Training - FOH**  
Learn how our menu is prepared and served so you can make recommendations and answer guests' questions.

Review	Content	Completed
<b>Onboarding - Menu Overview</b>		
	Menu Overview - FOH	✓
<b>Day 1 - Starters &amp; Light Fare</b>		
	Starters & Light Fare Menu Descriptions	✓
<a href="#">Quiz</a>	Starters & Light Fare Quiz	✓
<b>Day 2 - Salads &amp; Sandwiches</b>		
	Salads & Sandwiches Menu Descriptions	✓
	Salads & Sandwiches Quiz	✓
<b>Day 3 - Entrees &amp; Desserts</b>		
	Entrees & Desserts	✓
	What It Costs To Run a Restaurant	✓
<a href="#">Quiz</a>	Entrees & Desserts Quiz	✓

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## Team Member Progress Snapshot

---

**Menu Training - FOH**  
Learn how our menu is prepared and served so you can make recommendations and answer guests' questions.

[Return to Training Module Review](#)

**Entrees & Desserts Quiz**  
Taken by Servers and Bartenders to confirm menu knowledge.

Question 1 of 4

**The Fried Shrimp Platter includes:**

- 8 Extra Large Shrimp
- 12 Large Shrimp
- 7 Jumbo Shrimp

Question 2 of 4

**Fried Shrimp Platter is served with fries, Cole Slaw, and both Cocktail and Tartar sauces.**

- True
- False

Question 3 of 4

**The Grilled Halibut cannot be prepared without oil, because it is marinated.**

- True
- False

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# Customizable Templates

---

**Team Portal**

Library ID: 7190 Hi Joel

Dashboard **My Training** Online Courses Learning Resources Forms and Docs Checklists

[← Back to Lesson List](#)

### Team Member Welcome Letter

We welcome you to **[Restaurant Name]**. We look forward to the opportunity to work with you and want you to know that we recognize our Team Members as our most valuable resource. Our continued success in providing the highest quality of food, beverages and service to our guests depends on having quality people like yourself and your fellow Team Members. We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this training module to answer some of the questions you may have concerning **[Restaurant Name]** and its policies. This training module and its accompanying Employee Handbook are intended solely as a guide. Read it thoroughly and reference it often. If you have questions about anything, contact your **[trainers, managers, owner]** for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to **[Restaurant Name]**!

Sincerely,  
**(Management Team, owner(s))**

Lesson 1 of 25 [Next Lesson](#)

**More than 400 'Drag and drop' lessons and quizzes in English and Spanish**

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# Customizable Templates

---

Template Listing.xlsx 1 / 23 | 100% | [Icons]

Tag	Title	Description
Bartender	Delivering Drinks	Serving beverages...
Bartender	Drink Preparation	An overview of all things related to preparing drinks...
Bartender	End of Shift/Checkout Procedures	
Bartender	Filling Beverage Orders for Servers	Learn about Service Bartending standards. Making a good first impression is essential. Our goal is to help you become more organized during your shift so that you can become more competent and relaxed when the "big slam" does come.
Bartender	Greeting The Guest	Menu Presentation refers to the bar or tableside presentation of the menu to the guests.
Bartender	In Summary	
Bartender	Menu Presentation	
Bartender	Previ	
Bartender	Provi	
Bartender	Sidev	
Bartender	Steps	
Bartender	Takin	
BOH Position Training	Chec	
BOH Position Training	Food Presentation	Learn the value of beautiful food presentation.
BOH Position Training	Kitchen Safety Tips	Learn the steps to handle and maintain knives, as well as fryer safety.
BOH Position Training	Kitchen Terminology and Equipment	Defines standard cooking equipment and methods.

**Download the Lesson and Quiz 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 Adobe PDF format](#)

26

# Customizable Templates

Settings and Preferences

My Account

- My Account
- Payments/Receipts
- Cancel Account
- Contact Us
- My Bookmarks
- Upgrade Team Plan

My Restaurant Team

- Get Started
- Add/Edit Restaurants
- Add/Edit Managers
- Add/Edit Team Groups
- Add/Edit Team Members
- Send Login Link
- Shared Resources
- Shared Courses
- Restaurant Team Learning Progress

Custom Training

- Planning and Setup
- Add/Edit Lesson Content
- Add/Edit Quizzes
- Add/Edit Training Modules**
- Resources and Help Aids

Section Title  Save Section Content Add a title

BARTENDER Sidework Duties Duties performed by the Bartender outside of serving guests at the table are called sidework.

BARTENDER Providing Exceptional Hospitality We want all our team members to make each guest's experience memorable.

BARTENDER End of Shift/Checkout Procedures

BARTENDER In Summary Our goal is to help you become more organized during your shift so that you can become more comp and relaxed when the "big slam" does come.

BARTENDER Preventing Guest Complaints To prevent complaints, you need to keep your eyes and ears open and be aware of the guests around

BARTENDER Steps of Bar Service The Bartender has a very similar set of actions to take when a guest approaches the bar:

Shared Resources My Content Quizzes Content Templates Quiz Templates

All

Select tab to see listing

Drag content from listing to section using your mouse

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# Dual Language Training Videos

Team Portal English

Blue Fish - Sugarland ID: 3 HI Bob!

Dashboard My Training Online Courses Learning Resources Checklists

Back to Lesson List

ENG-ESP BOH Video

English Español

The Value & Impact of HONEST Feedback

en español

Previous Lesson Lesson 10 of 15 Next Lesson

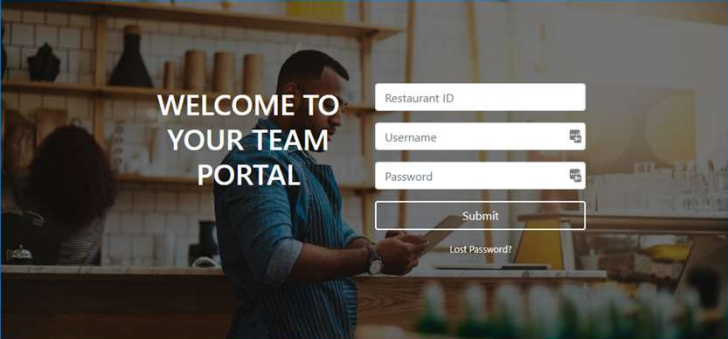
28

# Try It

---

[www.restaurantowner.com/team](http://www.restaurantowner.com/team)

- RestaurantID: **6105**
- Username: **demo1**
- Password: **ro-demo**



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# Demo Site

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# Step-by-Step Instructions

**Settings and Preferences**

---

**My Account**

- My Account
- Payments/Receipts
- Cancel Account
- Contact Us
- My Bookmarks
- Upgrade Team Plan

---

**My Restaurant Team**

- Get Started
- Add/Edit Restaurants
- Add/Edit Managers
- Add/Edit Team Groups
- Add/Edit Team Members
- Send Login Link
- Shared Resources
- Restaurant Team Learning Progress

---

**Custom Training**

- Planning and Setup**
- Add/Edit Lesson Content
- Add/Edit Quizzes
- Add/Edit Training Modules
- Resources and Help Aids

## 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

- ▶ Overview
- ▶ 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 - Create Quizzes
- ▶ Step 6 - Assign & Rank Training Modules
- ▶ Step 7 - Test and Modify
- ▶ Step 8 - Go LIVE

**Download the Lesson and Quiz Template Listing** [Preview](#)

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

[Click to Download Adobe PDF format](#)

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# Step-by-Step Instructions

**Download the Lesson and Quiz Template Listing** [Preview](#)

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

[Click to Download Adobe PDF format](#)

DOWNLOAD

**Restaurant Training Agenda Templates - All Positions**

The Restaurant Training Agenda Templates provide recommended training schedules by position for newly-hired staff. The Training Agenda helps to organize all aspects of a new hire's training and onboarding resources so that they feel valued, know what is expected from them, and ensure they are confident in performing the job duties for their role.

[Training](#)

DOWNLOAD

**Restaurant Training Program Worksheets**

Use the restaurant training program outlines to create a world class training schedule for each restaurant staff position.

[Training](#)

DOWNLOAD

**Custom Training Module Setup Checklist - Planning Worksheet**

The Custom Training Setup Checklist is designed for the person responsible for facilitating and organizing the custom training within the restaurant. The Checklist will be discussed at the coaching session with suggested talking points and recommended hands-on activities. Step-by-step training will be facilitated by hands-on activity and/or practice live on-the-job with the Trainer's assistance ...

[Training](#)

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# Training Agendas

Training Type	Onboarding	Shift 1	Shift 2	Shift 3	Shift 4	Ongoing
<b>Knowledge Training</b>						
<b>Menu</b>	Menu Overview	Menu Study: Section 1	Menu Study: Section 2	Menu Study: Section 3	Menu Study: Section 4	Ongoing Learning
<b>Additional Resources (If Applicable)</b>	Server Manual Onboarding Packet	Food Handler's Certification				Food Handlers Certification
		Alcohol Service Certification				Alcohol Service Certification
<b>On-the-Job Training</b>						
<b>On the Job</b>	GM/Owner Welcome Restaurant Tour Team Observation	Work the Shift! Follow Trainer	Work the Shift! Service Assist Ring in Orders	Work the Shift! Service Assist Ring in Orders Run Food/Bev	Work the Shift! Trainer Follows Ring in Orders Run Food/Bev	Work the Shift! Trainer Follows Trainer Notes Complete
<b>Training Validation</b>						
<b>Quizzes &amp; Tests</b>	Handbook Acknowledgement	Menu Quiz 1	Menu Quiz 2	Menu Quiz 3	Menu Quiz 4	Final Menu Test
<b>Performance Checks</b>		POS Drills Knowledge Check with Manager	POS Drills Knowledge Check with Manager	POS Drills Knowledge Check with Manager	Knowledge Check with Manager	Manager Validation Complete
<b>Additional Resources (If Applicable)</b>	Server Manual Onboarding Packet	Food Handler's Certification				Food Handlers Certification

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# Planning Worksheet

Training Module Set-up – Planning Worksheet

Module	Position Training - Server		
<b>Section 1 Day 1 – The Service Cycle</b>			
Content	Tag	Type	
1 Video: The Power of Your Smile	Video – All TM	Custom Content	
2 Greeting The Guest	Servers	Custom Content	
3 Menu Presentation	Servers	Custom Content	
4 Taking the Order	Servers	Custom Content	
5 Entering the Order	Servers	Custom Content	
6 Delivering The Order	Servers	Custom Content	
7 Presenting the Check and Farewell	Servers	Custom Content	
8 Video: Science of Kindness	Video - FOH	Custom Content	
<b>Section 2 Day 2 - Hospitality</b>			
Content	Tag	Type	
1 Video: Make Memorable First Impressions	Video - FOH	Custom Content	
2 Preventing Guest Complaints	Servers	Custom Content	
3 Handling Guest Complaints	Servers	Custom Content	
4 Sanitation & Safety	FOH Position Training	Custom Content	
5 Alcohol Awareness	FOH Position Training	Custom Content	
6 Quality Control	Servers	Custom Content	
7 Video: Service Vs. Hospitality	Video - FOH	Custom Content	
8 Video: Improve Your Hospitality	Video- FOH	Custom Content	

Training Module Set-up – Planning Worksheet

Section 3	Day 3 – Be a Part of the Team		
Content	Tag	Type	
1 Video: First Time Guests	Video - FOH	Custom Content	
2 Sidework Duties	Servers	Custom Content	
3 Server Checkout Procedures	Servers	Custom Content	
4 Tip Reporting	FOH Position Training	Custom Content	
5 Video: How to Turn Tables and Earn More Tips	Video - FOH	Custom Content	
6 Video: Emotions Drive Guest Behavior	Video - FOH	Custom Content	
Section 4	Day 4 – Be a Professional		
Content	Tag	Type	
1 Video: How to be Friendly, Not Flirty	Video - FOH	Custom Content	
2 In Summary	Servers	Custom Content	
3 Server Final Test		Quizzes	
4 Video: How to NOT Take things Personally	Video - FOH	Custom Content	
5 Video: Improve Your Guest Experience	Video - FOH	Custom Content	
Section 5	Server Reference Tools (Optional – add your own reference tools)		
Content	Tag	Type	
1 Beer, Wine, and Liquor List		Custom Content	
2 Marketing & Promotional Calendar/Tools		Custom Content	
3 Abbreviation List/Modifiers		Custom Content	
4 Station Opening Duties, Sidework and Closing Duties		Custom Content	

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# Member Support

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- Step-by-step help aids
- Complimentary review of Planning Worksheet
- Discussion Forum
- Email: [Info@Restaurantowner.com](mailto:Info@Restaurantowner.com)
- Phone: (877) 533-4449

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# Upgrade Your Membership

---

**Settings and Preferences**

**My Account**

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

**My Restaurant Team**

- Get Started
- Add/Edit Restaurants
- Add/Edit Managers
- Add/Edit Team Groups
- Add/Edit Team Members
- Send Team Portal Login Link
- Shared Resources
- Shared Courses

**Custom Training**

- Add/Edit Lesson Content
- Add/Edit Quizzes
- Add/Edit Training Modules

## Restaurant Owner Team Plans

Upgrade your membership to share Learning System courses and RestaurantOwner.com access with more than 3 managers or to **create custom training programs** for your staff. Review the options below to determine which plan is the best fit for your organization.

Standard Plan	Pro Plan	Premium Plan
<ul style="list-style-type: none"> <li>✓ Best fit for smaller restaurants</li> <li>✓ Includes access to all RestaurantOwner resources</li> <li>✓ Add up to 3 users/managers</li> <li>✓ Share resources with your staff on the RO Team Portal</li> <li>✓ Access to the RO Team Portal for up to 30 staff</li> </ul>	<ul style="list-style-type: none"> <li>✓ For larger restaurants and multi-units</li> <li>✓ Includes everything in the Standard Plan - plus</li> <li>✓ Add up to 10 Managers</li> <li>✓ Add up to 100 Staff</li> <li>✓ Options to increase the number of managers and staff</li> </ul>	<ul style="list-style-type: none"> <li>✓ Includes all RestaurantOwner resources plus the Custom Training System</li> <li>✓ Upload your own content and lessons</li> <li>✓ Add quizzes and track scores</li> <li>✓ Create position specific training modules</li> </ul>

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# Not a Member Yet?

---

[Plans & Pricing](#)

It's never been more convenient and affordable to build the confidence and skills of your entire team.

Your guests will be the first to notice.

<p><b>\$29</b> /month STANDARD PLAN</p>	<p><b>\$49</b> /month PRO PLAN</p>	<p><b>\$79</b> /month PREMIUM PLAN</p>
<p><b>Single-Unit</b> or save 15% and pay \$299 for a one year subscription</p> <p>Includes access for: 3 Managers 30 staff</p>	<p><b>Multi-Unit</b> or save 15% and pay \$499 for a one year subscription</p> <p>Includes access for: 10 Managers 100 staff</p> <p><small>Options available for larger staffs</small></p>	<p><b>Custom Training System</b> or save 15% and pay \$799 for a one year subscription</p> <p>Includes access for: 10 Managers 100 staff</p> <p><small>Create custom training programs using a blend of your own content and ours. Options available for larger staffs</small></p>
<a href="#">Sign Up Now</a>	<a href="#">Sign Up Now</a>	<a href="#">Sign Up Now</a>

[www.restaurantowner.com](http://www.restaurantowner.com)


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# Question

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**What are your greatest training challenges?**

*Please type you answers into the question box*



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# Q&A

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## Questions

Additional questions to  
[info@restaurantowner.com](mailto:info@restaurantowner.com)

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# Please Give Us Your Feedback

---

Just 4 very short  
questions!

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# RestaurantOwner Learning System

**Improve Your  
Training,  
Boost Your Profits**



**Thank you for attending!**

**[info@RestaurantOwner.com](mailto:info@RestaurantOwner.com)**



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