

## Lesson Templates

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.
Bartender	Greeting The Guest	aking 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	In Summary	Menu Presentation refers to the bar or tableside presentation of the menu to the guests.
Bartender	Menu Presentation	To prevent complaints, you need to keep your eyes and ears open and be aware of the guests around you.
Bartender	Preventing Guest Complaints	We want all our team members to make each guest's experience memorable.
Bartender	Providing Exceptional Hospitality	Duties performed by the Bartender outside of serving guests at the table are called sidework.
Bartender	Sidework Duties	The Bartender has a very similar set of actions to take when a guest approaches the bar:
Bartender	Steps of Bar Service	Learn our standards for taking guest orders at the bar.
Bartender	Taking The Order	Learn how to check in food orders.
BOH Position Training	Checking in Food Orders	Learn the value of beautiful food presentation.
BOH Position Training	Food Presentation	Learn the steps to handle and maintain knives, as well as fryer safety.
BOH Position Training	Kitchen Safety Tips	Defines standard cooking equipment and methods.
BOH Position Training	Kitchen Terminology and Equipment	Use this chart to translate recipes into larger or smaller batch and figure yields.
BOH Position Training	Product Preparation: Recipe & Build Charts, Basic Units of Measurement	The bus person ensures guest satisfaction by maintaining a clean and sanitary environment for guests to dine.
Busser	Busser Job Description	Checkout Procedures
Busser	End of Shift/Checkout Procedures	To ensure our guests have a memorable visit, we must deliver exceptional service and memorable hospitality.
Busser	Hospitality & Service Standards	Being a Busser can be fun and profitable, but it takes organization and awareness to be successful.
Busser	In Summary	No restaurant is immune to guest complaints, but you can try to limit the severity or amount of complaints by heading off an issue before it arises.
Busser	Preventing Guest Complaints	The level of service provided at a restaurant is what separates the good from the bad, to the following are ways to provide exceptional service as a Busser.
Busser	Providing Exceptional Hospitality	Duties performed by Bussers outside of serving guests at the table are called sidework. These duties although may come second to serving the guest are just as important.
Busser	Sidework Duties	At the beginning of your shift, it is important to be stocked and prepared...
Busser	Station Preparation	

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Busser Delivery Driver	Table Maintenance Delivering the Order	By maintaining the table throughout the guest's meal, you make it possible for the guest to enjoy their meal even more. You also make it easier for you to do your job. Follow these standards for delivery. The safety of our employees is a top priority. As a delivery driver, you have additional precautions that need to be followed to help keep you safe.
Delivery Driver Delivery Driver Delivery Driver	Delivery Driver Safety Filling the Order In Summary	Accuracy is paramount to filling orders! Tips to be successful as a Delivery Driver! No restaurant is immune to guest complaints, but you can try to limit the severity or number of complaints by heading off an issue before it arises.
Delivery Driver	Preventing Guest Complaints	The level of service provided is what separates the good from the bad, to the following are ways to provide exceptional service as a Delivery Person.
Delivery Driver Delivery Driver Delivery Driver Delivery Driver Delivery Driver	Providing Exceptional Hospitality Sidework Duties Station Preparation Taking the Order Vehicle Preparation	Outlines example sidework to be completed by Delivery Person. Be prepared for your shift! Standards for taking orders to be delivered. Be prepared for your shift! This method uses three separate sink compartments, one for each step of the ware wash procedure: wash, rinse, and sanitize. Although the 3-sink method uses three sinks to perform three different procedures, the entire process is completed in one sink.
Dishwasher	3-Sink Method of Dishwashing	As the Dishwasher, you are responsible for washing and cleaning tableware, glassware, pots, pans and cooking equipment while following safe food handling procedures and maintaining a clean, organized and sanitary station.
Dishwasher	Dishwasher Job Description	When working your station, there are some things that you can do to improve the effectiveness of your performance and ensure the quality of each item you wash.
Dishwasher Dishwasher	Dishwasher Station Tips Dishwashing Procedures	A quick punch list of steps to excellence as a dishwasher... Much of a Dishwasher's job is involved with maintaining standards of cleanliness in the store.
Dishwasher Dishwasher	Dishwashing Standards and Security End of Shift/Checkout Procedures	Before beginning your checkout each shift, check the station. They help to maintain the restaurant and make it a safe and pleasant place for guests to come and dine. Sidework is normally done at opening, during slow periods, and at closing.
Dishwasher	Sidework Duties	In your restaurant, there will be specific duties that you will need to perform during the opening of your shift.
Dishwasher Employee Handbook - About Us	Station Set-up About This Employee Handbook	Use this template to create a context for communicating your employment standards.
Employee Handbook - About Us	Our Mission	Customize this template to explain your Mission, or your purpose for being in business.

## Lesson Templates

Tag	Title	Description
Employee Handbook - About Us	Our Way of Doing Business	This template is customized with your business philosophy and your values.
Employee Handbook - About Us	Team Member Welcome Letter	Customize this template to tell your story and welcome new employees to your team.
Employee Handbook - About Working Here	Benefits	Share all the benefits you provide for becoming a member of your team by customizing this template.
Employee Handbook - About Working Here	Dress Code	Articulate your uniform requirements and appearance standards using this template.
Employee Handbook - About Working Here	Employment Policies	Customize this template to outline your human resources/employment policies.
Employee Handbook - About Working Here	Payment Procedures	This template is customized to explain Time and pay procedures and policies in your restaurant.
Employee Handbook - About Working Here	Restaurant Procedures and Policies	Customize this template to promote set expectations about guest and team member relations.
Employee Handbook - About Working Here	Standards of Conduct	Customize this template to outline your non-negotiable standards of behavior and set expectations for team
Employee Handbook - Health & Safety	Accidents and Emergency Situations	Customize this template to detail your procedures as they relate to accidents and emergency procedures. In addition to any required training or certification required locally for the service of alcohol, outline your standards using this template for all employees to know, whether they serve alcoholic beverages or not.
Employee Handbook - Health & Safety	Alcohol Serving Policy	Use this template to outline chemical safety requirements in your restaurant.
Employee Handbook - Health & Safety	Chemical Safety	Provide information regarding your restaurant's public safety policies and procedures by customizing this
Employee Handbook - Health & Safety	COVID-19 Precautions	In the event your employees use their personal vehicles for restaurant business, customize this template with
Employee Handbook - Health & Safety	Driving Safety	In compliance with Food Code, include this Health Reporting & Exclusion Notice to supplement policies required in your municipality.
Employee Handbook - Health & Safety	Food Code Health Reporting & Exclusion	Outline your general safety rules that apply to all Team
Employee Handbook - Health & Safety	Safety	Customize this template to outline basic sanitation practices required of all team members.
Employee Handbook - Health & Safety	Sanitation	Use this template to describe your policies and practices regarding timeliness and attendance.
Employee Handbook - Policies & Procedures	Absences	
Employee Handbook - Policies & Procedures	Cellular Phone Use Policy	
Employee Handbook - Policies & Procedures	Drug & Alcohol Policy	Customize this template to articulate your policies regarding drug and alcohol use/abuse at work.
Employee Handbook - Policies & Procedures	Employee Use of Social Media	Customize this template to communicate your company's social media guidelines.
Employee Handbook - Policies & Procedures	Websites	This template provides you the opportunity to outline your company's policies and procedures regarding harassment of any kind when it is customized.
Employee Handbook - Policies & Procedures	Harassment	

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Tag	Title	Description
Employee Handbook - Policies & Procedures	Policy Regarding Supplier Gifts and Kickbacks	This template offers to ability for you to communicate your company's policy when customized.
Employee Handbook - Policies & Procedures	Propriety and Confidential Information	Use this tempalte to protect your company's propriety and confidential information.
ESP - Bartender	Brindar una hospitalidad excepcional	Queremos que todos los miembros de nuestro equipo hagan que la experiencia de cada cliente sea memorable.
ESP - Bartender	Cómo saludar al cliente	La primera impresión que da al cliente dura toda la experiencia gastronómica, así que asegúrese de que sea Responsable de preparar, mantener y operar la barra.
ESP - Bartender	Descripción del empleo del cantinero	Tomar pedidos de bebidas de los clientes o de los meseros y preparar y servir bebidas con y sin alcohol
ESP - Bartender	Despechar pedidos de bebida de los meseros	El trabajo de un cantinero no solo es servir a los clientes que se sientan en la barra, sino también trabajar con los meseros para despachar los pedidos de las mesas.
ESP - Bartender	En resumen	Ser cantinero puede ser divertido y rentable, pero necesita ser organizado y estar alerta para tener éxito.
ESP - Bartender	Estándares de servicio y hospitalidad	La meta del equipo es hacer sentir a los clientes instantáneamente bienvenidos y reconocidos en cuanto pasen por nuestra puerta y hasta que se retiren, y que quieran regresar otra vez.
ESP - Bartender	Pasos del servicio de bar	Como el mesero del restaurante, el cantinero tiene una serie de acciones similares que debe realizar cuando un cliente se acerca a la barra:
ESP - Bartender	Preparación de los tragos	
ESP - Bartender	Presentación del menú	La presentación del menú se refiere a la presentación en la barra o en la mesa del menú a los clientes. También, esta es la mejor oportunidad de hacer recomendaciones.
ESP - Bartender	Prevención de quejas de los clientes	Ningún restaurante está exento de las quejas de los clientes, pero puede intentar limitar la gravedad o la cantidad de quejas abordando el problema antes de que
ESP - Bartender	Procedimientos de final de turno/salida	Antes de empezar su proceso de salida de cada turno, verifique lo siguiente:
ESP - Bartender	Servir tragos	
ESP - Bartender	Tareas adicionales	Las tareas de los cantineros fuera de servir a los clientes en la mesa se denominan tareas adicionales. Estas tareas, aunque son secundarias al servicio al cliente, son
ESP - Bartender	Tomar el pedido	Al acercarse a un cliente por un pedido de bebida, siempre coloque una servilleta de cóctel delante de cada
ESP - BOH Position	Consejos de seguridad para la cocina	
ESP - BOH Position	Control de los pedidos de alimentos	Como miembro del equipo de la BOH, se le puede pedir controlar los pedidos de comidas a medida que llegan en los camiones de entregas. Los siguientes procesos detallan cómo recibir y almacenar los productos. Su instructor lo guiará por ambos procesos.
ESP - BOH Position Training	Control de los pedidos de alimentos	

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Tag	Title	Description
ESP - BOH Position Training	Preparación del producto	Es fundamental seguir con exactitud todas las instrucciones y medidas de las recetas y tablas. Siempre use la Hoja de recetas cuando prepare platos del menú.
ESP - BOH Position	Presentación de los platos	
ESP - BOH Position Training	Terminología de la cocina	A continuación mostramos algunos de los términos más comunes utilizados en el BOH y también términos para describir diversas técnicas de cocción: Queremos que todos los miembros de nuestro equipo hagan que la experiencia de cada cliente sea memorable.
ESP - Busser	Brindar una hospitalidad excepcional	En este empleo será responsable de preparar, despejar y volver a armar las áreas del comedor del restaurante.
ESP - Busser	Descripción del empleo del ayudante de camarero	Ser ayudante de camarero puede ser divertido y rentable, pero necesita ser organizado y estar alerta para tener
ESP - Busser	En resumen	
ESP - Busser	Estándares de servicio y hospitalidad	El buen mantenimiento de la mesa es pilar de un buen servicio. Al mantener la mesa durante toda la comida del cliente, usted hace posible que el cliente disfrute su comida aún más. También de ese modo usted hace mejor
ESP - Busser	Mantenimiento de la mesa	Al comienzo de su turno, es importante tener stock de todo y estar bien preparado, así que asegúrese de que los frascos rociadores estén llenos con suficientes productos de limpieza para el turno y que haya suficientes toallas
ESP - Busser	Preparación de la estación	Ningún restaurante está exento de las quejas de los clientes, pero puede intentar limitar la gravedad o la cantidad de quejas abordando el problema antes de que
ESP - Busser	Prevención de quejas de los clientes	
ESP - Busser	Procedimientos de final de	
ESP - Busser	Tareas adicionales	Las tareas de los ayudantes de camarero fuera de servir a los clientes en la mesa se denominan tareas adicionales. ¡Excepcional! Queremos que todos los miembros de nuestro equipo hagan que la experiencia de cada cliente sea memorable, ya sea si comen en nuestro restaurante o disfrutan de nuestro menú en casa.
ESP - Delivery Driver	Brindar una hospitalidad excepcional	En este empleo se entregan los pedidos de comida fuera de las instalaciones a los clientes de manera cortés, Ser conductor de delivery puede ser divertido y rentable, pero necesita ser organizado y estar alerta para tener
ESP - Delivery Driver	Descripción del empleo de conductor de delivery	
ESP - Delivery Driver	En resumen	
ESP - Delivery Driver	Entrega del pedido	
ESP - Delivery Driver	Preparación de la estación	
ESP - Delivery Driver	Preparación del vehículo	
ESP - Delivery Driver	Preparar el pedido	
ESP - Delivery Driver	Prevención de quejas de los clientes	Ningún restaurante está exento de las quejas de los clientes, pero puede intentar limitar la gravedad o la cantidad de quejas abordando el problema antes de que
ESP - Delivery Driver	Procedimientos de final de	

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ESP - Delivery Driver	Seguridad del conductor de delivery	La seguridad de nuestros empleados es prioridad. Como conductor de delivery, tiene precauciones adicionales que debe seguir para mantenerse seguro.
ESP - Delivery Driver	Tareas adicionales	Las tareas de los conductores de delivery fuera de entregar pedidos se denominan tareas adicionales.
ESP - Delivery Driver	Tomar el pedido	La comida para llevar y de entrega a domicilio están muy solicitadas y constituyen un buen porcentaje de nuestras
ESP - Dishwasher Training	Consejos para la estación del lavaplatos	Cuando trabaje en su estación, puede hacer cosas para mejorar la efectividad de su desempeño y para asegurar la calidad de todo artículo que prepare.
ESP - Dishwasher Training	Descripción de empleo del lavaplatos	Como lavaplatos, es responsable de lavar y limpiar vajilla, cristalería, ollas, sartenes y equipo de cocción siguiendo los procedimientos de manejo seguro de alimentos y manteniendo una estación de trabajo limpia, organizada
ESP - Dishwasher Training	Estándares del lavado de vajilla y seguridad	Un buen Lavaplatos debe poder hacer sus tareas laborales de manera minuciosa, para ayudar a todo el personal; y debe ser rápido, para mantener el ritmo de
ESP - Dishwasher Training	Método de lavado de vajilla en 3 fregaderos	Este método usa tres compartimientos de fregaderos separados, uno para cada paso del procedimiento de lavado de vajilla: lavado, enjuague y desinfección.
ESP - Dishwasher Training	Preparación de la estación	En su restaurante, habrá tareas específicas que deberá realizar en la apertura de su turno.
ESP - Dishwasher Training	Procedimientos de final de turno/registro de salida	
ESP - Dishwasher Training	Procedimientos de lavado de vajilla	
ESP - Dishwasher Training	Tareas adicionales	Las tareas adicionales generalmente se realizan en la apertura, en períodos de poca actividad y al final del
ESP - Employee Handbook	Acerca de este manual	Queremos que entienda nuestro modo de hacer
ESP - Employee Handbook	Carta de bienvenida	¡BIENVENIDO A NUESTRO EQUIPO!!
ESP - Employee Handbook		Nuestro restaurante solo puede prosperar y dar oportunidades de empleo y crecimiento si mejoramos
- About Us	Nuestra manera de hacer negocios	continuamente nosotros mismos y el trabajo que
ESP - Employee Handbook		Creemos que nuestros Miembros del equipo son nuestro
- About Us	Nuestra misión	recurso más importante
ESP - Employee Handbook		[NOMBRE DEL RESTAURANTE] ofrece opciones de
- About Working Here	Beneficios	cobertura de seguro médico a través de una Organización de Mantenimiento de la Salud (HMO).
ESP - Employee Handbook		Para mantener nuestra imagen de restaurante
- About Working Here	Código de vestimenta	excepcional y de alta calidad, debemos vestirnos acorde.
ESP - Employee Handbook		A continuación mostramos descripciones detalladas de
- About Working Here	Estándares de conducta	vestimenta para los puestos de cocina y comedor.
ESP - Employee Handbook		Para trabajar en equipo y mantener un entorno laboral
- About Working Here		ordenado, productivo y positivo, todos debemos cumplir los estándares de conducta razonable y las políticas del

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ESP - Employee Handbook - About Working Here	Políticas de empleo	Contratación, no discriminación, requisitos de edad, período de orientación...
ESP - Employee Handbook	Políticas y prácticas del restaurante	
ESP - Employee Handbook	Procedimientos de pago	
ESP - Employee Handbook - Health & Safety	Accidentes y situaciones de emergencia	Informe todo accidente, por más insignificante que parezca, al gerente de turno.
ESP - Employee Handbook - Health & Safety	Exclusión e informe de salud del código alimentari	Es una enorme responsabilidad, que no podemos nunca tomar a la ligera. Ayudamos a garantizar la seguridad de nuestros clientes y otros miembros de la comunidad educando a nuestros miembros del equipo sobre el expendio y manejo
ESP - Employee Handbook - Health & Safety	Política de expendio de alcohol	La pandemia de COVID-19 cambió el modo en que vivimos y trabajamos, y eso es más notable en lo referente a la industria gastronómica y los restaurantes.
ESP - Employee Handbook - Health & Safety	Precauciones por el COVID-19	ES ABSOLUTAMENTE ESENCIAL que TODOS sigan los procedimientos de manejo seguro de los alimentos.
ESP - Employee Handbook - Health & Safety	Sanidad	La seguridad es responsabilidad de todos y es una parte regular y continua del trabajo de todos.
ESP - Employee Handbook - Health & Safety	Seguridad	Los empleados que conducen por negocios de la Compañía deben conducir en forma segura y responsable y usar el sentido común y la cortesía.
ESP - Employee Handbook - Health & Safety	Seguridad al conducir	Igualmente importante para su seguridad personal es el manejo seguro de los productos químicos.
ESP - Employee Handbook - Health & Safety	Seguridad química	Es política del Restaurante tratar a todo el personal con dignidad y respeto y tomar decisiones de personal sin considerar raza, sexo, edad, color, nacionalidad, religión
ESP - Employee Handbook - Policies & Procedures	Acoso	Todos los miembros del equipo deben trabajar en forma regular, consistente, y completar sus horarios regularmente programados por semana.
ESP - Employee Handbook - Policies & Procedures	Ausentismo	Es ilegal robar, copiar o comunicar o transmitir la información confidencial o de propiedad exclusiva de un
ESP - Employee Handbook - Policies & Procedures	Información confidencial y de propiedad exclusiva	Esta política describe la práctica y procedimiento diseñados para corregir casos de identificación de consumo de alcohol o drogas en el lugar de trabajo.
ESP - Employee Handbook - Policies & Procedures	Política de alcohol y drogas	
ESP - Employee Handbook	Política de uso de teléfonos celulares	
ESP - Employee Handbook - Policies & Procedures	Política sobre regalos y sobornos de proveedores	La honestidad y la justicia son dos valores importantes de [NOMBRE DEL RESTAURANTE]; la satisfacción del cliente, la integridad y la gente. Aunque [NOMBRE DEL RESTAURANTE] alienta a los miembros de su equipo a disfrutar y hacer buen uso de su tiempo fuera de servicio, ciertas actividades de parte de los miembros del equipo pueden ser un problema si afectan el trabajo de un miembro del equipo;
ESP - Employee Handbook - Policies & Procedures	Uso de sitios web de redes sociales por parte	

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ESP - Expediter	Consejos para la estación del expositor	<p>Cuando trabaje en su estación, hay algunas cosas que puede hacer para mejorar la eficacia de su desempeño y para garantizar la calidad de cada plato que prepare. El control de calidad es responsabilidad principal de los Expedidores y Meseros. Usted es la última persona que tiene contacto con la comida antes de que se sirva al</p> <p>Como Expedidor, es responsable de manejar la estación del expedidor (Expositor) mediante adecuados procedimientos de preparación de la estación, y también de recibir y comunicar pedidos de los clientes, de preparar y armar los elementos del menú para cumplir nuestros estándares de calidad, de garantizar que se entreguen al cliente de manera puntual, y de mantener</p> <p>La meta del equipo es hacer sentir a los clientes instantáneamente bienvenidos y reconocidos en cuanto pasen por nuestra puerta y hasta que se retiren, y que quieran regresar otra vez. Para garantizar que nuestros clientes tengan una visita memorable, debemos brindar un servicio excepcional y hospitalidad memorable.</p>
ESP - Expediter	Descripción del empleo del expedidor	<p>Una de las claves de nuestro éxito es la preparación. Tenemos que asegurarnos de que podemos preparar la comida de nuestros clientes de manera precisa y</p> <p>Como Expedidor, es fundamental que sepa el menú. Esto incluye saber los ingredientes y sabores, las presentaciones de los platos, los acompañamientos, posibles modificaciones y procedimientos de cocción. Ningún restaurante está exento de las quejas de los clientes, pero puede intentar limitar la gravedad o la cantidad de quejas abordando el problema antes de que</p>
ESP - Expediter	Estándares de servicio y hospitalidad	
ESP - Expediter	La fluidez en la comunicación	
ESP - Expediter	Preparación de la estación	
ESP - Expediter	Preparación del producto	
ESP - Expediter	Prevención de quejas de los clientes	
ESP - Expediter	Procedimientos de final de turno/registro de salida	
ESP - Expediter	Tareas adicionales	
ESP - Expediter	Tickets de trabajo	
ESP - FOH Position Training	Concientización sobre el alcohol	<p>La concientización sobre el alcohol es un problema creciente en la industria de la hospitalidad a nivel</p> <p>Los empleados deben informar y pagar impuestos sobre el 100% de sus propinas en efectivo y con tarjeta de crédito, como también de las propinas recibidas de otros empleados, menos los montos quitados de la propina.</p>
ESP - FOH Position Training	Pautas para informar propinas	

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ESP - FOH Position Training	Seguridad y sanidad alimentaria	La responsabilidad de la gerencia y el personal de proteger al público de las enfermedades transmitidas por alimentos es fundamental. Una enfermedad transmitida por alimentos es simplemente una enfermedad que llega a los seres humanos a través de lo que comen.
ESP - Line Cook Training	Cómo armar la Lista de preparación	
ESP - Line Cook Training Manual	Consejos para la estación del cocinero de línea	<p>Cuando trabaje en su estación, hay cosas que puede hacer para mejorar la efectividad de su desempeño y garantizar la calidad de cada alimento que prepare. Usted tiene un impacto directo en los costos de los alimentos durante la recepción, almacenamiento y preparación de alimentos.</p> <p>Como cocinero de línea, es responsable de administrar la estación de cocina mediante los procedimientos adecuados de preparación de la estación, de recibir y comunicar los pedidos de los clientes, de preparar y armar los platos del menú para cumplir con nuestros estándares de calidad, y de mantener una estación de</p> <p>En su restaurante, habrá tareas específicas que deberá realizar en la apertura de su turno.</p>
ESP - Line Cook Training Manual	Control de desperdicios	
ESP - Line Cook Training Manual	Descripción de empleo del cocinero de línea	
ESP - Line Cook Training Manual	Preparación de la estación	
ESP - Line Cook Training Manual	Procedimientos de final de turno/registro de salida	
ESP - Line Cook Training Manual	Tareas adicionales	<p>Ayudan a mantener el restaurante y a hacerlo seguro y agradable para que los clientes vengan a comer. Las tareas adicionales generalmente se realizan en la apertura, en períodos de poca actividad y al final del</p> <p>Mediante una Hoja de preparación estándar, usted y su Gerente harán un recuento práctico y determinarán lo que hay que preparar.</p>
ESP - Prep Cook Training Manual	Cómo armar la Lista de preparación	
ESP - Prep Cook Training Manual	Consejos para la estación del ayudante de cocina	
ESP - Prep Cook Training	Control de desperdicios	
ESP - Prep Cook Training Manual	Descripción de empleo del ayudante de cocina	
ESP - Prep Cook Training Manual	Preparación de la estación	
ESP - Prep Cook Training Manual	Procedimientos de final de turno/registro de salida	<p>Como Ayudante de cocina, es responsable de preparar la comida de manera rápida y eficiente, de garantizar la calidad y la consistencia de la receta de cada lote, de seguir los procedimientos de manejo seguro de los alimentos y de mantener limpia y organizada la estación</p> <p>En su restaurante, habrá tareas específicas que deberá realizar en la apertura de su turno.</p>

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ESP - Prep Cook Training Manual	Tareas adicionales	Ayudan a mantener el restaurante y a hacerlo seguro y agradable para que los clientes vengan a comer. Las tareas adicionales generalmente se realizan en la apertura, en períodos de poca actividad y al final del día. El nivel de servicio de un restaurante es lo que distingue lo bueno de lo malo; las siguientes son maneras de brindar un servicio excepcional como mesero.
ESP – Server Training Manual	Brindar una hospitalidad excepcional	
ESP – Server Training Manual	Cómo entregar el pedido	
ESP – Server Training Manual	Cómo entregar la cuenta	
ESP – Server Training Manual	Cómo saludar al cliente	
ESP – Server Training Manual	Cómo tomar el pedido	Después de presentar el menú y darle al cliente el tiempo necesario para elegir, es momento de tomar el pedido.
ESP – Server Training Manual	Control de calidad	El control de calidad es responsabilidad principal de todo empleado que sirva comidas y bebidas al cliente. Sirva a los clientes de manera cortés, solícita e inmediata. Usted es responsable de coordinar la estación de servicio y comunicarse con el personal de recepción y la trastienda, para brindar una experiencia gastronómica que supere las expectativas de nuestros clientes.
ESP – Server Training Manual	Descripción del empleo del mesero	Ser mesero puede ser divertido y rentable, pero necesita ser organizado y estar alerta para tener éxito.
ESP – Server Training Manual	En resumen	La meta del equipo del recepcionista es hacer sentir a los clientes instantáneamente bienvenidos y reconocidos en cuanto pasen por nuestra puerta y hasta que se retiren, y que quieran regresar otra vez. Para garantizar que nuestros clientes tengan una visita memorable, debemos brindar un servicio excepcional y hospitalidad
ESP – Server Training Manual	Estándares de servicio y hospitalidad	La presentación del menú se refiere a la presentación en la mesa del menú a los clientes. También, esta es la mejor oportunidad de hacer una venta sugerente. Se necesita conocer completamente el menú para que este proceso
ESP – Server Training Manual	Presentación del menú	Ningún restaurante está exento de las quejas de los clientes, pero puede intentar limitar la gravedad o la cantidad de quejas abordando el problema antes de que surja. Para evitar quejas, debe tener alertas los ojos y oídos y ser consciente de todos los clientes que lo
ESP – Server Training Manual	Prevención de quejas de los clientes	
ESP – Server Training Manual	Procedimientos de final de	
ESP – Server Training Manual	Registrar/comunicar pedidos	Es fundamental tener un sistema consistente para comunicar pedidos del personal de servicio al personal de la trastienda. Las tareas de los meseros fuera de servir a los clientes en la mesa se denominan tareas adicionales. Estas tareas, aunque son secundarias al servicio al cliente en una mesa, son igualmente importantes.
ESP – Server Training Manual	Tareas adicionales	

## Lesson Templates

Tag	Title	Description
ESP- Host Training Manual	Cómo saludar, sentar y servir al cliente	La primera impresión que da al cliente dura toda la experiencia gastronómica así que debe asegurarse de dar una buena impresión. Es importante que salude de
ESP- Host Training Manual	Descripción de empleo del recepcionista	Como Recepcionista, usted recibirá a los clientes a medida que ingresan al restaurante, de manera cortés, Ser Recepcionista es divertido y se necesita ser organizado y estar alerta para tener éxito. Nuestra meta es ayudarlo a ser más organizado durante su turno para que pueda ser más competente y relajado cuando llegue
ESP- Host Training Manual	En resumen	La meta del equipo del recepcionista es hacer sentir a los clientes instantáneamente bienvenidos y reconocidos en cuanto pasen por nuestra puerta.
ESP- Host Training Manual	Estándares de servicio y hospitalidad	
ESP- Host Training Manual	La primera y la última impresión	
ESP- Host Training Manual	Pautas y responsabilidades generales del empleo	Dar la Bienvenida!
ESP- Host Training Manual	Presentación del menú	La presentación del menú se refiere a la presentación del menú al costado de la mesa para los clientes. Ningún restaurante está exento de las quejas de los clientes, pero puede intentar limitar la gravedad o la cantidad de quejas abordando el problema antes de que surja. Para evitar quejas, debe tener alertas los ojos y oídos y ser consciente de todos los clientes que lo
ESP- Host Training Manual	Prevención de quejas de clientes	
ESP- Host Training Manual	Procedimientos de final de	
ESP- Host Training Manual	Procedimientos de reserva	Recibiremos reservas a través del servicio en línea, por teléfono, en persona para futuras reservas o “sin cita previa” para una reserva inmediata.
ESP- Host Training Manual	Procedimientos de servicio para comidas para lleva	La comida para llevar es muy solicitada y un buen porcentaje de nuestras ventas.
ESP- Host Training Manual	Procedimientos telefónicos	
ESP- Host Training Manual	Proporcionar una hospitalidad excepcional	El nivel de servicio que se brinda en el restaurante es lo que distingue lo bueno de lo malo ¡y de lo Excepcional!
ESP- Host Training Manual	Roles del recepcionista	Cuando el restaurante esté funcionando a capacidad máxima, se programarán varios recepcionistas para Las tareas de los Recepcionistas fuera de saludar y ubicar a los clientes se denominan tareas adicionales.
ESP- Host Training Manual	Tareas adicionales	
Expediter	End of Shift/Checkout Procedures	Before leaving...
Expediter	Expo Quality Control	Quality control is a primary responsibility of Expeditors and Servers.
Expediter	Expo Station Tips	When working your station, there are some things that you can do to improve the effectiveness of your performance and ensure the quality of each item you
Expediter	Flow of Communication	As an Expediter, you are the coordinator of communication between the service team and the
Expediter	Hospitality & Service Standards	

## Lesson Templates

Tag	Title	Description
Expediter	Preventing Guest Complaints	No restaurant is immune to guest complaints, but you can try to limit the severity or number of complaints by heading off an issue before it arises.
Expediter	Product Preparation	As an Expediter, it is essential you know the menu. Duties performed by Expediter other than those related to the actual preparing and serving food are commonly called "sidework."
Expediter	Sidework Duties	One of the keys to our success is preparation. We need to ensure that we can prepare our guests' food accurately
Expediter	Station Set-up	How to get food delivered to the guests.
Expediter	Working Tickets	We have a policy and responsibility to serve alcoholic beverages safely.
FOH Position Training	Alcohol Awareness	The responsibility of management and staff is to protect the public from food-borne illness is fundamental.
FOH Position Training	Food Safety & Sanitation	Learn how we protect our guests and each other through sanitary and safe practices.
FOH Position Training	Sanitation and Safety	Tipped Employees are required to report tipped income. Follow these steps.
FOH Position Training	Tip Reporting Guidelines	Before beginning your checkout each shift, check the
Hosts	End of Shift/Checkout Procedures	How you present yourself is how people first view you. "What are you showcasing?"
Hosts	First & Last Impressions	The first impression you set with the guest lasts through the entire dining experience, so make sure you make a
Hosts	Greeting, Seating, & Serving the Guest	Responsibilities are divided into three roles: Greeter, Seater, and Seating Coordinator.
Hosts	Host Roles	Being a Host is fun, and it takes organization and awareness to be successful.
Hosts	In Summary	A complete knowledge of the menu is necessary for this presentation process to be successful.
Hosts	Menu Presentation	When Answering the Telephone...
Hosts	Phone Procedures	To prevent complaints, you need to keep your eyes and ears open and be aware of the guests around you
Hosts	Preventing & Handling Guest Complaints	The level of service provided at a restaurant is what separates the good from the bad.
Hosts	Providing Exceptional Hospitality	Taking reservations is one of the duties of a host. Duties performed by Hosts outside of greeting and seating guests are called sidework.
Hosts	Reservation Procedures	Carry out food is in high demand and a good percentage of our sales. We offer menu items to go, excluding
Hosts	Sidework Duties	By following simple procedures daily, you can assist the restaurant in meeting its financial objectives by lowering
Hosts	To-Go Service Procedures	Before beginning your checkout each shift, check the
Line Cook Position Training	Controlling Waste	Describes the role and responsibilities of a Line Cook.
Line Cook Position	End of Shift/Checkout Procedures	
Line Cook Position	Line Cook Job Description	

## Lesson Templates

Tag	Title	Description
Line Cook Position Training	Line Cook Station Tips	When working your station, there are some things that you can do to improve the effectiveness of your performance and ensure the quality of each item you
Line Cook Position Training	Line Cook Training	An overview of topics covered during Line Cook training.
Line Cook Position Training	Preparing The Prep List	Learn how to interpret recipes and prep sheets and ensure accuracy.
Line Cook Position Training	Sidework Duties	Duties performed by Line Cook other than those related to the actual preparing of food are commonly called
Line Cook Position Training	Station Set-up	Outlines general station set-up, opening duties, station maintenance responsibilities and closing duties.
Prep Cook	End of Shift/Checkout Procedures	Before beginning your checkout each shift, check the
Prep Cook	Prep Cook Job Description	As the Prep Cook, you are responsible for preparing food quickly and efficiently...
Prep Cook	Prep Cook Station Tips	When working your station, there are some things that you can do to improve the effectiveness of your performance and ensure the quality of each item you
Prep Cook	Sidework Duties	They help to maintain the restaurant and make it a safe and pleasant place for guests to come and dine. Sidework is normally done at opening, during slow periods, and at
Prep Cook	Station Set-up	We need to ensure that we can prepare our guests' food accurately and consistently.
QSR BOH Crew Basics	Avoiding Cross-Contamination	
QSR BOH Crew Basics	Chemical Safety & Storage	
QSR BOH Crew Basics	Conclusion	
QSR BOH Crew Basics	Controlling Waste	Food cost is the total of all money spent by the restaurant on food ingredients in a given period, expressed as a percentage of total sales over the same
QSR BOH Crew Basics	Cooking Temperatures	
QSR BOH Crew Basics	Disposing Waste Properly	
QSR BOH Crew Basics	Flow of Food Safety	Safe handling of food requires you to manage...
QSR BOH Crew Basics	Food Storage & Rotation	All food products used in the restaurant are dated when they are received and put into storage and dated again when they are prepared.
QSR BOH Crew Basics	Handling Ice & Tableware Properly	
QSR BOH Crew Basics	Holding Temperatures	
QSR BOH Crew Basics	Kitchen Terminology	
QSR BOH Crew Basics	Kitchen Tool Tips	t is important to keep the restaurant clean and sanitized because it will impress customers, making them feel confident that the food is clean, nutritious, healthy, and that it is a place where the entire family can eat.
QSR BOH Crew Basics	Maintaining Equipment	
QSR BOH Crew Basics	Maintaining the Kitchen	
QSR BOH Crew Basics	Preparing & Cooking Food	When preparing and cooking foods...
QSR BOH Crew Basics	Proper Knife Usage	

## Lesson Templates

Tag	Title	Description
QSR BOH Crew Basics	Proper Thawing	
QSR BOH Crew Basics	Receiving Procedures	
QSR BOH Crew Basics	Recipes	It is critical that all instructions and measurements on recipes be followed exactly. Always use the recipe sheet when preparing any products.
QSR BOH Crew Basics	Storage Procedures	
QSR BOH Crew Basics	Units of Measure	
QSR Cashier/Order Taker	Expedite & Deliver Orders	When expediting (or assembling) orders, pay attention to details and match food and beverage items to the order
QSR Cashier/Order Taker	Greeting Customers	The first words that you say are important... Provides friendly, responsive service to create an exceptional dining experience for all customers
QSR Cashier/Order Taker	Job Description	Speed of service is one of the critical points in customer satisfaction.
QSR Cashier/Order Taker	Key Points for Speed	
QSR Cashier/Order Taker	Opening & Closing Duties	
QSR Cashier/Order Taker	Order Accuracy	The accuracy in the preparation of orders is critical for
QSR Cashier/Order Taker	Station Set-up	
QSR Cashier/Order Taker	Taking the Order	Be prepared to take the order and follow these tips in
QSR Cashier/Order Taker	Your Role, Qualities of a Good	Below you will find the job description for this position that will outline your responsibilities and qualifications
QSR Cashier/Order Taker	Cashier	
QSR Crew Handbook -	Our Mission	
QSR Crew Handbook -	Our Way of Doing Business	
QSR Delivery Driver	Delivering The Order	
QSR Delivery Driver	Driver Safety	
QSR Delivery Driver	Filling the Order	
QSR Delivery Driver	Job Description	This job provides off-premises delivery of food orders to customers in a courteous, helpful, and prompt manner.
QSR Delivery Driver	Key Points for Speed	Here are some factors that can help you improve speed:
QSR Delivery Driver	Opening & Closing Duties	
QSR Delivery Driver	Order Accuracy	The accuracy in the preparation and delivery of orders is critical for customers since they want their orders to be prepared and delivered exactly as they had requested
QSR Delivery Driver	Station Set-up	At the beginning of your shift...
QSR Delivery Driver	Taking The Order	Carry out and delivery food is in high demand and a good percentage of our sales.
QSR Delivery Driver	Vehicle Preparation	
QSR Delivery Driver	Your Role, Qualities of a Good	The Delivery Driver is a very important member of the restaurant team as they are the one who makes sure each Customer receives the correct order, filled with the highest quality products each time they place their order.
QSR Delivery Driver	Delivery Driver	the communication system is fundamental for the Drive-Thru operation.
QSR Drive-Thru Position	Communication System	

## Lesson Templates

Tag	Title	Description
QSR Drive-Thru Position	Drive-Thru Service Station	Order accuracy and service that is quick and friendly are the most important factors considered by customers when choosing to order through Drive-Thru service. It is important to ensure customers receive exactly what they ordered.
QSR Drive-Thru Position	Filling Orders	
QSR Drive-Thru Position	Greeting Customers & Taking Orders	The first words that you say are important... Performs a variety of duties at the Drive-Thru window including greeting and serving customers, receiving payments, maintaining cash drawers, beverage
QSR Drive-Thru Position	Job Description	
QSR Drive-Thru Position	Key Points for Speed	Here are some factors that can help you improve speed:
QSR Drive-Thru Position	Opening & Closing Duties	At the beginning of the shift... The accuracy in the preparation of orders is critical for customers since they want their orders to be prepared and delivered exactly as they had requested them.
QSR Drive-Thru Position	Order Accuracy	
QSR Drive-Thru Position	Station Set-up	At the beginning of your shift... The Drive-Thru position is a very important member of the restaurant team as you are the only one in contact with our mobile guests ensuring that they receive
QSR Drive-Thru Position	Your Role, Qualities of a Good Drive-Thru Person	The headset is used for communication between the customer and the cashier and Expediter. The cashier, Expediter, and manager use a headset.
QSR Expediter Position	Communication System	Performs a variety of duties for counter service including receiving the order from the cashier, gathering the order items, and presenting the order to the customer.
QSR Expediter Position	Job Description	
QSR Expediter Position	Key Points for Speed	Here are some factors that can help you improve speed:
QSR Expediter Position	Opening & Closing Duties	The accuracy in the preparation of orders is critical for customers since they want their orders to be prepared and delivered exactly as they had requested them.
QSR Expediter Position	Order Accuracy	It is important to ensure customers receive exactly what they ordered. When expediting (or assembling) orders, pay attention to details and match food and beverage items to the order screen/ticket.
QSR Expediter Position	Reading & Filling The Order	
QSR Expediter Position	Station Set-up	The Expediter is a very important member of the restaurant team as they are the one who makes sure each customer receives the correct order, filled with the highest quality products each time they place their order. Only authorized employees should handle cash or man
QSR Expediter Position	Your Role, Qualities of a Good Expediter	the cash register
QSR FOH Crew Basics	Accepting Payment	
QSR FOH Crew Basics	Accounting For Sales	
QSR FOH Crew Basics	Conclusion	We are excited about you joining our team.
QSR FOH Crew Basics	Conclusion	

## Lesson Templates

Tag	Title	Description
QSR FOH Crew Basics	First & Last Impressions	When we meet someone new, the other person forms a first impression of us in just 5-7 seconds... However, a defensive attitude will only make things worse and prevent you from solving the problem.
QSR FOH Crew Basics	Handling Customer Complaints	The best way to deal with customer complaints is to prevent them from happening.
QSR FOH Crew Basics	Preventing Customer Complaints	
QSR HB - Sanitation &	Importance of Sanitation	
QSR HB - Team Member	General Team Rules	
QSR HB - Welcome Letter	Welcome to Our Team	
QSR Line Cook Position	Food Presentation	Food presentation is an important element of any menu
QSR Line Cook Position	Job Description	Cook food for consumption by the customer.
QSR Line Cook Position	Opening & Closing Duties	
QSR Line Cook Position	Station Set-up	
QSR Line Cook Position	Your Role, Qualities of a Good Line Cook	Quality products along with great customer service sets the stage for a positive customer experience. Maintain the restaurant lobby area by ensuring that the tables and chairs are clean, the carpets and floors are free from debris and spills, the restrooms are clean and stocked, the condiment bar is clean and stocked, and the
QSR Lobby Position	Job Description	
QSR Lobby Position	Maintaining the Condiment &	
QSR Lobby Position	Maintaining The Dining Room	A clean restaurant paired with a staff of friendly, well-groomed employees creates instant customer
QSR Lobby Position	Maintaining The Restrooms	
QSR Lobby Position	Opening & Closing Duties	
QSR Lobby Position	Station Set-up	
QSR Lobby Position	Your Role, Qualities of a Good Lobby Attendant	In the Lobby station, you are responsible for maintaining the customer service areas of the Lobby, dining area, condiment station, and restrooms.
QSR Prep Cook Position	Daily Prep Sheets	
QSR Prep Cook Position	Job Description	Prepare food for consumption by the customer or for use in products prepared by cook(s) and food servers.
QSR Prep Cook Position	Opening & Closing Duties	
QSR Prep Cook Position	Station Set-up	
QSR Prep Cook Position	Your Role, Qualities of a Good Prep Cook	Quality products along with great customer service sets the stage for a positive customer experience.
Safety Policies & Procedures	Cooling Products	Following correct cooling procedures ensures food safety and minimizes waste.
Safety Policies & Procedures	Food Rotation	Learn how food rotation impacts guest safety and minimizes waste.
Safety Policies &	Kitchen Cleanliness	Learn our standards for maintaining an immaculate
Safety Policies &	Kitchen Safety	Learn how to work safely and ensure safe workplace.
Safety Policies &	Proper Food Handling & Storage	Learn the essential standards to handle and store food
Safety Policies &	Temperatures For Food Safeness	Know the Temperature Danger Zone!

## Lesson Templates

Tag	Title	Description
Servers	Delivering the Order	Learn the steps and standards to deliver orders efficiently and ensure guest satisfaction.
Servers	Entering/Communicating the Order	Learn how to enter orders correctly in the POS system.
Servers	Greeting The Guest	How to greet and deliver beverages. It is a gift when guests share feedback and give us the opportunity to make it right.
Servers	Handling Guest Complaints	It is a gift when guests share feedback and give us the opportunity to make it right.
Servers	In Summary	Tips to ensure success...
Servers	Menu Presentation	Knowing the menu, and having the ability to guide guest and make recommendations are essential skills. learn how to present the check, process payment and
Servers	Presenting The Check & The Farewell	account for sales.
Servers	Preventing Guest Complaints	Prevention goes a long way toward guest satisfaction.
Servers	Providing Exceptional Hospitality	We provide more than just service - we provide Hospitality!
Servers	Quality Control	YOU are the final judge of product quality! Learn our
Servers	Server Checkout Procedures	Before leaving your shift, complete these tasks.
Servers	Server Job Description	Describe role and responsibilities required of the server Everyone contributes to the overall care and
Servers	Servers Sidework	maintenance of the restaurant.
Servers	Taking The Order	Learn our standards for taking guest orders. The Training Events Checklist provides trainers with the
Servers	Training Events Checklist	guidance they need to prepare, deliver, and wrap-up a training session. The checklist can be used as a tool to
Videos-All Team Members	10-4 Rule - Staff	train the trainer and as a checklist when delivering
Videos-All Team Members	10-4 Rule - Staff	Guest and staff acknowledgement best practice
Videos-All Team Members	3 Compartment Sink	Every restaurant has a three-compartment sink, and everyone in the restaurant should know how to use it. Ensuring the kitchen runs effectively is key to an excellent
Videos-All Team Members	Avoiding the Temperature Danger Zone	guest experience, and the guest experience is everyone's Food should be hot or cold. Your customers want their food served fresh, not lukewarm, but this issue is much
Videos-All Team Members	First In, First Out (FIFO)	more important than your guests getting their food hot from the oven. It is a matter of safety. (ENG & ESP) Your entire back-of-house needs to know this simple yet
Videos-All Team Members	FOH & BOH Teamwork	vitality important concept because it impacts not just your costs and profit, but most importantly, the health and safety of your guests. (ENG & ESP) Communication and understanding are key. Make sure everyone's on the same page with order lingo and quality standards. Try cross-training so that everyone knows the restaurant operation from multiple perspectives. This will help foster a positive, collaborative work environment.

## Lesson Templates

Tag	Title	Description
Videos-All Team Members	Food Labeling Practices	Be confident that your team knows how to fill out and read food labels so that the freshest product possible always reaches your restaurant's tables.
Videos-All Team Members	Power of Your Smile	For servers, greeters and counter personnel there's nothing more impactful than an authentic, genuine smile. Studies tell us that smiling communicates not only happiness but competence, professionalism AND it lifts
Videos-All Team Members	Prevent Cross-Contamination	Cross-contamination in the kitchen is a serious topic. Nothing will hurt the guest experience and damage your restaurant's reputation like food poisoning. (ENG & ESP) As Chef Omar likes to say, "Your kitchen staff is in The Food Safety Business," - they also just happen to prepare food. Many of these tips and techniques seem like common sense, but it's always good to start new
Videos-All Team Members	Proper Hand Hygiene	employees off with a good foundation, and even Wearing a clean and proper uniform not only keeps you safe but also shows your professionalism. The way you dress reflects how much you take pride in what you do.
Videos-All Team Members	Uniforms Standards	Use this video to give your people a sense of what it actually costs to operate a restaurant. They'll see that it's a lot more than they ever imagined and they'll learn that the restaurant is not the cash cow they thought it was!
Videos-All Team Members	What it Costs to Run a Restaurant	Instead of settling for "good enough" results in food preparation, presentation, and kitchen cleaning, you and your team need to learn the importance of continually striving for excellence. A culinary professional should not only focus on putting out dishes fast but also focus on every aspect of product quality and presentation. (ENG &
Videos-BOH	Excellence in the Kitchen	There aren't many working environments that are as fast-paced and high-stress as a restaurant, especially in the back-of-the-house. That's why quick, honest and ongoing feedback is so important to keep smaller issues from becoming major problems. Direct communication between the kitchen, the dining room, and management
Videos-BOH	Honest Feedback	A Shelf-to-Sheet inventory count will ensure that no items are skipped and guarantee any unlisted items are accounted for as well. Managing your inventory and controlling your cost of sales always begins with having
Videos-BOH	Inventory Practices	Without consistent execution in the kitchen, you'll never deliver what your guests want more than anything else, the same high-quality food and experience every time they visit. Kitchen scales are an essential part of making sure every menu item comes out exactly the same, regardless of who is doing prep or working on the line.
Videos-BOH	Kitchen Scales	

## Lesson Templates

Tag	Title	Description
Videos-BOH	Kitchen Teamwork	In the restaurant industry, it doesn't get much better than a busy kitchen during a rush, humming along like a well-oiled machine, sending out dish after dish to excited guests. Every single job role in the back-of-house is vital to achieving peak kitchen performance. If any position begins to fall behind, runs out of prepped items, or just gets slammed, your well-oiled machine can quickly turn. There are specific knife cuts that will produce the standardized pieces of food called for in most recipes.
Videos-BOH	Knife Cuts	This lesson demonstrates and explains eight common knife cuts used regularly in the kitchen. (ENG & ESP) Knives are one of the most important tools in the back-of-house. Keeping them well maintained is a key to making sure that the kitchen runs well. (ENG & ESP)
Videos-BOH	Knife Sharpening Skills	With station-specific line checks, the entire kitchen knows what is prepped, where ingredients are, and that they have enough tools and serviceware to get their jobs done. Learn how line checks can improve communication, enhance teamwork and ensure
Videos-BOH	Line Checks	Any tool that can give the back of the house an edge is invaluable, and menu item build charts will give your kitchen an advantage with both speed and consistency. A build chart provides a quick reference on proper portion sizes and ingredients that will save time and ensure
Videos-BOH	Menu Item Build Charts	In this video, you'll learn tools and techniques that will help you implement consistent and repeatable portion controls that will help you excel in your job and keep your restaurant successful. (ENG & ESP)
Videos-BOH	Portion Control	Many restaurants lose LOTS of money at the back door due to poor or non-existent receiving procedures and controls. If you don't have an effective receiving system in place, it's close to a 100% certainty that you're losing money due to driver or insider theft, short-weights, accepting bad products and even more. (ENG & ESP)
Videos-BOH	Receiving Procedures	Minimizing food waste is everyone's job, and this video will show your team simple, practical steps they can take to reduce what ends up in the trash.(ENG & ESP)
Videos-BOH	Reduce Waste	Ensuring an excellent guest experience is everyone in the restaurant's job, and food safety is fundamental for that experience. Safe minimum cooking temperatures may seem like the bare minimum that you can do for your restaurant's customers, but it's still a foundation for making sure they have a great time and keep returning.
Videos-BOH	Safe Cooking Temperatures	

## Lesson Templates

Tag	Title	Description
Videos-BOH	Safe Knife Handling	Knives are an essential tool in the kitchen, and your restaurant's staff will be using them daily. They can be dangerous, but knives are not something to be feared. Help your staff to understand them, respect them, and
Videos-BOH	Station Setup: Dishwasher	The layout of the landing area, scraping and soaking tubs, glass racks, floor mats, and even handwashing sinks make a big difference in how well the dishwashing station
Videos-BOH	Station Set-up: Expo	You don't have to worry about getting slammed when you know that you have all the ingredients and tools you need ready to go and that your station is set up as efficiently as possible. Being prepared before your shift starts will turn those panic-inducing rushes into exciting
Videos-BOH	Station Set-up: Fry	A well-stocked and organized Fry station is crucial when a chaotic and stressful rush hits. With the RestaurantOwner.com Line Check Template and Fry Station Diagram, you can be confident that you are
Videos-BOH	Station Set-up: Grill	A well-stocked and organized grill station is crucial when a chaotic and stressful rush hits. With the RestaurantOwner.com Line Check Template and Grill Station Diagram, you can be confident that you are
Videos-BOH	Station Set-up: Pastry/Garde Manger	A well-stocked and organized Pastry/Garde Manger station is crucial when a chaotic and stressful rush hits. With the RestaurantOwner.com Line Check Template and Pastry/Garde Manger Station Diagram, you can be confident that you are prepared for anything your shift
Videos-BOH	Station Set-up: Sauté	A well-stocked and organized Sauté station is crucial when a chaotic and stressful rush hits. With the RestaurantOwner.com Line Check Template and Sauté Station Diagram, you can be confident that you are prepared for anything your shift will throw at you.
Videos-BOH	Using Daily Prep Sheets	A daily prep sheet is a fundamental tool in controlling food cost and ensuring that there's always enough fresh food for the day's service. When kitchen managers have the prep sheet filled out and ready to go, the back-of-house is already on a path for success. (ENG & ESP)
Videos-BOH	Using Recipe Books	Menu items should come out tasting the same, no matter who is preparing them. Not only that, but you cannot maintain an accurate food cost if your recipes are not being followed correctly. Utilizing recipe books is fundamental in keeping the guest experience consistent
Videos-FOH	10-4 Rule	Guest and staff acknowledgement best practice
Videos-FOH	Acknowledging Guests	Do your guests ever feel invisible? If you're not properly acknowledging them, that's very possible!

## Lesson Templates

Tag	Title	Description
Videos-FOH	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. The key isn't knowing that you shouldn't take things personally, but knowing HOW not to take things personally. Keep your focus on the guest, and when the unexpected happens, you can respond with confidence!
Videos-FOH	Don't Take Things Personally	The emotions your guests experience in your restaurant is the determining factor of whether they will come back. This training video will give servers a simple, yet powerful way to discover if someone is a first-time guest in a way that won't risk offending your regulars. This one, simple question will help servers make more personal connections, delight their guests and earn bigger tips.
Videos-FOH	Emotions Drive Guest Behavior	Sometimes, employees will intentionally flirt with a guest, whether they are genuinely attracted to that person, or they just want higher tips. Unfortunately, this behavior in the workplace often leads to bizarre and awkward situations. Many independent restaurants are using reservations to space out and control the timing of arriving guests. When responding to questions and requests, the words you choose and the demeanor you project will create an impression. In this video, you will learn three simple steps that will immediately improve the guest experience in your restaurant. If you give your tables the same attention to detail and level of service as a fine dining restaurant, guests will notice, and it will lead to higher tips.
Videos-FOH	First Time Guests	In your restaurant, focusing on hospitality should be a no-brainer, but many times, it gets overlooked or forgotten. When you lose sight of hospitality, the guest experience becomes an impersonal service, little more than a transaction. Genuine friendliness with guests will lead to higher tips and more enjoyment at work, but it's also the right thing to do. It's easy to lose sight of this when dealing with first impressions. First impressions are critical, and they happen fast. You would be surprised how much you have already communicated to your restaurant's guests before you even say a word. Are you aware of what you have actually been telling your guests through your first impressions? You walk up to the table with a tray full of food, and you can see the excited anticipation in your guests' eyes. But suddenly, you realize you can't remember which guest ordered which dish. You try not to let them see the panic on your face, but it's too late. You are going to have to
Videos-FOH	Friendly, Not Flirty	
Videos-FOH	Handling Challenging Reservations	
Videos-FOH	Improve Your Guest Experience	
Videos-FOH	Improve Your Hospitality	
Videos-FOH	Increase Your Friendliness	
Videos-FOH	Memorable First Impressions	
Videos-FOH	Pivot Point System	

## Lesson Templates

Tag	Title	Description
Videos-FOH	Projecting Your Smile, Even In a Mask	While your restaurant is focused on guest health and safety, don't lose sight of hospitality. Your guests need to feel welcome, comfortable, and they need to know that you are glad to see them.
Videos-FOH	Science of Kindness	Science tells us that it pays to be kind. In fact, kindness at work can give you an advantage. In this video, you will learn simple best practices that will help you be more energetic, engaged, and fulfilled during your shift.
Videos-FOH	Service vs. Hospitality	There's a big difference between service and hospitality. Your guests expect to get good service, and even exceptional, world-class service will only impact your You have been caught by a chatty guest, and now, you are trapped! They seem completely unaware that you are busy and want to tell you their life story. You have tried
Videos-FOH	Serving a Chatty Guest	to back away slowly, but they will not stop talking. Being a member of the service team, the guest experience is mainly your hands. You may be fast, friendly, and serve with genuine hospitality, but there will
Videos-FOH	Small Things Matter in Service	be surprises, and issues will pop up that are completely The greeter is one of the most important people in your restaurant. They are the "first face" your guests see when they walk in and the first voice guests hear when they call. Greeters are in the first row of the front lines of your
Videos-FOH	Steps to Seating Guests	You want to maximize the tips you take home at the end of your shift, don't you? Of course, you do! Watch this video to learn best practices that will have your guests in
Videos-FOH Videos-Management	Turn Tables and Earn More Tips 10-4 Rule - Management	Guest and staff acknowledgement best practice

## Quiz Templates

Tag	Title	Description
Onboarding Receipt	Onboarding Acknowledgement	Use this template to gain acknowledgement and receipt of your Employee Handbook information.
Bartender	Bartender Final Quiz	Validates your knowledge of our restaurant's policies and procedures for bartending.
Prep Cook	Prep Cook Final Quiz	Validates your knowledge of our restaurant's procedures to be able to be a Prep Cook.
Line Cook Position Training	Line Cook Final Quiz	Validates your knowledge of our restaurant's policies and procedures to be able to be a line cook.
Hosts	Host/Hostess Final Quiz	Validates your knowledge of our restaurant's policies and procedures to becoming a great Host/Hostess
Servers	Server Final Quiz	Validates your knowledge of our restaurant's policies and procedures for becoming a Server
Busser	Busser Final Quiz	Validates your knowledge of our restaurant's policies and procedures to be able to become a busser

## Lesson Templates

<b>Tag</b>	<b>Title</b>	<b>Description</b>
Delivery Driver	Delivery Driver Final Quiz	Validates your knowledge of our restaurant's policies and procedures to be a delivery driver
QSR Cashier/Order Taker	QSR Cashier/Order Taker Final Quiz	Final Quiz
QSR Delivery Driver		
Position	QSR Delivery Driver Final Quiz	Final Quiz
QSR Drive-Thru Position	QSR Drive-Thru Final Quiz	Final Quiz
QSR Expediter Position	QSR Expediter Final Quiz	Final Quiz
QSR Line Cook Position	QSR Line Cook Final Quiz	Final Quiz
QSR Lobby Position	QSR Lobby Attendant Final Quiz	Final Quiz
QSR Prep Cook Position	QSR Prep Cook Final Quiz	Final Quiz
Expediter	Expediter Final Quiz	Check your knowledge!