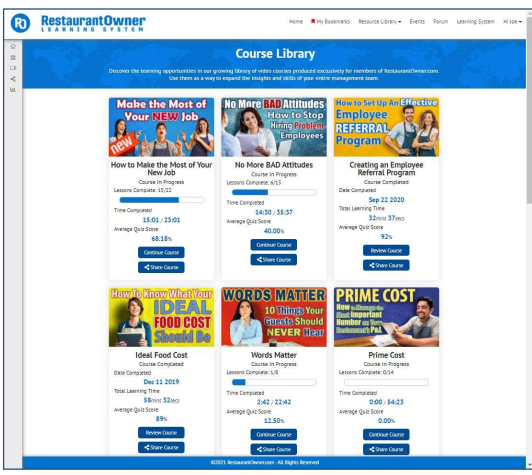


Restaurant Owner Learning System


How to Instantly Improve Your Restaurant's Culture




Welcome!
Today's session will begin shortly.

1


Your Hosts



Jim Laube



Sharon McPherson




Joe Erickson




2

Webinar Format



- Interactive format
- This session is being recorded
- Links to resources will be included on the recorded session page



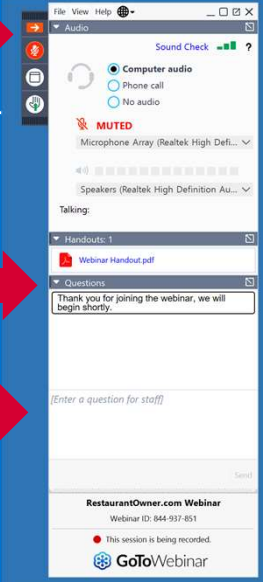
3


Questions & Comments

Show/Hide Control Panel

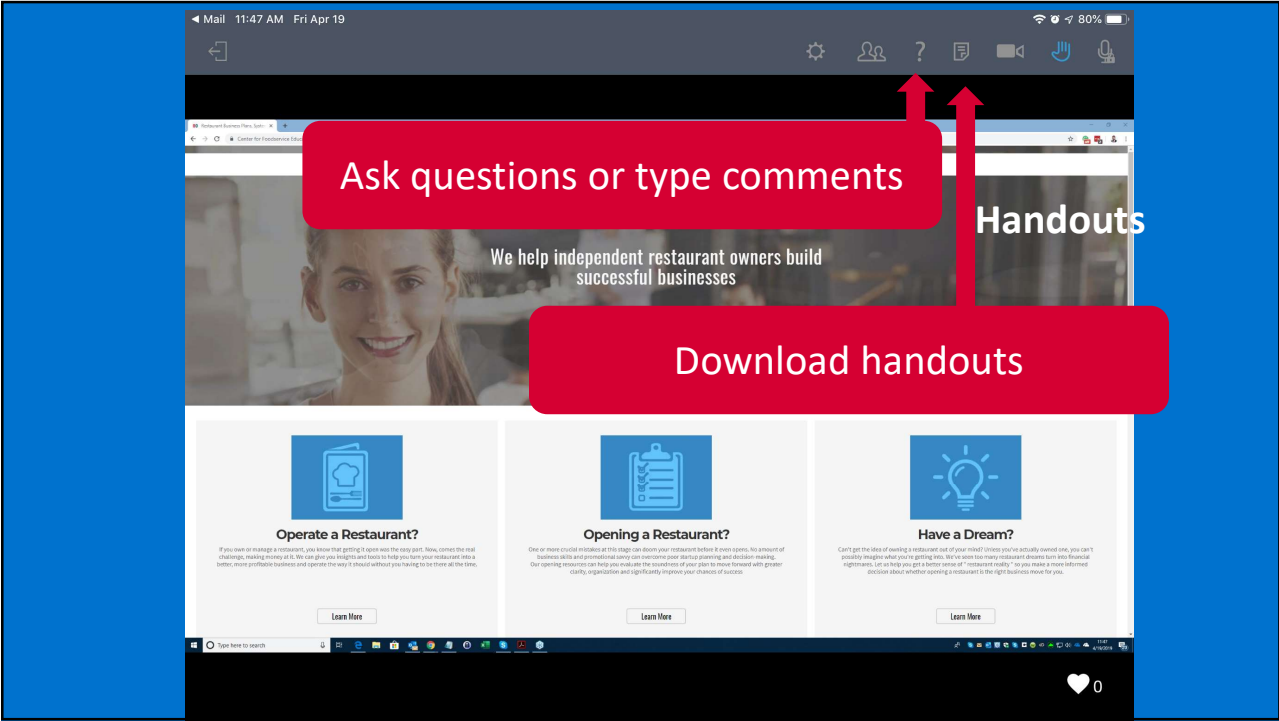
Questions Tab

Type your Questions / Comments





4



5

Employees rise to the level of their training.

Not to the level of your expectations.

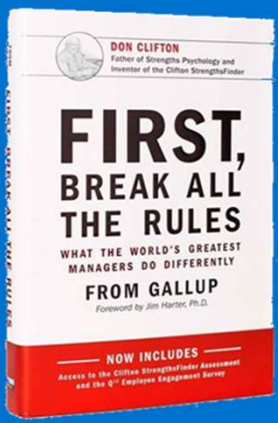


Achieving higher expectations begins with better training.



6

A Culture of Engagement: The Science



- What lies at the heart of a great workplace?
- What do the most talented people need from their workplace?
- How do the world's greatest managers find, focus and keep talented employees?

Source: www.gallup.com

7

Gallup Q12 Survey

Gallup Access Platform Solutions Approach REDEM CODE SIGN IN BOOK A DEMO

Q01. I know what is expected of me at work. ✓

Q02. I have the materials and equipment I need to do my work right. ✓

Q03. At work, I have the opportunity to do what I do best every day. ✓

Q04. In the last seven days, I have received recognition or praise for doing good work. ✓

Q05. My supervisor, or someone at work, seems to care about me as a person. ✓

Q06. There is someone at work who encourages my development. ✓

Q07. At work, my opinions seem to count. ✓

Q08. The mission or purpose of my company makes me feel my job is important. ✓

Q09. My associates or fellow employees are committed to doing quality work. ✓

Q10. I have a best friend at work. ✓

Q11. In the last six months, someone at work has talked to me about my progress. ✓

Q12. This last year, I have had opportunities at work to learn and grow. ✓

www.gallup.com

8

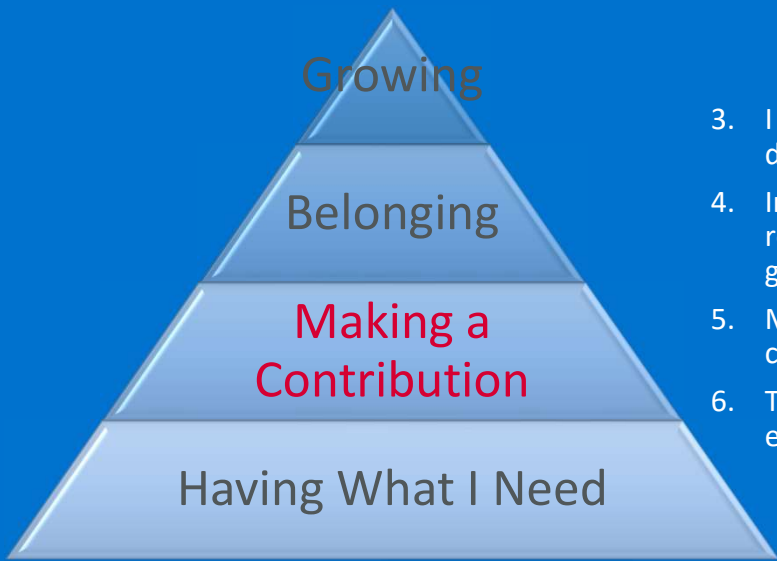


9



10

Engagement Mountain



Making a Contribution

Having What I Need

Contributing:

3. I have the opportunity to do what I do best every day.
4. In the last 7 days, I've received recognition or praise for doing good work.
5. My supervisor or someone at work cares about me as a person.
6. There is someone at work who encourages my development.

Source: www.gallup.com

11

Engagement Mountain



Belonging

Having What I Need


Belonging:

7. At work, my opinion seems to count.
8. The mission or purpose of my company makes me feel my job is important.
9. My associates or fellow employees do quality work.
10. I have a best friend at work.

Source: www.gallup.com

12

Engagement Mountain



Growing:

- 11. In the last six months, someone at work has talked to me about my progress.
- 12. In the last year, I have had opportunities at work to learn and grow.

Source: www.gallup.com

13

Engagement Mountain



Source: www.gallup.com

14



15

Training Program Survey

Training Survey Restaurant Owner

Good foundation training helps new team members build competence, confidence, and sense of belonging. When employees are skilled, know their jobs and feel supported, they can provide an excellent guest experience. A strong, capable team can work together to deliver and improve upon your restaurant's promise!

Complete the following 10 question survey to learn whether you have opportunities to strengthen your team member training experience and employee engagement.

Yes	No	Overall Training Infrastructure
<input type="checkbox"/>	<input type="checkbox"/>	Q1: We have a standard onboarding process to welcome new team members.
<input type="checkbox"/>	<input type="checkbox"/>	Q2: We have a defined mission and values that we share with team members to set expectations for working here.
<input type="checkbox"/>	<input type="checkbox"/>	Q3: We have menu training materials (recipes, menu descriptions, photos, quick reference job aids) to support learning.
<input type="checkbox"/>	<input type="checkbox"/>	Q4: We have a standardized training process for every position that prepares new team members for their roles.
<input type="checkbox"/>	<input type="checkbox"/>	Q5: We administer quizzes throughout training to reinforce learning important information.
<input type="checkbox"/>	<input type="checkbox"/>	Q6: Team members in training work side-by-side with a trusted trainer to guide them.
<input type="checkbox"/>	<input type="checkbox"/>	Q7: Managers meet with new team members frequently throughout training to give and get feedback.
<input type="checkbox"/>	<input type="checkbox"/>	Q8: New team members learn their new jobs quickly and efficiently.
<input type="checkbox"/>	<input type="checkbox"/>	Q9: We foster continuous learning in our restaurant when introducing new products or procedures.
<input type="checkbox"/>	<input type="checkbox"/>	Q10: We easily maintain and update our training information so that it is current and accurate for all team members.

Send us your answers and we'll advise you on the steps you can take to improve your training program

Send to: Sharon McPherson
Sharon@restaurantowner.com

16

Online Courses

Insider Tips For a More Rewarding & Even Fun Experience!

Excited about your new restaurant job? A little nervous? That's okay, it's only normal. You may not realize this, but this job could provide you with the...

Shared with

Team Groups

Servers Bartenders Kitchen Shift Leads Hosts Training Content Only

Restaurants

Blue Fish - Richmond Blue Fish - Sugarland Galveston - Seawall's Paule's #2 Paule's Pizzeria


Tijuana Tacos

[Done](#)

What You Will Learn

- Every job in a restaurant matters A LOT!
- Your managers and co-workers want you to be successful.
- The power of choice
- Your role in the guest experience
- Valuable skills and life-long work habits you can learn
- Teamwork and working well with everyone
- Going the extra mile for a guest
- Your career, not just a paycheck

es and
eam



19

Micro-Learning Training Videos



The Basics of Portion Control

What everyone in the kitchen should know!

Share dozens of training videos with BOH and FOH




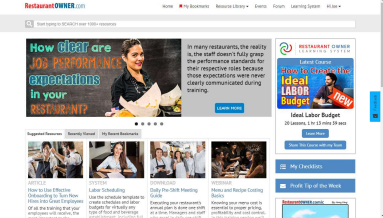
How to be FRIENDLY not FLIRTY




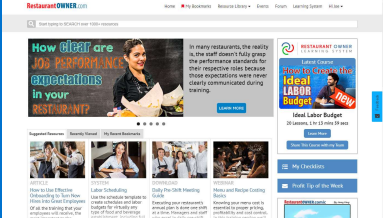
20

Standard Membership


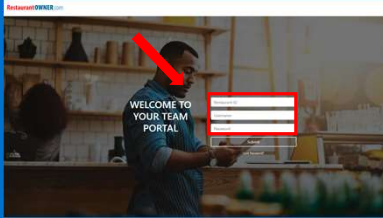
Owner Member

3 Managers

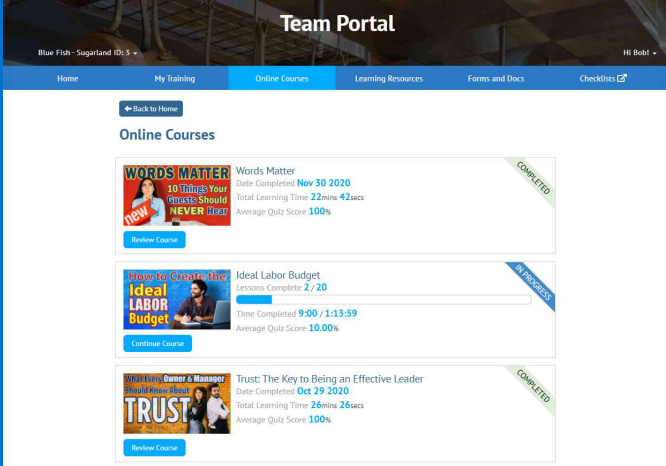
30 Team Members

21

Team Portal

Online Courses



The screenshot shows the 'Team Portal' interface with a navigation bar including 'Home', 'My Training', 'Online Courses', 'Learning Resources', 'Forms and Docs', and 'Checklists'. The 'Online Courses' section lists three courses:

- WORDS MATTER: 10 Things Your Guests Should NEVER Hear**
 - Date Completed: Nov 30 2020
 - Total Learning Time: 22mins 42secs
 - Average Quiz Score: 100%
 - Status: COMPLETED
- How to Create the Ideal Labor Budget**
 - Lessons Completed: 2 / 10
 - Time Completed: 9:00 / 1:13:59
 - Average Quiz Score: 10.00%
 - Status: IN PROGRESS
- Trust: The Key to Being an Effective Leader**
 - Date Completed: Oct 29 2020
 - Total Learning Time: 26mins 26secs
 - Average Quiz Score: 100%
 - Status: COMPLETED

22

Team Portal

Shared Resources

23

Add Your Restaurant Team

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

24

Step 2 – Add Managers

- Invite Managers
 - Click on Add/Edit Managers from the My Restaurant Team Menu
 - Click on Add Manager
 - Enter their email address
 - Select their access level
 - Click on Invite Manager (sub-user)
 - An invitation email will be sent. Managers must complete registration to be added to your account.
- Edit Manager Roles/ Assign Restaurants
 - Click on Add/Edit Managers from the My Restaurant Team menu
 - Click on the + to expand the form for the manager to edit (*Managers must complete registration to be added to the listing*)
 - Select the role for this manager
 - Full Admin** – Can add or edit restaurants, other managers, team groups and team members for all restaurants
 - Manage Team** – Can add or edit team members within their assigned restaurants
 - Share Only** – Can share resources and courses with team groups within their assigned restaurants
 - Access Only** – Can access RestaurantOwner.com but cannot edit team members or share resources with them
 - Select the subscription plan that best fits their access needs
 - Select the restaurants this manager has access to (*Admin managers have access to all restaurants*)
 - Click on Save Changes

New Manager Roles

- Full Admin** – Can add or edit restaurants, other managers, team groups and team members for all restaurants
- Manage Team** – Can add or edit team members within their assigned restaurants
- Share Only** – Can share resources and courses with team groups within their assigned restaurants.
- Access Only** – Can access RestaurantOwner.com but cannot edit team members or share resources with them.



25

Track Their Progress

Restaurant Team Learning Progress

Manager Progress

Manager	Restaurant	Total Learning Time
+ Robert Joseph	Blue Fish - Richmond	44 mins
+ Maria Joseph	Blue Fish - Richmond	46 mins
+ Jillian Zavales	Galveston - Seawalls	0 mins
+ Rachel James	Paulie's Pizzeria	0 mins
+ Colton Cuelar	Galveston - Seawalls	47 mins
+ RestOwner Support		0 mins
+ Sharon McPherson	Blue Fish - Sugarland	0 mins
+ Robert Joseph	Blue Fish - Richmond	0 mins

Team Member Progress - Courses

Team Member	Restaurants	Total Learning Time
+ Rita Espinosa	Blue Fish - Richmond	10 mins
+ Bob Alou	Blue Fish - Sugarland	50 mins
+ Fernando Alvarez	Paulie's Pizzeria	0 mins
+ Sharon McPherson	Blue Fish - Sugarland	0 mins
+ Gayle Palmer	Tijuana Tacos	0 mins
+ Joselyn Reynolds	Paulie's Pizzeria	0 mins

Learning System Dashboard

My Summary

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

My Progress

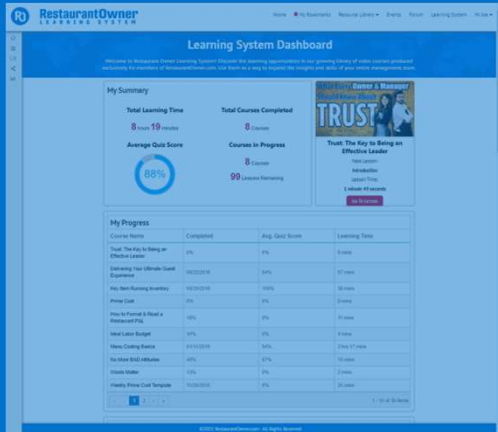
Course Name	Completed	Avg. Quiz Score	Learning Time
Trust: The Key to Being an Effective Leader	0%	0%	0 mins
Developing Your Ultimate Guest Experience	100%	94%	57 mins
Key Item Running Inventory	100%	97%	36 mins
Price Cost	0%	0%	0 mins
How to Find & Hire a Restaurant PM	100%	97%	11 mins
Ident Labor Budget	100%	97%	6 mins
Menu Costing Basics	0%	0%	2 hrs 17 mins
Big News 500-Mile	40%	67%	15 mins
Wash Water	100%	97%	2 mins
Weekly Prime Cost Targets	100%	97%	16 mins



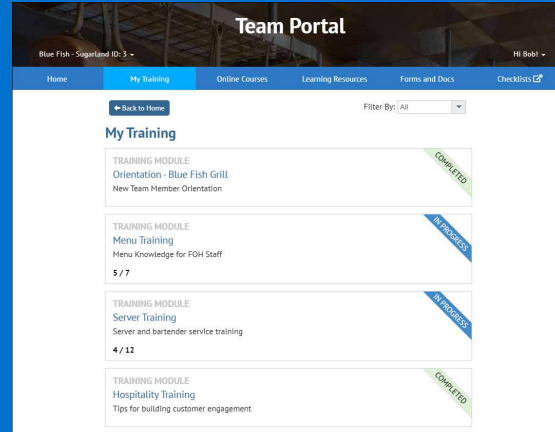
26

The Restaurant Owner Learning System

Team Development Courses and Training Videos



Restaurant-Specific Training Custom Training Platform



27

Restaurant Specific Training

New Hire Training



- Onboarding
- Menu Training
- Position Specific Training

How-To Training



- New Menu Items
- Station Setup
- Cleaning Procedures

Customer Service Training

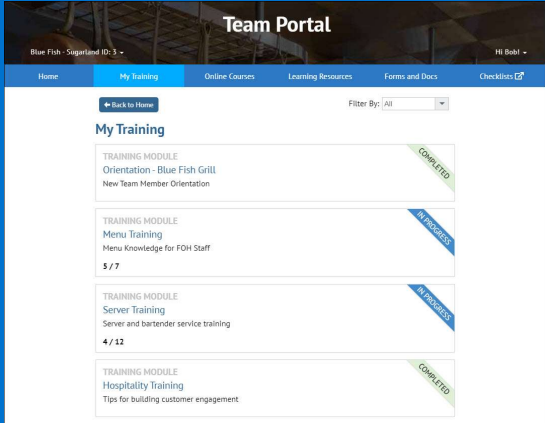


- Encouraging Hospitality
- Handling Complaints
- Steps of Service

28

Restaurant-Specific Training

Custom Training Platform



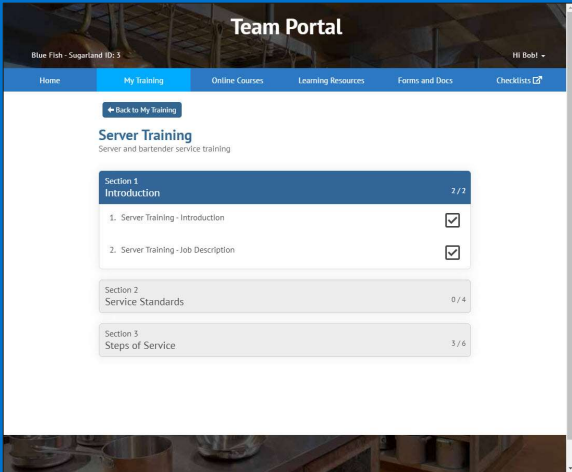
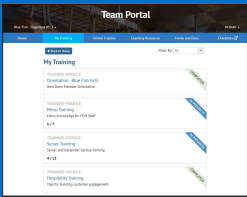
- Upload your own video, photos and training content
- Create step-by-step lessons using a combination of your restaurant-specific content and our library of training resources
- Build quizzes to test their knowledge
- Put it all together into position-specific training modules



29

Custom Training Platform

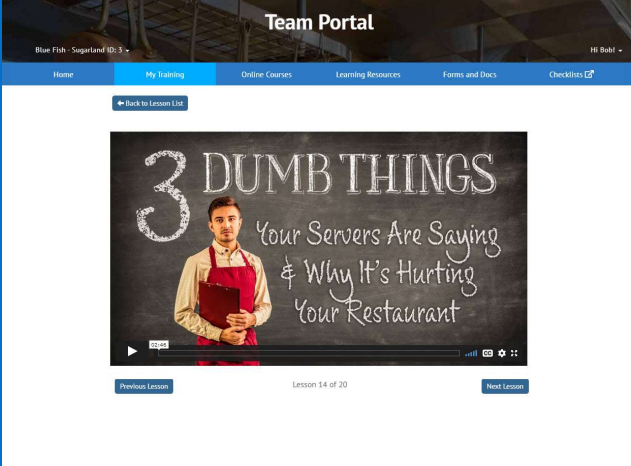
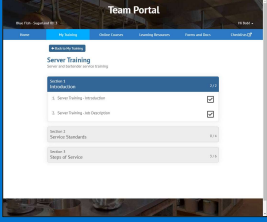
Training Modules can be assigned by position



30

Custom Training Platform

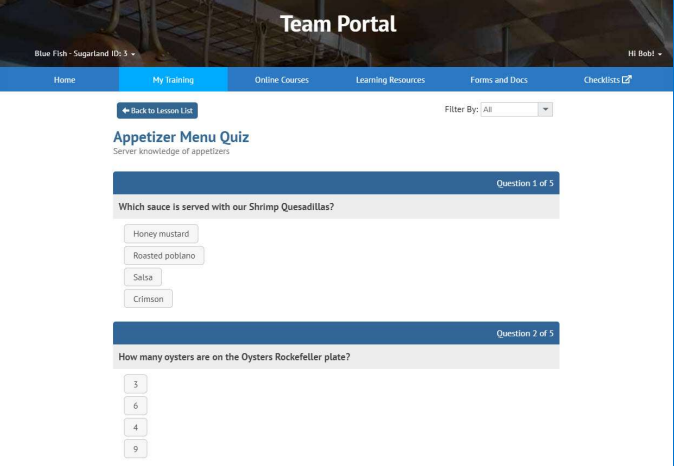
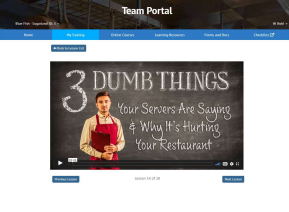
Lessons can a combination of video, audio, slides or print



31

Custom Training Platform

Add quizzes to measure learning progress



32

Add Your Custom Content

Step-by-step instructions for adding custom content, creating quizzes, and building training modules

33

Add Your Custom Content

Step-by-step instructions for adding custom content, creating quizzes, and building training modules

34

Create Training Modules

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
- Restaurant Team Learning Progress

Custom Training

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

Checklist Generator Setup

- About the Checklist Generator
- Shifts
- Stations
- Checklists

Manage Training Modules

** This function is best accomplished using a desktop computer with a mouse. Some functionality may not work properly on touch only devices.*

We strongly recommend outlining your training course beforehand by using our Custom Training Setup Checklist.

Download the Custom Training Setup Checklist 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 Microsoft Word format](#)

Add Training Module Filter by Status: Active

Title
+ Hospitality Training
+ Menu Training
+ Orientation - Blue Fish Grill
+ Server Training

1 - 4 of 4 Items

35

Create Training Modules

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
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- Add/Edit Team Members
- Send Team Portal Login Link
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- Restaurant Team Learning Progress

Custom Training

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

Checklist Generator Setup

- About the Checklist Generator
- Shifts
- Stations
- Checklists

Module Title Position Training: Server

Description 1 All of the procedures and practices to be success in your role as a Server.

Description 2

Sections Basic Server Procedures - Day 1

- CUSTOM CONTENT: The Service Cycle
- CUSTOM CONTENT: Server Functions & Responsibilities
- TRAINING VIDEO: The Power of Your Smile
- CUSTOM CONTENT: Sanitation and Safety
- CUSTOM CONTENT: Alcohol Awareness
- TRAINING VIDEO: Restaurant Greeters & Servers: How to Project a Smiling Presence Even if You're Wearing a Mask
- Edit Section Content
- Basic Server Procedures - Day 2
- Basic Server Procedures - Day 3
- Server Reference Tools

Duration 2

Shared Groups Host Server Bar/Back

Shared Stores Bluefish Grill 1 Bluefish Grill 2 Bluefish Grill 3

Active

[Save Changes](#) [Delete Training Module](#)

Download the Custom Training Setup Checklist Preview

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[Click to Download Microsoft Word format](#)

Add Training Module Filter by Status: Active

Title
+ Hospitality Training
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+ Orientation - Blue Fish Grill
+ Server Training

1 - 4 of 4 Items

36

Basic Server Procedures Save Section Content

CUSTOM CONTENT
The Service Cycle
Make the guest experience memorable from start to finish!

CUSTOM CONTENT
Server Functions & Responsibilities
Learn about your role and responsibilities of a Server.

TRAINING VIDEO
The 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 the mood of others. Quickly connect with your guests, have more fun at work and earn higher tips simply by showing every guest a warm, authentic smile.

CUSTOM CONTENT
Sanitation and Safety
Learn how we protect our guests and each other through sanitary and safe practices.

CUSTOM CONTENT
Alcohol Awareness
We have a policy and responsibility to serve alcoholic beverages safely.

TRAINING VIDEO
Restaurant Greeters & Servers: How to Project a 'Smiling Presence' Even If You're Wearing a Mask
While your restaurant is focused on your 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. Any of your staff members that interact with a guest need to show them genuine hospitality and greet them with a warm smile. Your smile makes a huge impact on guests, even if it is coming from behind a mask!

Shared Resources **Custom Content** **Quizzes**

All

QUIZ
Bluefish Grill Basics Quiz
Tell us what you know so far about our mission, vision, values, basic expectations for working at Bluefish Grill.

QUIZ
Health and Safety Quiz
Validates your knowledge of Bluefish Grill's essential health and safety standards.

QUIZ
Onboarding Acknowledgement
Serves as acknowledgement and receipt the Employee Handbook that outlines benefits and obligations as an employee of BLUEFISH GRILL.

QUIZ
Starters & Light Fare Quiz
Completed by Servers and Bartenders to confirm menu knowledge.

QUIZ
Salads & Sandwiches Quiz
Taken by Servers and Bartenders to confirm menu knowledge.

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

QUIZ
Copper River Salmon Celebration: FOH
Check your knowledge for Servers and Bartenders!

QUIZ
Copper River Salmon Celebration: BOH
Check your knowledge for Line Cooks!

37

Basic Server Procedures Save Section Content

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CUSTOM CONTENT
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Shared Resources **Custom Content** **Quizzes**

All

CUSTOM CONTENT
Missions, Vision, and Values
Excerpted from our Employee Handbook, these concepts are the basis of our culture.

CUSTOM CONTENT
Video: Welcome to Bluefish Grill
Owner/Founders welcome video

CUSTOM CONTENT
Employment Policies
Informs you of policies regarding right to work, non-discrimination, age requirements, hiring, orientation, training, performance evaluation, schedules and overtime.

CUSTOM CONTENT
Standards of Conduct
Informs you of reasonable standards of conduct to promote and maintain an orderly, productive and positive workplace.

CUSTOM CONTENT
Pay and Benefits
Explains cooking time, tip reporting, payroll, procedures and all of our excellent benefits available to you.

CUSTOM CONTENT
Dress Code
Defines uniform and appearance standards

CUSTOM CONTENT
Restaurant Policies & Practices
Details policies an practices related to guest relations and management/employee relations.

CUSTOM CONTENT
Cellular Phone Use Policies
Our usage policy applies to any personally owned device capable of placing or receiving phone calls, messages, text or video messages, or with access to the internet or email.

CUSTOM CONTENT
Drug and Alcohol Policy
Alcohol and drug abuse pose a threat to the health and safety of fellow employees, patrons and to the security of our equipment and facilities. For these reasons, BLUEFISH GRILL is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

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Basic Server Procedures Save Section Content

CUSTOM CONTENT
The Service Cycle
Make the guest experience memorable from start to finish!

CUSTOM CONTENT
Server Functions & Responsibilities
Learn about your role and responsibilities of a Server.

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Shared Resources Custom Content Quizzes

ARTICLE
Tips from a Restaurant Reviewer
A restaurant critic's dream job doesn't have to be your nightmare. Learn 8 valuable insider tips that can help raise your standards of quality and score favorable reviews from professional critics as well as your regular guests.

ARTICLE
How to Build a More Profitable Menu
A properly designed menu can direct the attention of the diner to specific items and increase the likelihood that those items will be ordered. The author describes how to use "cost/margin analysis" to identify your top-performing menu items.

TRAINING VIDEO
What It Costs To Run a Restaurant
What It Costs To Run a Restaurant
Your employees probably think you're making a LOT more money than you really are. Use this video to give your people a sense of what it actually costs to operate a restaurant.

TRAINING VIDEO
Number 1 Food Cost Control
Measuring and controlling your food cost better is not hard and it's one of the most effective ways to improve your profitability quickly. Especially if you're not measuring your food cost frequently and accurately now.


TRAINING VIDEO
One Simple Practice That Will Boost Your Hospitality - OVERNIGHT!!
It's called the Circle of Hospitality or the 10-4 rule. This simple, but extremely powerful practice could dramatically improve the level of hospitality in your restaurant.

TRAINING VIDEO
The 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. You have an exciting, financially rewarding job full of interesting coworkers and guests. Not to mention, you'd be surprised how much the skills you are developing today will help you achieve great success in the future.

TRAINING VIDEO
Staff Training: How to Instantly Connect with Guests & Make Memorable First Impressions
First impressions are critical, and they happen fast. You would be surprised how much you have already communicated to your guests before you even say a word. Are you aware of what you have actually been telling your guests through your first impressions? In this video, you will learn four practical ways to shape how your guests perceive you, that can be put into practice today. A positive first impression will help you create happier guests and make your job a lot more fun and rewarding.

39

Team Portal



WELCOME TO YOUR TEAM PORTAL

Restaurant ID

Username

Password

[Lost Password?](#)

www.restaurantowner.com/team

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New RestaurantOwner App








www.restaurantowner.com/app

41

Upgrade Your Membership

Upgraded pricing begins at

\$59

per month

42

Upgrade Your Membership

The screenshot shows the RestaurantOwner.com interface. At the top right, a user menu is open, showing options: Help, My Membership, My Bookmarks, and Logout. A red arrow points to 'My Membership'. The main content area is titled 'Membership Settings and Preferences' and includes sections for 'My Account', 'My Restaurant Team', and 'Custom Training'.

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Upgrade Your Membership

The screenshot displays the 'Restaurant Owner Team Plans' page. The left sidebar has 'Upgrade Team Plan' highlighted with a red arrow. The main content area features three plan options: Standard Plan, Pro Plan, and Premium Plan, each with a list of features and benefits.

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

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Upgrade Your Membership

Standard Plan - You + 3 Managers/30 Staff
\$29/month or \$299/yr. (Save 15%)


Pro Plan - 10 Managers/100 Staff
Choose either monthly or annual billing

- 3 Managers/30 Staff - Training Platform - \$59 monthly
- 3 Managers/30 Staff - Training Platform - \$599 - Annual (Save 15%)
- 10 Managers/100 Staff - Training Platform - \$79 Monthly
- 10 Managers/100 Staff - Training Platform - \$799 Annual (Save 15%)
- 25 Managers/250 Staff - Training Platform - \$129 Monthly
- 25 Managers/250 Staff - Training Platform - \$1299 Annual (Save 15%)
- 50 Managers/500 Staff - Training Platform - \$189 Monthly
- 50 Managers/500 Staff - Training Platform - \$1899 Annual (Save 15%)

Premium Plan - 10 Managers/100 Staff - Custom Training System
\$79/month or \$799/yr. (Save 15%)


Premium Plan Plus - Larger Manager/Staff sizes- Custom Training System
Monthly or Annual Plans (Save 15%)

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Q&A

Still have questions? Send them to:
Sharon@restaurantowner.com

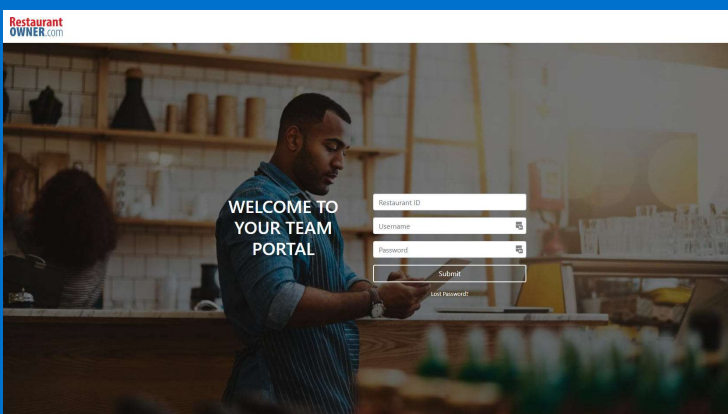


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Try It

www.restaurantowner.com/team

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



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Custom Training Platform - Resources and Help Aids

Use these resources to help get your training program up and running in minutes, not months.

Setup Instructions

Download the Custom Content Setup Instructions 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](#)

Coaching Sessions

WEBINAR/PODCAST

Custom Training System: Coaching Session and Launch

With the launch of our new Learning System features, you can create custom training programs for your entire staff in just minutes instead of months. In this coaching session, we'll show you how easy it can be to create comprehensive, customizable training for your entire restaurant team.

[Training](#)

Resources

DOWNLOAD

Custom Training Setup Checklist

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 ...

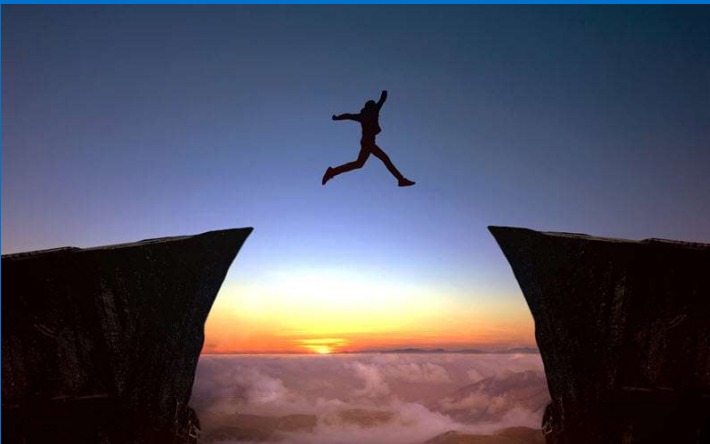
[Training](#)

<https://www.restaurantowner.com/public/Custom-Training-Platform-Resources-and-Help-Aids.cfm>

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On the Horizon

- Team member notifications
- Expanded progress reports
- More help aids
- Template imports
- More staff training content



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Please Give Us Your Feedback

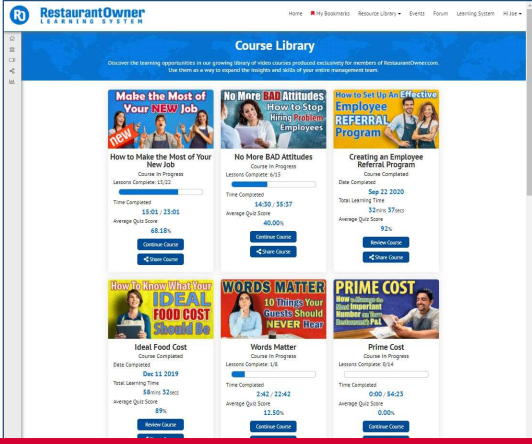


Just 4 very short questions!

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Restaurant Owner Learning System

How to Instantly Improve Your Restaurant's Culture



Thank you for attending!
info@restaurantowner.com

