

# Training Basics

**Train the Trainer  
- The Right Way!**



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

1

# Your Hosts



Jim Laube



Sharon McPherson




Joe Erickson




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# Webinar Format

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



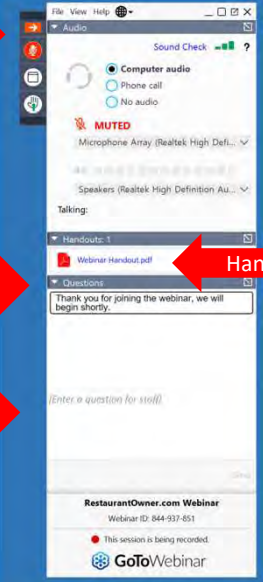
3


# Questions & Comments

Show/Hide Control Panel

Questions Tab

Type your Questions / Comments





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## Some Simple Truths

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- Finding good employees is hard enough
- Keeping them is a challenge
- Cost of turnover – recruiting expense, training wages, productivity loss can cost anywhere from \$1,800 - \$3,500 per employee
- We need to create better employee experiences to improve retention
- It begins with hiring, onboarding, and training!





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## Training Basics

### 3 Essential Training Elements Every Restaurant Should Have





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## Make the Most of Their First Day on the Job

**The Most Effective  
Strategy For  
Improving Staff  
Retention In Your  
Restaurant**



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## Staffing Survey Responses

What would encourage you stay longer?

1. A bump in salary
2. More chances to move up within my company
3. More and better training for my role



Source: Talent LMS

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Gallup Access: Platform Solutions Approach REDEEM 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.

**Gallup Q12 Survey**

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## Training Builds Culture

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The chief objective of training should be to groom employees that strengthen a positive culture

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## Training Builds Culture

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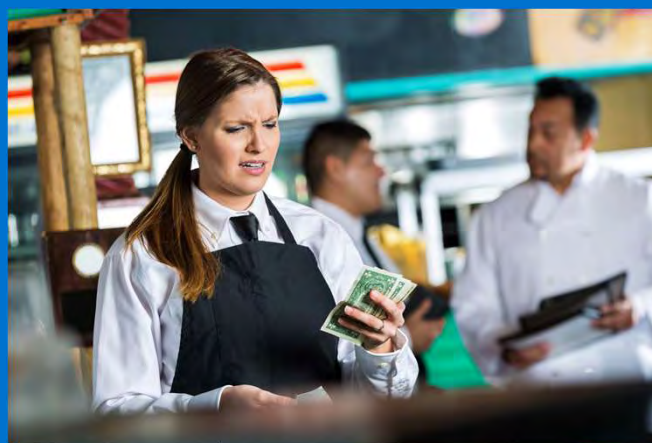
Trainers should reflect the positive culture  
you want to build

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## Choosing Your Trainers

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- Must be willing
- Takes pride
- Embraces role of teacher
- Is a good communicator
- Compensation is not their primary motivation




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# Question

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**How do you compensate or incentivize your trainers?**

*Please type you answers into the question box*



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# World-Class Training Basics

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## 3 Essential Training Components

- Onboarding
- Menu Training
- Position Training





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# Trainer's Toolkit

• Training Agenda (Schedule)

Training Type	Onboarding	Shift 1	Shift 2	Shift 3	Shift 4	Ongoing
<b>Knowledge Training</b>						
<b>Resources</b>	About Us About Working Here Health & Safety Policies & Procedures					
<b>Templates</b>						
<b>Modules/Courses</b>	Course: Make the Most of Your First Day The 10-4 Rule Fundamentals of Proper Hand Hygiene Benefits of Servpro	Power of Your Smile Science of Kindness	Service vs. Hospitality Incident Conversions & Make Amends First Impressions	Emotions Drive Guest Behavior How to Identify First Time Guests	How to be Friendly, Not Friendly How to NOT Take Things Personally	Ongoing Learning: How to Graciously Escalate a Chilly Guest Four Ways to Deliver Greater Hospitality
<b>Position-Specific</b>	Server Training Job Description Hospitality & Service Standards Providing Exceptional Hospitality	The Service Cycle: • Greeting • Taking the Order • Entering the Order (POS) • Delivering the Order • Preparing the Check & Farewell	Presenting & Handling Guest Orders Food Safety and Sanitation Allergen Awareness Quality Control	Subserv Server Check-out Procedures Tip Reporting		Ongoing Learning
<b>Menu</b>	Menu Overview	Menu Study: Section 1	Menu Study: Section 2	Menu Study: Section 3	Menu Study: Section 4	Ongoing Learning
<b>Additional Resources (If Applicable)</b>	Server Manual Onboarding Packet	Food Handler's Certification Alcohol Service Certification				Food Handlers Certification Alcohol Service Certification
<b>On-the-Job Training</b>						
<b>On the Job</b>	GM/Owner Welcome Restaurant Tour Team Observation	Work the Shift! Follow Trainer	Work the Shift! Service Assist	Work the Shift! Service Assist Ring in Orders Run Food/Bev	Work the Shift! Trainer Follows Ring in Orders Run Food/Bev	Work the Shift! Trainer Follows Trainer Notes Complete
<b>Training Validation</b>						
<b>Quizzes &amp; Tests</b>	Handbook Acknowledgement	Menu Quiz 1	Menu Quiz 2	Menu Quiz 3	Menu Quiz 4	Final Menu Test
<b>Performance Checks</b>		POS Drills Knowledge Check with Manager	POS Drills Knowledge Check with Manager	POS Drills Knowledge Check with Manager	Knowledge Check with Manager	Manager Validation Complete
<b>Additional Resources (If Applicable)</b>	Server Manual Onboarding Packet	Food Handler's Certification				Food Handlers Certification



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# Training Agendas

Training Type	Onboarding	Shift 1	Shift 2	Shift 3	Shift 4	Ongoing
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<b>Menu</b>	Menu Overview	Menu Study: Section 1	Menu Study: Section 2	Menu Study: Section 3	Menu Study: Section 4	Ongoing Learning
<b>Additional Resources (If Applicable)</b>	Server Manual Onboarding Packet	Food Handler's Certification Alcohol Service Certification				Food Handlers Certification Alcohol Service Certification
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<b>Additional Resources (If Applicable)</b>	Server Manual Onboarding Packet	Food Handler's Certification				Food Handlers Certification

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# Trainer's Toolkit

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- Training Agenda (Schedule)
- Training Module Setup - Outline

**Training Module Setup – Position Training – Line Cook**

Module: Position Training: Line Cook	
<b>Section 1</b>	<b>Day 1 – Basic Kitchen Skills</b>
Section Content 1	Kitchen Safety
Section Content 2	Kitchen Safety Tips
Section Content 3	Video: Safe Knife Handling Practices
Section Content 4	Video: Knife Sharpening Skills
Section Content 5	Kitchen Cleanliness
Section Content 6	Video: 3 Compartment Sink
Section Content 7	Food Presentation
Section Content 8	Video: Menu Item Build Charts
Section Content 9	Video: Recipe Books
Section Content 10	Station Set-up
<b>Section 2</b>	<b>Day 2</b>
Section Content 1	Proper Food Handling & Storage
Section Content 2	Video: Food Safety: Steps to Prevent Cross-Contamination
Section Content 3	Video: Essential Food Labeling Practices
Section Content 4	Food Rotation
Section Content 5	Video: First In, First Out (FIFO)
Section Content 6	Temperatures for Food Safety
Section Content 7	Video: Avoiding the Temperature Danger Zone
Section Content 8	Video: Safe Minimum Cooking Temperatures
Section Content 9	Cooling Products



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# Training Outline

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**Training Module Setup – Position Training – Server**

Module: Position Training: Server	
<b>Section 1</b>	<b>Day 1 - The Service Cycle</b>
Section Content 1	Video: The Power of Your Smile
Section Content 2	Greeting The Guest
Section Content 3	Menu Presentation
Section Content 4	Taking the Order
Section Content 5	Entering the Order
Section Content 6	Delivering The Order
Section Content 7	Presenting the Check and Farewell
Section Content 8	Video: Science of Kindness
<b>Section 2</b>	<b>Day 2 - Hospitality</b>
Section Content 1	Video: Instantly Connect and Make a Memorable First Impression
Section Content 2	Preventing Guest Complaints
Section Content 3	Handling Guest Complaints
Section Content 4	Sanitation & Safety
Section Content 5	Alcohol Awareness
Section Content 6	Quality Control
Section Content 7	Video: Service Vs. Hospitality
<b>Section 3</b>	<b>Day 3: Be a Part of the Team</b>
Section Content 1	Video: How to Identify First Time Guests
Section Content 2	Sidework Duties

Section Content 3	Server Checkout Procedures
Section Content 4	Tip Reporting
Section Content 5	Video: Emotions Drive Guest Behavior
<b>Section 4</b>	<b>Day 4 – Be a Professional</b>
Section Content 1	Video: How to be Friendly, Not Flirty
Section Content 2	In Summary
Section Content 3	Server Final Test
Section Content 4	Video: How to NOT take things Personally
<b>Section 5</b>	<b>Server Reference Tools (OPTIONAL)</b>
Section Content 1	Beer, Wine, and Liquor List
Section Content 2	Marketing & Promotional Calendar/Tools
Section Content 3	Abbreviation List/Modifiers
Section Content 4	Station Opening Duties, Sidework and Closing Duties

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# Trainer's Toolkit

- Training Agenda (Schedule)
- Training Module Setup - Outline
- Trainer's Notes

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### Server Training — Trainer's Notes

Welcome to Server Training. The following notes are designed for the person responsible for facilitating the Server Training within the restaurant.

The Trainer's Notes follow along with each section of *Server Training Manual* with suggested talking points and recommended hands-on activities.

**In Preparation**

- Read through the Trainer's Notes. Make comments where you want to add specific examples or references.
- On the day prior to the scheduled training shift, have the trainee read the corresponding sections of the Server Training Manual that you would like to cover during that day's training.
- On the day of training, make sure that you have all the supplies needed for the station training, including these training tools:
  - These Trainer's Notes
  - Server Training Manual
  - Server Training Tests & Answers
  - Server Training Certification Form

**Training Process**

The best way for your trainee to learn how to be a Server will be to practice hands-on.

- In this training your trainee will start by reading a brief description of a topic pertaining to their job, and then you will explain and demonstrate how to conduct the procedures presented.
- Next, you will have the trainee conduct a hands-on activity or practice live on-the-job with your assistance until they are comfortable with the task.
- Once all topics have been presented and practiced there will be a short knowledge test for your trainee to complete.
- Lastly, to certify that your trainee is ready to be put on the floor as a server you will conduct an on-the-job evaluation of the trainee in action. You will fill out the Server Certification Form and present it to the trainee at the completion of their training. A copy of the certification form should be kept on file in the restaurant.

Server Training - Trainer's Notes 1



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# Trainer's Notes

**RO** RestaurantOwner.com

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Server Training - Trainer's Notes 1

TRAINING SECTION	TALKING POINTS	RECOMMENDED ACTIVITIES
<b>Job Description</b>	Review the job description summary, performance standards, and requirements with the trainee.	<ul style="list-style-type: none"> <li>• Review the trainee's station responsibilities and answer questions.</li> <li>• Shadow a Server on the job.</li> </ul>
<b>Hospitality &amp; Service Standards</b>	Explain the difference between hospitality and service and why both are important. Review general job responsibilities and requirements of servers to provide a signature guest experience.	<ul style="list-style-type: none"> <li>• Review the standards and answer questions.</li> <li>• Shadow a Server on the job.</li> <li>• Debrief at the end of each training shift.</li> </ul>
<b>Providing Exceptional Service</b>	Explain that it is our philosophy to "go above and beyond" our guests' expectations in both product and service.	<ul style="list-style-type: none"> <li>• Explain each step to exceptional service found in their Server Training Manual.</li> </ul>
<b>Prevent Guest Complaints</b>	Explain to trainee: <ul style="list-style-type: none"> <li>• How meeting the standards of service can limit the number of complaints.</li> <li>• How to be proactive and catch a potential issue before it arises by reading the guest's actions.</li> <li>• The steps to handling a guest complaint.</li> <li>• How to handle common guest complaints.</li> </ul>	<ul style="list-style-type: none"> <li>• Using examples below, have the trainee work to solve the guest complaints.                             <ul style="list-style-type: none"> <li>• A guest complains about an incorrectly filled order.</li> <li>• A guest complains that the food is spoiled or inedible.</li> <li>• A guest mentions a dirty table or a messy restroom.</li> </ul> </li> <li>• Let other trainees provide feedback first, and then provide your own feedback.</li> </ul>
<b>Greeting the Guest</b>	Explain & Demonstrate: <ul style="list-style-type: none"> <li>• How to perform a first greet</li> <li>• How to deliver beverages</li> <li>• How to serve bottled beverages.</li> </ul> Explain that the trainee only has one chance to make a first impression.	<ul style="list-style-type: none"> <li>• Lead the trainee in an exercise on how to greet and take the order of the guests.                             <ul style="list-style-type: none"> <li>• First, play the role of the server and the trainee will play the role of the guest.</li> <li>• Take the trainee through the entire greeting process from entering the restaurant to being seated.</li> <li>• Have the guest place the beverage order.</li> <li>• Then, switch roles. The trainee will be the server and you will be the</li> </ul> </li> </ul>

Server Training - Trainer's Notes 2

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TRAINING SECTION	TALKING POINTS	RECOMMENDED ACTIVITIES
<b>Menu Presentation</b>	Using the Server Training Manual as reference explain the following: <ul style="list-style-type: none"> <li>• The importance of learning the menu, knowing the specials and how they taste.</li> <li>• How to present the menu through suggestions.</li> <li>• How to handle special requests.</li> <li>• How to make substitutions.</li> </ul>	<ul style="list-style-type: none"> <li>• Practice how to present the menu to guests and provide suggestions.</li> <li>• Server delivers the beverage order at the table and begins the menu presentation.</li> <li>• Server arrives at table and guest begins asking questions about certain menu items and is having a hard time making up his or her mind.</li> </ul>
<b>Taking the Order</b>	Explain where to start and the pivot point system. Review the steps to taking the order: <ol style="list-style-type: none"> <li>1. Ask if you can answer any questions about the menu.</li> <li>2. Write down the order with the table number.</li> <li>3. Suggest accompaniments and side orders.</li> <li>4. Repeat the order back.</li> <li>5. Clarify the order to which guests prefer their food to be served so that it is delivered in the proper order.</li> </ol>	<ul style="list-style-type: none"> <li>• Practice how to take orders from guests. Scenario:                             <ul style="list-style-type: none"> <li>• Server arrives at table with beverage order and begins taking the food order.</li> <li>• Conduct role-play multiple times allowing both the trainer and trainee to play each role.</li> </ul> </li> </ul>
<b>Entering/Communicating Orders</b>	Explain and demonstrate how to input orders to your restaurant system.	<ul style="list-style-type: none"> <li>• In this activity, practice how to enter orders on the restaurant's system.</li> <li>• Provide trainee with sample order slips to enter into the system.</li> <li>• Work with your trainee to complete each item.</li> <li>• Make sure to ask questions to ensure full understanding of the system.</li> </ul>
<b>Delivering the Order</b>	Explain the guidelines for running food and beverages to tables. When to check back to with the tables and how to prepare.	<ul style="list-style-type: none"> <li>• Practice how to deliver food to guests. Scenario:                             <ul style="list-style-type: none"> <li>• Server delivers food to table, beginning with starters and</li> </ul> </li> </ul>

Server Training - Trainer's Notes 3

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# Trainer's Notes

TRAINING SECTION	TALKING POINTS	RECOMMENDED ACTIVITIES
		<ul style="list-style-type: none"> <li>continuing through dessert, providing necessary check backs and beverage refills.</li> <li>Conduct role-play multiple times allowing both the trainer and trainee to play each role.</li> </ul>
Presenting the Check	Explain how to present the check and collect payment.	<ul style="list-style-type: none"> <li>Practice how to process payments:                             <ul style="list-style-type: none"> <li>Show trainees how to process payments on the restaurant's register system.</li> <li>Provide the trainee with sample order slips to enter into the POS.</li> <li>Work with your trainee to complete each item.</li> <li>Make sure to ask questions to insure full understanding of the system.</li> </ul> </li> </ul>
Quality Control	Explain the server's role in ensuring menu items are served to specification and in pivot point better.	Practice interpreting guest checks, picking up food from the service station, and delivering items to guests.
Food Safety & Sanitation	Emphasize the importance of handling food safely and review the food safety and basic sanitation procedures with the trainee.	When demonstrating how to handle food and beverages, follow the food safety and sanitation practices presented.
Alcohol Awareness	Explain the aspects of alcohol awareness: <ul style="list-style-type: none"> <li>Intoxication vs. Impairment</li> <li>Checking Identification</li> <li>Signs of Intoxication</li> <li>How to Handle Intoxicated Guests</li> <li>Liquor Laws</li> </ul>	Practice alcohol awareness procedures with your trainee: <ul style="list-style-type: none"> <li>Server arrives at table and a young-looking guest orders a beer. What should the server look for? Act out this scenario.</li> <li>Server observes one of their tables getting loud and believes alcohol is at fault. What should the server do? Act out this scenario.</li> </ul>
Sidework Duties	Explain the Server's (server's) responsibilities and the importance of taking pride in maintaining a neat and clean environment.	Explain and demonstrate the opening, during the shift and closing duties.
End of Shift/Checkout Procedures	Explain and demonstrate the proper end of shift/checkout procedures for servers.	Walk trainee through this process at the end of their training shift.

TRAINING SECTION	TALKING POINTS	RECOMMENDED ACTIVITIES
Tip Reporting Guidelines	Explain how tips are reported.	Demonstrate tip reporting procedures at the end of each training shift.
In Summary	Explain the importance of being prepared, staying focused, and multi-tasking.	<ul style="list-style-type: none"> <li>Have trainee conduct training shifts as a Server.</li> <li>During this time point out how to use some of the server station tips presented in the Server Training Manual.</li> </ul>
Final Server Test	Explain the trainee must get at least 90% correct to pass the server test.	Provide trainee a copy of the test and a quiet place to take the test. <ul style="list-style-type: none"> <li>Once completed, score the test. Review any questions they got incorrect. If they did not pass with a 90%. Allow them to re-answer the questions they answered incorrectly until they receive a passing score.</li> </ul>
Server Evaluation/Certification	Explain to the trainee that you will be observing them on-the-job conducting their station duties.	Observe the server on-the-job and complete the Server Certification form.

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# Trainer's Toolkit

- Training Agenda (Schedule)
- Training Module Setup - Outline
- Trainer's Notes
- Tests/Training Certification

**RestaurantOwner**  
LEARNING SYSTEM

### Server Final Test

Score:      /20

Read the following questions carefully and select the best answers. Each question is worth one point. Once completed, please give the quiz to the person providing your training. (Passing score is 16/20)

- When performing a first greet:
  - Smile and make eye contact
  - You don't, the host makes the first greet
  - Make personal recommendations
  - Both a & c
- When delivering beverages:
  - Serve beverages within 7 minutes
  - Serve men before women
  - Place beverages to the left of the guest
  - Name each drink as you serve it
- When serving bottled beverages:
  - Open the bottle before arriving at table
  - Place cocktail napkin on arm
  - Let guest pour their own water
  - Place mug with handle at 12:00 position
- A goal during menu training is to have:
  - Basic cooking procedures for the item
  - Proper presentation of the menu item
  - The main ingredients of the menu item
  - All of the above
- Menu presentation refers to the thorough understanding of our menu and being able to sell our items to guests.
  - True
  - False
- Which of the following are examples of suggestive selling? (check all that apply)
  - Recommending a beverage with an order for a salad
  - Recommending a sandwich with an order of soup
  - Suggesting coffee with dessert
  - Suggesting a highballer for a child
- When taking the food order:
  - Merchandise and suggest side orders
  - Repeat the order back to guests
  - Always serve the appetizers first
  - Both a & b
- When writing and submitting the order:
  - Write out items fully
  - Wait to get an order you have at least 2 orders
  - Review the order carefully before sending it to the kitchen
  - None of the above
- When delivering the order:
  - Hot food has priority over drinks
  - Deliver food according the guest point positions
  - Carry the tray away from your clothing and body
  - All of the above
- What is a check back?
  - Customer goes on a bad check
  - Customer's credit card is declined
  - Refers to when you check back with the customer on how they are doing with their meal
  - Manager sends you home
- When offering dessert:
  - Offer a dessert menu while pre-building the table
  - Suggest water with dessert
  - Dessert are to be served within 2 minutes of ordering
  - All of the above

Server Final Test 1

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# Tests/Training Certification

**RestaurantOwner.com**

**Score:      /20**

**Server Final Test**

Read the following questions carefully and select the best answers. Each question is worth one point. Once completed, please give the quiz to the person providing your training. (Possible score is 20/20)

- When performing a first greet:
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  - Manager sends you home
- When offering dessert:
  - Offer a dessert menu while pre-bussing the table
  - Suggest water with dessert
  - Dessert are to be served within 1 minute of ordering
  - All of the above

Server Final Test 1

**RestaurantOwner.com**

**Server Training Certification**


Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Reports to: \_\_\_\_\_ Trained by: \_\_\_\_\_  
 Restaurant Location: \_\_\_\_\_

This form will be used to evaluate the successful training of the Server position. The evaluator will observe the employee's performance under regular working conditions:

- For each standard listed, observe the employee during their shift, and mark  whether the employee Meets or Does Not Meet the standard.
- Use the notes section at the bottom of the form to list your comments to discuss with the employee after the evaluation.
- Take the points of the evaluation and review results with employee.
- Sign and date the form. Also, have the employee sign the form as an acknowledgment that you reviewed the information with him or her.

Performance Standards	Meets	Does Not Meet
1. Maintains a positive attendance record by reporting to work for assigned shifts.		
2. Follows all sanitation and safety standards set forth by the company.		
3. Meets all uniform, appearance, and grooming standards as specified by the company.		
4. Knows all menu items offered at the restaurant. Accurately explains specials to guest. If asked, accurately answers menu items in regard to preparation method, ingredients, portion size, and side items accompanying the dish. If asked, specifies substitutions for items on menu.		
5. Observes table numbering procedures and works assigned section.		
6. Conducts a first greet with guests within 2 minutes after they are seated. Takes orders if time permits or informs guests that they will return within 2 minutes to assist them.		
7. Performs menu presentation procedures accurately by listing and explaining the specials, suggesting items, and spelling when appropriate.		
8. Takes beverage and food orders accurately for all tables.		

Server Training Certification Form 1



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**DOWNLOAD**

## Restaurant Training Tools

Creating a world class training program can take weeks, months or even years. Whether you're starting from scratch, or simply looking for a faster way to upgrade your current training program, our downloadable restaurant training templates can save you hundreds of hours that could be better spent serving your guests.

These templates are available in editable formats for both printed copy and online learning management systems. They are available in Microsoft Word, Excel and PowerPoint file formats and can be easily saved to Google drive formats.

**Restaurant Training Resources**

**DOWNLOAD**

**Restaurant Employee Training Programs – Full-Service Restaurant**

In a recent RestaurantOwner.com survey, owners and managers agreed that most restaurants needed to improve in the areas of training and developing staff, holding people accountable, and motivating and encouraging staff.

**DOWNLOAD**

**Restaurant Training Agenda Templates - All Positions**

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

Get your **Training** questions answered in the members discussion forum.

**No More BAD Attitudes**

**How to Stop Hiring Problem Employees**

**ONLINE COURSE**

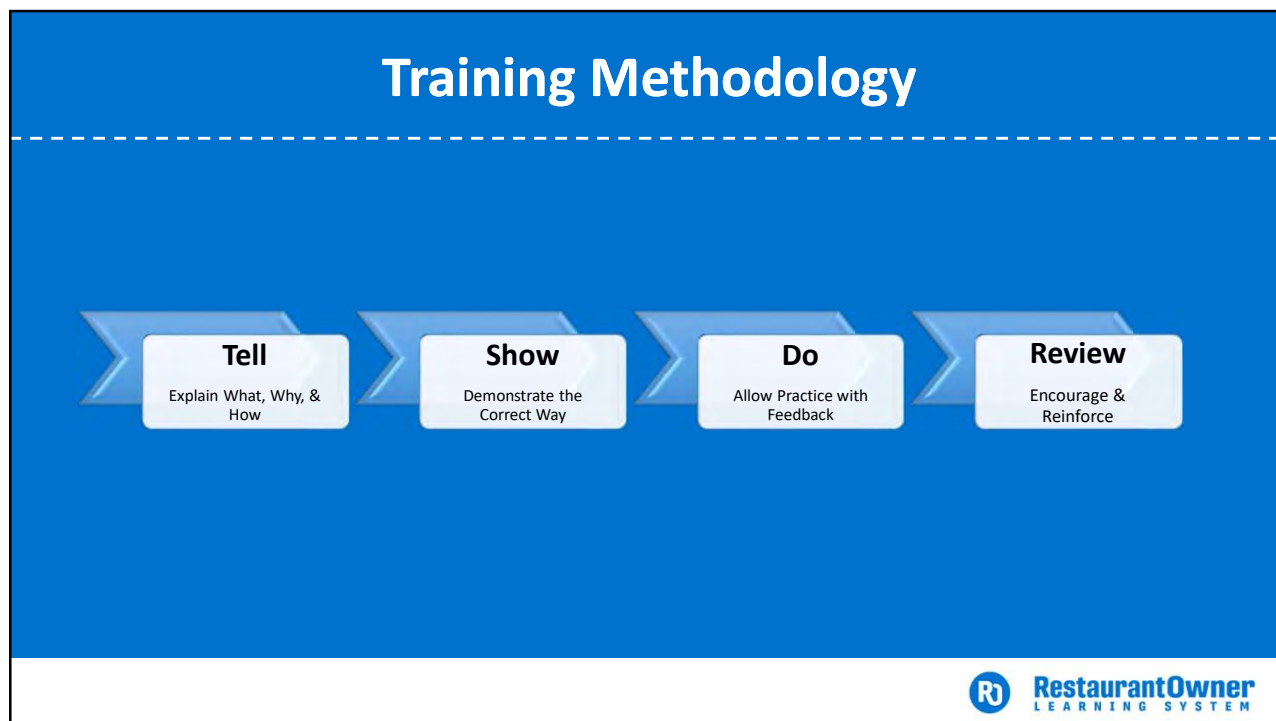
ONLINE COURSE

No More BAD Attitudes

Learn how to determine if a candidate has the 5 core attitudes needed to become a valuable member of your restaurant team by conducting a screening interview. Our screening interview guide walks you through every step of the process.

www.restaurantowner.com/restaurant-training

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## Encouraging Trainer Engagement

- Involve them in the development of the training process
- Recognize them for the qualities they contribute to the team
- Encourage feedback
- Provide them with the tools to do to their job excellently
- Have them participate in manager meetings



 RestaurantOwner  
LEARNING SYSTEM


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# Question

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**On a scale of 1-10, how would you rate your current training programs?**

*Please type you answers into the question box*



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# The Restaurant Owner Learning System

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www.restaurantowner.com/training

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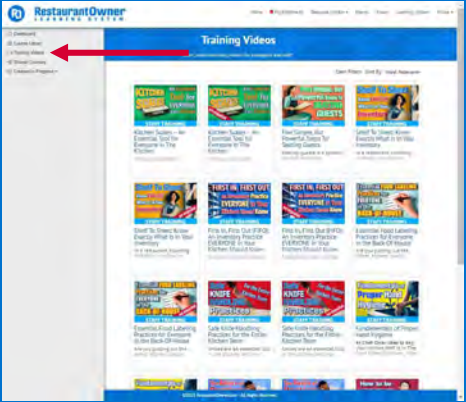
## Team Development Resources


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**Courses**



**Micro-Learning Training Videos**







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## Standard Membership

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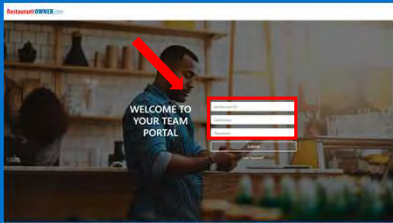
**Owner  
Member**

**3  
Managers**

**30  
Team Members**

30

## Online Courses

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

other  
ers

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## Micro-Learning Training Videos

**THE 10-4 RULE**

Share dozens of training videos with BOH and FOH

**Essential FOOD LABELING Practices for EVERYONE in the BACK-OF-HOUSE**

Includes a form with fields: Item, Date, Employee, Use By, and days of the week (M, T, W, TH). A red banner says "en español".

**The Basics of Portion Control**

What everyone in the kitchen should know!

**How to be FRIENDLY not FLIRTY**

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# The Restaurant Owner Learning System

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## Team Development

Courses and Training Videos



## Restaurant-Specific Training

Custom Training Platform

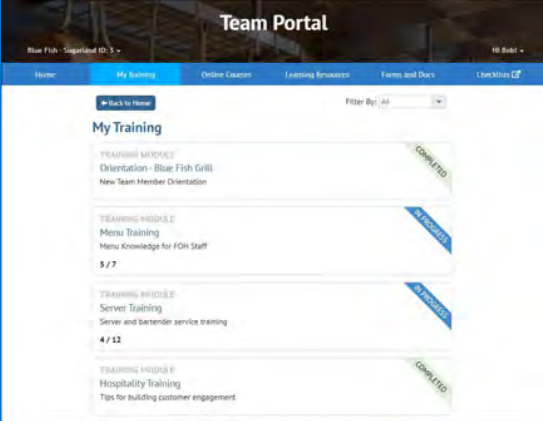


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# Restaurant-Specific Training

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## Custom Training Platform

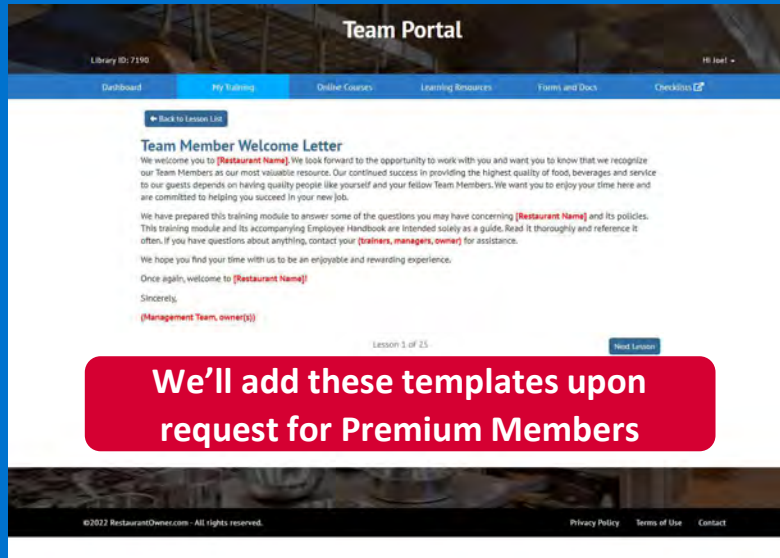


- Upload your own video, photos and training content
- Create step-by-step lessons using a combination of your restaurant-specific content and our library of training resources
- Build quizzes to test their knowledge
- Put it all together into position-specific training modules



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# Custom Training Templates



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# RestaurantOwner Team App



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# Upgrade Your Membership

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**Settings and Preferences**

**My Account**

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

**My Restaurant Team**

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

**Custom Training**

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

## Restaurant Owner Team Plans

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

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

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# Not a Member Yet?

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

Your guests will be the first to notice.

**Plans & Pricing**

**\$29 /month**

**STANDARD PLAN**

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

Includes access for:  
3 Managers  
30 staff

Sign Up Now

**Most Popular**

**\$49 /month**

**PRO PLAN**

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

Includes access for:  
10 Managers  
100 staff

Options available for larger staffs

Sign Up Now

**\$79 /month**

**PREMIUM PLAN**

Custom Training System  
or save 15% and pay \$799 for a one year subscription

Includes access for:  
10 Managers  
100 staff

Create custom training programs using a blend of your own content and ours. Options available for larger staffs

Sign Up Now

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

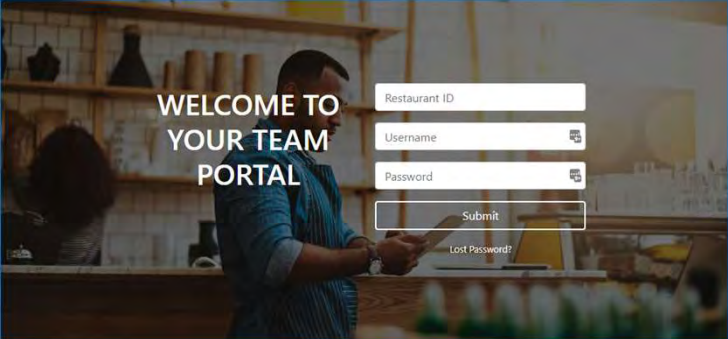
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## Try It

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


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



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## Q&A

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### Questions

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

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**Employees rise to the level of their training.**

**Not to the level of your expectations.**



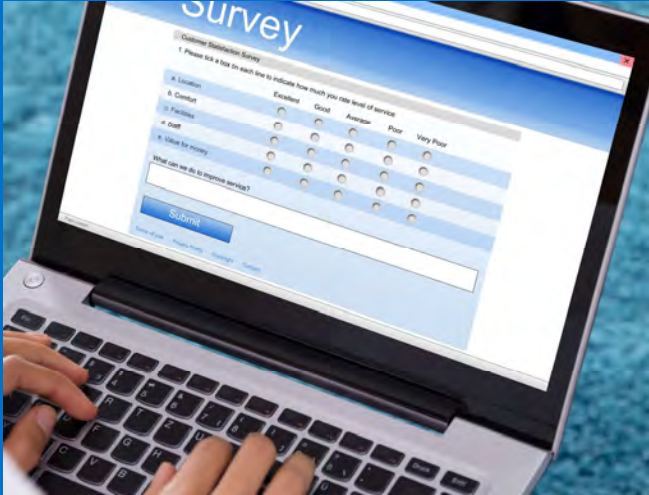
**Achieving higher expectations begins with better training.**



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**Please Give Us Your Feedback**

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**Just 4 very short questions!**

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# Training Basics

**Train the Trainer  
- The Right Way!**



**Thank you for attending!**

**info@RestaurantOwner.com**