

Server Training Agenda Template

Training Type	Onboarding	Shift 1	Shift 2	Shift 3	Shift 4	Ongoing
Knowledge Training						
RESOURCES Templates	About Us About Working Here Health & Safety Policies & Procedures					
Videos/Courses	<i>Course: Make the Most of Your First Day</i> <i>The 10-4 Rule</i> <i>Fundamentals of Proper Hand Hygiene</i> <i>Benefits of Serving</i>	<i>Power of Your Smile</i> <i>Science of Kindness</i>	<i>Instant Connections to Make Memorable First Impressions</i> <i>Service Vs. Hospitality</i>	<i>How to Identify First Time Guests</i> <i>Emotions Drive Guest Behavior</i>	<i>How to be Friendly, Not Flirty</i> <i>How to NOT Take Things Personally</i>	Ongoing Learning: <i>How to Graciously Escape a Chatty Guest</i> <i>Four Ways to Deliver Greater Hospitality</i>
Position-Specific	Server Training Job Description Hospitality & Service Standards Providing Exceptional Hospitality Server Training Certification	The Service Cycle: <ul style="list-style-type: none"> Greeting Menu Presentation Taking the Order Entering the Order (POS Introduction) Delivering the Order Presenting the Check & Farewell 	Preventing & Handling Guest Complaints Food Safety and Sanitation Alcohol Awareness Quality Control	Sidework Server Checkout Procedures Tip Reporting	In Summary	Ongoing Learning
Menu	Menu Overview	Menu Study: Section 1	Menu Study: Section 2	Menu Study: Section 3	Menu Study: Section 4	Ongoing Learning

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Additional Resources (If Applicable)	Onboarding Packet Server Manual	Food Handler's Certification Alcohol Service Certification	Opening & Closing Checklists	Opening & Closing Checklists	Opening & Closing Checklists	Food Handlers Certification Alcohol Service Certification
On-the-Job Training						
On the Job	GM/Owner Welcome Restaurant Tour Team Observation	Work the Shift! Follow Trainer	Work the Shift! Service Assist Ring in Orders	Work the Shift! Service Assist Ring in Orders Run Food/Bev	Work the Shift! Trainer Follows Ring in Orders Run Food/Bev	Work the Shift! Trainer Follows Server Certification Trainer Notes Complete
Training Validation						
Quizzes & Tests	Handbook Acknowledgement	Menu Quiz 1	Menu Quiz 2	Menu Quiz 3	Menu Quiz 4 Server Final Test	Final Menu Test
Performance Checks		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