

Training Module Setup – Position Training – Server

Module	Position Training: Server
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Section 1	Day 1 - The Service Cycle
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

Section 2	Day 2 - Hospitality
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

Section 3	Day 3: Be a Part of the Team
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

Section 4	Day 4 – Be a Professional
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

Section 5	Server Reference Tools (OPTIONAL)
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