

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 Final Test & 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.

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

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

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

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Tip Reporting Procedures	Explain the policy regarding tip reporting.	Provide an example of how to record tips on a daily basis.
In Summary	Explain the importance of being prepared, staying focused, and multi-tasking.	<ul style="list-style-type: none"> • Have trainee conduct training shifts as a Server. • During this time point out how to use some of the server station tips presented in the Server Training Manual. .
Final Server Test	Explain the trainee must get at least 90% correct to pass the server test.	<p>Provide trainee a copy of the test and a quiet place to take the test.</p> <ul style="list-style-type: none"> • Once completed, score the test. Review any questions they go 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.
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.