

Training Module Setup – Onboarding General

Module	Onboarding - General
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Section 1	About Us
Section Content 1	Video: Welcome to Bluefish Grill
Section Content 2	Mission, Vision, and Values
Section Content 3	Video: Restaurant Tour
Section Content 4	Chemical Safety Demonstration

Section 2	About Our Workplace
Section Content 1	Employment Policies
Section Content 2	Standards of Conduct
Section Content 3	Payment Procedures
Section Content 4	Benefits
Section Content 5	Dress Code
Section Content 6	Restaurant Policies & Practices
Section Content 7	Quiz: Restaurant Basics

Section 3	Health and Safety
Section Content 1	Safety
Section Content 2	Covid-19 Precautions
Section Content 4	Food Code Health Reporting and Exclusion
Section Content 5	Sanitation
Section Content 6	Video: Fundamentals of Proper Hand Hygiene
Section Content 7	Chemical Safety

Section Content 8	Driving Safety
Section Content 9	Alcohol Serving Policy
Section Content 10	Accidents and Emergency Situations
Section Content 11	Quiz: Health and Safety

Section 4	Policies and Procedures
Section Content 1	Absences
Section Content 2	Cell Phone Use Policy
Section Content 3	Drug and Alcohol Policy
Section Content 4	Harassment
Section Content 5	Employee Use of Social Media
Section Content 6	Proprietary & Confidential Information
Section Content 7	Policy Regarding Supplier Kickbacks & Gifts
Section Content 8	Quiz: Onboarding Acknowledgement

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>Service Vs. Hospitality</i> <i>Instant Connections to Make Memorable First Impressions</i>	<i>Emotions Drive Guest Behavior</i> <i>How to Identify First Time Guests</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	The Service Cycle: <ul style="list-style-type: none"> Greeting 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		Ongoing Learning
Menu	Menu Overview	Menu Study: Section 1	Menu Study: Section 2	Menu Study: Section 3	Menu Study: Section 4	Ongoing Learning
Additional Resources (If Applicable)	Server Manual Onboarding Packet	Food Handler's Certification				Food Handlers Certification

Training Type	Onboarding	Shift 1	Shift 2	Shift 3	Shift 4	Ongoing
		Alcohol Service 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 Trainer Notes Complete
Training Validation						
Quizzes & Tests	Handbook Acknowledgement	Menu Quiz 1	Menu Quiz 2	Menu Quiz 3	Menu Quiz 4	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

Training Module Setup – Position Specific

Module	Onboarding - Server
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Section 1	About Your Job
Section Content 1	Course: Make the Most of Your New Job
Section Content 2	Video: 10-4 Rule: One simple Practice...
Section Content 3	Video: Benefits of Serving
Section Content 4	Server Job Description
Section Content 5	Hospitality & Service Standards
Section Content 6	Providing Exceptional Hospitality

Section 2	About Your Training
Section Content 1	Training Events Checklist
Section Content 2	Server Training Agenda

Training Module Setup – Menu Training - FOH

Module	Menu Training: Dining Room
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Section 1	Onboarding - Menu Overview - FOH
Section Content 1	Menu Overview

Section 2	Day 1 - Starters & Light Fare
Section Content 1	Starters & Light Fare Menu Descriptions
Section Content 2	Starters & Light Fare Quiz

Section 3	Day 2 - Salads & Sandwiches
Section Content 1	Salads & Sandwiches Menu Descriptions
Section Content 2	Salads & Sandwiches Quiz

Section 4	Day 3 - Entrees & Desserts
Section Content 1	Entrée's & Desserts Menu Descriptions
Section Content 2	Entrée's & Desserts Quiz

Training Module Setup – Position Training – Server

Module	Position Training: Server
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Section 1	Day 1 Server Training -The Service Cycle
Section Content 1	Video: The Power of Your Smile
Section Content 2	The Greeting
Section Content 3	Menu Presentation
Section Content 4	Taking the Order
Section Content 5	Delivering the Order
Section Content 6	Presenting the Check & The Farewell
Section Content 7	Video: Science of Kindness

Section 2	Day 2 Server Training – Guest Satisfaction
Section Content 1	Video: Making Memorable First Impressions
Section Content 2	Preventing Complaints
Section Content 3	Sanitation & Safety
Section Content 4	Alcohol Awareness
Section Content 5	Quality Control
Section Content 6	Handling Guest Complaints
Section Content 7	Video: Service Vs. Hospitality

Section 3	Day 3 – Becoming a Hospitality Professional
Section Content 1	Video: How to Identify First Time Guests
Section Content 2	Servers Sidework
Section Content 3	Server Checkout Procedures

Section Content 4	Tip Reporting
Section Content 5	Video: Emotions Drive Guest Behavior
Section 4	Day 4 – More Professionalism
Section Content 1	Video: How to be Friendly, Not Flirty
Section Content 2	Video: How to NOT Take things Personally
Section 4	Server Reference Tools
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

Line Cook 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>Fundamentals of Proper Hand Hygiene</i>	<i>Safe Knife Handling Practices for the Entire Kitchen Team</i> <i>Knife Sharpening Skills for the Entire Kitchen</i> <i>Recipe Books: What Every Kitchen Pro Should Know</i> <i>Menu Item Build Charts: the key to Accurate, Consistent Preparation)</i> <i>Three Compartment Sink: Keeping the Heart of your Kitchen Pumping:)</i>	<i>Essential Food Labeling Practices for Everyone in the Back of House</i> <i>First In, First Out: An Inventory Practice Everyone in your Kitchen Should Know</i> <i>Food Safety: Practical Steps to Prevent Cross-contamination: Avoiding the Temperature Danger Zone is Everyone's Job</i> <i>Safe Minimum Cooking Temperatures</i>	<i>The Basics of Portion Control:</i> <i>Kitchen Scales: An Essential Tool for Everyone in the Kitchen</i> <i>It's Everyone's Job to Reduce Waste</i> <i>Daily Prep Sheets: Prep the Right Amount and Control Costs</i>		<i>Knife Cuts Your Team Should Know</i> <i>Shelf to Sheet: Know Exactly What's in your Inventory</i> <i>How to Accurately Calculate Your Restaurants Food Cost</i> <i>Receiving Best Practices</i>
Position-Specific	Line Cook Training Job Description	Kitchen Safety Kitchen Cleanliness Food Presentation Station Set-up	Safe Food Handling Food Rotation Temperatures for Food Safeness	Prep Lists Controlling Waste Checking in Food Orders		Ongoing Learning
Menu	Menu Overview	Recipe Preparation	Recipe Preparation	Recipe Preparation	Recipe Preparation	Ongoing Learning

Training Type	Onboarding	Shift 1	Shift 2	Shift 3	Shift 4	Ongoing
Additional Resources (If Applicable)	Food Handler's Certification Line Cook Manual Line Cook Validation Worksheet	Recipe Book Recipe Build Charts Opening & Closing Checklists	Recipe Book Recipe Build Charts Opening & Closing Checklists	Recipe Book Recipe Build Charts Opening & Closing Checklists	Recipe Book Recipe Build Charts Opening & Closing Checklists	Food Handlers Certification
On-the-Job Training						
On the Job	Restaurant Tour Team Observation	Work the Shift! Follow Trainer	Work the Shift! Assist Trainer	Work the Shift! Assist Trainer	Work the Shift! Assist Trainer	Work the Shift! Trainer Notes Complete
Training Validation						
Quizzes & Tests	Handbook Acknowledgement					
Performance Checks	Line Cook Validation Worksheet	Line Cook Validation Worksheet Knowledge Check with Manager	Line Cook Validation Worksheet Knowledge Check with Manager	Line Cook Validation Worksheet Knowledge Check with Manager	Line Cook Validation Worksheet Knowledge Check with Manager	Manager Validation Complete

Training Module Setup – Position Specific

Module	Onboarding – Line Cook
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Section 1	About Your Job
Section Content 1	Course: Make the Most of Your First Day
Section Content 2	Line Cook Job Description
Section Content 3	Video: Fundamentals of Proper Hand Hygiene

Section 2	About Your Training
Section Content 1	Line Cook Training
Section Content 2	Line Cook Training Agenda
Section Content 3	Training Events Checklist
Section Content 4	Line Cook Training – Trainer’s Notes

Training Module Setup – Menu Training - Kitchen

Module	Menu Training: Kitchen
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Section 1	Onboarding - Menu Overview
Section Content 1	Menu Overview
Section Content 2	Line Cook Validation Worksheet

Section 2	Pantry Station Training
Section Content 1	Pantry Recipe References – Plate Presentations
Section Content 2	Pantry Recipes - Prep

Section 3	Fry Station Training
Section Content 1	Fry Recipe References – Plate Presentations
Section Content 2	Fry Recipes - Prep

Section 4	Grill Station Training
Section Content 1	Grill Recipe References – Plate Presentations
Section Content 2	Grill Recipes - Prep

Training Module Setup – Position Training – Line Cook

Module	Position Training: Line Cook
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Section 1	Basic Kitchen Procedures and Controls – Day 1
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

Section 2	Basic Kitchen Procedures and Controls – Day 2
Section Content 1	Proper Food Handling & Storage
Section Content 2	Video: Food Safety
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 Safeness
Section Content 7	Video: Avoiding the Temperature Danger Zone
Section Content 8	Video: Safe Minimum Cooking Temperatures
Section Content 9	Cooling Products

Section 3	Basic Kitchen Procedures and Controls – Day 3
Section Content 1	Preparing the Prep List
Section Content 2	Video: Daily Prep Sheets
Section Content 3	Video: The Basics of Portion Control
Section Content 4	Video: Kitchen Scales
Section Content 5	Controlling Waste
Section Content 6	Video: It's Everyone's Job to Reduce Waste
Section Content 7	Checking in Food Orders
Section Content 8	Line Cook Station Tips

Section4	Kitchen Reference Tools
Section Content 1	Basic Measurement Conversion Chart
Section Content 2	Kitchen Equipment and Terminology
