

Training Basics

3 Essential Training Elements Every Restaurant Should Have



Welcome!
Today's event will be starting shortly.

1

Your Hosts



Jim Laube



Sharon McPherson




Joe Erickson




2

Webinar Format



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



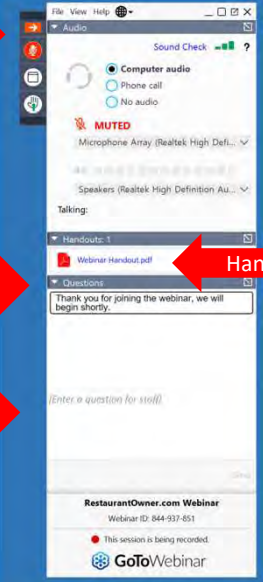
3

Questions & Comments


Show/Hide Control Panel

Questions Tab

Type your Questions / Comments



Handouts



4

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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Gallup Access Platform Solutions Approach

REDEEM CODE SIGN IN BOOK LOGS

- 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

6

Question

Do you have a standardized training agenda for all hourly positions?

What is the average number of shifts, by position, a newly hired employee must work before they are on their own ?



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World-Class Training Basics

3 Essential Training Components

- Onboarding
- Menu Training
- Position Training

New Hires



8

- About us
- About Our Workplace
- Health and Safety
- Policies and Procedures (Employee Handbook)

Training Module Setup – Onboarding General

Module	Onboarding - General
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



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Onboarding

Team Portal

Bluefish Grill 1 ID: 6105 Hi Robbie!

[Dashboard](#) [My Training](#) [Online Courses](#) [Learning Resources](#) [Forms and Docs](#) [Checklists](#)

Onboarding - General

Onboarding course for all team members as they begin their new careers.

Section 1 About Us	2 / 4
Section 2 About Our Workplace	0 / 6
Section 3 Health & Safety	1 / 10
Section 4 Policies and Procedures	1 / 8

Team Portal

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[Dashboard](#) [My Training](#) [Online Courses](#) [Learning Resources](#) [Forms and Docs](#) [Checklists](#)

Onboarding - Server

This section provides insight into the role and responsibilities of Servers

Section 1 About Your Job	4 / 7
Section 2 About Your Training	2 / 2

10

How to Make The Most of Their First Day



Mel Kleiman

The
5
Firsts

A Simple System to On-board, Engage, and Retain Top Talent

- The first hour
- The end of the first day
- The end of the first week
- The presentation of the first paycheck
- The end of the first 30 days

Mel Kleiman

TRICS

is hiring the best.

11

Onboarding Resources

Key Engagement Points

- Assigning a buddy
- Owner or manager meet and greet
- Tell them your story
- Why did you choose us?
- Why do you think we chose you?
- If I don't find you 15 minutes before you leave then please find me

FIRST DAY CHECKLIST FOR NEW EMPLOYEES		RO Restaurant owner.com
New Employee:	Start Date:	and Time:
Planning:		
<input type="checkbox"/> Set start date and time, review employment papers, assign a buddy/mentor		
First Hour Meeting:		
<input type="checkbox"/> Meet and Greet		
<input type="checkbox"/> Share information and set the stage		
<input type="checkbox"/> Correct poor first impressions		
<input type="checkbox"/> Theft prevention		
<input type="checkbox"/> Restroom and day's needs		
<input type="checkbox"/> Write questions		
<input type="checkbox"/> Close on a positive note		
Tour of Facility:		
<input type="checkbox"/> With emphasis on safety equipment & introduction		
Employer Handbook & Required Paperwork:		
<input type="checkbox"/> Provide timeclock and training access login credentials		
<input type="checkbox"/> Provide or order badge & uniform		
<input type="checkbox"/> Employee handbook		
<input type="checkbox"/> ID, Identification and authorization to work documentation, W-9, etc.		
Orientation & Training:		
<input type="checkbox"/> Include an opportunity to be productive and receive positive reinforcement		
End of First Day Meeting:		
<input type="checkbox"/> Position the new hire to tell you the truth		
<input type="checkbox"/> Ask the questions you need to ask before someone else does		
<input type="checkbox"/> Ask the questions you need to ask to improve your process and head off problems		
<input type="checkbox"/> Close on a positive note and keep your finger on the pulse during the first week		
Make the first day the best day that person will ever have on any new job ever.		

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Onboarding Resources



DOWNLOAD

Employee Onboarding Checklist

Download this checklist to ensure your new staff members feel welcome, comfortable and that they are an important part of your team. The Employee Onboarding Checklist includes information to help familiarize ...

[Download](#)

ONLINE COURSE

Make the Most of Your NEW Job

How to Make the Most of Your New Job

Excited about your new restaurant job? A little nervous? That's okay. It's only normal. You may not realize this, but this job could provide you with the opportunity to learn skills and work habits that ...

[Download](#)

ONLINE COURSE

Effective Onboarding for Independent Restaurants

Onboarding

Especially today, it's crucially important that all of your new hires immediately feel welcome and glad they chose to join your team. If they don't, survey's show up to 40% will leave you within the first ...

[Download](#)

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Menu Training

Team Portal

Bluefish Grill 1 ID: 6105 Hi Robbie!

Dashboard **My Training** Online Courses Learning Resources Forms and Docs Checklists

[Back to My Training](#)

Menu Training - BOH

Learn about our menu, the cooking stations and how to prepare menu items.

Section 1	Menu Overview - Kitchen	2/2
Section 2	Pantry Station Training	1/1
Section 3	Fry Station Training	1/1
Section 4	Grill Station Training	1/1

Team Portal

Bluefish Grill 1 ID: 6105 Hi Robbie!

Dashboard **My Training** Online Courses Learning Resources Forms and Docs Checklists

[Back to My Training](#)

Menu Training - FOH

Learn how our menu is prepared and served so you can make recommendations and answer guests' questions.

Section 1	Onboarding - Menu Overview	1/1
Section 2	Day 1 - Starters & Light Fare	1/2
Section 3	Day 2 - Salads & Sandwiches	1/2
Section 4	Day 3 - Entrees & Desserts	2/3

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Menu Training



A picture paints a thousand words



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Menu Training Template

Menu Training Template

Use this template to create a menu slideshow for your training programs. This template was created using PowerPoint. The slide master layout includes a title slide, menu section, menu item descriptions for FOH, menu build charts for BOH, and nutritional information.

Summary of Features & Benefits:

- Includes space for adding photos of your menu items and your logo
- Can be used for both FOH and BOH training
- Layouts include space for allergens, plating and cook times
- You can customize the layouts to fit your unique style
- Presentations can be saved as auto-play presentations or mp4 videos.

Download the Menu Training Template

This form is available in the following formats. You must have a compatible program installed on your computer to use them.

[Click to Download Microsoft PowerPoint format](#)

Get your Training questions answered in the members discussion forum.

Webinar/Podcast

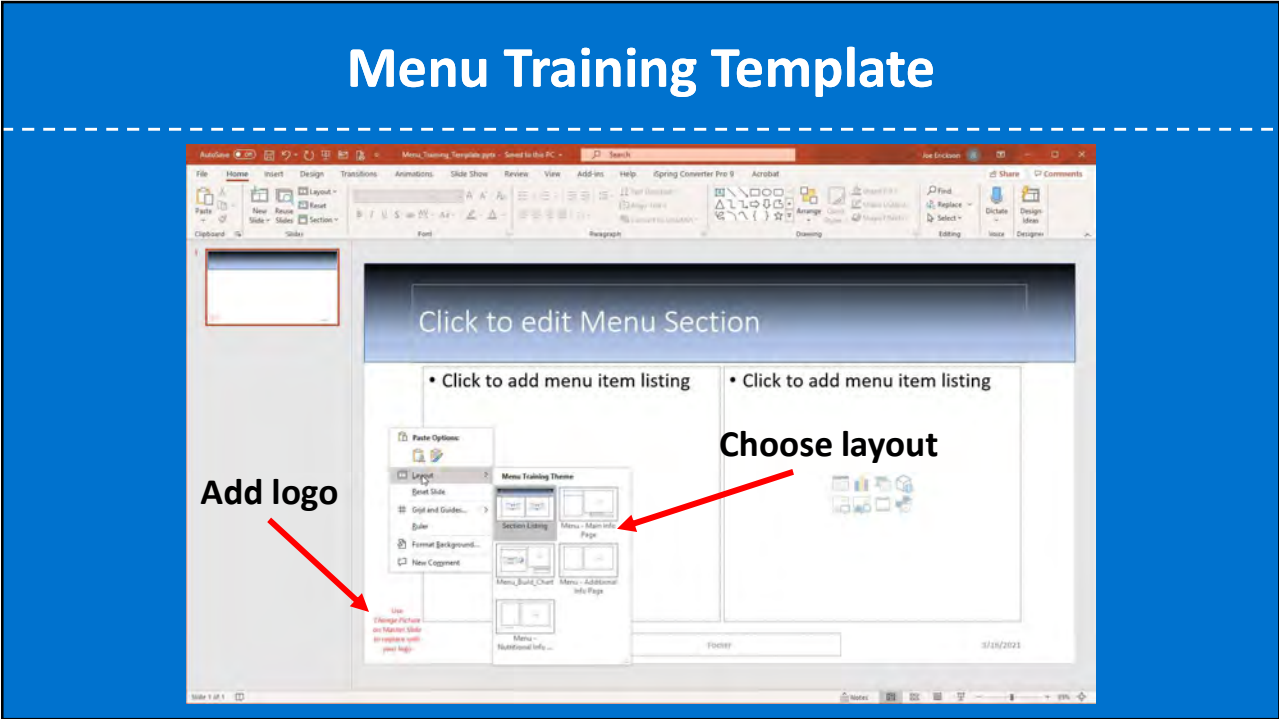
New Custom Training Features on the RestaurantOwner Learning System

We've heard your requests and we're ready to demonstrate the new staff and management training features on the RestaurantOwner Learning System. With our new Learning System features, you can create custom training programs for your entire staff in just minutes instead of months. Let us show you how easy it can be to create comprehensive, customizable training for your entire restaurant team.

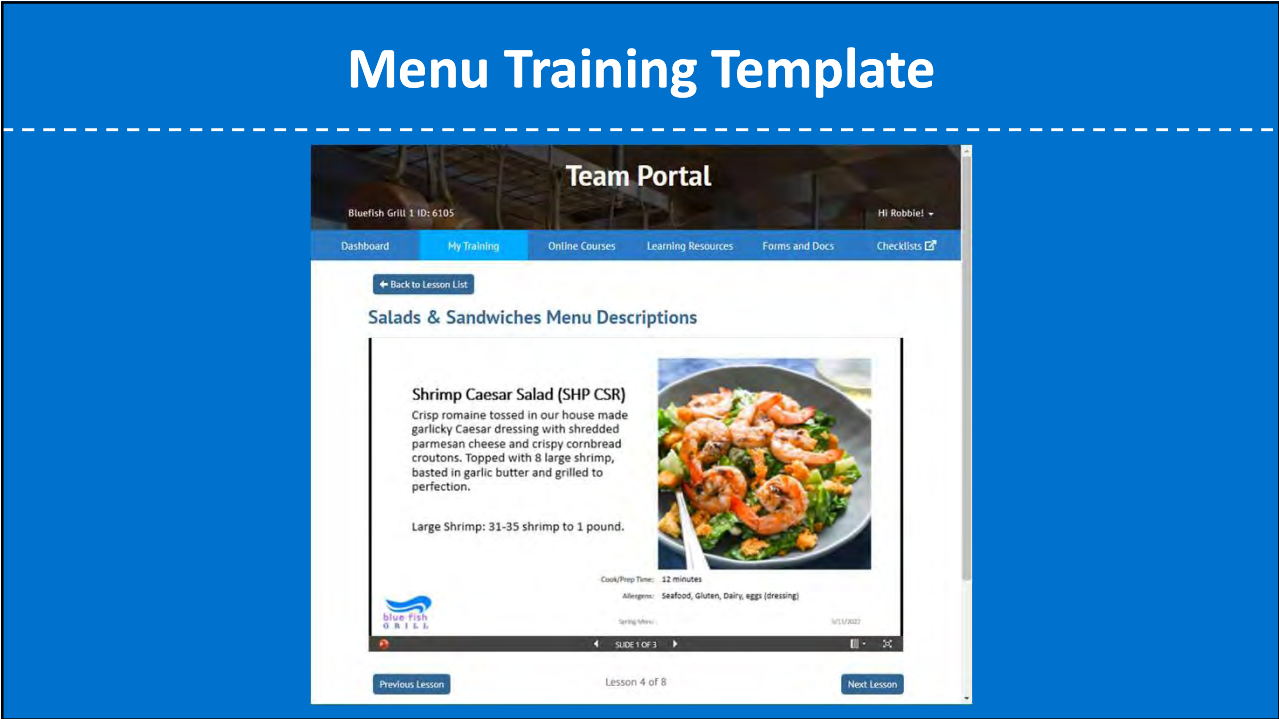
COVID-19 Resources

<https://www.restaurantowner.com/public/Menu-Training-Template.cfm>

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Position Training

Team Portal

BlueFish Grill 3 | ID: 6195

Dashboard | My Business | Online Courses | Learning Resources | Forms and Docs | Checklists

[Back to My Training](#)

Position Training: Server
All of the procedures and practices to be successful in your role as a Server.

Section 1	Day 1 Server Training - The Service Cycle	8/77
Section 2	Day 2 Server Training - Guest Satisfaction	8/77
Section 3	Day 3 Server Training - Becoming a Hospitality Professional	8/73
Section 4	Day 4 - More Professionalism	8/73
Section 5	Server Reference Tools	8/76

Team Portal

BlueFish Grill 3 | ID: 6195

Dashboard | My Training | Online Courses | Learning Resources | Forms and Docs | Checklists

[Back to My Training](#)

Position Training: Host
Use this template to design your Host training.

Section 1	Day 1 - Hospitality	8/73
Section 2	Day 2 - Seating Guests	8/73
Section 3	Day 3 - Reservations & Procedures	8/75
Section 4	Day 4 - Professionalism	8/73

Team Portal

BlueFish Grill 3 | ID: 6195

Dashboard | My Training | Online Courses | Learning Resources | Forms and Docs | Checklists

[Back to My Training](#)

Position Training: Line Cook
Provides an introduction to all foundational principles and practices for working in the kitchen.

Section 1	Day 1 - Basic Kitchen Skills	11/73
Section 2	Day 2 - Food Handling & Safety	9/79
Section 3	Day 3 - Cost Controls & Systems	8/78
Section 4	Kitchen Reference Tools	8/73

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Position Training Templates

Restaurant Training Manual Templates

Training manuals provide the basis for consistent results so that you're capable of creating high-quality dining experiences regardless of who's on the floor or in the kitchen.

Having a complete and thorough restaurant training manual for every position is critical to ensure consistent training when people are hired and for correct, consistent execution in the restaurant.

Using our restaurant employee training manual templates is the fast and easy way to save yourself hours and hours of researching, organizing and writing your own training manuals from scratch. We have Training Manual Templates for the following positions -

Download the Server Training Manual [Preview](#)

This form is available in the following formats. You must have a compatible program installed on your computer to use them.

[Click to Download Microsoft Word format](#)

Download the Dishwasher Training Manual [Preview](#)

This form is available in the following formats. You must have a compatible program installed on your computer to use them.

[Click to Download Microsoft Word format](#)

Download the Line Cook Training Manual [Preview](#)

This form is available in the following formats. You must have a compatible program installed on your computer to use them.

[Click to Download Microsoft Word format](#)

Download the Prep Cook Training Manual [Preview](#)

This form is available in the following formats. You must have a compatible program installed on your computer to use them.

[Click to Download Microsoft Word format](#)

Get your training manuals answered in the members discussion forum.

2-Compartment Sink
Keep the **MESS** of Your Kitchen
Pumping
TRAINING VIDEOS

Restaurant Training Videos
Short, micro-learning videos for restaurant managers and staff. Training videos provide the basis for consistent results so that you're capable of creating high-quality dining experiences regardless of who's on the floor or in the kitchen.

WEBINAR/PODCAST
Make the Most of Their First Day on the Job
Competition for restaurant staffing is at an all-time high. For many restaurant operators, it's hard enough finding employees, the last thing they need is to lose staff soon after they begin in this restaurant. It's show you how to quickly improve staff retention using resources from our RestaurantOwner Learning System.

Related Resources

WEBINAR/PODCAST
Get a Grip on Your Food Cost
It's very easy to lose 10% of money working with food. Improve portioning, staff, cooking mistakes and spoilage are just a few of the many.

TRAINING VIDEO

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Position Training Resources

Service Steps Chart for Full Service Restaurants

Great service begins by knowing the basic steps of service that guests expect. Whether you are fine dining, casual table service, or a small-town diner, your guests have certain expectations with respect to when orders are placed and how long they should have to wait.

The Service Steps Chart is a customizable list of the basic service steps that waiters and waitresses perform in full service restaurants. You can make changes as needed to fit the expectations and dining experience you want your guests to have.

Download the Service Steps Chart for Full Service Restaurants [Preview](#)

This form is available in the following formats. You must have a compatible program installed on your computer to use them.

[Click to Download Microsoft Word format](#)

ONLINE COURSE
No More BAD Attitudes
How to Stop Hiring Problem Employees

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.

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Training Agendas

World-Class Training Strategy

- Take a blended approach
- Just in time learning...and application
- Provide flexibility
- Provide resources for quick reference and reinforcement
- Understand that learning is a journey

Training Type	Onboarding	Shift 1	Shift 2	Shift 3	Shift 4	Ongoing
Knowledge Training						
RESOURCES	About Us, About Working Here, Health & Safety, Policies & Procedures					
Templates						
Videos/Courses	Course: Make the Most of Your First Day, The 10-4 Rule, Fundamentals of Proper Hand Hygiene, Benefits of Serving	Power of Your Smile, Science of Kindness	Service vs. Hospitality, Initial Connections to Make Memorable 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 Escape a Chatty Guest, Four Ways to Deliver Greater Hospitality
Position-Specific	Server Training, Job Description, Hospitality & Service Standards, Providing Exceptional Hospitality	The Service Cycle: Greeting, Taking the Order, Entering the Order (POS Introduction), Delivering the Order, Preparing 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, Alcohol Service Certification				Food Handlers Certification, Alcohol Service Certification
On-the-Job Training						
On the Job	GM/Owner Welcome, Restaurant Tour, Team Observation	Work the Shifts, Follow Trainer	Work the Shifts, Service Assist, Ring in Orders	Work the Shifts, Service Assist, Ring in Orders, Run Food/Bev	Work the Shifts, Trainer Follows, Ring in Orders, Run Food/Bev	Work the Shifts, Trainer Follows, Trainer Notes Complete
Training Validation						
Quizzes & Tests	Handbook Acknowledgment	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	POS Drills, Knowledge Check with Manager	Knowledge Check with Manager	Manager Validation Complete

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Server Training Agenda

Training Type	Onboarding	Shift 1	Shift 2	Shift 3	Shift 4	Ongoing
Knowledge Training						
RESOURCES	About Us About Working Here Health & Safety Policies & Procedures					
Templates						
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

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Server Training Agenda

		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

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What World-Class Training Looks like

**WELCOME TO
YOUR TEAM
PORTAL**

[Lost Password?](#)

www.restaurantowner.com/team

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Training Basics

- Onboarding
- Menu Training
- Position Training
- Continual Development

Your entire team

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Leadership IQ Study

- 52% of people claimed to never, rarely or just occasionally learn something new at work.
- Of those that NEVER learned anything new, only 5% said they give their best effort at work.
- Of those that RARELY learned anything new, only 8% said they give their best at work.
- The 35% of people who said they were ALWAYS learning something new at work were 10 TIMES more likely to do their best than those who never or rarely learned anything new at work.



Source: Leadership IQ

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The Restaurant Owner Learning System

Learning System Dashboard

My Summary

- Total Learning Time: 6 hours 10 minutes
- Total Courses Completed: 8 Courses
- Average Quiz Score: 88%
- Courses In Progress: 8 Courses
- 99 Lessons Remaining

My Progress


Course Name	Completed	Avg. Quiz Score	Learning Time
Trust: The Key to Being an Effective Leader	100%	97%	11 mins
Delivering Your Ultimate Guest Experience	100%	94%	37 mins
Key Item Running Inventory	100%	100%	36 mins
Paper Cost	100%	97%	21 mins
How to Forecast & Read a Restaurant P&L	100%	96%	51 mins
Hotel Labor Budget	100%	96%	4 mins
Menu Costing Basics	100%	94%	23 and 17 mins
Top 1000 B&B Abbrevs	100%	87%	18 mins
Waste Master	100%	96%	2 mins
Weekly Paper Cost Template	100%	97%	20 mins

www.restaurantowner.com/training

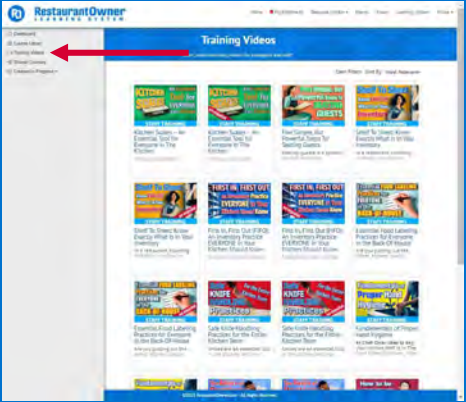
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Team Development Resources

Courses



Micro-Learning Training Videos









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Standard Membership


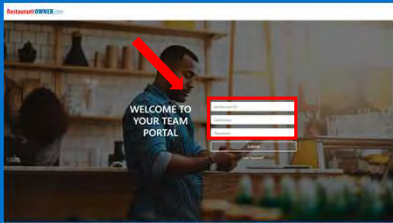
**Owner
Member**

**3
Managers**

**30
Team Members**

30

Online Courses

other
ers

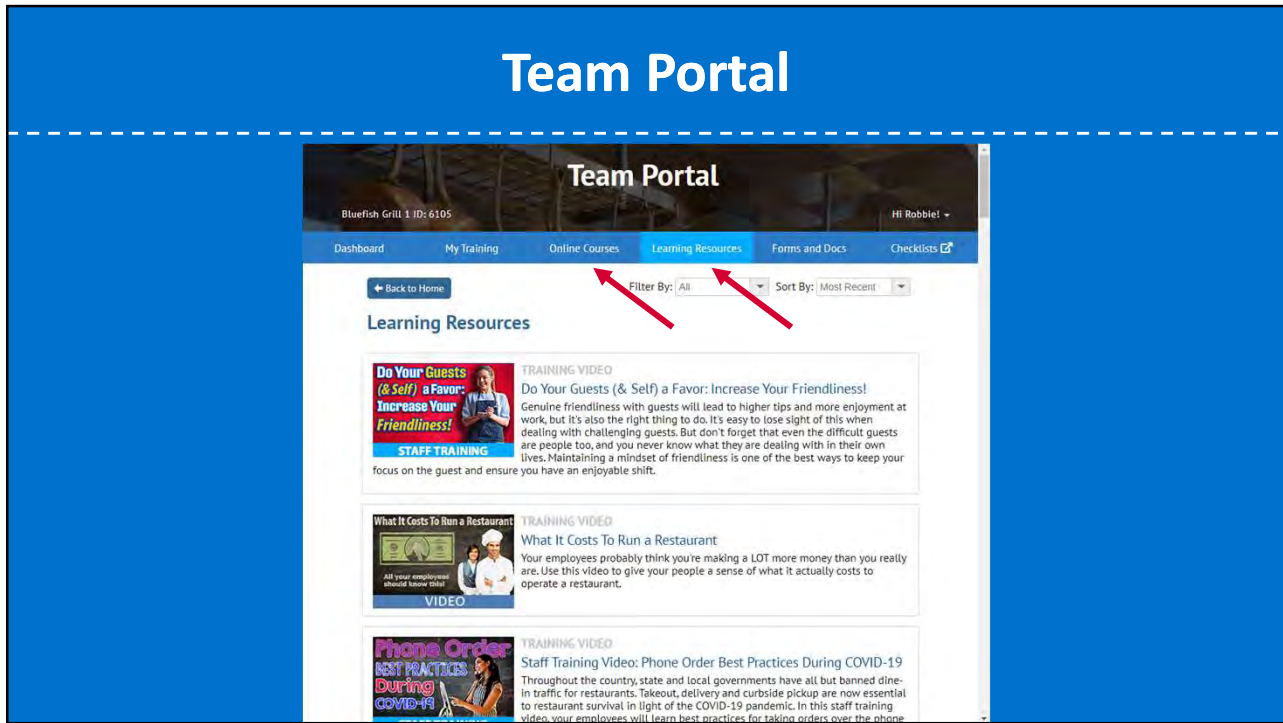
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Micro-Learning Training Videos

Share dozens of training videos with BOH and FOH

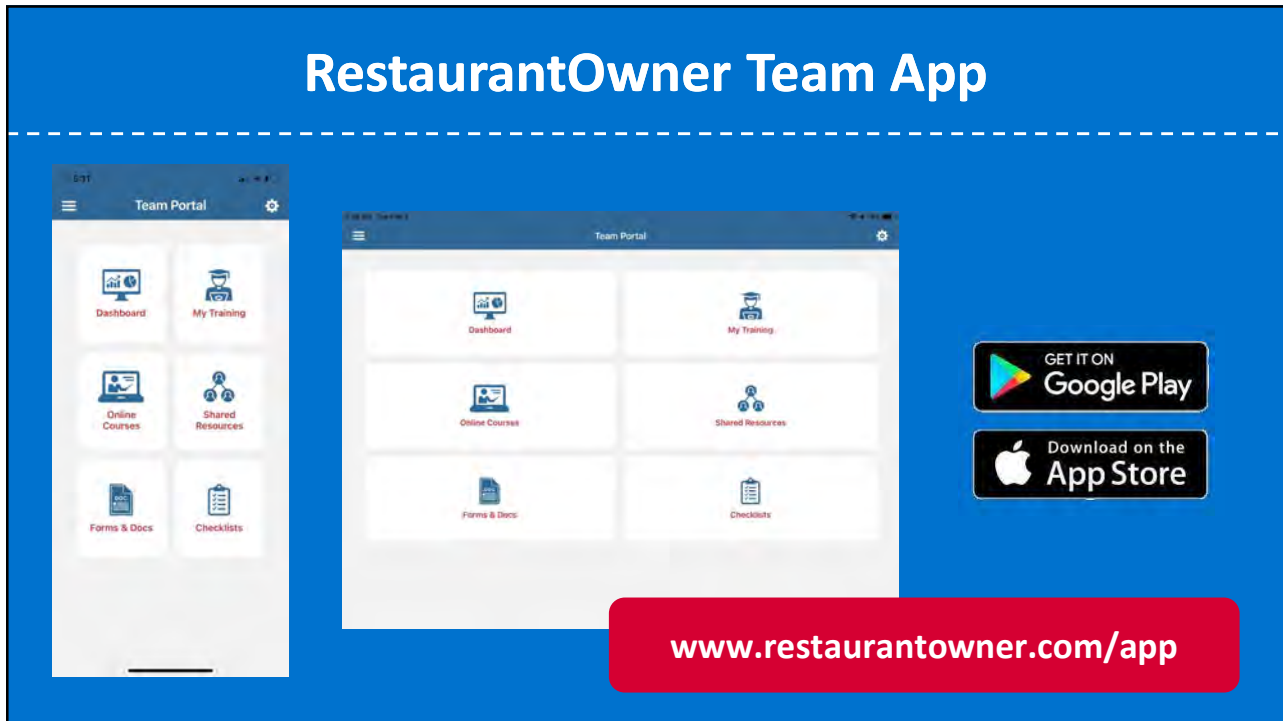
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Team Portal



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RestaurantOwner Team App

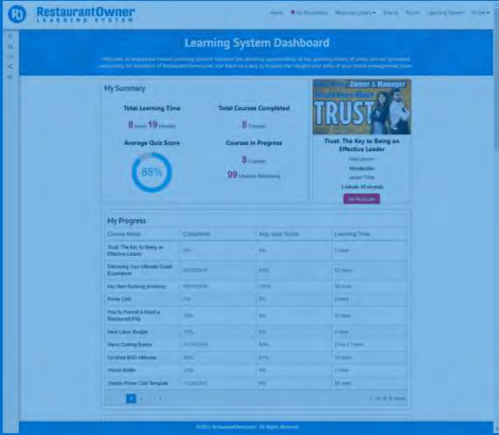


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The Restaurant Owner Learning System

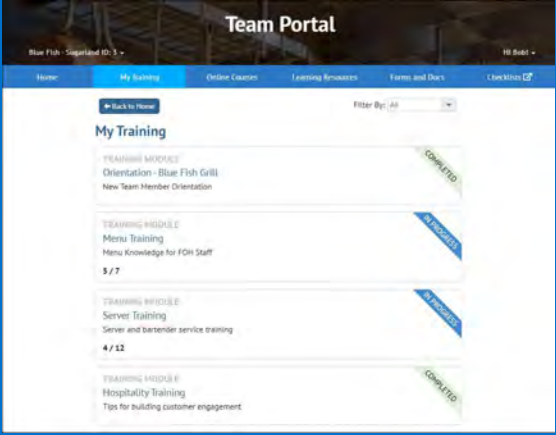
Team Development

Courses and Training Videos



Restaurant-Specific Training

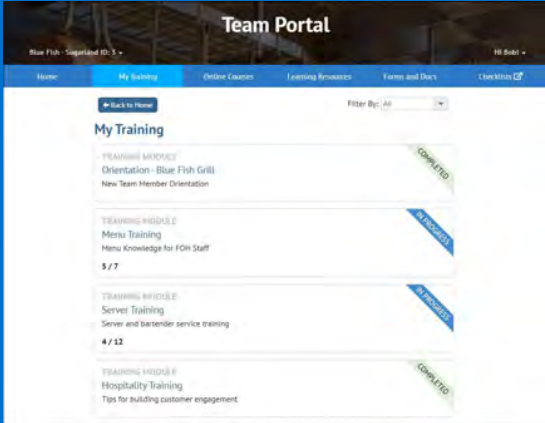
Custom Training Platform




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Restaurant-Specific Training

Custom Training Platform

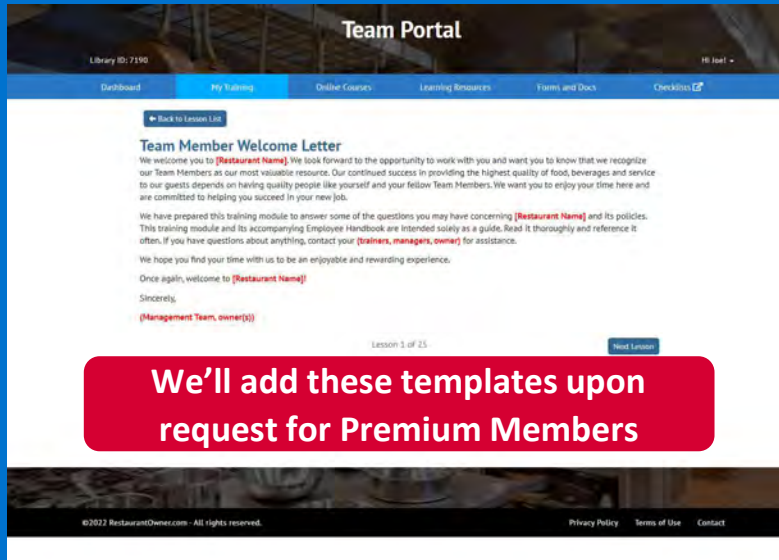


- Upload your own video, photos and training content
- Create step-by-step lessons using a combination of your restaurant-specific content and our library of training resources
- Build quizzes to test their knowledge
- Put it all together into position-specific training modules



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Custom Training Templates



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Upgrade Your Membership

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

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Not a Member Yet?

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.

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

Sign Up Now

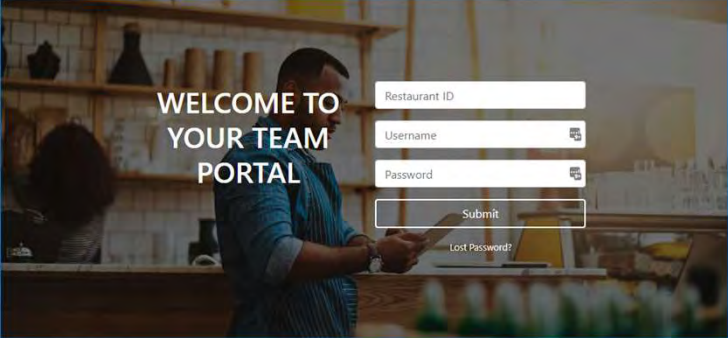
www.restaurantowner.com

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Try It


www.restaurantowner.com/team

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



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Q&A

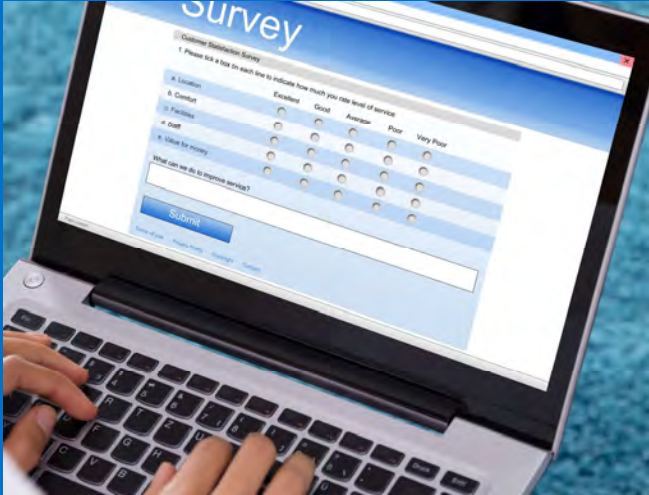


Questions

Additional questions to
info@restaurantowner.com

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Please Give Us Your Feedback



Just 4 very short questions!

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Training Basics

3 Essential Training Elements Every Restaurant Should Have



Thank you for attending!

info@RestaurantOwner.com