

# PROOF

The key to well prepared and knowledgeable staff is sufficient training. Shadowing for a day or two just isn't enough to fully brief staff on company information and policies, restaurant technologies and POS systems, best practices for safety and cleanliness, and guest experience. This server training guide is a comprehensive list of topics to go over for new staff training and includes tools to evaluate employee progress and understanding throughout the course of training.

## Server Training/Trainer Schedule

Day 1: Shadow Opening, Paperwork

Day 2: Shadow Closing, Paperwork

Day 3: Run the Show (be shadowed) \*Test before shift, arrive early

Day 4: Support

Day 5: First Solo Day (no longer training) \*Test before shift, arrive early

### Availability

	Monday	Tuesday	Wednesday	Thursday (Open)	Friday (Open)	Saturday (Open)	Sunday (Open)
from							
to							

I confirm that this is my agreed upon availability. I know that I am required to (a) be available a minimum of 3 shifts per week (b) might not always get 3 shifts per week and might be scheduled up to 4 shifts per week and (c) available once a quarter for FOH staff meetings usually held on Tuesdays. I agree to submit time off requests **via email** to the General Manager, Toby, no more than two weeks in advance and I understand they are *requests* and cannot always be honored.

\_\_\_\_\_

Name

\_\_\_\_\_

Date

*This page is for the Trainer:*

Trainer will use this same packet to effectively help and train the trainee. Please keep this pack on you for all of your training shifts.

**Training Pact**

TRAINER AGREES TO:  1. Document clear performance expectations with the aid of the FOH Training Handbook 2. Provide and go over all training resources and documents. 3. Recognize performance of trainee		
<u>Day 1 - Complete</u> Trainer name:  Trainer Signature: Date:	<u>Day 2 - Complete</u> Trainer name:  Trainer Signature: Date:	<u>Day 3 - Complete</u> Trainer name:  Trainer Signature: Date:
<u>Day 4 - Complete</u> Trainee name:  Trainee signature: Date:	<u>Day 5 - Complete</u> Trainee name:  Trainee signature: Date:	

**PAYROLL**

- We get paid bi-weekly on every other Friday. We require direct deposit.
- You will be invited to Gusto.com to access paystubs/history/w-2 forms.

**Day 1**

At the end of day one, you should know:

- Where to park / enter the building / keep your belongings
- The order in which to do opening duties, as well as how to perform them
- The setup of all server stations and how to re-stock them
- The table numbers and seat numbers for the entire restaurant
- How to use the computer system (Toast)
- How to make a reservation and use Open Table
- Our service expectations
  - Our discounts (employee discounts, table discounts, etc.)
  - Our greet times
  - Bussing and pre-bussing importance
- Our wine, beer, and food expectations (and where to find these resources)
- An in depth understanding of the food menus/residents
- An in depth understanding of our cocktail/drinks menu
- Side work to be completed when you are cut

Area	Tasks	Training Vehicle	Tests	MGMT Initial	Date
Orientation	Sit with Manager and go over all paperwork	30 min. prior to first shift with manager			
	Go over ( _____ ) handbook	30 min. prior to first shift / take home and review			
Welcome to work!	Go over Server Training Doc.	Trainer on Day 1			
Tour	Take a tour of the entire building and its premises, focus on where various supplies are located.				
Opening the restaurant	Go over opening the restaurant with trainer	Trainer on Day 1			
	Go over opening priorities (what needs to get done when, etc.)	Trainer on Day 1			
	Locations of mop closet, liquor locker, dry storage, server stations, etc.	Trainer on Day 1			
Table Numbers	Learn all table numbers	Table Map given out	Table Number test at the end of Week 1		
TouchBistro Training	Cover all TouchBistro bullets in Server Training doc.	Trainer on Day 1			
Opentable Training	How to navigate Opentable, how to mark a walk-in, and how to make a reservation				
Service Expectations	Cover all points on Server Training doc.	Trainer on Day 1			

Misc. FAQs about (_____) (_____)	Cover all points on Server Training doc.	Trainer on Day 1			
Complaints	Understand how to deal with customer complaints	Trainer on Day			
Beverage Expectations	Know all of the beverages we offer by the glass and by the bottle	Wine/Beer/Spirits handout / email	Beverage knowledge test at the end of training		
Wine Presentation	Learn proper presentation	Trainer on Day 1			
Food Knowledge	Hang with Chef on expo	Chef			
Food Knowledge	Shift Meal!	Try something new!	Free food		
When you're cut	Check with closing server, complete sidework, run checkout	Trainer on Day 1			

Day 1 RECAP:

1. Do you know your table numbers?
2. Do you know your seat numbers?
3. Using Toast do you know how to split checks? Split items?
4. Do you know how to modify items for allergies, to go, fly, and FIRE FIRE FIRE? (And do you know what all of that means?)
5. Do you know how to transfer tables and how to get transfers from the bar?
6. Do you know how and when to start tabs?
7. Do you know how to deal with customer complaints, with cutting people off and mask policy in the building?
8. Do you know how to take a takeout order in person and on the phone?

NOTES:

**Day 2**

At the end of day two, you should know:

- All of our cocktails and their presentation
- All of our pours (liquor, wine, beer)
- What (\_\_\_\_\_) is and our current residents in house
- What the Support position is all about; what it entails and the job responsibilities
- How to run food and drinks; how to premark tables for certain dishes
- How to close down the restaurant, and the order in which to do closing tasks

Area	Tasks	Training Vehicle	Tests	MGMT Initial	Date
Welcome (back) to work!	Clock in and put away personal items	Meet up with trainer			
	Work with trainer on the floor	Trainer			
Food knowledge	Shift Meal!	Try something new!	Free food		
Support position	Understand the purpose behind a Support and what they do	Trainer on Day 2			
Cocktail Knowledge	Hang in the well to watch drinks go out (time permitting)	Bartender			
Beer / Wine / Cocktail Recap	Meet with manager to go over our menus and any questions	Manager			
(_____) Knowledge	Know what (_____) is and how to describe the (_____)	Manager			

Day 2 RECAP!

1. How many oz. are in our wine pours?
2. The basic idea of (\_\_\_\_\_) is?
3. Describe the different chefs in residency:
4. What makes our cocktail program so unique and special?
6. How do we engage in helping the community as a whole?
9. (Cocktails) A boozy option for a guest and a lighter, sweeter option?
10. What the Support position is and what is expected of it?
11. Where is our coffee from?

Notes:

### Day 3

At the end of Day 3, you should:

- Feel comfortable running support!
- Feel comfortable garnish cocktails and desserts
- Understand how the Support shift works and feel comfortable helping your peers

Area	Tasks	Training Vehicle	Tests	MGMT Initial	Date
Support shift	Work a support shift	YOU!			
Food Knowledge	Shift Meal	Try something new	Free food!		
Final Exam	Menu Test	Manager will give menu test at the end of your shift.	Exam		

### Day 4

At the end of Day 4, you should:

- Feel prepared to answer any questions about our menu
- Get a better understanding of the restaurant's pace and how to succeed here

Area	Tasks	Training Vehicle	Tests	MGMT Initial	Date
MENU TEST	Take a menu test	Manager	Menu Test		
You're running the show!	You are the server tonight and your trainer will follow YOU!	Your trainer			
	Shift Meal	Try something new	Free food!		
Recap	Check out with Manager	Manager			



## **RULES**

- Entering/exiting the building
  - Enter/leave through the back service entrance
- Clocking in and out
- Employee restroom location
- Sections
- Table numbers
- Terminal locations
- Lateness - definition of late
- Overserving
- Serving minors

## **POINTS OF SERVICE**

- Expected level of service
  - 30 second greets
    - What a greet consists of
  - Marking tables
    - Difference between marking with spoons/steak knives/regular silverware
  - Replacing dirty/used silverware
  - Pre Bussing
    - Nothing left on the table
    - Micro trash
- Approaching the well/Kitchen
  - Using "May I call?"
  - Check ticket times
  - No cherry picking
  - Garnishing cocktails / ensuring accuracy and consistency in cocktails
- Wine Service
  - What do you need to know when taking an order for a bottle of wine?
  - Proper wine presentation
    - Be thorough
  - How to carry wine glasses
  - Where to locate wine chillers / When to use them
- Walkout policy
  - Card on file vs. not
    - 20% tip on tabs left open with a card
- How to cut people off
- How to handle complaints
  - Service
  - "I don't like this"
  - Food issues

## **TouchBistro**

- Proper order entry
  - Using the ALLERGY button
  - Modifying items
- Transferring tables
  - How to
  - The \$20 rule
  - Using the transfer request button and properly modifying with name
- Splitting Items
  - Shared food items

- Splitting Checks
  - Splitting Items off Checks for Management
    - Good Human Comps, Extra Miles, OVERRINGS, Naked River Employee Discount
- Comps / Discounts (explain all of them and how they work)
  - Specific discounts only being available to the individual; not the table
- Taking payment
- Entering tips
- Running a checkout
  - Getting your checkout approved by the closer
  - Cash owed line

## **CULTURE**

- Who owns the building
- What (\_\_\_\_\_) Is
- Sections / Section Partners / The restaurant as your section
- Proactivity, no congregating
- Professionalism on and off site - trash talking, being adults, etc.

Communication (can't over-communicate)

### Server Training Test Day 3

1. After clocking in as a server for an opening shift, describe the first few things you should do to set up for service:
2. How many ounces are in a standard wine pour here at (\_\_\_\_\_)?
3. What ingredients are in the Beg your Peardon?
4. What ingredients are in the Attitude Adjustment?
5. How many Po-Boys are usually on the menu for (\_\_\_\_\_)?
6. What kind of culinary influence is Poppyton's derived from?
7. What type of cocktail would you recommend for someone looking for bright and citrus-forward?
8. Name 3 other partner brands we work with outside of our service menu:
9. What time does the late night menu switch over?
10. What is our mask policy for staff and for guest?
11. Describe one white and red wine we carry.

