

# METHODS FOR TRAINING RESTAURANT STAFF



## INSTRUCTING

This is a passive form of training. Employees are given instructions in verbal, written or audio format on how to accomplish a task, without any demonstrations. It is useful for reinforcing a portion of training that is hands-on at a later time.



## DEMONSTRATING

It can be done in person or through video and it involves a demonstrator performing the tasks that the new employee must learn. It is one of the best teaching methods because employees learn by seeing and doing, rather than just reading or hearing.



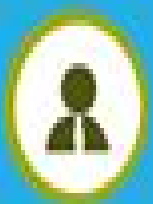
## SHADOWING

It consists of a trainee accompanying a more experienced employee and observing them as they perform their regular duties. It exposes the employee to real-world scenarios. This can turn into a hassle for the experienced employee as some restaurants tend to use this training method on some nights.



## MENTORING

In this method a peer mentor is assigned to every new employee. The mentor is usually an expert in the job and trains every employee the same way every time. This type of training takes off some of the weight of the manager's shoulder.



## SUPERVISION

This method consists of the trainee performing work tasks under close supervision. It allows the trainee to correct on the fly and observe the progress. It is a method usually employed before the trainees are deemed competent enough to handle tasks on their own.



## ROLE-PLAYING

In role-playing employees perform their duties with the trainee playing the role of a customer. This method gives the trainee the chance to experience the pressure and potential behaviors he will encounter on the job. This technique helps build confidence and experience prior to having the trainee work on his own.



## MYSTERY SHOPPER

This technique is heavily used for ongoing training and performance monitoring. A mystery shopper comes to the restaurant and after they visit they fill in a checklist about their experience. Usually the checklist details everything from the cleanliness to the lighting and the music. The results are reported later and discussed with the staff.

## SOURCES

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# Training Guide For Resturant Servers

**AW Rasmussen**



## **Training Guide For Restaurant Servers:**

**The Waiter & Waitress and Waitstaff Training Handbook** Lora Arduser, Douglas Robert Brown, 2005 This training handbook was designed for use by all food service serving staff members The guide covers every aspect of restaurant customer service for the positions of host waiter or waitress head waiter captain and bus person The detailed performance of each position is described for different types of establishments and all types of service including French American English Russian Family Style and Banquet It provides step by step instructions on hosting seating guests taking filling orders loading unloading trays table side service setting an elegant table folding napkins centerpieces promoting specials promoting side orders handling problems difficult customers managing tips and taxes getting customers to order quickly handling questions handling the check and money Plus learn advanced serving techniques such as flambe and carving meats fish and fruits It also features a chapter devoted exclusively to food safety and sanitation Whether it s your first day on the job or you are a twenty year veteran you are bound to learn alot Food service managers will find this book to be an excellent foundation for your organizations training program *Restaurant Server Manual* Jeffery D. Schim, 2017-06-13 The restaurant Server Manual covers waitstaff training a greeter training This is a valuable resource for your restaurant or bar Waitstaff will learn how to create exceptional service for your guest This restaurant server manual covers the following Orientation Training your Team Effective Training Techniques Certified Trainers Positive Plus Correction Feedback Teamwork How to Prevent Guest Complaints Guest Recovery Food Safety Allergens Food Delivery Procedures Restaurant Safety Clean as you go Server Job Description Six Steps of Service How to Roll Silverware Silverware and Plate Placement Point of Sale Training Restaurant Greeter Training Restaurant Greeter Job Description Return of Investment ROI Training your staff is an investment Your customers will benefit and your bottom line will show an increase in restaurant revenue The most important part of the restaurant server training manual is the six steps of service Basically your managers servers and greeters will learn and memorize the six steps of service Your employees will live the steps of service from shift to shift The server steps of service begin when the customer arrives and walks through your restaurant front door and ends when they depart the restaurant Your goal is to provide exceptional wow customer service by applying the steps of service all throughout the customer s visit **Restaurant Training Manual** Jeffrey Schim, Donna L. Schim, 2016-04-02 Whether you are a new restaurant or an existing restaurant the restaurant training manual will be the perfect guide to train your management and staff members This guide covers all aspects of restaurant management and operations This training manual goes into detail on how to provide top notch customer service kitchen and food preparation tracking inventory and sales managing food and labor cost how to be prepared for emergencies and daily restaurant operations Use different sections in this manual to train cooks prep cooks dishwashers servers greeters bartenders and barbacks We recommend using the entire manual to train managers since they need to know all the areas in the restaurant The information in this manual has been used in many

successful restaurants The material in this manual was created by individuals who worked in the restaurant industry and know how to create a thriving business with exceptional customer service The manual includes the following management topics Orientation Sexual Harassment Open Door Policy Minor Laws What Makes a Great Manager Manager Job Description Hiring and Termination Procedures Interviewing and Hiring Process Application and Hiring Do s and Don ts of Hiring Interviewing Process Suspending Terminating Employees The Manager s Walk through and Figure Eights Opening Closing Manager Responsibilities Opening Manager Responsibilities Closing Manager Responsibilities Restaurant Pre Shift Alley Rally Call Outs Communication Skills How to Read Body Language The Customer s Eyes How to Prevent Guest Complaints Guest Recovery Restaurant Safety Flow of Food Food Safety Allergens Time Temperature Food Borne Illness Cash Procedures Bank Deposits Manager Computer Functions Bookkeeping Management Cash Register Audits Management Safe Fund Audits Management Perpetual Inventory Audit Labor and Food Cost Awareness Food Cost Awareness Inventory Food Cost Awareness Theft Food Cost Awareness Preventive Measures Restaurant Prime Cost Restaurant Emergency Procedures Refrigerator Units Freezer Units Procedures Robberies Fires Responsibility of Owner Employer     Service at Its Best Edward E. Sanders,Paul Paz,Ronald Wilkinson,2002 For undergraduate Hospitality Travel Tourism courses that focus on waiter waitress training and service of food Ideal as a competency based training guide or simply as a reference manual for specific service questions this all inclusive book explains the key aspects and responsibilities of today s food servers It contains broad and in depth coverage on everything a good waiter or waitress will need to know to be successful in this very competitive and dynamic profession from restaurant industry statistics to how tips are calculated the importance of poise and posture the use of place settings menu knowledge the presentation of wine recognizing the nonverbal cues and prompts of guests understanding guest paging systems and touch screen terminals handling complaints and much more Self contained chapters flow in a logical sequence and establish a step by step procedure for understanding and learning appropriate server skills     **Waiter & Waitress Training** Lora Arduser,2003 These step by step guides on a specific management subject range from finding a great site for your new restaurant to how to train your wait staff and literally everything in between They are easy and fast to read easy to understand and will take the mystery out of the subject The information is boiled down to the essence They are filled to the brim with up to date and pertinent information     **The Professional Server** Edward E. Sanders,Paul C. Paz,Marcella Giannasio,Ron Wilkinson,2012 Rev ed of Service at its best Ed Sanders Paul Paz Ron Wilkinson 2002     The Art of Hosting Gerard A. Pollion,2002-08-29 Whether you re new to the business or you ve been a server for years The Art of Hosting will give you the tools you need to walk talk and act like a seasoned pro Filled with insider tips and info this book will show you in clear concise and easy to understand terms how to be an outstanding server in even the finest restaurants and get the biggest tips Includes sections on Table Set up Taking Guest Orders Serving Drinks and Wine Increasing Your Tips and more     **Server Training Manual** Ryan Dahlstrom, This Server Training Manual is brought to you

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**Professional Waiter & Waitress Training Manual with 101 SOP** Hotelier Tanji, 2013-10-05 Declares 101 standard operating practise SOP notes for hospitality students Website [www.hospitalityschool.com](http://www.hospitalityschool.com) **Server Training Manual** D. Lee Lott, 2014-01-09 It can be very frustrating as an independent restaurant manager to be constantly training your serving staff and let s face it you really don t have the time You don t always have available to you specific training aids such as those that the big chain restaurants do And when you do find something it s just too costly Well until now that is The Server Training Manual was developed as a simple guide to help the small independent restaurant manager to easily train their serving staff This book will teach the serving staff the proper way to take and deliver orders how to work together as a team as well as the best way to handle complaints It will give your staff the basic training to help them offer your customers the excellent service that will have them coming back time and time again And you know that good service is a very big part of your business The Encyclopedia of Restaurant Training Lora Arduser, Douglas Robert Brown, 2005 Book CD ROM Training is an investment for the future the only foundation on which success can be built Training delivers excellence in product and performance elevating a good restaurant into a great one Training will keep the skills of its employees and management sharp But in no other industry is its absence or presence as obvious as it is in the food service industry It is hard to find good qualified employees and even harder to keep them In addition unemployment levels are low and competition for qualified workers is tough What s the answer Training Constant training and re enforcement keeps employees and management sharp and focused and demonstrates the company cares enough to spend time and subsequently money on them And that s precisely what this encyclopaedic book will do for you be your new training manager The first part of the book will teach you how to develop training programs for food service employees and how to train the trainer The book is full of training tips tactics and how to s that will show you proper presentation and how to keep learners motivated both during and after the training The second part of the book details specific job descriptions and detailed job performance skills for every position in a food service operation from the general manager to dishwasher There are study guides and tests for all positions Some of the positions include General Manager Kitchen Manager Server Dishwasher Line Cook Prep Cook Bus Person Host Hostess Bartender Wine Alcohol Service Kitchen Steward Food Safety Employee Safety Hotel Positions etc Specific instructions are provided for using equipment as well *Bartender Training Manual* Ryan Dahlstrom, 2016-09-01

The Most Requested Training Manual in the Industry Today Bartender Training Manual Table of Contents INTRODUCTION TRAINING DEVELOPMENT Acceptable Bartending Standards Unacceptable Bartending Standards Techniques Resulting in Termination Three Strike Rules Personal Appearance Uniforms Pro Active Bartending Alcohol Consumption Tolerance Alcohol Awareness Policy Awareness Sequence of Service and Response WORKING THE BAR Bartender Sequence of Service Up Selling Suggestive Selling Terminology CONDUCTING TRANSACTIONS Register Operations Payment Methods Cash Handling Sequence Credit Card Preauthorization Credit Card Authorization for Total Amount Guest Check Presentation Delivery and Retrieval Credit Card Tip Policy Comps Voids PRICING STRUCTURE WELL SET UP BACK BAR SET UP Bottle Placement Diagram PREPARING DRINK ORDERS Drink Making Drink Service Delivery Bartender Customer Transaction Times ANATOMY OF A COCKTAIL Glassware Ice Garnishes RECIPES Shot Recipes Drink Recipes Signature Drinks SERVICE WELL SHIFT RESPONSIBILITIES Opening Shift Mid Shift End Of Shift Service Well Deep Cleaning Back Bar Cleaning Weekly Cleaning Health Department Compliance Garbage Cans Breaking Bottles TIP POOL CONCLUSION TEAM WORK INTEGRITY

**Renegade Server** Tim Kirkland, 2016-10-24 This best seller by Tim Kirkland details creative ways for full service restaurant servers bartenders managers and owners to sell more serve better and build repeat business with every customer The 1 tool in North America for exploding tips and increasing customer loyalty Used in over 20 000 full service restaurants bars and hotels worldwide Over 300 ways to build sales improve service and exponentially increase your personal income The Renegade Server provides fresh unique insights on how servers can better engage customers on a personal level and use those connections to drive sales improve service and develop repeat business Front line service teams managers and owners alike will benefit from The Renegade Server s powerful easily applied techniques for determining every Guests unique expectations and exceeding them every time You will learn Why the Up Sell is DEAD Why people no longer bade thir tips on quality of service The 10 commonly used phrases that kill service sales AND tips How to ditch pushy outdated sales techniques and explode tip income with tools that WORK The 4 secrets for discovering each guest s unique expectations and EXCEEDING them every time PLUS 10 scientifically proven techniques for increasing tip percentages 60 BONUS service techniques that will blow away your guests **Restaurant Wine** ,2004 Managing Hospitality Organizations Robert C. Ford, Michael C. Sturman, 2023-11-21 Managing Hospitality Organizations Achieving Excellence in the Guest Experience Third Edition takes students on a journey through the evolving service industry Each chapter focuses on a core principle of hospitality management and is packed with practical advice examples and cases from some of the best companies in the service sector Authors Robert C Ford and Michael Sturman emphasize the critical importance of focusing on the guest and creating an unforgettable customer experience Whether your students will be managing a neighborhood caf a convention center or a high end resort hotel they will learn invaluable skills for managing the guest experience in today s ultracompetitive environment Included with this title LMS Cartridge Import this title s instructor resources into your school s

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**Study Guide to Accompany The Restaurant: From Concept to Operation, 5e** John R. Walker, Donald E. Lundberg, 2007-09-21 Comprehensively covers opening and running a restaurant revised and updated A successful restaurant is a dream business It offers guests a fabulous experience while the restaurateur gets an exciting workplace creative license and potentially nice profit margins Of course restaurant success does not arrive on a silver platter It takes know how the right planning and access to quality information A one stop guide to the business The Restaurant From Concept to Operation Fifth Edition gives readers the knowledge they need to conceive open and run any type of restaurant from fast food franchise to upscale dining room The book progresses logically from choosing a good concept to finding a market developing business and marketing plans and securing financial backing Topics covered include location selection permits and legal issues menu development interior design and employee hiring and training Along the way such all important skills as turning first time guests into regular patrons are also described Special features of this Fifth Edition include Increased focus on the independent restaurateur with greater emphasis on restaurant business plans A new chapter on food production and sanitation Greater emphasis on restaurant business plans including new exercises New Profiles which describe a recently opened restaurant begin Parts 1 2 3 and 4 New coverage of restaurant concepts and use of technology in restaurants Expanded sections on back of the house and control contents franchising and leasing and insurance This field proven guide gives students chefs and entrepreneurs all of the skills and information they need to master every challenge

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