

Training Schedule – Host/Cashier

New Team Member Name _____

	Day 1	Day 2	Day 3	Day 4	Day 5
Date:	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>	<u>SATURDAY</u>	<u>SUNDAY</u>
Arrival Time:					
Trainer:					
Shift Focus:	<p>Uniform check</p> <p>Review new hire paperwork</p> <p>Review training manual</p> <p>Store tour</p> <p>Explain Culture and history</p> <p>Policies and procedures, basic toast do's and don'ts while on the floor</p> <p>-observing proper greeting of guests entering and exiting restaurant</p> <p>-explanation of guest services such as opening doors for entering and exiting patrons, ENERGY, and talking to guests waiting and while walking to the tables</p> <p>-learn proper phone greet, and importance of proper dialogue and showing energy through tone</p> <p>-how to direct calls and place guests on hold</p> <p>-heavy focus on abbreviations and hand writing tickets</p> <p>-overview of breakfast menu and questions to ask</p> <p>- basic introduction to computer system</p> <p>-learn table numbers</p> <p>-practice seating flow with trainer</p>	<p>Uniform check</p> <p>Review day 1</p> <p>-should have a handle on table numbers</p> <p>-should have a proper phone greet with high energy perfected</p> <p>-should know how to put guests on hold and direct calls</p> <p>-heavy review of breakfast menu and questions to ask</p> <p>-learn how to process guests checks, properly return payment to tables, and enter tips into system</p> <p>-should have a handle on abbreviations for hand written tickets (practice and review through shift)</p> <p>-practice entering orders in training mode on computer</p> <p>-display correct execution of service standards including proper verbiage with high energy through shift</p> <p>-practice seating flow</p> <p>-practice with trainer closing tickets and entering tips</p> <p>-introduction to closing and restocking duties and weekly cleaning</p> <p><u>-Test abbreviations</u></p> <p><u>-Test history</u></p>	<p>Uniform check</p> <p>Review day 2</p> <p>-table numbers should be concrete</p> <p>-phone greet and handling guests should be concrete</p> <p>-high energy and correct verbiage should be concrete and displayed at all times</p> <p>-service standards should be properly executed</p> <p>-review breakfast menu</p> <p>-overview of lunch menu with questions to ask</p> <p>-learn how to handle food allergies</p> <p>-practice on computer in training mode entering orders</p> <p>-practice seating flow</p> <p>-learn how to properly take a to go order INCLUDING what to put in the bag, to go drinks, information to get from guest, garnishes for food items, and how to play your part in accurate orders leaving the building</p> <p>-should be able to participate in daily cleaning and closing duties with little help</p> <p>- should be able to enter tips accurately with little help</p> <p><u>-TEST BREAKFAST</u></p>	<p>Uniform check</p> <p>Review day 3</p> <p>-run shift with trainer shadowing proper service standards</p> <p>-coffee station set up and maintenance requirements</p> <p>-review heavy on lunch menu studying all day with trainer verbally quizzing</p> <p>-take all to go orders with assistance from trainer as needed</p> <p>Practicing accurate orders to the kitchen and of course correct orders for the guest</p> <p>-correctly and efficiently execute all closing procedures including entering tips with minimal help from trainer</p> <p><u>- TEST COMPUTER KNOWLEDGE</u></p> <p><u>-TEST PROCEDURES</u></p>	<p>Uniform check</p> <p>Review the week</p> <p>-heavy review of menu and service procedures</p> <p>-trainee runs shift with trainer shadowing INCLUDING OPENING AND CLOSING</p> <p><u>TEST LUNCH</u></p>

