

Training Outline

6 training shifts
2 lunches, 2 dinners, 1 food run, and 1
brunch

Day 3 is test 1
Day 4 is test 2
Day 6 is test 3

TRAINEE AND TRAINER SHARE THE MEALS AND TRAINER DESCRIBES AND OUTLINES
EACH DISH TO THE TRAINEE

Day 1

- Take a tour of the restaurant – bathrooms, office, patios, host stand, bar, walk-in cooler
- Learn table numbers and seat numbers.
- Server trainer will go over where silverware, wine glasses, pint glasses, and printer paper are located, along with the service station and side stations.
- Knowing where fruit is for setting up server station and how to cut fruit.
- What type of coffee, tea, soda and hot tea we serve
- Proper steps of service will be learned in terms of full hands in and full hands out.
- Introduction to coffee station. Learning how to make a proper cappuccino. Knowing where everything is kept and cleaning procedures for coffee station along with what cups we use for what coffee drinks.
- Also, trainee will be instructed on how to properly garnish all of our beverages.
- Spending at least an hour in POS getting familiar with where we keep everything in the system.
- Learning 3 of our specialty cocktails each day as well: Hugo, Tailgate Lemonade, Stubborn Mule
- Learn proper steps of service – food allergies, water service, beverage napkins, cocktail service, wine service.
- POS system – signing in, table selection, order of guests, correct seat number, course lines, joining tickets
- Test 1 will be taken on Day 3
- Talk to trainee about
- FOOD: SPICY BUFFALO CAULIFLOWER & CHICKEN & APPLE FLATBREAD

I have been trained in all areas that have been evaluated in the Training/Performance Evaluation Sheet. I understand that continual execution of these items is required for my continued employment.

Trainee: _____

Manager: _____

Date: _____

Training Outline

Day 2

- **Getting trainee prepared for test 1 is imperative.**
- **After set up**
- First thing is a quick test on Coffee, Cappuccino, and tea setup and procedures.
- After that trainee should be more than familiar with table and position numbers. Trainer will be going over this all day as to get trainee prepared for their first test.
- First test is going to be on APPS, SALADS, FLOOR PLAN
- During the first two days, trainee should be seeing the proper steps up service.
- Proper table set up with roll ups
- Table maintenance should be stressed every day.
- On day 2 trainee needs to learn three more cocktails: One Cool CucumberMartini, Antioxidant Mojito
- Making sure that all tables are aligned properly. . Proper alignment of all outside tables.
- 1 hour of pos training –yes/no language, modifications, seat numbers.
- During the course of the first two days, trainer should be going over all in house promotions. These include the following:
 1. Happy Hour
 2. Starters
 3. Wine down Monday.
 4. In addition to knowing all of these promotions, knowing the proper days and times and what these promotions include is extremely important.
- Study for Test #1 - SALADS, APPS, &FLOOR PLAN
- Test 2 will be on Day 4
- FOOD: ZUCCHINI CHIPS AND KALE YEAH

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Trainee: _____

Manager: _____

Date: _____

Training Outline

Day 3

Bar training

- This day of training will be a bar training shift, where you spend time at the bar learning about beer, wine, and specialty drinks, but also spending time with a trainer as well.
- Trainer should be testing product knowledge on all FOOD.
- Introduction to wine and beer. Learning proper steps of service regarding wine and beer service as well as cocktail service.
- The last 3 specialty drinks:, Retail Therapy, Summer Sangria, Turn up the heat
- Making sure all cocktails get beverage naps.
- Proper table marking, i.e., Burgers, desserts, coffee, tea, cocktails.
- 1 hour of pos training – apps, burgers, salads, entrees,
- 7 VEGGIE FLATBREAD / VEGAN AVOCADO CAESAR
- **Study For Test 2- will include the following: FARM FLATS, DINNER/SANDWICHES**
 - Continuing to train on beer, wine by the glass and specialty cocktails.
 - Proper table marking and how to properly ring in specific dishes w/ and without modifications.
 - 1 hour of POS training.
 - Start to learn the Farmhouse spiel.

Answer the questions below to test your knowledge of the material – *Wine and Champagne*.

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Trainee: _____

Manager: _____

Date: _____

Training Outline

1. State the Wine and Champagne Rules of Service that apply to the following areas:

- a. Newly Opened Wine: _____

- b. Opening Wine Bottle: _____

- c. Opening a 2nd Bottle of Wine: _____

- d. Where should champagne:
be opened? _____

2. Name six types of red wine.

_____	_____
_____	_____
_____	_____

3. Name six types of white wine.

_____	_____
_____	_____
_____	_____

4. What foods do medium to full-bodied wines go best with?

_____	_____
_____	_____
_____	_____

5. What are the five wine tasting techniques?

_____	_____
_____	_____
_____	_____

STUDY GUIDE:

Answer the questions below to test your knowledge of the material – *Bar Beverage Training*.

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Trainee: _____ Manager: _____

Date: _____

Training Outline

1. State the Beverage Rules of Service that apply to the following areas:

a. Glass Handling and Pouring:

b. Serving Alcoholic Beverages:

c. Beer Service:

d. Water Service:

2. Name six of the Happy Hour Liquors.

3. When and how do you ring up a cocktail order?

4. List the brands of beer available

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Trainee: _____

Manager: _____

Date: _____

Training Outline

Day 4

- **Test 2 will be administered.**
- Trainee should be more than prepared for this test.
- Our expectation is 90%. Should 90% not be achieved, trainee will have 2nd and final chance to take that test. This goes for all tests.
- Test 3 will be on Day 6
- FOOD: LETTUCE WRAPS & PICK 2 SIDES

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Trainee: _____ Manager: _____

Date: _____

Training Outline

Day 5

- Day 5 is your expo shift/ food running shift
- At this stage there should be no question as to what any appetizer, salad, tea, coffee or promotion is. This also includes proper steps of service regarding each of these items.
- Main focus in addition to food running on this shift is to continue learning the proper steps of service. Trainers and Chef will answer questions about food and plate set ups.
- Trainee will do 1 hour of POS training and then run food for the remainder of the shift
- FOOD: 1 HANDWICH AND 2 SIDES OFF THE MENU (DIFFERENT)

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Trainee: _____ Manager: _____

Date: _____

Training Outline

Day 6

- **Test 3 & 4 will be administered.**
- By Day 6 you should have seen both an opening and closing shift, as well as have had an expo and bar shift.
- Take one table all night.
- You should know how to open and close restaurant.
- You should know beer, wine and specialty drinks.
- You should have learned where everything in restaurant is and how to properly treat all of its equipment.
- You should know how to properly serve all beverages and know how to garnish them.
- Should have 100% product knowledge regarding entire menu.
- Introduction to desserts will start.
- In addition to all listed above, preparations for the last two training days should start.
- Guest interaction on a basic level should have happened as well.
- 1 hour of POS training.
- Take whatever time you have and **STUDY STUDYSTUDY.**
- **Test 3 will include the following: LIQUOR, BEER, WINE, SPECIALTY DRINKS**
- **FOOD: BRUSSELS AND PICK 2 SIDES OFF MENU (DIFFERENT)**

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Trainee: _____

Manager: _____

Date: _____

Training Outline

TRAINING / PERFORMANCE SIGN-OFF Server Farmhouse Kitchen

Standard	✓ if At Standard	NOTES:
Dress attire and appearance standards		
• Proper Hygiene		
• Uniform Clean/ Good Repair		
• Grooming		
Teamwork		
• Helps others (appropriate and timely assistance)		
• Arrives on time /punches in correctly		
• Assists with sidework/set-up/clean-up (in a timely manner)		
• Communicates properly		
• Treats co-workers and guests with respect		
• Checks out with management at end of shift		
Rules of Service / Guest Interaction		
• Smiles, greets guests with appropriate greeting (use surname if possible).		
• Knows the location of and the content of the “Information Book” & “ID Checking Guide” which is located at the podium.		
• Checks identification (ID) of all guests being admitted to GBOE who appear under 25 years of age.		
• Proper BAR etiquette		
• Adheres to all other Rules of Service & Guest Interaction		
Service Standards –Other		

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Trainee: _____ Manager: _____

Date: _____

Training Outline

• Adheres to House Rules	
• Adheres to Service Sequence	
• Adheres to Steps of Service	
• Ability to use Triple A method	
• Makes good decisions, using judgment	
• Meets Service timing standards & Speed of Service	
• Proper dining room / floor etiquette / Posture	
• Knows all liquor, beer and wine brands	
• Makes drinks according to recipe	
• Draught beer procedures and service	
• Thorough food menu knowledge	
• Ordering and timing procedures	
• Wine Procedures and service	

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Manager: _____

Date: _____