

# 1. Food Runner Training (Intro)

A **Food Runner** plays a crucial role in maintaining the rhythm and quality of restaurant service. While servers and cooks are the faces of the front and back of house, the food runner acts as the **bridge between both**, ensuring that every dish leaves the kitchen promptly, correctly, and beautifully presented.

Proper training ensures **consistency, speed, and communication** — three essential factors for customer satisfaction. A well-trained food runner keeps orders accurate, maintains cleanliness, and supports the flow of operations during high-volume hours.

Beyond efficiency, food runner training reinforces **teamwork, hygiene, and presentation standards**, turning a busy service into a smooth and professional experience for both staff and guests.

## 2. Trainee version

### Simplified Version (Trainee / New Hire)

**Title:** *Food Runner — Daily Responsibilities Guide*

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#### What Is a Food Runner?

A **Food Runner** helps connect the kitchen and dining areas by **delivering food quickly, safely, and neatly** to customers. This role makes sure the cooks can focus on cooking, and the servers can focus on service. It's about teamwork, timing, and keeping everything clean and organized.

#### Why It Matters

Food Runners keep the restaurant running smoothly — every plate reaches the table hot, complete, and presented properly. They also help maintain hygiene, assist the bar and kitchen, and improve customer satisfaction by keeping service fast and consistent.

#### Tools and Materials Used

- **Trays:** Medium, large, and XL trays for carrying food safely.
  - **Carts:** To transport multiple dishes or drinks.
  - **Tongs:** For handling food and garnishes without direct contact.
  - **Napkins and Silverware:** For table setups and guest requests.
  - **Gloves and Sanitizer:** For hygiene and cross-contamination prevention.
  - **Polishing Cloths:** For cleaning glassware and utensils.
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#### Shift Start

1. Set up the **bar** area.
2. Prepare the **kitchen** area.
3. Get the **carts and trays** ready and sanitized.

#### During Shift

1. Keep your cart clean and ready.
2. Have clean utensils and napkin sets ready.
3. Work with cooks and chefs to deliver orders fast.
4. Know which orders go out first.

5. If there's a break, polish glasses or help restock.
6. Clean tables and carry dirty dishes to the wash station.
7. Leave dishes in the right area for the cleaning team.
8. Make silverware and napkin packages in advance.
9. **Wash your hands after every food contact** or table cleanup.

## Shift End

1. Clean and polish all glasses.
2. Leave a small stock of silverware ready for the next day.
3. Take out the trash and recyclables.
4. Pick up all tools from the kitchen and leave it clean.

## Do's

- Arrive on time.
- Keep your uniform clean.
- Maintain hygiene — **wash hands regularly**.
- Be kind to customers and coworkers.
- Stay proactive and alert.
- Be cautious with allergens.

## Don'ts

- No dirty uniforms.
- No headphones.
- No chewing gum.
- Don't argue — tell a manager if there's an issue.

# 3. Managerial/Trainer version

## Managerial / Detailed Version (Operational SOP)

**Title:** Food Runner — Standard Operating Procedure (SOP)

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### Definition and Role Overview

A **Food Runner** acts as the **logistical link** between the kitchen, bar, and dining floor. Their primary responsibility is to **ensure timely, accurate, and hygienic delivery of food and beverages** from the kitchen to guests. The Food Runner is crucial to maintaining service flow, plate presentation integrity, and guest satisfaction.

### Purpose and Operational Importance

This position supports both **culinary** and **front-of-house operations**. By managing the physical transfer of dishes, monitoring order accuracy, and assisting with cleaning and restocking, the Food Runner enables servers to maintain attention on guest experience while ensuring the kitchen operates without service delays. In short, Food Runners make the restaurant's "communication chain" faster, cleaner, and more reliable.

### Tools, Equipment, and Materials

Category	Items	Purpose
Transport	Service carts; trays (medium, large, XL)	Carry and deliver food efficiently
Handling Tools	Tongs, gloves	Prevent direct contact with food
Tableware	Napkins, silverware, glassware	Service readiness
Cleaning Supplies	Polishing cloths, sanitizer spray, paper towels	Maintain hygiene and appearance
Safety & Hygiene	Handwashing station access, sanitizer dispensers	Food safety compliance

### Mandatory Hygiene Rule:

 *Hands must be washed after every contact with food, dirty dishes, or any non-sanitized surface.*

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## 1. Shift Preparation

1. Inspect and sanitize service carts and trays.
  2. Confirm the bar has clean, polished glassware and garnishes.
  3. Verify that the kitchen pass-through area is clear and organized.
  4. Stock utensils, napkins, and polishing cloths on the cart.
  5. Ensure access to the handwashing station and sanitizer.
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## 2. Active Shift Responsibilities

1. Keep the service cart stocked and mobile at all times.
  2. Deliver dishes from the kitchen to guests in the correct order sequence.
  3. Communicate directly with cooks and chefs to confirm order readiness.
  4. Establish an **order-priority flow**, based on temperature and preparation time.
  5. Assist the bar by polishing glasses and replacing clean utensils during downtime.
  6. Clear and reset tables between customer rotations.
  7. Deposit dirty dishes at the designated dishwashing station.
  8. Prepare pre-wrapped silverware/napkin sets to reduce wait time.
  9. Continuously **wash hands after any food or dish contact** to maintain sanitation.
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## 3. End-of-Shift Protocol

1. Clean, polish, and properly store all glassware.
  2. Prepare a limited silverware reserve for the next day's setup.
  3. Empty trash and replace liners following safety procedures.
  4. Wipe and sanitize carts, trays, and kitchen pass-through areas.
  5. Log any supply shortages or maintenance issues for management review.
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## 4. Conduct and Professional Standards

### Do's

- Report to work **on time and in uniform**.
- Maintain **clean grooming and uniform standards**.

- Observe all hygiene and allergen-handling protocols.
- Communicate respectfully and efficiently with all staff.
- Show initiative — assist any station when workload allows.
- Stay aware of allergen warnings and food-handling zones.

## Don'ts

- Never work in a **dirty or damaged uniform**.
- Do not wear **headphones or personal devices** during service.
- Avoid **chewing gum or eating** in customer areas.
- Do not escalate interpersonal conflicts; report to supervisor instead.

## 4. Slideshow version

### FOOD RUNNER — TRAINEE PRESENTATION OUTLINE

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#### SLIDE 1 — Title Slide

**Title:** *Food Runner — Daily Responsibilities*

**Subtitle:** “Delivering Quality, Speed, and Cleanliness Every Shift”

**Visuals:**

- Background photo of restaurant service or tray in motion
- Optional icons:   

**Footer:** “Training Module – Northstar Lingua / Operations Series”

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#### SLIDE 2 — What Is a Food Runner?

**Text:**

A **Food Runner** connects the kitchen and dining areas.

They deliver dishes safely, quickly, and cleanly.

They make sure food looks great and reaches the guest fast.

**Key Points (bulleted):**

- Team player between cooks and servers
- Focused on timing and presentation
- Keeps service smooth and organized

**Visuals:**

Icon of teamwork or arrows between “Kitchen → Runner → Guest”

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## SLIDE 3 — Why This Role Matters

### Text:

Food Runners keep everything flowing.

Without them, orders slow down, dishes pile up, and guests wait longer.

### Highlight box:

 *You make the dining experience faster, cleaner, and happier!*

**Visuals:** stopwatch, tray, happy customer

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## SLIDE 4 — Tools and Materials

**Title:** “What You’ll Use Every Day”

### 2-column layout:

#### Service Tools:

- Medium, large & XL trays
- Service carts
- Tongs
- Napkins & silverware

#### Cleaning Tools:

- Gloves & sanitizer
- Polishing cloths
- Towels

**Visuals:** Tray + napkin icons

### Note box:

 *Always wash your hands after every contact with food!*

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## SLIDE 5 — Shift Start

**Title:** “Before Service Begins”

**Checklist style:**

1. Set up the **bar area**
2. Prepare the **kitchen area**
3. Sanitize **carts and trays**
4. Stock utensils and napkins
5. Make sure everything is ready before guests arrive

**Visuals:** clock, checklist

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## **SLIDE 6 — During Your Shift**

**Title:** “Stay Ready, Stay Fast”

**Bullets:**

- Keep your cart stocked and clean
- Coordinate with cooks and servers
- Know which orders go first
- Polish glasses or help the bar when it's slow
- Clean tables and take dirty dishes
- Leave dishes in the right spot for the cleaning crew
- **Wash your hands after every food contact!**

**Visuals:** running tray emoji or service flow diagram

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## **SLIDE 7 — End of Shift**

**Title:** “Closing the Day Right”

**Checklist:**

1. Clean and polish all glassware
2. Leave silverware ready for the next day
3. Take out trash
4. Clean and organize kitchen area

**Visuals:** broom, sparkle icons ✨

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## **SLIDE 8 — Do's**

- Arrive on time
- Keep your uniform clean
- Follow hygiene rules
- Be polite and helpful
- Stay proactive
- Be careful with allergens

**Visuals:** smiling waiter, clean uniform, clock icon

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## SLIDE 9 — Don'ts

- Dirty uniforms
- Headphones
- Chewing gum
- Arguments or conflict — always tell a supervisor

**Visuals:** red X icons, warning sign

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## SLIDE 10 — Key Takeaways

### Main Message:

Being a Food Runner means:

- You move fast
- You stay clean
- You support the whole team
- You make guests happy

### Closing quote (optional):

“Service doesn’t start in the kitchen — it starts with you.”

**Visuals:** smiling staff photo, teamwork image

## 5. Handbook version

### FOOD RUNNER — MINI HANDBOOK (TRAINEE EDITION)

**Size:** 3 × 6 in | **Pages:** 12

**Audience:** New food runners / trainees

**Tone:** Friendly, clear, action-oriented

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#### Page 1 — Cover

**Front Title:**

**FOOD RUNNER HANDBOOK**

*Quick Guide for New Team Members*

**Visuals:** small tray or running waiter icon

**Footer:** *Restaurant Operations | Northstar Lingua Training Series*

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#### Page 2 — Role Overview

##### **What Is a Food Runner?**

You're the **bridge** between the kitchen and guests.

You make sure every plate leaves the kitchen **fast, safe, and clean**.

**Your Goal:**

Deliver food and smiles with teamwork, timing, and care.

**Icon:** arrows Kitchen → Runner → Table

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#### Page 3 — Why This Role Matters

- Keeps service **smooth and quick**.
- Lets cooks **focus on food**, servers on guests.
- Keeps tables clean and ready.
- Protects food safety and hygiene.

**Remember:** You're the heartbeat of service flow!

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## **Page 4 — Tools You'll Use**

### **Carrying Tools:**

- Medium, Large & XL Trays
- Service Carts

### **Handling Tools:**

- Tongs for food
- Gloves & Sanitizer

### **Cleaning Tools:**

- Polishing Cloths
- Napkins & Silverware

 **Rule:** Wash hands after every contact with food or dirty dishes.

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## **Page 5 — Before Your Shift**

### **Checklist:**

- Arrive on time & in clean uniform
  - Set up bar area
  - Prepare kitchen station
  - Sanitize carts & trays
  - Stock napkins & silverware
  - Check your tools and supplies
-

## **Page 6 — During Your Shift (Part 1)**

### **Service Flow:**

- 1** Keep cart clean and ready.
- 2** Work with cooks & servers.
- 3** Deliver orders in the right order.
- 4** Handle plates carefully — no spills!

**Tip:** Stay calm and move smoothly — never rush with hot food.

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## **Page 7 — During Your Shift (Part 2)**

### **Support Tasks:**

- Polish glasses when free.
- Refill bar utensils if needed.
- Clear tables and bring dirty dishes to wash area.
- Restock napkin & silverware bundles.
- **Wash hands often.**

**Icon:** soap or handwashing symbol

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## **Page 8 — End of Shift**

### **Closing Checklist:**

- Clean and polish glassware.
  - Leave extra silverware for next day.
  - Take out trash.
  - Wipe and sanitize carts and trays.
  - Tidy kitchen area before leaving.
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## **Page 9 — Hygiene & Safety**

### **Golden Rules:**

- Wash hands after touching food, trash, or surfaces.
- Keep hair tied and uniform clean.
- Never mix raw & ready foods.
- Watch for allergen labels.
- Use tongs or gloves — no bare hands.

**Reminder:** *Clean food = Happy guests + Safe team.*

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### **Page 10 — Do's**

- ✓ Arrive on time
  - ✓ Wear a clean uniform
  - ✓ Be kind and respectful
  - ✓ Help teammates whenever possible
  - ✓ Keep a positive attitude
  - ✓ Follow all safety rules
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### **Page 11 — Don'ts**

- ✗ No dirty uniforms
  - ✗ No headphones while working
  - ✗ No chewing gum
  - ✗ No arguing with staff or guests
  - ✗ Don't ignore spills or messes — clean them right away
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### **Page 12 — Quick Reminders / Back Cover**

#### **3 Things to Remember:**

- ① Stay clean 

② Stay fast ⚡

③ Stay kind 🤝

**Quote:**

“Great service starts with small details — and you make them shine.”

**Footer:**

*End of Guide | Food Runner Training Program | Northstar Lingua © 2025*