

SERVER TRAINING MANUAL

* DAY ONE

Welcome to our team! We are delighted to have you join our restaurant and become a part of our professional family. As you embark on this exciting journey, we want to take a moment to share our expectations and guidelines for maintaining a uniform standard of professionalism. By adhering to these principles, we can create a positive and efficient work environment that ensures outstanding service for our valued guests.

Dress Code: Always arrive at work in proper uniform, neat and well-groomed. Your appearance should reflect the high standards we hold for our establishment. Remember, you are an ambassador of our restaurant, and your attire should be clean, pressed, and in good condition.

Punctuality: Time management is essential in our industry. Arriving on time for your shift demonstrates respect for your colleagues, our guests, and the restaurant itself. Aim to be punctual and ready to start your duties at the scheduled time. If unforeseen circumstances arise, inform your supervisor promptly.

Communication: Effective communication is the key to success in any team. Be courteous and respectful when interacting with your colleagues, managers, and guests. Listen actively, speak clearly, and always strive to provide accurate information.

Customer Service: Our guests are the heart of our business. Treat each customer with the utmost respect and go the extra mile to ensure their satisfaction. Be attentive, anticipate their needs, and maintain a friendly and professional demeanor at all times.

Teamwork: Collaboration is fundamental to our success. Work together with your fellow employees, lending a helping hand when needed. Remember that every role is crucial, and by supporting each other, we create a cohesive and efficient work environment.

Adaptability: The restaurant industry is dynamic and fast-paced. Be flexible and adaptable to changing circumstances. Embrace challenges with a positive attitude and willingness to learn. Strive for continuous improvement and embrace constructive feedback.

Confidentiality: Respect the privacy of our guests and colleagues. Confidentiality is of utmost importance in maintaining trust and professionalism. Refrain from discussing sensitive information about guests or sharing internal matters outside the workplace.

Personal Conduct: Maintain a professional demeanor both inside and outside the workplace. Your actions reflect not only on yourself but also on our restaurant. Display good judgment, integrity, and ethical behavior at all times.

Safety and Cleanliness: Prioritize safety and hygiene in all aspects of your work. Adhere to all health and safety protocols, maintaining a clean and organized workspace. Report any hazards or concerns promptly to ensure the well-being of everyone in the establishment.

Professional Development: We believe in fostering growth and development. Take advantage of training opportunities and strive to expand your knowledge and skills. Be proactive in seeking feedback and demonstrating a commitment to personal and professional growth.

Remember, you are an essential part of our restaurant's success. By embodying these principles of uniform professionalism, you contribute to creating a positive and memorable dining experience for our guests. We are thrilled to have you on board and look forward to achieving great things together.

**Welcome to our restaurant! As a server and back server, you play a crucial role in providing excellent service and creating memorable dining experiences for our guests. This training manual is designed to equip you with the knowledge and skills necessary to excel in your position. Please read and familiarize yourself with the following guidelines:**

**Trainer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Trainee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **DAY TWO**

**Restaurant Overview**

Familiarize yourself with the restaurant's concept, and mission.

Understand the layout of the restaurant, including seating areas, bar, kitchen, and restrooms.

Learn about the various menus, including food and beverage offerings, specials, and allergen information.

**Service Standards**

Understand the restaurant's service philosophy and the importance of exceptional customer service.

Learn about the steps of service, from greeting guests to taking their orders, serving the food, and providing the check.

Practice active listening, anticipating guest needs, and addressing any concerns promptly and courteously.

Develop a thorough understanding of the menu, including ingredients, preparation methods, and potential modifications.

**Product Knowledge**

* Familiarize yourself with all menu items, including appetizers, entrees, desserts, and beverages. MENU TRAINING!!!
* Understand the ingredients, cooking techniques, and presentation of each dish.
* Be knowledgeable about wine and beverage offerings, including pairing suggestions and non-alcoholic options.
* Stay updated on daily specials, promotions, and seasonal menu changes. KEEP UP!!!

**Trainer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Trainee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **DAY THREE**

**FOOD RUNNING SHIFT**

* Food Delivery: Your primary responsibility is to deliver dishes from the kitchen to the appropriate tables in a timely manner. This involves carrying trays or plates filled with food and ensuring their safe delivery without spills or accidents.
* Plate Presentation: You may be required to inspect and ensure that each plate of food meets the restaurant's standards for presentation. This involves arranging garnishes, sauces, or other decorative elements to make the dish visually appealing before it reaches the guest. MENU TRAINING!!!!
* Communication: Effective communication with the kitchen staff, servers, and other restaurant personnel is crucial. You need to relay information accurately, such as special requests or modifications, to ensure that the correct food is delivered to the appropriate table.
* Table Set-up: Depending on the restaurant's setup, you may be responsible for setting up and clearing tables. This includes arranging utensils, napkins, condiments, and other necessary items to provide a clean and welcoming dining environment.
* Customer Service: While your primary focus is on food delivery, providing excellent customer service is essential. You should greet guests with a friendly attitude, answer their questions about the menu, and promptly address any concerns they may have.
* Timing and Coordination: Working closely with the kitchen and servers, you play a vital role in maintaining a balanced and efficient service flow. This includes timing the delivery of dishes to align with the overall dining experience and ensuring that each table receives their orders in a coordinated manner.

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**Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **DAY FOUR**

**POS System and Order Taking**

Learn how to operate the Point of Sale (POS) system efficiently.

* Practice taking orders accurately and entering them into the system promptly. (Multiple wrong orderings will ultimately lead to re-training or lead to termination). Restaurant supplies are expensive!!
* Understand the modifiers and customization options available for each dish.
* Familiarize yourself with the payment process, including splitting checks and handling different payment methods.

**Tableside Etiquette and Service Techniques**

* Master the art of professional tableside etiquette, including proper greetings, introductions, and farewells. “Hello Sir, Mam”, “Thank you”, “My Pleasure” Etc.
* Learn how to set and clear tables efficiently while maintaining a clean and organized appearance.
* Practice proper serving techniques, such as tray handling, plate carrying, and wine service. Help each other, teamwork is very important!!
* Understand the appropriate timing for serving and clearing dishes throughout the dining experience. Time Management!!

**Upselling and recommending**

* Develop the skill of upselling by suggesting additional menu items, specials, or upgrades.
* Learn how to make personalized recommendations based on guests' preferences and dietary restrictions.
* Understand the importance of suggestive selling and enhancing the overall dining experience. Bigger the check more money you make!!

**Handling Guest Complaints and Difficult Situations**

* Learn how to handle guest complaints or issues professionally and with empathy.
* Understand the escalation process and when to involve a manager. Always ask for help!!
* Practice active problem-solving and finding appropriate resolutions to ensure guest satisfaction. Get a manager involved!!

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* **DAY FIVE**

**Wine and Cocktail Training: BAR SHIFT!!!!**

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* **DAY SIX**

**Server Shadowing**

**We will provide you with the training you need to be successful. We take great pride in our quality food and friendly, responsive service. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day.**

* When taking an order, always look the customer directly in the eyes, and stand erect. Never lean or write on the table. Never crouch down on your knees.
* Never handle a glass by the rim with your hand over the drinking surface.
* Never handle silverware with your hand over the eating surface.
* When handling plates or food, never let your hand touch the eating surface or the food.
* Help your guests as much as possible. Get them cigarettes, be aware of the city's favored bars and dance places, know what movies are showing nearby.
* Know your schedule.
* Know what time to be here for each shift.
* Know what the daily specials are and what they cost.
* Know the history of the restaurant.
* Know the managers.
* Avoid any long conversations at any particular table. This will only upset your other customers.
* If you get behind, ask for assistance. You'll never get in trouble for asking.
* Keep yourself geared up so that you are ready for any rush. We get most of our complaints during the Restaurant's slow period.
* Don't ever stand around or lean on anything. You can always be cleaning. Running clean-up, wiping shelves or the sales station, taking bus tubs to the back, etc. A server never goes into, or leaves, the kitchen empty handed. Full hands in, full hands out!
* Always be sure that all your food is secure when you leave the kitchen. Never attempt to carry too much. Two safe trips are better than one catastrophe.
* If an order is delayed in the kitchen, first inform the manager, and then tell your customers. The manager will go to the table and explain the situation as well. Get your stories straight. Never hide from your customers.
* Learn to use your time wisely. When in your station, check all the tables before going back to the kitchen. Don't go to one table then go to the kitchen. Consolidate your trips. Fill up all glasses in your whole station, clear all plates, and then go on to something else.
* Always try to take out complete orders. If the entire order is ready except for a side order, like a vegetable, take out the entrees and have someone follow you in a few seconds with the side order.
* No server is to change his or her station or pick up extra tables without the consent of the manager on duty.
* Never serve a salad on hot plates.
* Always check your glassware for cracks and dried food before filling them.
* No eating or drinking in front of the house during operating hours.

No gum chewing or smoking EVER.

* Never attempt to adjust the lights or thermostats in the Restaurant.

If there is a problem, get a manager.

* A sales station can only be opened or closed by a manager. NO EXCEPTIONS.
* Serve food from customer's left.
* Serve beverage from customer's right.
* Clear everything from customer's right.
* Serve women and children first, then men.
* Whenever you serve a course, ask if there is anything else you can do for the table.
* Whenever serving a course, position the plate so that the "meat" of the course is closest to the customer.
* Remove soiled China and silver after each course.
* Top off with offer of additional beverages whenever anyone is getting low.
* Bring condiments to the table before they are needed.
* Never walk away from a table without acknowledging its requests.

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* **DAY SEVEN**

**TAKING A FOOD, WINE, AND COCKTAIL TEST BEFORE OFFICIAL SHIFT!!!!!**

**Health and Safety**

* Familiarize yourself with food safety regulations, proper hygiene practices, and health department guidelines. Food Handler Certification Required!!
* Understand emergency procedures, including fire safety, first aid, and evacuation protocols.
* Follow proper sanitation practices and maintain a clean and safe work environment.

**Teamwork and Communication**

* Foster a spirit of teamwork by effectively communicating with other servers, and management.
* Collaborate with colleagues to ensure smooth operations and seamless service.
* Support your fellow team members during busy periods and assist with any tasks as needed. Help each other, teamwork is very important!!

**Ongoing Training and Development**

* Embrace continuous learning by attending training sessions, and tastings.
* Seek feedback from managers and colleagues to identify areas for improvement.
* Stay updated on industry trends, new menu items, and emerging service techniques.

**Remember, as a server/Back Server, you are an ambassador for our restaurant. Your professionalism, product knowledge, and exceptional service will leave a lasting impression on our guests. By following this training manual and consistently striving for excellence, you will contribute to the success of our establishment.**

Best of luck in your new role, and we look forward to working with you!

**Trainer**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Trainee**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Manager:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Notes:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_