

## SAMPLE PAGES FROM TRAINING MANUALS

### **INTRODUCTION**

Hello and welcome to the (your restaurant) family! Bringing new people onto the team is one of the most exciting parts of this work, and we are thrilled to be working together.

The material that follows is going to come in very handy in these first weeks when you're getting to know your job and becoming familiar with our work environment. Even if you've worked in the restaurant business before, each restaurant is a little bit different so having this information will help you through this transition faster.

At the beginning of this manual, you'll find a detailed description of the job you'll be expected to do, as well as how we plan to evaluate your job performance. We want you to know what we expect right from the beginning so you can meet our expectations – there's no point playing a guessing game when it comes to learning how to do your job well.

Additionally, this manual will provide answers to many of the most common questions we hear from employees, such as what is appropriate dress for my position or who do I go to if I have a problem.

We absolutely want your experience at (your restaurant) to be a happy one, and this manual will help make that possible.

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### **YOUR WORK ROUTINE**

To be successful in your new position, you will need to follow a specific day-to-day routine. Over the years, we have found that our best employees have made this routine a habit.

1. Arrive to work with at least five to ten minutes early
2. Clock in on time
3. Attend pre-shift meeting – The pre-shift meeting will be brief (usually between 5 to 10 minutes). The manager will discuss current promotions, daily specials, continuing problems, etc. during the meeting. Being present and paying attention during these meetings is critical.
4. Begin working
5. Take your breaks at appropriate times after getting approval to leave the floor from your manager or supervisor.
6. Return to work on time – being late returning from breaks makes things difficult for the rest of the team.
7. Before leaving the floor at the end of your shift, get approval from your manager or supervisor.
8. Check the schedule to determine when you are supposed to work your next shift.
9. Clock out.
10. Leave the restaurant – do not stick around to talk to or “hang out” with employees who are still working.

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### **YOUR RESPONSIBILITIES AS A DISHWASHER**

One of the most important parts of this manual is this explanation of your job duties. You need to know exactly what your position requires so that you understand your role in the (your restaurant) team. Please read the following pages very carefully. If you have any questions about these responsibilities, see your supervisor or manager immediately.

#### ***As a dishwasher, you should . . .***

- Guarantee that all tableware, cooking ware, glassware, and any other items that will come in contact with our guests' food is kept clean and sanitized.
- Make sure that the dishwashing equipment is working correctly at the right temperature and that you are using the appropriate amount of cleaner. If this becomes a problem, then our guests' health could be put at risk.
- Keep track of all the tableware, glassware, and cookware so that we always have an accurate inventory.
- Prevent the unnecessary disposal of wrapped items, such as artificial sweeteners and crackers, by collecting the items before they are thrown away with the trash.
- Use the appropriate cleaning chemicals on the walls and in the kitchen area. Be sure to read the Material Safety Data Sheets (MSDS) for all of the chemicals before you use them and store them away from the food.
- Maintain cleanliness of the dishwashing area, as well as the kitchen, the food preparation area, the bathrooms, and the break room.
- Assist the food preparation team members whenever necessary.

**Keep the dumpster area free of debris which might attract rodents or insects.**

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**Employee Acceptance Form**

I state that I have been given and have read a copy of the manual for the dishwasher position at (your restaurant) as of the date listed below. I also state that I understand the information I have been provided and agree to adhere to the guidelines/policies included within. I also realize that a failure to adhere to these guidelines/policies could cause my termination from (your restaurant).

Employee's Name

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Employee's Signature

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Date \_\_\_\_\_

Manager's Name

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Note: Keep a copy of this signed form in the employee's personnel folder.