

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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YOUR RESPONSIBILITIES AS A HOST/HOSTESS

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 host/hostess, you should . . .

- Greet the guests immediately and in a friendly way. You are the first face they see when entering the restaurant so you must make them feel at home and happy to be dining with us.
- Open the door for guests who are exiting the restaurant. Make sure to invite them to come back and to wish them a great day.
- Make sure the host/hostess area is always covered by someone. If you have to leave the area, you need someone to cover the area for you. Guests should never have to wait and wonder where you are.
- Answer calls for the restaurant. Do not allow employees to receive personal calls. Emergency calls should first be transferred to the manager. When you answer, say the name of the restaurant and your name. Ask the caller how you can help them.
- Smile when you are speaking to guests in person and on the phone. Your friendliness will be apparent in your voice, and the guest will feel better about the experience.
- Escort guests to their seats, provide them with menus, and alert them to specials or promotions.

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PERSONAL APPEARANCE

First impressions are made in seconds. When you interact with our guests, you need to make a great first impression and that starts with your personal appearance. The reason we have dress codes and uniforms for our staff is

- 1) We want our guests to easily distinguish members of our team from everyone else in the establishment in case they need something.
- 2) We want to make sure that your dress is appropriate for the tone we are trying to set for our guests in the restaurant.

The following information will give you an idea of what we expect in terms of your work apparel. Keep in mind if you do not adhere to these rules you can be sent home and not allowed to work your schedule shift or even fired if the problem persists. At (your restaurant), we take the personal appearance of our team very seriously.

Uniform or Dress Requirements

As a cashier, you will be making the first impression on by our guests and must, therefore, dress according to our requirements. Below is an explanation of what you will be required to wear at all times during your shift:

- Restaurant name tag printed with your name
- (Pants description)
- (Shirts description)
- (Shoes description)
- (Other description)

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RECEIVING CUSTOMER PAYMENTS

The major part of your job will be accepting payments from customers. Currently, we accept cash and credit/debit card payments only. Personal checks are not permitted as payment. If a customer attempts to pay with a personal check, kindly remind them that only cash and credit/debit payments are accepted. If the problem continues, ask your manager for assistance.

CASH PAYMENTS

When you accept cash payments, you should count the money given to you both for your protection and for the customer's. Accuracy is very important. Also, if you receive a \$20 bill or larger, you need to check that bill for its authenticity.

Instructions on how to verify the legitimacy of bills will be discussed during your training. After accepting the cash payment, you will need to make change for the customer. When making change, use the largest bills and coins possible for the convenience of the customer. For example, if a customer pays for a \$7 meal with a \$20, you should return a \$10 bill and three \$1 bills as change, not two \$5 bills and 12 quarters. Always make sure that you have sufficient change in your tray. When you begin to run low on quarters or dollar bills, alert the manager as soon as possible so your customers will not be forced to wait.

When you return the change to the customer, place it in their palm not on the counter. Remember to smile, thank them for their patronage, and give them a receipt for their purchase.

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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

Employee's Signature

Date _____

Manager's Name

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