



## Day 1 Training:

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- Tour of the restaurant with the manager.
- Reviewing job description, responsibilities, and duties.
- Shadow lead server to learn procedures of restaurant.
- Review Safety Guidelines. Sign & return employee handbook
- Review opening/ closing shift routine.
- Side work review.
- Learn table numbers.
- Review of daily promotions and events.
- Review of Drink/ Wine/ Food menu.
- Review of Steps of Service.
- Review website and be added to groups for social media.

## Day 1 Test:

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- Test on table numbers.
- Test on Steps of Service.
- First test on food menu.

## Day 2 Training:

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- Shadow lead server.
- Review ingredients on the menu.
- Practice ringing in food and drinks on the POSitouch.
- Review how to ring in promotions, group packages, and taking to-go orders.
- Expedite the window to identify food, and table numbers.
- Practice proper table service on an employee.

## Day 2 Tests:

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- Identifying food pictures.
- Second test on food.
- Wine test.

## Day 3 Training:

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- Expedite the window to identify food.
- Lead server is to ask you questions that commonly come into question, in order to test your knowledge.
- Train at the host stand. You should be prepared to take all phone-in to go orders.

## Day 3 Tests:

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- Third test on food
- Drink test

## Day 4:

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- Lead server is to shadow you as you take tables.
- Put in all orders in the POSitouch
- Take final tests
- Final review with manager

## Day 4 Tests:

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- Final written test.
- Mock table test with manager.