

# RESTAURANT CUSTOMER SERVICE TRAINING MANUAL

## 1. INTRODUCTION

[SPECIFY INTRODUCTORY PART OF THE MANUAL]

[SPECIFY REASON WHY THIS MANUAL IS CREATED]

[SPECIFY MISSION OF THE RESTAURANT IN RELATION TO THE CREATION OF THIS MANUAL]

Welcome to the [SPECIFY YOUR RESTAURANT NAME] Team!

## 2. GENERAL CONDUCT OF THE RESTAURANT

The accompanying a/cos and demonstrations are disallowed to all employees and staff members of the [SPECIFY YOUR RESTAURANT NAME]. Violation thereof will result in a sanction.

- [SPECIFY GENERAL CONDUCTS REQUIRED BY THE RESTAURANT]
- [ADD AS REQUIRED]

## 3. CASH CONTROL AND MANAGEMENT

### A. Charging the Customer

In order to make sure that there will no disparity to the [SPECIFY YOUR RESTAURANT NAME] customers, visitors or clients, with respect to what is being charged to and owed by them, these principles are ought to be taken into:

- [SPECIFY IMPORTANT PRINCIPLES IN CHARGING THE CUSTOMER]
- [ADD MORE AS NEEDED]

### B. Collecting the Funds

- [SPECIFY IMPORTANT PRINCIPLES IN COLLECTING THE FUNDS]
- [ADD MORE AS NEEDED]

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**Gourmet**  
RESTAURANT



# Sample Restaurant Training Manual

**M Mark**



## **Sample Restaurant Training Manual:**

Restaurant Training Manual Jeffrey Schim, Donna L. Schim, 2016-04-02 Whether you are a new restaurant or an existing restaurant the restaurant training manual will be the perfect guide to train your management and staff members This guide covers all aspects of restaurant management and operations This training manual goes into detail on how to provide top notch customer service kitchen and food preparation tracking inventory and sales managing food and labor cost how to be prepared for emergencies and daily restaurant operations Use different sections in this manual to train cooks prep cooks dishwashers servers greeters bartenders and barbacks We recommend using the entire manual to train managers since they need to know all the areas in the restaurant The information in this manual has been used in many successful restaurants The material in this manual was created by individuals who worked in the restaurant industry and know how to create a thriving business with exceptional customer service The manual includes the following management topics Orientation Sexual Harassment Open Door Policy Minor Laws What Makes a Great Manager Manager Job Description Hiring and Termination Procedures Interviewing and Hiring Process Application and Hiring Do s and Don ts of Hiring Interviewing Process Suspending Terminating Employees The Manager s Walk through and Figure Eights Opening Closing Manager Responsibilities Opening Manager Responsibilities Closing Manager Responsibilities Restaurant Pre Shift Alley Rally Call Outs Communication Skills How to Read Body Language The Customer s Eyes How to Prevent Guest Complaints Guest Recovery Restaurant Safety Flow of Food Food Safety Allergens Time Temperature Food Borne Illness Cash Procedures Bank Deposits Manager Computer Functions Bookkeeping Management Cash Register Audits Management Safe Fund Audits Management Perpetual Inventory Audit Labor and Food Cost Awareness Food Cost Awareness Inventory Food Cost Awareness Theft Food Cost Awareness Preventive Measures Restaurant Prime Cost Restaurant Emergency Procedures Refrigerator Units Freezer Units Procedures Robberies Fires Responsibility of Owner Employer *The Locksley Nightclub, Bar, and Restaurant Security Handbook* Robert A. McManus, Sean M. O'Toole, 1995 The Nightclub Bar and Restaurant Security Handbook is the most comprehensive publication of its kind This book is a must for anyone who owns or operates a nightclub bar restaurant hotel casino or any venue where alcohol is served **The Encyclopedia of Restaurant Training** Lora Arduser, Douglas Robert Brown, 2005 Book CD ROM Training is an investment for the future the only foundation on which success can be built Training delivers excellence in product and performance elevating a good restaurant into a great one Training will keep the skills of its employees and management sharp But in no other industry is its absence or presence as obvious as it is in the food service industry It is hard to find good qualified employees and even harder to keep them In addition unemployment levels are low and competition for qualified workers is tough What s the answer Training Constant training and re enforcement keeps employees and management sharp and focused and demonstrates the company cares enough to spend time and subsequently money on them And that s precisely what this encyclopaedic book will do for you be

your new training manager The first part of the book will teach you how to develop training programs for food service employees and how to train the trainer The book is full of training tips tactics and how to s that will show you proper presentation and how to keep learners motivated both during and after the training The second part of the book details specific job descriptions and detailed job performance skills for every position in a food service operation from the general manager to dishwasher There are study guides and tests for all positions Some of the positions include General Manager Kitchen Manager Server Dishwasher Line Cook Prep Cook Bus Person Host Hostess Bartender Wine Alcohol Service Kitchen Steward Food Safety Employee Safety Hotel Positions etc Specific instructions are provided for using equipment as well

**The Professional Server** Edward E. Sanders,Paul C. Paz,Marcella Giannasio,Ron Wilkinson,2012 Rev ed of Service at its best Ed Sanders Paul Paz Ron Wilkinson 2002      **The Restaurant Training Program** Karen E. Drummond,1992-08-04 This ready to use staff training manual covers three basic areas safety and sanitation food production skills and service ability Discusses standard industry procedures and practices with instructions for customizing to individual restaurant operations Presents 30 training outlines featuring ready to photocopy transparency masters and employee materials such as summaries exercises and quizzes Also includes a variety of suggested training techniques      *The Restaurant Manager's Handbook* Douglas Robert Brown,2007 Book CD This comprehensive book will show you step by step how to set up operate and manage a financially successful food service operation This Restaurant Manager s Handbook covers everything that many consultants charge thousands of dollars to provide The extensive resource guide details more than 7 000 suppliers to the industry virtually a separate book on its own This reference book is essential for professionals in the hospitality field as well as newcomers who may be looking for answers to cost containment and training issues Demonstrated are literally hundreds of innovative ways to streamline your restaurant business Learn new ways to make the kitchen bars dining room and front office run smoother and increase performance You will be able to shut down waste reduce costs and increase profits In addition operators will appreciate this valuable resource and reference in their daily activities and as a source of ready to use forms Web sites operating and cost cutting ideas and mathematical formulas that can be easily applied to their operations Highly recommended      Motivation Training Manual George Leonard Wenzel,1970      *Distributive Education from AIM, 1967-1971* United States. Office of Education,1972      *Distributive Education Instructional Materials* Ohio State University. Center for Vocational and Technical Education,1972      **The Complete Restaurant Management Guide** Robert T. Gordon,Mark H. Brezinski,2016-04-08 Two highly successful veterans in the restaurant industry offer surefire tips to lower the risks of failure avoid the common pitfalls and make day to day operations smooth and profitable Highlights of this practical handbook menus samples special promotions and charts and instructions to determine price for profit food production techniques for controlling food production charts sample records and avoiding production problems controlling costs sound purchasing policies an good storage and handling practices health and environmental issues keeping up with

governmental guidelines on environmental regulations and on dealing with food borne illnesses The authors cover every detail of running a restaurant Franchising catering changes in meat grading labor management cocktail lounge operations computerized techniques in accounting bookkeeping and seating and much more are all covered at length Restaurant owners and managers will surely find The Complete Restaurant Management Guide invaluable **Franchising & Licensing** Andrew J. Sherman,2011 The definitive resource for corporations in myriad industries now completely revised and updated **Traffic Safety Digest** ,2002 **Starting and Running a Restaurant** Jody Pennette,Elizabeth Keyser,2015-09-01 Around 90% of all new restaurants fail in the first year of operation Many owners think they have the perfect idea but they have terrible business plans location or other issues Idiot s Guides Starting and Running a Restaurant shows budding restaurateurs the basics of honing in on a concept to gathering start up capital to building a solid business plan You will also learn how to choose a great restaurant location select an appealing design compose a fantastic menu and hire reliable managers and staff In this book you get Introduction to basic requirements of starting a restaurant such as time management recognizing your competition choosing your restaurant concept and making it legal Information on building a solid business foundation such as a solid business plan a perfect location where to find investors and securing loans Suggestions on how to compose the perfect menu laying out the front and back of house and bar and choosing the must have necessities such as security alarms and fire prevention Techniques on how to hire and train your staff purchasing or renting supplies understanding costs and setting up your financial office and using social media as a marketing tool Secrets for keeping your customers returning running a safe restaurant managing employees and building your PR sales plan Pre opening checklists to ensure everything is ready by opening day Operational checklists and forms a successful restaurateur will need to manage their restaurant **How to Open and Operate a Profitable Restaurant** Steve Malaga,2010 Plan and organize your new startup restaurant business Make more money in your existing restaurant and improve ROI This restaurant startup book is easy to read and the tips and strategies are time proven and used by successful restaurateurs worldwide **Restaurants and Catering** Jeremiah J. Wanderstock,1970 **Resources in Education** ,1994 **Restaurant Server Manual** Jeffery D. Schim,2017-06-13 The restaurant Server Manual covers waitstaff training a greeter training This is a valuable resource for your restaurant or bar Waitstaff will learn how to create exceptional service for your guest This restaurant server manual covers the following Orientation Training your Team Effective Training Techniques Certified Trainers Positive Plus Correction Feedback Teamwork How to Prevent Guest Complaints Guest Recovery Food Safety Allergens Food Delivery Procedures Restaurant Safety Clean as you go Server Job Description Six Steps of Service How to Roll Silverware Silverware and Plate Placement Point of Sale Training Restaurant Greeter Training Restaurant Greeter Job Description Return of Investment ROI Training your staff is an investment Your customers will benefit and your bottom line will show an increase in restaurant revenue The most important part of the restaurant server training manual is the six steps of service Basically your

managers servers and greeters will learn and memorize the six steps of service Your employees will live the steps of service from shift to shift The server steps of service begin when the customer arrives and walks through your restaurant front door and ends when they depart the restaurant Your goal is to provide exceptional wow customer service by applying the steps of service all throughout the customer s visit      **Catalog** Food and Nutrition Information Center (U.S.),1974      The Hotel Monthly John Willy,1943      **The Restaurant** John R. Walker,2021-12-02 THE RESTAURANT AN AUTHORITATIVE UP TO DATE AND ONE STOP GUIDE TO THE RESTAURANT BUSINESS In the newly revised The Restaurant From Concept to Operation Ninth Edition accomplished hospitality and restaurant professional John R Walker delivers a comprehensive exploration of opening a restaurant from the initial idea to the grand opening The book offers readers robust applications based coverage of all aspects of developing opening and running a restaurant Readers will discover up to date material on staffing legal and regulatory issues cost control financing marketing and promotion equipment and design menus sanitation and concepts Every chapter has been revised updated and enhanced with several industry examples sidebars charts tables photos and menus The ninth edition of The Restaurant From Concept to Operation provides readers with all the information they need to make sound decisions that will allow for the building of a thriving restaurant business The book also offers A thorough introduction to the restaurant business from the history of eating out to the modern challenges of restaurant operation A comprehensive exploration of restaurants and their owners including quick casual sandwich family fine dining and other establishments Practical discussions of menus kitchens and purchasing including prices and pricing strategies menu accuracy health inspections and food purchasing systems In depth examinations of restaurant operations including bar and beverage service budgeting and control and food production and sanitation An indispensable resource for undergraduate and graduate restaurant and food management services and business administration students The Restaurant From Concept to Operation Ninth Edition is also perfect for aspiring and practicing restaurant owners and restaurant investors seeking a one stop guide to the restaurant business

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