**ORIENTATION**

* Complete Onboarding
* Review Company Vision Statement
* Review Position Description
* Wearing Apparel Guidelines
* Ram International History
* Review Key Concepts of Ram Culture
* Go over Training Agenda and schedule expectations
* Restaurant Tour

**COMPANY VISION**

 “We are a fun casual, constantly improving Restaurant Business that cultivates loyal

guests by selling value priced, superior-quality food and beverages delivered with

memorable service and gracious hospitality. We love our guests and Team Members and will do anything to exceed their expectations!”

**NOTES**

Wearing Apparel Guidelines

* Front of House, servers, bartenders, expo and busser:
  + Black, slip resistant, clean shoes Ram logo or black T-shirt, purchased by team member
  + Shirt must be clean and wrinkle free
  + Shirt color must be original and not faded, no holes, no stains, like new
  + A team member may purchase a Ram T-shirt from us or provide their own black t-shirt of similar look and quality.
  + A long sleeve t shirt may be worn under the Ram or team member provided shirt. The undershirt must be a complimentary color and free of any logo or writing. Dri-fit is OK
  + No sweatshirts, sweaters, or jackets to be worn by servers working inside.
  + A ram hat may be worn if you wish. The hat must be worn bill to the front
* Blue jeans
  + Jeans must be dark blue and not faded
  + Jeans must be free of holes and fraying
  + Jeans must fit appropriately, no sagging or dragging at heels
  + Jeans may not have decorative additions like glitter, jewels, studs, etc.
* Plain black belts must be worn
* Nametags must be worn

**SERVICE TRAINING**

Ram Restaurant and Brewery Steps of Service

**The Greet (60secs or less)**

Step one: the approach…start the experience with a smile, your name, and make a genuine connection.  Everyone will have their own style, we believe in being different, being remarkable and having a genuine knowledge of the products we offer. Now is your chance to make a great impression of who we are and recon the table for a sales strategy.  Be sure to introduce the concept, Award Winning Brew Pub, Delicious Food, Locally Owned, Cocktails, Wine List, and so on. Remember, you are an ambassador for Ram Brewery…IT’S ALL ABOUT THE BEER!

**Drink orders (4-6 mins)**

Immediately after the meet and greet suggest a Ram brewed beer or a craft cocktail to your guest.  Describe one or two of them to the guest and why you like them, get excited! Be prepared to answer questions about the different beer types and bar offerings.  Feel free to offer a few samples of your favorite Ram beer to get them hooked on something new a guest can have a 2 oz free taster of any of our beers.  Attempt to pull them away from their usual beer choices and pair them up with one of ours. This will give them a reason to return!

**Appetizers/Salad (8-12 mins)**

When you take your guest's drink order, it is a good time to recommend an appetizer or salad. “Pretzels with Cheese!”  Allow those appetizers to get started right away and decrease the wait time for your guest before they begin eating. It is also a great opportunity to pair food with our beer list!  Always keep in mind that allergy concerns are a big part of this first initial food order.  Please make sure they are treated with the utmost importance and double-check with the leader or the kitchen to clear all items for the guests.

**The Entrée Order**

The entrée order should take place shortly after the appetizer/salad orders are placed.  Some guest will order their entrees when they order their appetizers. This is okay, but you need to TIME the orders and HOLD entrees if necessary. The guests always want time to enjoy the appetizers and possibly order another round of our delicious beer! Always make sure you repeat the guest’s order back to them.  This is to confirm what the guest is telling you and it will make sure you heard them correctly.  This is also the time to start pre-bussing the table.  Pick up empty glasses, dirty plates, and trash.  The more you can take away will allow the food runner space to put the orders down.

**Entrée Delivery (12-18mins)**

Make sure the table is ready for the entrées.  Make sure they have clean plates, a fork & knife, and full drinks. There is nothing that says lack of service more than getting your food and not being able to eat it because you do not have a plate, fork, or a steak knife.  “Time for another beer!?”

**Anticipating the Guest’s Needs**

Always to pay attention to body language.  Most communication happens in a non-verbal manner.  Some diners will let you know what they need by telling you straight out while others may be too timid to say anything.  Try to eliminate as many needs as possible without asking. For example- If a guest’s water is half full no need to ask them if they need more just pour it. Anticipate the need for condiments, extra sides, and refills.

**After Dinner Drinks/Beer to go**

After all entrees are finished and you have cleaned everyone’s plates, see if anyone wants an after-dinner drink or beer to take home.  Most servers at this point will go straight to offering desserts and coffee but a quick “would you like another cocktail before dessert” is a great way to increase your sales.  No doubt they would love some beer to go for later. This is an easy sell, that’s often overlooked.

**Payment**

Always have your Toast tablet with you, be ready to take your guests or another server's table. Use your Toast to quickly complete a payment with your guest. Be ready to answer any questions they may have.

**RAM CULTURE**

**You make all the difference**

When you are waiting tables, you are the restaurant.  Everything about YOU will impact the guest perception of their visit. The first impression is usually a lasting one and we only get one chance to do it right.  If you are friendly, cheerful, and having fun with your guests it creates a contagious energy that people want to be a part of.  We always want to create a sense of comfort and home for each guest.  Be yourself and create a genuine connection that turns into repeat guests.

**Menu Knowledge**

Menu knowledge is a non-negotiable requirement.  Menu knowledge does not mean you have to like everything on the menu, it just means you must be prepared to answer questions and become a guide for our guests.  The food menu and beer list are the best tools to engage people in creating an experience. Confidence at the table stems from educating yourself and tasting through the menu, so do not be afraid to sample our latest beers and food offerings. When you work in a brew house you need to be able to talk about beer!

**Get your HEAD in the GAME**

Attitude- You must want it, be willing to work for it, and follow through. Our restaurants can be high volume, large, loud, and often mentally exhausting. Positivity is an essential part of this job. Your daily interactions with your coworkers and guests are paramount to the overall well-being of the restaurant. Ram does not welcome those with a poor attitude. We play favorites based on performance, and high performers see the high-volume sections $$$$$$$

**Goal-orientated**

 How you set goals will greatly affect your performance.  If you come into work with a clear mind and want to have a great day you will.  Work should be an escape from the outside world and your opportunity to have a great time while making some money.  It all starts with the way you enter the shift each day.  Come in with the following goals- to create a regular guest, a set amount you sell and earn to make this shift and create a positive impact on the people around you. Showing respect is defined as a willingness to show consideration or appreciation, and that’s always the goal of our leadership team. We want you to feel respected & rewarded when you accomplish your goals at the end of a busy shift.

**Teamwork**

Teamwork is the most important aspect of Ram culture. If your teammates see you standing around while they are busy, they don’t want you on the team period. Teamwork is created by offering your team members a helping hand, running drinks, running food, and stepping in when they cannot. Helping teammates when your section is slow motivates them to come to your aid when you get overwhelmed. At Ram we pride ourselves on having team synergy, helping each other in those busy moments creates a family bond and keeps our level of service 5 star!

**Server Follow #1) Personalizing the Experience, Ordering, Service standards**

(Wear appropriate Server apparel)

**Initial Once Taught (Educator):**

* I have reviewed the Server’s Job and Standards **[     ]**
* I have reviewed personalizing Guest greets, using Guest names and avoiding “Restaurant Speak” **[     ]**
* I have reviewed using the correct terminology **[     ]**
* Allergy recognition importance **[     ]**
* Table Set up **[     ]**
* I have reviewed the ordering process standards and the importance of GATOR **[    ]**
* Guiding the Guest though the menu **[     ]**
* “Server Tips” **[     ]**
* Reaffirming all Guest choices **[     ]**
* Ringing appetizers before entrees**[     ]**
* The responsibility of the Server to deliver salads before entrees **[     ]**
* I have reviewed all service timing and non-negotiable service standards **[     ]**
* I have assisted my new Teammate with ringing in all orders **[     ]**
* I have reviewed opening or closing and all ongoing side work duties **[     ]**
* I have reviewed check-out procedures **[     ]**
* I have completed a Menu Class **[     ]**
* Choose 6 items from different food menu categories to discuss **[     ]**
* I observed my new Teammate, completed Toast Exercises #1-4 and answered all questions **[     ]**

**Initial Once Understood (New Team Member):**

* I understand and practice the Server Job and Standards **[     ]**
* I personalize my greets and avoid “Restaurant Speak” using correct terminology **[     ]**
* I am an expert on ordering, service timing, and non-negotiable service standards **[     ]**
* I understand the importance of GATOR **[     ]**
* I have rung in all the orders **[     ]**
* I understand opening or closing and ongoing side work duties **[     ]**
* I understand Check-Out Procedures **[     ]**
* I have completed a Menu Class **[     ]**
* I have completed Toast Exercises #1-4 **[     ]**

Educator \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

New Team Member \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Leader \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Server Follow #2) Maximizing the Experience & Service Sequence**

(Wear appropriate Server apparel)

**Initial Once Taught (Educator):**

* I have reviewed all Bar and Beverage procedures **[     ]**
* I have reviewed the “Platinum Rule” – Treat every person how they want to be treated **[     ]**
* I have reviewed the importance of recognizing and honoring special occasions **[     ]**
* 5/15 Rule **[     ]**
* Engaging kids **[     ]**
* Escorting Guests through the restaurant **[     ]**
* I have reviewed our Ram Rewards programs **[     ]**
* Kid’s program **[     ]**
* I have reviewed the sequence of service and the importance of organization and a sense of urgency **[     ]**
* I have assisted my new Teammate to ring in all orders **[     ]**
* I have reviewed opening or closing and all ongoing side work duties **[     ]**
* I observed my new Teammate complete Toast Exercises #5-8 and answered all questions **[     ]**

**Initial Once Understood (New Team Member):**

* I understand the “Platinum Rule” **[     ]**
* I am an expert on recognizing and honoring special occasions **[     ]**
* I understand the importance of the Kid’s & Rewards programs **[     ]**
* I understand the sequence of service and will work with a sense of urgency**[     ]**
* I have rung in all orders **[     ]**
* I understand all side work duties
* I have completed a Verbal Product Review with my Educator for 6 food items **[     ]**
* I have completed Toast Exercises #5-8 **[     ]**

Educator \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

New Team Member \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Leader \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Server Follow #3 – Creating Compelling Experiences, Beverage & Beer Knowledge**

(Wear appropriate Server apparel)

**Initial Once Taught (Educator):**

* I have reviewed all beverage service standards **[     ]**
* Picking up alcoholic beverages **[     ]**
* Handling glassware **[     ]**
* Coasters **[     ]**
* Garnishes **[     ]**
* Running drinks **[     ]**
* Non-alcoholic beverages standards **[     ]**
* 100% tray service **[     ]**
* Carding policy **[     ]**
* Vertical and punched IDs **[     ]**
* I have reviewed procedures for checking ID’s and consumption awareness **[     ]**
* I have reviewed Craft Beer Knowledge **[     ]**
* All Standard and Seasonal Beers **[     ]**
* Beer sizing and names of glassware **[     ]**
* Mug Club **[     ]**
* I have assisted my new Teammate to ring in all orders **[     ]**
* I have reviewed opening or closing and all ongoing side work duties **[     ]**
* I have completed a Verbal Product Review with my new Teammate **[     ]**
* Choose 6 signature cocktails to discuss **[     ]**
* I have observed my new Teammate complete Toast Exercises #9-12 and answered all questions **[     ]**

**Initial Once Understood (New Team Member):**

* I understand how to create a compelling experience that will give my Guests a “Reason to Return” **[     ]**
* I understand all beverage service standards **[     ]**
* I understand all policies for checking ID’s and consumption awareness **[     ]**
* I am an expert on our Craft Beers and programs **[     ]**
* I have rung in all orders **[     ]**
* I understand opening or closing and all ongoing side work duties **[     ]**
* I have completed a Verbal Product Review with my Educator for 6 Sig. Cocktails **[     ]**
* I have completed Toast Exercises #9-12 **[     ]**

Educator \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

New Team Member \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Leader \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Server Lead #1) Demonstrate what you have learned**

(Wear appropriate Server apparel)

(You will take 3 tables in Educator’s Section)

**Initial Once Taught (educator):**

* I have reviewed all service standards **[     ]**
* I have reinforced the importance of anticipating guest’s needs **[     ]**
* I have observed my new Teammate perform all Service Standards, Non-Negotiables and other duties and reviewed responsibilities learned in previous follows**[     ]**
* I have observed my new Teammate ring in all orders **[     ]**
* I have assisted my new Teammate to complete all assigned side work **[     ]**
* I have reviewed food knowledge with my new Teammate **[     ]**
* Temperature descriptions **[     ]**
* Fire items **[     ]**
* I have completed a Verbal Product Review with my new Teammate **[     ]**
* Choose 6 items from different food and 6 items from different beverage menu categories to discuss **[     ]**
* I have observed my new Teammate complete Toast Exercises #13-16 and answered all questions **[     ]**

**Initial Once Understood (New Team Member):**

* I understand all service standards **[     ]**
* I understand the importance of and will strive to always anticipate Guest needs **[     ]**
* We have worked together to perform server standards, non-negotiables and other duties **[     ]**
* I have rung in all orders **[     ]**
* I have completed all assigned side work **[     ]**
* I understand all the details of food knowledge stated above **[     ]**
* I have completed a Verbal Product Review with my Educator for 6 food & 6 beverage items **[     ]**
* I have completed Toast Exercises #13-16 **[     ]**

Educator \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

New Team Member \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Leader \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Server Final - Demonstrate What You Have Learned**

(Wear appropriate Server apparel)

(You will take all the tables in Educator’s section)

**Initial Once Taught (Educator):**

* I have observed my new Teammate perform all Server duties **[     ]**
* I have observed my new Teammate ring in all orders **[     ]**
* I have assisted my new Teammate to complete all side work **[     ]**
* I have reviewed the “Final Practical & Verbal Review” with my new Teammate and they are prepared for their final review **[     ]**

**Initial Once Understood (New Team Member):**

* I have rung in all orders **[     ]**
* I have completed all side work **[     ]**
* I understand the process and am prepared for my “Final Practical & Verbal
* Review” **[     ]**
* I am confident I can work a shift on my own **[     ]**

Educator \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

New Team Member \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Leader \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Toast Mod Education**

* Begin with a “tour” of the modifier screens
* Point out where the modifier button to show how to access mods
* Modifying Items
* Fast Mods (Prefix Mods)
* These are the grey buttons at the top of the modifier screens. W/O, SUB, ADD, PLUS, EZ, O/S, 1/2, ALGY. These are referred to as “Prefix Mods”.
* Any addition of a cheese, protein or extra is a charge item. If you have questions on whether an item should be a charge or not ask a Leader or Kitchen Leader. These items are in all caps. $SWISS CHEESE, $GUAC

**Toast Exercises Day 1**

**Exercise #1**

**Special Instructions**

**Separate checks**

* Seat #1, #3, #4 on one check
* Seat #2 & #6 on one check
* Seat #5 will pay separately

**Beverage Order**

* #1 Pint of Blonde
* #2 Taster Curl
* #3 Tito’s Martini
* #4 9 oz wine Red Wine
* #5 Vodka, Tonic
* #6 Long Island Tea

**Appetizer order**

* #3 Mozz Stix

**Entrees**

* #1 Olympus Salad Medium well,
* #2 Turkey Havarti, Broccoli, w/o mayo
* #3 Cobb Tossed,
* #4 Sirloin 8oz., Medium Rare
* #5 Fish & Chips
* #6 Classic Burger, \*Burger, well done, Kick’n Slaw

**Exercise #2)**

**Beverage order**

* #1 Crown royal, rocks
* #2 6oz wine House white

**Entrees**

* Rueben FF
* #2 Stadium Burg, \*Burger, medium rare, Hse Salad with Blue cheese \*\*With Entrée\*\*

**Toast Exercises Day 2**

**Exercise #3**

**Special Instructions (One check)**

**Beverage Order**

* #1 Beefeaters, $as Martini, up
* #2 Sailor Jerry and coke
* #3 Pint Amber
* #4 Mug Club Porter

**Appetizer Order**

* #1 Nachos Beef #no additions

**Entrees**

* #1 Bowl soup, Chowder
* #2 Caesar sal
* #3 Smokey Chicken, Fries w/o cheese
* #4 Santa Fe Burger \*Veg patty, $caesar sal \*\*salad first\*\*, w/o Bun Reg, Sub Bun Pretzel

**Dessert Order**

* #1 Coffee
* #2 Mug Big Red
* #3
* #4
* #5 Mile hi Pie
* #6 Cookie Skillet

**Exercise #4**

**Special Instructions**

* Seats #1-3 together and all apps
* Seats #4-7 together

**Beverage Order**

* #1, #2, #3 Split a bottle of KJ VR Chardonnay, three glasses
* #4 3 Proud Mary, spicy, w/o salt
* #5 Lemon Drop Martini
* #6 Pint Seasonal
* #7 Kid Choc Milk

**Appetizer Order**

* Calamari
* Pretzels
* #1 Cx Tenders fried, Honey Mustard, crispy fries
* #2 French Dip, fries, w/o au jus, sub BBQ
* #3 Impossible Burg, $SWT pot fries
* #4 BBQ Bacon Cheddar, \*Burger, rare, Kicking Slaw
* #5 Tossed Cobb
* #6 Sgt Pepper MR FF
* #7 Kids Chx Nugs, honey mustard, \*Applesauce

**Dessert Order**

* #4 Mud Pie, w/o whipped cream and nuts
* #7 Kid ice cream

**Ram Knowledge Review**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Hospitality Knowledge**

1. What is the best way to Make ‘em Smile at the Host Desk?
2. If you were seating this group of ladies with gifts and balloons, what would you do with the info?
3. What are 2 ways to engage children?
4. Why is this important?
5. What is the best way to get a Guest to return?
6. Explain the 5/15 rule.
7. What should you do if you see Guests taking photos?
8. What is the best way to learn a Guest’s name?
9. How should you introduce yourself to your guests?
10. Explain the Wisely table management system:

**Health and Sanitation Knowledge**

1. If a Guest tells you they have allergies to a food product, who should you alert immediately?
2. Hands should be thoroughly washed after:
   1. Using the restroom
   2. Smoking, eating, drinking, and returning from break
   3. Handling trash
   4. Moving bus tubs
   5. Bussing tables
   6. All the above
3. Where should chemicals be stored when not in use?
4. How often should sanitation buckets for table-cleaning towels be changed?
5. How do you make a sanitation bucket?
6. Where should table-cleaning towels be stored
7. Other than the tabletop, what other areas must always remain free of debris?
8. Should you keep a towel in your apron to wipe up spills quickly
9. If liquid is spilled onto the floor what is the proper procedure to follow to ensure no one injures themselves before it is cleaned up?
10. Where would you find the back-up rolls of toilet paper and paper towels?

**Bigger Better Fresher Beer Knowledge**

1. What is the best way to customize a beer lover’s experience?
2. Our beer must always be served in an \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ glass.
3. Our beers are always poured with a \_\_\_\_\_\_\_\_\_\_\_\_\_ sized head.
   1. Does it cost the same to fill this item with one of our 6 flagship beers as it does for a seasonal option?
   2. Which of our craft beers would you offer to a Guest that order a Miller or Bud Light?
4. What is the Mug Club?
5. How do you ring in a Mug Club beer?
6. Which of our beers has a hint of chocolate flavor?
7. Where does our Hefeweizen get the banana clove flavor?
8. Which of our beers has a cloudy appearance? Why does it appear cloudy?
9. Which of our beers is the most hoppy?
10. Which of our beers is the most sweet and malty?
11. Under what Toast screen do you find the 2 oz beer tasters?
12. Why is it important to ring in all 2 oz tasters?
13. What is a seasonal beer? Where would you find information about these beers?
14. When referring to our beers what do these terms mean?
    1. OG \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. ABV \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    3. IBUs \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Beverage Knowledge**

1. We card everyone \_\_\_\_\_\_\_\_\_ (age) and under.
2. What are the 4 types of IDs we accept?
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. What is our procedure for accepting a vertical ID?
4. A punched ID?
5. If you are ever in doubt when carding a Guest what should you ask them?
6. Do we automatically serve water?
7. How many straws would you place in any beverage?
8. What are Kid’s drinks served in?
9. When in doubt, where can you find a garnish list?
10. Name 2 signature drinks you would suggest to a group of women.
    1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
11. What type of non-alcoholic beer do we carry?
12. What can you suggest to someone requesting a gluten-free alcoholic beverage?
13. What 3 types of Gourmet Lemonades do we serve?
    1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
14. What type of shakes do we offer?
    1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
15. 18. What is Ginger Beer?
16. 19. What type of cocktail is this?
17. What is special about this type of cocktail?
18. What type of energy drink do we carry?
19. Do we have a sugar free option?
20. House Margarita. What type of tequila is used to produce the cocktail?
21. Why is that special?
22. What two questions do you need to ask any Guest ordering a margarita?
    1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
23. What types of bottled beer do we carry?
    1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Wine Knowledge**

1. What 2 questions should you ask any Guest inquiring about our wine list?
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. How is the wine list organized?
3. What are our house wine varietals?
4. What is the procedure for presenting a 6 oz glass of wine?
5. What is the procedure for presenting a 9 oz glass of wine?
6. What is our House Wine?
7. What Sparkling Wine do we carry?
8. Can a Guest take an unfinished bottle of wine home?
9. What is the procedure for this?
10. What is one wine you can suggest for a Guest who prefers a sweet wine?
11. What chardonnay can you suggest?
12. What is one wine you can suggest for a Guest that prefers a wine with rich fruit flavor and a high amount of tannin?
13. Can you open a bottle of wine by yourself?
14. What is the procedure for presenting a bottle of wine?

**Service Knowledge**

1. What is the time frame you have to greet/acknowledge guests?
2. What is the correct procedure for flagging tables?
3. 3. When delivering an order, how do you ensure each Guest receives what they ordered without asking?
4. What do you pre-set when a guest orders an appetizer?
5. What do you pre-set when a Guest orders Fish & Chips?
6. What must you ask a Guest when delivering a steak?
7. When delivering food, when do you use a tray?
8. When delivering food, what must you ensure before you leave the table?
9. List the items you would want to offer fresh ground pepper with:
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
10. Do guests get free refills on all beverages?
11. Can a guest pay their bill on the phone or Apple Pay
12. Explain how you close a guest check on Toast, separate checks?
13. Explain why it is important to reaffirm Guest choices.
14. Is it correct procedure to ask a Guest if they would like change?
15. How soon should you check back after any food has been delivered to ensure all Guests are satisfied with their choices?

**Toast Knowledge**

1. When ringing in an order, what should you always do to ensure it is can be delivered correctly and you will be able to easily split the check?
2. You are seated with a party of 2. Your guests order their food and then order their appetizer. Explain a way to ensure the app goes out first
3. If a guest would like to add cheese and mushrooms to a French Dip, where do I find the buttons?
4. How does a Birthday Mud Pie get rung in?
5. When ringing in a To-Go order how do you signify that a Guest would like condiments with their order? Silverware?
6. If a guest orders another round, what is an easy way to ring this in?
7. On what Toast screen would you find the Tossed Cobb Salad?
8. On what Toast screen would you find the Kid’s Dirt Cup Shake?
9. If a Guest want to purchase an add-on $2.99 Green Salad to be served before their entrée, on what Toast screen would you find this item?
10. How are Hospitality Fries ordered?
11. If a Guest requests a lettuce-wrapped burger rather than a bun, how would you ring that in?
12. Why is it important to use the pre-fix modifiers such as SUB, W/O and OS correctly?
13. How does a guest sub a gluten free bun, a wagyu patty, a garden burger?

**Food Knowledge**

1. What 2 things do you need to ask any Guest ordering a Burger?
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. What type of pepper tops the Sgt Pepper?
3. What are the bun options a Guest can choose from to customize their burger order?
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Does subbing a wagyu patty add to the price of the burger?
5. What are the “patty” options a Guest can choose from to customize their burger?
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. What brand is our Veggie Burger?
7. Can it be served to a Vegan?
8. What are the premium side options a Guest can choose to accompany any Burger or Sandwich?
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. What is the price of these premium side items?
10. How is the impossible burger cooked? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
11. The turkey patty? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
12. Explain the Hospitality Side program
13. How many ounces are: Burgers \_\_\_\_\_\_\_\_\_\_\_ oz
14. Wagyu ounces?
15. What type of onions are on our burgers?
16. What is the significance of the 504 regarding the Grand Reuben?
17. What is the “Server Favorite” suggested on the menu for the Turkey Havarti Melt?
18. List the wing sauces that we carry:
    1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
19. Are they all made in house?
20. What 2 types of tortillas do we carry?
    1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
21. How many Mozz Sticks in an order?
22. How are the Nachos composed to ensure the toppings are incorporated throughout the appetizer?
23. What are 2 quick appetizers you can suggest to a table?
24. What are 2 appetizers you can suggest that are good for kids?
25. What is the history of the Armadillo Eggs?
26. What is the portion size for the Wings and the Boneless wings?
27. What signature sauce accompanies the Fried Pickle Chips?
28. Do you need to ask a Guest what type of dressing they would like with any of our entrée salads?
29. If a Guest asks for easy dressing on a salad what is best to suggest to them?
30. Which of our entrée salads are presented with a fresh-cooked protein?
    1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
31. Which of the entrée salads is made with garlic artichoke dressing?
32. What are the components of the Wagyu Salad?
33. What species of fish is in F&Cs?
34. What types of protein can a Guest choose from when ordering Tacos?
    1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
    3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
35. What is special about the batter used to hand-dip our Fish & Chips?
36. What is the side our steak entrees come with?
37. What are the 2 available sauces for the Chicken Tenderloins?
38. What is the flavorful butter basted on our Grilled Sirloin?
39. Why is it important to mark orders as Gluten Free or allergy?
40. What are the 2 cuts of steak that we offer?

1. What are the components of the Seasonal Vegetables?
2. List 2 desserts
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. What does the ram head on the menu symbolize?
4. Name 8 items that are labeled with the ram head:
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. List the soups we have available daily:
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. 48. List the available Kid’s Meals listed on the menu:
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. Are these presented with a side?
8. List the available sides listed on the menu:
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. List the other items that come with any Kid’s Meal:
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Host Follow #1 - Host Desk Orientation, Standards and Non-Negotiables**

(Wear Business Casual apparel)

**Initial Once Taught (Educator):**

* I have reviewed the role of the Host **[     ]**
* I have reviewed the Host Apparel Guidelines **[     ]**
* I have oriented my new Teammate, showing them  **[     ]**
* Location of Host Book and its contents **[     ]**
* Host Side Work **[     ]**
* Coloring Sheets, Crayons, Highchairs and Booster Seats **[     ]**
* Menus **[     ]**
* I have reviewed Telephone Etiquette **[     ]**
* Greeting, ask “May I put you on hold?”, NEVER ask who is calling **[     ]**
* How to transfer calls and use the intercom (if applicable) **[     ]**
* I have reviewed Floor Maps, Table Numbers, Rotation **[     ]**
* I have reviewed the Lost and Found procedure in Host Book **[     ]**
* I have reviewed the Wisely system **[     ]**
* I have reviewed how to quote accurate wait times and controlling seating with an emphasis on communication **[     ]**
* I have reviewed how to go on a wait **[     ]**
* I have reviewed taking To-Go Orders **[     ]**
* I have shown my new Teammate how to perform bathroom checks every 30 minutes **[     ]**

**Initial Once Understood (New):**

* I understand the role of the Host **[     ]**
* I understand and practice the Host’s Job and Standards **[     ]**
* I have familiarized myself with the host area **[     ]**
* I am an expert on telephone etiquette
* I know the layout of the restaurant and am confident following the seating rotation **[     ]**
* I understand the Lost and Found Policy **[     ]**
* I know my location’s Call Ahead Waiting and Reservation Policy **[     ]**
* I confidently quote wait times and control seating with excellent communication **[     ]**
* I understand the importance of and will offer drinks and samples when on a wait **[     ]**
* I know and follow all the steps to take To-Go Orders **[     ]**
* I fully understand how to perform a bathroom check every 30 minutes **[     ]**

Educator \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

New Team Member \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Leader \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Host Follow #2 – Engaging Guests, Intro to Toast (Open)**

(Wear Business Casual apparel)

**Initial Once Taught (Educator):**

* I have reviewed how to properly greet Guests at the door and when seating **[     ]**
* I have reviewed how and why we seat Guests at certain tables and maximizing seating **[     ]**
* I have discussed recognizing special occasions and honoring them **[     ]**
* We have worked together to perform Host Standards, Non-Negotiables and other duties like Restroom Checks **[     ]**
* I have reviewed the importance of communication with all Leaders, FOH and BOH Team Members **[     ]**
* I reviewed the Introduction to Toast **[     ]**
* I observed my new Teammate complete Toast Exercises #1-5 and answered any questions they had **[     ]**

**Initial Once Understood (New Team Member):**

* I understand how to properly greet Guests at the door and when seating **[     ]**
* I understand why we seat Guests at certain tables and maximizing seating **[     ]**
* I am an expert on recognizing special occasions and honoring them **[     ]**
* I followed my Educator throughout the shift and performed Host Standards and Non-Negotiables **[     ]**
* I am an expert at Restroom Checks and am working to make this a habit during shifts **[     ]**
* I understand the importance of communication throughout the shift with all Team Members and will practice great communication every shift, every day **[     ]**
* I have completed the Introduction to Toast **[     ]**
* I have completed Toast Exercises #1-5 and turned into Leader for review **[     ]**

**Day 3 or combine with Day 2**

(Wear Business Casual apparel)

**Initial Once Taught (Educator):**

* I have reviewed Host Till responsibilities (where applicable) **[     ]**
* Where to get till **[     ]**
* Counting the till **[     ]**
* Starting a drawer in Toast **[     ]**
* I have reviewed different transaction scenarios **[     ]**
* Cash (and how to count back money) **[     ]**
* How to run a credit card payment **[     ]**
* Checks (we do not accept personal checks) **[     ]**
* Promotional discounts (Leader swipe required) **[     ]**
* Gift Card and Retail Sales **[     ]**
* To-Go Orders **[     ]**
* I worked my new Teammate throughout shift and reviewed responsibilities learned in previous follows **[     ]**
* I have reviewed closing till procedures **[     ]**
* We reviewed closing duties and completed closing side work together **[     ]**

**Initial Once Understood (New Team Member):**

* I understand Host till Responsibilities (where applicable) **[     ]**
* I know where to get a till **[     ]**
* I know how to count a till **[     ]**
* I know how to start a drawer in Toast **[     ]**
* I understand the different transaction scenarios as stated above **[     ]**
* I worked with my Educator throughout shift and reviewed responsibilities learned in previous follows **[     ]**
* I understand closing till procedures **[     ]**
* I understood closing duties and helped complete closing side work **[     ]**

Educator \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

New Team Member \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Leader \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Host Follow #4) Lead and Final**

(Wear Business Casual apparel)

**Initial Once Taught (Educator):**

* I observed my new Teammate as Greeter while I was the Seater/Runner **[     ]**
* I observed my new Teammate as Seater/Runner while I was the Greeter **[     ]**
* I followed my new Teammate throughout shift allowing them to work the Host stand on their own whenever possible **[     ]**

**Initial Once Understood (New Team Member):**

* I understand how to Greet and Seat Guests **[     ]**
* I am confident that I can work a shift on my own **[     ]**

Educator \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

New Team Member \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Leader \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_