Cheesecake Factory Server Training Manual

The Professional ServerRestaurant Server ManualServer Training ManualClub Server Training ManualServer Training ManualThe Waiter & Waitress and Waitstaff Training HandbookRestaurant Training ManualBartender Training ManualMCSE Training GuideMicrosoft SQL Server TrainingThe McGraw-Hill Internet Training ManualMCSE Training Kit: Microsoft Windows 2000 server [MCSE study guide for exam 70-215The Waiter and Waitress Training ManualMCSE Training GuideMCSE Training GuideRestaurant Startup & GrowthThe Art of HostingMCSE Training GuideService at Its BestMCSE Training Guide Edward E. Sanders Jeffery D. Schim D. Lee Lott Ryan Dahlstrom Lora Arduser Jeffrey Schim Ryan Dahlstrom Jason Sirockman Microsoft Corporation Ronald L. Wagner Sondra J. Dahmer Emmett Dulaney Rob Scrimger Gerard A. Pollion Edward Tetz Edward E. Sanders Erin Dunigan

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rev ed of service at its best ed sanders paul paz ron wilkinson 2002

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

it can be very frustrating as an independent restaurant manager to be constantly training your serving staff and let s face it you really don t have the time you don t always have available to you specific training aids such as those that the big chain restaurants do and when you do find something it s just too costly well until now that is the server training manual was developed as a simple guide to help the small independent restaurant manager to easily train their serving staff this book will teach the serving staff the proper way to take and deliver orders how to work together as a team as well as the best way to handle complaints it will give your staff the basic training to help them offer your customers the excellent service that will have them coming back time and time again and you know that good service is a very big part of your business

this server training manual is brought to you by bar manuals founder and best selling author ryan dahlstrom certified consulting bar experts by the hospitality association of america if you own or manage a bar nightclub or restaurant and feel like your business should be doing better you should purchase this server training manual

this training handbook was designed for use by all food service serving staff members the guide covers every aspect of restaurant customer service for the positions of host waiter or waitress head waiter captain and bus person the detailed performance of each position is described for different types of establishments and all types of service including french american english russian family style and banquet it provides step by step instructions on hosting seating guests taking filling orders loading unloading trays table side service setting an elegant table folding napkins centerpieces promoting specials promoting side orders handling problems difficult customers managing tips and taxes getting customers to order quickly

handling questions handling the check and money plus learn advanced serving techniques such as flambe and carving meats fish and fruits it also features a chapter devoted exclusively to food safety and sanitation whether it s your first day on the job or you are a twenty year veteran you are bound to learn alot food service managers will find this book to be an excellent foundation for your organizations training program

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

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this expanded fourth edition reflects current customer preferences and restaurant practices by including straightforward coverage of how to manage crisis situations foresee and prevent accidents abide by government food sanitation regulations handle service electronically in today s computerized dining establishments

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