



Trainer's Guide to Server Training

a complete instructional guide
to training servers

Introduction



Welcome to the ABC Restaurant Server Training Guide. This guide is to be used by the person responsible for organizing and facilitating the training in conjunction with the Server Training Guide, Server quizzes, and evaluation forms.

This guide will take you step-by-step through how to present and successfully facilitate this hands-on training. Begin by reviewing the preparation steps and materials needed sections prior to the training.

Purpose

The purpose of this program is to introduce new servers to their position within the restaurant. They will learn hands-on all of the procedures that they will need in order to run their station.

Objectives

By the end of this training the new server should be able to:

- Perform the duties of a server without assistance.
- Follow ABC foodservice sanitation and safety standards.
- Follow all cleaning and sidework procedures for the station.

Preparation Steps

1. Read through the trainer's guide. Make comments where you want to add specific examples or references.
2. On the day prior to the scheduled training shift, have the trainee read the corresponding section of the Server Training Guide to prepare for that day's training.
3. On the day of training make sure you have all the supplies needed for the station, clean, and ready to begin prior to the trainees' arrival.

Training Materials Needed

- This Trainer's Guide
- Server Training Guide
- Server Tests
- Server Evaluation Form

Training Methodology

Your role in this training is one of a facilitator/trainer. This training is designed to be very participatory in nature and not designed to be purely lecture.

To ensure a successful transfer of knowledge during the training process, remember to follow the four-step training rule: Tell-Show-Do-Review.

- Tell – Explain the new process or procedure to your trainee.
- Show – Demonstrate the new procedure.
- Do – Allow the trainee time to practice the procedure.
- Review – Provide feedback on how your trainee is doing, and review what they have learned.

During training, different methods of teaching are used, including instructional, demonstration, practice, and evaluation. Next to the instructional material you will find quick reference graphics. These graphics are used to assist you in quickly identifying when to use each of the four steps. Graphics are also used to point out important information and tips.

Below you will find a description of each Quick Reference Graphic:



Tell: This graphic indicates information that you should present to the trainee verbally. When this icon is paired with an exercise, it means to explain the task that you are about to perform.



Show: This graphic appears where you, as the trainer, will demonstrate the task. In some cases, the participant will follow along, performing the same task.



Do: This graphic indicates where the trainee will perform an exercise or practice a new task.



Review: This graphic indicates a review of information which could include giving a test or conducting an evaluation. It also represents an opportunity to provide feedback to employees.



Trainer's Tip: This graphic indicates training tips with ideas on how to effectively train the information.



Server Test: This graphic indicates that there is a test to be used during this portion of training.

Training Audience

This training should be conducted for all employees hired to perform the server position at a ABC Restaurant. Including new management personnel.

Training Schedule

Station training, in most cases, is done one on one with a certified trainer.

At least one day prior to beginning a new day of training the trainee will read the corresponding section of the Server Training Guide and complete the days test prior to hands-on training.

Training consists of the following delivery methods:



- **Instruction:** During this time the trainer will review the Server Training Guide, explain, and demonstrate the procedures for that days training.
- **Side-by-Side:** During this time the trainee will work with the trainer until they are comfortable performing the procedures on their own.
- **Self-Practice:** During this time the trainee will work a number of shifts on their own with a trainer or manager in working distance of them – to provide feedback.
- **Evaluation & Certification:** During this time the evaluator will conduct a Final Server Evaluation and the trainee will take the Final Server Test to confirm their knowledge of the position.

Trainer's Guide Format

Below you will find a description of how the trainer's guide is formatted.

Graphic icons give you a quick reminder to what method or activity is to be done during the corresponding activity.

Day One Introduction

Personnel Preparation

- **Show** the trainee how to properly clock-in for the shift.
- **Verify** they are wearing the correct uniform and accessories for the shift.

Day One Test

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- **Ask** the trainee to complete the Day One test.
 - Trainee must complete this test on their own, without input from others.
 - Once they complete the test, the trainer or manager will correct and score the test.
 - A 100% score indicates the trainee has successfully completed the corresponding days training and is eligible to be trained on the next section of server training.
 - Below 100% and the employee must review that days training again and take the test again.
 - After two failures within a section the general manager will conduct an evaluation of the employee's performance and determine the issues and the course of action.

This heading indicates the activity to be conducted.

Large bold type indicates the method of delivery used for this portion of the training.

This indicates what page in the Server Training Guide corresponds to this section of training.