

TRAINER'S CHECKLISTS: WAITRESS TRAINING

Trainer, please read this before you begin training:

The person who you are about to guide through this training wants to be successful. They want to be the best in the world at this job. They might not even know that yet. They are willing to take every aspect of this job seriously, and they are looking to you to take the time to show them everything properly. If you show them everything and take the time to explain the *how* and the *why* to what we do, you will give this person the opportunity to become a fantastic teammate. Give them a chance to be great. Do not rob them of that. Take your time. Take it slow. Do not rush through any of this or make any of it seem trivial. This is the only time they will get this initial training. Give them your best show!

Trainer, please

- ☐ Introduce yourself. Tell the teammate about who you are, how long you've been with the company, and what you have going on outside of work. Ask them the same questions. **The goal is to immediately begin making them feel welcome.**
- ☐ Show our newest teammate how to sign in and out of the register system. If a number is not already assigned to them, go ahead and assign them a number. Explain how to sign in and out, and when our pay periods and pay day is.
- ☐ Ask them if they completed the hiring documents in Docusign. If not, text Nick and he'll handle it. Move on to the next step. If they are under 18, have them fill out the Youth Employment Certificate. (This link can be found at HuckleUniversity under Admin Resources.)
- ☐ Have the teammate download the **wheniwork** app onto their phone, and show them how to view it, request time off, set preferences, etc. Take your time on this step. Make sure they understand it. Make sure they can pull up their schedule.
- ☐ Explain the dress code and basic policies
 - i. No-slip sneakers or shoes, black pants or shorts or jeans of any color (no holes).
 - ii. Black blouse or button up shirt; long or short-sleeved is fine. No tee shirts; no deep plunging shirts; no midriff showing.
 - iii. We cannot wear jackets, coats, or hoodies at work.
 - iv. Clothes must be washed and clean. Do not wear dirty clothes
 - v. Body must be washed and clean (we serve the public)
 - vi. Fingernails must be clean (we handle food)
 - vii. No excessive or disrespectful jewelry (ex: a wedding ring, simple necklace, simple ear
 - viii. No cell phones while on the clock.
- ☐ Give the new teammate a tour of the store.
- ☐ Please give them the Path to Success Sheet and have them read it
- ☐ Have them pull up HuckleUniversity on their phone and have them view all of the server pages and watch all of the server videos. This will take them about 20 minutes.
- ☐ Print off two Waitress Observation Sheets and explain how to use them. Their first day will consist mostly of observing the rest of the staff. Explain each detail of the sheet. Have them fill it out for 1-2 hours.
- ☐ Have them Shadow you for the remainder of the shift. In down moments do the following:
- ☐ Introduce them to the menu. Have them read every menu item and its description. Tell them not to rush. The goal is for them to learn and remember it all.
- ☐ Introduce them to the flash cards and have them pull a card or two. Give them the cheat sheet.
- ☐ Show them how to use the handhelds. Have them do several practice orders.
- ☐ Walk them through how to do their chores.
- ☐ Finally, ask them how the shift went and evaluate how well they did. Focus on their attitude (was it very positive and smiley) and their speed (did they move like a speed demon or a slug?).

New Teammate's Portion: PATH TO SUCCESS!

I would like to welcome you to our team. We recognize that if you remove all of the staff members from the store, there would be nothing left but four walls. The staff is what will make this store great or it will make this store mediocre. The quality and effort of the staff members will determine the quality and success of the restaurant. Effort equals success. Your effort equals success. **You are important.**

I understand how valuable you are to this organization. Your value is created in two parts. The first part is your training. If your training is thorough and in-depth, then you will have been given all of the opportunities to thrive here. The second part is your effort. All of the training in the world is useless without the effort of the team members. You can see that we both have our part to play here. We have committed to creating a training program that will help you become world-class at what we do. This will certainly not be the only thing you do in your life, but I have always believed that if I am going to do something, I want to be as good as is humanly possible. If I am going to do something, I am going to try to be the best at that something. This is what you are doing today, my friend. I challenge you to be better than everyone else.

I will begin by explaining the training process. You are going to follow the training steps below. Some of the steps are videos that you will watch; others are slide shows. You will take tests to uncover holes in your learning so that we can go over those areas a second or third time. And, of course, you will have quite a bit of hands-on, guided training on each station.

Each day you will have a set number of tasks (videos, test-prep, practice waiting on tables), and each day you will take a test and be given an evaluation of your performance. The first day of training will be roughly an hour of videos and tests, and then you will shadow your trainer to observe how she waits on tables. She will explain things as she's going. You will see the pace of things. The second day, you will likely continue to shadow your trainer and you will assist them in taking that table's orders. The third day your trainer will shadow you while you take tables and orders, and they'll assist you and make sure everything is smooth. Your trainer will be close at hand to observe and help you while you take the orders. At the end of each day, the trainer will give you an evaluation which will act as your guidance for the next day of training. On your fourth day, you will take tables with a trainer close at hand for guidance and assistance. After the four days of training, you will move into the trial period. You will be given regular shifts and regular sections, and you will be expected to wait on your tables with minimal help from the other teammates. You will be given a test before each shift to help reinforce what you are learning. Once a week you will be evaluated on your performance, and given some suggestions on how to master the station. Of course, the team is always close at hand for questions and assistance.

After four days you will be in the trial period. The trial period will last for four weeks. Each week you will be evaluated by the service manager and be expected to adhere closely to their advice. You'll be given a continuous training video or slide weekly, and you will be tested weekly on processes, specials, or some area of service. Hours are always given in accordance with effort. Those who put forth the most effort get the hours they want. Those who put forth the least effort get nothing.

Servers make the bulk of their money in tips, and customers tip their server based on how well she does her job. Our goal is for you to become a master at this craft so that you can make a great deal of money per hour that you work. We'll put forth the training if you put forth the effort. It will pay off. We need you and we are thrilled to have you on board! Welcome to the team!

New Teammate Checklist for Day One

- ☐ Take a service test and review your answers with your trainer
- ☐ Take a specials test and review your answers with your trainer
- ☐ Watch the hand-washing video (3 min): <https://www.youtube.com/watch?v=cN6IJ3yOi8k&t=11s>
- ☐ Take Hand-Washing Quiz
- ☐ Watch the New Server Video (26 min): https://www.youtube.com/watch?v=y_0jbapHqzw
- ☐ Watch the "How to be a good server when you are new video" (11 min):
<https://www.youtube.com/watch?v=oibJpomCtjo>
- ☐ Run the shift with your trainer
- ☐ After your shift, watch the 'How to learn the menu' video (14 min):
<https://www.youtube.com/watch?v=QgKy9BM99Dc>
- ☐ Use the flashcards to test your selling skills
- ☐ Sample something from the menu. Have lunch with your trainer!
- ☐ Watch the basic food safety video (30 min):
<https://www.youtube.com/channel/UCVBNJ0m1KW547eMFPJQZeZA>

New Teammate Checklist for Day Two

- ☐ Take a service test and review your answers with your trainer
- ☐ Take a specials test and review your answers with your trainer
- ☐ Take Hand-Washing Quiz
- ☐ Watch the refresher video, The Basics: <https://www.youtube.com/watch?v=tqkKHSU4Ouc&t=187s>
- ☐ Watch the Tips to be a good server: <https://www.youtube.com/watch?v=h178G0WiELQ>
- ☐ Run the shift with your trainer's supervision. You will be assigned a 1-table section.
- ☐ After your shift use the tickets from the shift as flash cards to test your knowledge
- ☐ With your trainer close, ring up tickets for at least 15 minutes
- ☐ Do the after shift chores with your trainer
- ☐ Use the flashcards to test your selling skills
- ☐ Sample something different from the menu. Have lunch with your trainer; it's on us!
- ☐ Have an after-shift evaluation so that you have specific things to work on during your next shift

New Teammate Checklist for Day Three

- ☐ Take a service test and review your answers with your trainer
- ☐ Take a specials test and review your answers with your trainer
- ☐ Take Hand-Washing Quiz
- ☐ Take the service test 1 and review you answers with your trainer
- ☐ Watch the How often should I check on the tables: <https://www.youtube.com/watch?v=PcM1DlgyGU>
- ☐ Watch the 8 Steps to serve large groups: <https://www.youtube.com/watch?v=ewy4DZEIKiY>
- ☐ Run the shift with your trainer's supervision. You will be assigned a 2-table section.
- ☐ After your shift use the tickets from the shift as flash cards to test your knowledge
- ☐ With a trainer close, ring up tickets for at least 15 minutes

- ☐ Learn the after-shift chore
- ☐ Use the flashcards to test your selling skills
- ☐ Sample something different from the menu. Have lunch with your trainer; it's on us!
- ☐ Have an after-shift evaluation so that you have specific things to work on during your next shift

New Teammate Checklist for Day Four

- ☐ Take a service test and review your answers with your trainer
- ☐ Take a specials test and review your answers with your trainer
- ☐ Take Hand-Washing Quiz
- ☐ Take the service test 1 and review your answers with your trainer
- ☐ Take the table-side manner test and review your answers with your trainer
- ☐ Watch the Refresher Training: https://www.youtube.com/watch?v=n_HoRPTW1Ec
- ☐ Watch the 3 Ways to earn more tips: <https://www.youtube.com/watch?v=0ghOxWv8QwI>
- ☐ Run the shift with your trainer's supervision. You will be assigned a 3-table section.
- ☐ During the last 30 minutes of your shift, work the register.
- ☐ Do the after shift chore
- ☐ After your shift use the tickets from the shift as flash cards to test your knowledge
- ☐ Use the flashcards to test your selling skills
- ☐ Sample something different from the menu. Have lunch with your trainer; it's on us!
- ☐ Have an after-shift evaluation so that you have specific things to work on during your next shift

New Teammate Checklist for Day Five

- ☐ Take a service test and review your answers with your trainer
- ☐ Take a specials test and review your answers with your trainer
- ☐ Take Hand-Washing Quiz
- ☐ Take the service test 1 and review your answers with your trainer
- ☐ Take the table-side manner test and review your answers with your trainer
- ☐ Run the register for an entire shift or run a 4-table shift. Ask for help as needed!
- ☐ You are now in the trial period! Do your best!
- ☐ Have an after-shift evaluation so that you have specific things to work on during your next shift