



Audience

- FOH roles- Server, Bartender, Host/Cashier, Busser
- BOH roles- Line, Prep, Expediter, Dishwasher

About the course

A consistent onboarding program will get new hires up to speed quickly and reduce employee turnover.

The module in this course will provide your new employees with the basic knowledge they need to perform in their role confidently and competently.

This course is available in video or interactive microlearning course format.

Business goals

- Improve time to competence
- Reduce employee turnover

Success metrics

Included with this course are templates and instructions to benchmark and measure:

- Knowledge lift
- Behaviors
- Time to competence
- Employee turnover

Course Title: Onboarding Your Team

Onboarding Your Team provides a foundation for new hire onboarding and covers five key factors which are addressed in separate mini modules with the course. The five key factors are Attendance, Appearance & Hygiene, Teamwork & Communication, Guest Interactions, and Hospitality 1.0.

Program Track - Course Title	Module Title	Summary	Audience	Duration
Front of House	Attendance	Attendance sets the stage for the new employee and reviews the importance of being on time, the attendance policy at the restaurant, and procedures to follow before starting the shift.	FOH	3
	Appearance & Hygiene	Appearance and hygiene lays the foundation for a safe and healthy experience beginning with how to look the part, a review of appearance standards, and the importance of daily hygiene practices.	FOH	3
	Teamwork and Communication	Teamwork and communication defines the concept of teamwork, demonstrates the importance of front and back of house working together, and shares tips for effective communication.	FOH	3
	Interacting with guests	Interacting with guests begins with an introduction to guest personas, describes the importance of each guest interaction, addresses safe alcohol service, how to handle special guest requests, and the importance of proper order taking.	FOH	3
	Hospitality 1.0	Hospitality 1.0 introduces the new employee to the importance of the guest experience, the difference between hospitality and service, and key factors in creating a memorable experience.	FOH	3
Back of House	Attendance	Attendance sets the stage for the new employee and reviews the importance of being on time, the attendance policy at the restaurant, and procedures to follow before starting the shift.	BOH	5
	Appearance & Hygiene	Appearance and hygiene lays the foundation for a safe and healthy experience beginning with how to look the part, a review of appearance standards, and the importance of daily hygiene practices.	BOH	5
	Teamwork & Communication	Teamwork and communication defines the concept of teamwork, demonstrates the importance of front and back of house working together, and shares tips for effective communication.	BOH	5
BOH- Cook	Getting Started	BOH - Cook provides a foundation for a new cook and covers hot line, cold line, and prep cook responsibilities.	BOH	5
FOH - Server	Getting Started	FOH - Server is the foundational course before FOH Sales. This course reviews job responsibilities and a deeper look at the role of hospitality in creating a memorable guest experience.	FOH	5
FOH- Bartender	Getting Started	FOH - Bartender is the foundational course before FOH Sales. This course reviews job responsibilities, the importance of safe alcohol service, and a deeper look at the role of hospitality in creating a memorable guest experience.	FOH	5
FOH- Host/Cashier	Getting Started	FOH Host/Cashier is the foundational training course. The module reviews the duties of the role and the importance of creating a memorable guest experience.	FOH	5
FOH - Busser	Getting Started	FOH Busser is the foundational training course. The module reviews the duties of the role and the importance of creating a memorable guest experience.	FOH	5
BOH - Dishwasher	Getting Started	BOH Dishwasher provides a foundation for a new dishwasher reviewing the role and responsibilities of the position.	FOH	5
BOH - Expediter	Getting Started	BOH Expediter provides a foundation for a new expediter reviewing the role and unique responsibilities of the position.	BOH	5