

Manager Training Outline and Checklist

Your training will be conducted over a number of shifts at the restaurant and will consist of a combination of using this guide and hands-on training within the restaurant. This outline is to be used as a guideline; your trainer will provide you a detailed schedule for your training.

Before beginning the management portion of your training you will begin by learning the operations of the restaurant through learning each position within the restaurant. You will follow the restaurant's training timeline for each position. Upon successful completion of position training you will begin management training.

Orientation

- Welcome!
- Review of job description
- Review of position training schedule
- Review of management training schedule

Position Training

Position	Date(s)/Time(s) Completed		
	Reading	On-the-Job	Evaluation
Host/Hostess Training			
Server Training			
Prep Cook Training			
Bartender Training			
Line Cook Training			
Dishwasher Training			
Bus Person Training			

Management Training

Managing Restaurant Operations	Date(s)/Time(s) Completed		
	Reading	On-the-Job	Evaluation
Purchasing, Receiving, and Storing Procedures			
Managing Food Production			
Managing Beverage Production and Service			
Inventory Management			
Cash Management			
Employee Scheduling and Shift Plans			
Opening, Shift Change, & Closing Procedures			
Managing Sanitation and Safety	Reading	On-the-Job	Evaluation
Managing Foodservice Sanitation			
Managing Restaurant Safety			
Managing Exceptional Service	Reading	On-the-Job	Evaluation
Principles of Customer Relations			
Preventing Customer Complaints			
Handling Customer Complaints			
Managing Marketing Efforts	Reading	On-the-Job	Evaluation
Marketing Promotions			
Local Store Marketing			
On-Going Marketing Plan			
Managing Costs	Reading	On-the-Job	Evaluation
Food Costs Control			
Labor Costs Control			
Managing Financials	Reading	On-the-Job	Evaluation
Balance Sheet			
Income Statement			
Statement of Cash Flows			
Managing Employees	Reading	On-the-Job	Evaluation
Employee Administration Policies			
Conducting Performance Evaluations			
Managing Employee Relations			
Managing Employee Selection	Reading	On-the-Job	Evaluation
Hiring Needs			
Recruiting Employees			
The Interview Process			
Managing Training and Development	Reading	On-the-Job	Evaluation
Employee Orientation			

Chapter 1: Introduction to Manager Training

Employee Training and Development

Providing Leadership

Effective Communication

Team Building and Motivation

Effective Delegation

Developing Others

Reading	On-the-Job	Evaluation