

Chapter 1: Introduction to Manager Training

Welcome to Management Training



We would like to congratulate you on your recent placement as a manager at **[Restaurant Name]**. The manager plays a very important role as a member of the restaurant team. It is the manager who leads the team to success by effectively managing his or her team and the restaurant's operation. We take great pride in the quality of our service. Our high standards can only be maintained through great people like you who share our values and desire to provide our customers with the best experience each time they visit our establishment.

This guide will provide you with information related to your job within the restaurant. You will also receive hands-on training. We are confident that through using this guide as a reference and practicing your procedures through hands-on training, you will be on your way to becoming a successful manager at **[Restaurant Name]**.

Once again, welcome to the **[Restaurant Name]** management's team!

Qualities of a Good Manager

- **Team Builder and Motivator:** A good manager will build a team environment with his or her employees. Also be able to motivate his or her team with positive results.
- **Effective Communicator:** A good manager must be able to communicate with their team and customers effectively. The manager must be able to deliver directions to team members that are understood the first time. They must be able to listen to their employees and interpret what was communicated to them.
- **Organized and Focused:** A good manager stays focused on the task at hand, while providing customer service, managing their team, and managing the operations of the business all at the same time.
- **Customer Service Oriented:** A good manager must put his or her customers first. They need to know how to build customer relationships, provide exceptional service, and resolve customer issues quickly.
- **Leadership:** A good manager provides leadership to their team, while allowing the team members to do their jobs and develop new skills.

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			

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Employee Training and Development			
Providing Leadership	Reading	On-the-Job	Evaluation
Effective Communication			
Team Building and Motivation			
Effective Delegation			
Developing Others			