

handmade burger Cº

# Front of House Training Planner

## Progress Chart

Training Planner stage	Date Completed
Objective 1 - Induction	
Proving period sign off	
Objective 2	
Objective 3	
Objective 4	
Demonstrated independence in Team Member Role	
Demonstrated independence in Personnel Attributes	
Examples of taking ownership and initiative	
FOH Team member pay rate sign off	

# Objective 1 – Induction

## Training Material – Module 1

**2 hours training allowance to complete steps 1 to 4** — Must be completed before the staff member begins their first shift.

### Step 1

Site tour – cover all fire exits, fire safety equipment, all machinery and equipment, rally point in centre, sign in and out sheet, notice board, staff toilet and changing area and designated smoking area.

### Step 2

Read and understand Module 1 – Induction

### Step 3

Complete induction assessment

### Step 4

Complete product knowledge assessment

# Induction Assessment

- 1) Where are the nearest fire alarm call points in your department?
- 2) How do we activate the fire alarm call point?
- 3) What can you do in your immediate area within your department before making your way to the assembly point?
- 4) When you are at the assembly point, what type of behaviour is required from you?
- 5) Where is the assembly point?
- 6) Why do we wait to be told by the Senior Fire Officer that it is safe to return to the premises?
- 7) Why is it company policy that you do not tackle a fire?
- 8) Where are you allowed to smoke?
- 9) Where should cigarettes be disposed?
- 10) What colour board should you use to cut limes on?
- 11) What should you do if a customer has an allergy or intolerance?

- 12) What must you do if a customer drops a bottle of coke which spills over the floor?
- 13) What must you do if a customer trips and falls when walking through the restaurant?
- 14) What is the procedure if a staff member accidentally comes into contact with a hazardous substance?
- 15) What does HACCP stand for?
- 16) Describe the process by which we track our meat from butcher to the table and what method we use to ensure the correct practices are being followed?
- 17) What are the individual sheets that the kitchen must complete as part of their daily paperwork?
- 18) What does COSHH stand for?
- 19) What protective wear is needed when using oven cleaner?
- 20) What protective wear should be worn when cleaning the hood in the front kitchen?

# Product Knowledge

- 1) What type of bun do we use?
- 2) How many variations of buns do we use?
- 3) Does the junior bun have sesame seeds?
- 4) How many burgers do we do in total?
- 5) How many vegetarian burgers are on the menu?
- 6) Which of our homemade sauces contain mayonnaise?
- 7) Which of our burgers contain or have traces of nuts?
- 8) How many of our burgers come with cheese?
- 9) Which of our burgers are served with avocado?
- 10) How many of our burgers are served with rocket?
- 11) How many of our burgers are served with gourmet relish?
- 12) Where does our beef come from?
- 13) What potatoes do we use?
- 14) What is the welfare classification of our chicken and what does it mean?
- 15) What breed of cow does our Jimmy's beef come from?
- 16) Why does Jimmy's beef have a different flavour to our usual beef?
- 17) How do we prepare our chicken burger?

## Sign off

**All items included in Steps 1 to 4 have been successfully completed**

Staff member name

Staff member sign

Date

Manager name

Manager sign

Date

The 4 week proving period is designed to ensure the staff member is committed to the role before training shifts are completed. The proving period can be fast tracked if authorised.

## **4 week proving period**

Start date       /       /

4 week period completed on       /       /

Approved to progress onto training programme

Staff member name

Manager sign

Date



# Objective 2

## Training material – Module 2

Trainer \_\_\_\_\_ Trainee \_\_\_\_\_

Date \_\_\_\_\_

Training time – 1 hour

1. Brief on product knowledge
2. Brief on Door service
3. Brief on Floor service
4. Complete service working on the door and floor with trainer
5. Read and understand Module 2
6. Complete all assessments

Restaurant level assigned training tasks (Any areas still to cover from previous days or additional training requirements)

- 1.
- 2.
- 3.

Trainer Review:

Sign:

Areas still to cover:

## Floor Assessment

- 1) Number the below in priority order from 1 the 1st priority to 4 the last.
  - a - A table of customers have finished and need clearing
  - b - Cutlery to wrap.
  - c - Check back needs completing
  - d - A table full of dirty plates after customers have left needs clearing
- 2) What do you need to complete on the hour every hour and why is it so important?
- 3) When should you complete a check back and what must you say?
- 4) How long after finishing their food should customer's plates be cleared away and what should you say to customers when you clear their plates?
- 5) If a customer has a problem with their food what actions must you take? Give 4 steps you would complete to resolve the problem for the customer.
- 6) Explain everything you must do when wiping down a table and relaying it, ready for the next customers.
- 7) What do you need to use to clean tables?
- 8) What must you do when you remove any item from a table?
- 9) What process must you follow if a customer has already ordered at the bar but would like something in addition to this order, more drinks etc.?

## Door Assessment

- 1) What must you say to customers when greeting them at the door and then when seating them?
- 2) If you do not have a table immediately for the customers at the door what must you do?
- 3) If you have table for 2 available in the restaurant and 3 tables waiting, at the front of the queue a table of 4, then a table of 5 then a table of 2 what would you do?
- 4) When working on a busy service if you are allocated to the door what tasks can you complete when you have no customers to seat?
- 5) If a customer has lots of shopping what can you do for them?
- 6) If you are seating a pregnant woman what must you try and do for them?
- 7) If there is a queue for tables at the door and at the back is a very elderly customer with a walking stick what can you do for them?
- 8) Which front of house role is it essential that you are in constant dialogue with?

## Sign-off Sheet

I have successfully completed the objectives assigned to objective 2.

Trainee

Signed

Date

Trainer

Signed

Date

I have understood the practical aspects of my training, read and understood Module 2 and have demonstrated understanding through written assessment.

Trainee

Signed

Date

Trainer

Signed

Date

# Objective 3

## Training material – Module 3

Trainer \_\_\_\_\_ Trainee \_\_\_\_\_

Date \_\_\_\_\_

Training time – 4 hours

1. Brief on restaurant set up
2. Brief on FOH checklists
3. Brief on bar order of service
4. Cover service working on the bar with trainer
5. Read and understand Module 3
6. Complete the assessment questions

Restaurant level assigned training tasks (Any areas still to cover from previous days or additional training requirements)

- 1.
- 2.
- 3.

Trainer Review:

Sign:

Areas still to cover:

## Bar Assessment

- 1) What must you say when greeting customers at the bar if they have had to queue?
- 2) What do you need to offer and how would you do it when a customer orders chips or onion rings?
- 3) How would you offer the customer extra items to go with their burger?
- 4) How and when would you offer side orders to the customer?
- 5) When the customer has ordered everything they want what must you do to ensure the order is correct?
- 6) What process do you follow if the modification button you require is not on the till?
- 7) What can you do to speed up service at the bar when processing card transactions?
- 8) Explain how loyalty cards work and when you would offer them to our customers?
- 9) What must you inform customers of when handing them their table number?
- 10) What can you do for our guests when the restaurant is not busy and there is no queue at the bar?
- 11) Do we accept vouchers from our competitor's restaurants?
- 12) When should you be stocking up the bar?
- 13) How do you make an espresso?

14) How do you make a latte?

15) How do you make an Americano?

16) How do you make a cappuccino?

17) How many red wines do we serve by the glass? And what are they?

18) How many white wines do we serve by the glass? And what are they?

19) How many rose wines do we sell by the glass? And what are they?

20) How many flavours of milkshakes do we do? And what are they?

21) How many scoops of ice cream do we use for a single milkshake?

22) How many beers/ales do we sell? And what are they?

23) How many soft drinks do we serve? And what are they?

## Sign-off Sheet

I have successfully completed the objectives assigned to objective 3.

Trainee  
Signed

Date

Trainer  
Signed

Date

I have understood the practical aspects of my training, read and understood Module 3 and have demonstrated understanding through written assessment.

Trainee  
Signed

Date

Trainer  
Signed

Date



# Objective 4

## Training Material – Module 4

Trainer \_\_\_\_\_ Trainee \_\_\_\_\_

Date \_\_\_\_\_

Training time – 4 hours

1. Brief on preparation for evening service
2. Brief on window service
3. Work on the window section over service with trainer
4. Brief on complaint handling procedure
5. Read and understand Module 4
6. Brief on FOH close checklists

Restaurant level assigned training tasks (Any areas still to cover from previous days or additional training requirements)

- 1.
- 2.
- 3.

Trainer Review:

Sign:

Areas still to cover:

## Window Assessment

- 1) How can you ensure that the FOH and the kitchen have the full complement of checks at any one time?
- 2) What must you communicate with customers when delivering food to the table?
- 3) How can you help the shift manager manage the check time?
- 4) What must you give to customers who have ordered any of our salads?
- 5) How should the burger be positioned on the plate and what should you check on the plate itself before taking burgers out?
- 6) What can you do when returning to the window to help the floor team?
- 7) What can you use to help you carry more than one side at a time?
- 8) What must you do if a customer has ordered a take away?
- 9) What order will the burgers be put up on the window in?
- 10) If a check states order to follow what does it mean?
- 11) If there isn't any food to take out what can you do?
- 12) What are dipping sauces served in?

13) Do we charge for mayonnaise?

14) What do you need to ensure is given with the corn on the cob?

15) What are junior sides served in?

16) If once you have delivered all the food on the check to a table and they tell you they were expecting another portion of chips what must you do?

17) Why do we keep food under the lights on the window until they are taken out to the customer?

18) If there is food on the window that does not look up to standard what must you do?

## Assessment

- 1) You are the only staff member available to attend all of the above. Number from 1st to 4th priority.
  - a - Check back needs completing.
  - b - Cutlery tins need stocking up, number of tins is adequate for immediate service level.
  - c - Customer waiting at the door.
  - d - Food on the window.
- 2) Are our chips suitable for a customer with a wheat allergy? Explain your answer.
- 3) What must you use to help customers with allergies?
- 4) Who are the directors of The Sargeant Partnership?
- 5) How should you answer the telephone?
- 6) What are the 5 closest handmade burger restaurants to yours?
- 7) What are our opening times?
- 8) What is our uniform?
- 9) Where is the rota kept?
- 10) How do you book days off and holidays?
- 11) Why can't you wear excessive jewellery to work?
- 12) If you have long hair, what must you do?

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- 13) What is the procedure if you wish to swap shifts?
  - 14) Who is responsible for covering your shift if you are unable to swap it?
  - 15) How far in advance must you inform your restaurant if you are sick and unable to work?
  - 16) Who must you speak to if you are sick and unable to work?
  - 17) What disciplinary action could be taken if an employee was found to have consumed alcohol or drugs whilst on duty?
  - 18) Are you allowed to use your mobile phones whilst working?
  - 19) Rudeness to guests, under any circumstances could result in what disciplinary action being taken?
  - 20) What should you do if somebody asks you a question you do not know the answer to?
  - 21) Where can you get more info about the company from to enhance your knowledge?
  - 22) What should you refer to in order to find out anything about company policy?

## Sign-off Sheet

I have successfully completed the objectives assigned to objective 4.

Trainee

Signed

Date

Trainer

Signed

Date

I have understood the practical aspects of my training, read and understood Module 4 and have demonstrated understanding through written assessment.

Trainee

Signed

Date

Trainer

Signed

Date

Sign off each section below once the staff member has shown they can work independently and effectively in each area detailed below.

## Demonstrating Independence

### Team Member Role

1. Door

GM/Openings manager Sign

Date

Trainee sign

Date

Any comments based on performance and training received.

2. Floor

GM/Openings manager Sign

Date

Trainee sign

Date

Any comments based on performance and training received.

3. Bar

GM/Openings manager Sign

Date

Trainee sign

Date

Any comments based on performance and training received.

4. Window

GM/Openings manager Sign

Date

Trainee sign

Date

Any comments based on performance and training received.

5. Product knowledge

GM/Openings manager Sign

Date

Trainee sign

Date

Any comments based on performance and training received.

## 6. Customer service basics

**GM/Openings manager Sign****Date****Trainee sign****Date**

Any comments based on performance and training received.

## 7. Complaint handling

**GM/Openings manager Sign****Date****Trainee sign****Date**

Any comments based on performance and training received.

## 8. Demonstrate ability to go the extra mile for customers

**GM/Openings manager Sign****Date****Trainee sign****Date**

Any comments based on performance and training received.



## Personnel attributes

1. Punctuality.

GM/Openings manager Sign

Date

Trainee sign

Date

Any comments based on performance and training received.

2. Reliability.

GM/Openings manager Sign

Date

Trainee sign

Date

Any comments based on performance and training received.

3. Commitment.

GM/Openings manager Sign

Date

Trainee sign

Date

Any comments based on performance and training received.

4. Take ownership and show initiative.

GM/Openings manager Sign

Date

Trainee sign

Date

Any comments based on performance and training received.

5. Attitude towards colleagues and senior managers.

GM/Openings manager Sign

Date

Trainee sign

Date

Any comments based on performance and training received.

6. Humility and integrity

GM/Openings manager Sign

Date

Trainee sign

Date

Any comments based on performance and training received

# Examples of taking ownership and initiative

Each time you display these qualities you must provide a brief explanation and have a witnessing shift manager sign it to agree your explanation.

Use the sections marked out below to provide examples of when you feel you have taken ownership and or used initiative in the restaurant.

1. Example of using initiative and or taking ownership of the restaurant.

Witness Name

Witness signature

Date

2. Example of using initiative and or taking ownership of the restaurant.

Witness Name

Witness signature

Date

3. Example of using initiative and or taking ownership of the restaurant.

Witness Name

Witness signature

Date

4. Example of using initiative and or taking ownership of the restaurant.

<b>Witness Name</b>	<b>Witness signature</b>	<b>Date</b>
5. Example of using initiative and or taking ownership of the restaurant.		

<b>Witness Name</b>	<b>Witness signature</b>	<b>Date</b>
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6. Example of using initiative and or taking ownership of the restaurant.

<b>Witness Name</b>	<b>Witness signature</b>	<b>Date</b>
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7. Example of using initiative and or taking ownership of the restaurant.

<b>Witness Name</b>	<b>Witness signature</b>	<b>Date</b>
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8. Example of using initiative and or taking ownership of the restaurant.

Witness Name

Witness signature

Date

9. Example of using initiative and or taking ownership of the restaurant.

Witness Name

Witness signature

Date

10. Example of using initiative and or taking ownership of the restaurant.

Witness Name

Witness signature

Date

## Pay rate - Sign off sheet FOH Team Member

Area manager to sign to confirm the team member has completed the required training for their pay to rise to the top level for a FOH staff member.

Staff member

Signed

Date

GM

Signed

Date

Area Manager

Signed

Date