

FOH TRAINER CHECKLIST:

Use this checklist to complete NTM Training Program.



DAY ONE:

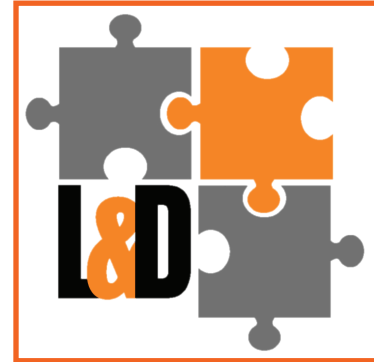
- 7:00 am - E.G.G.
 - Orientation
 - Culture
 - HR Compliance
- 9:00 am - Classroom 1 (Minus Abbreviations)
 - FW FOH Trainer Guide Pg. 1-17
 - Role Play Pre Bussing, Two Tray Bussing and Seating Etiquette using coaching model; Teach, Show, Try, Teachback, FeedBack
 - Table numbers and pivot points
- 10:00 am - Prep NTM for AYR with MOD
- 10:15 am - Follow Shift
 - Safety and Sanitation
 - * Handwashing
 - * Quat Buckets and Sani Towels
 - * "We are the wet floor sign"
 - * Broken Glass Bucket
 - * 11:00 Change Over
 - Teamwork
 - PACE
 - Alley Tour
 - * Coffee and Tea brewing and cleaning
 - * Hot Tea set up
 - * Hot Chocolate set up
 - * Juice pouring and samples
 - * Spec for glassware, straws and lemons
 - * Preserves prep and storage
 - * Running food
 - * Plating Picture Guide
 - * Proper Helm communication

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- * Proper Coffee Pot and Syrup cleanliness and storage
 - * To Go Orders
 - * Breads
 - * Answering the phone
 - * Veto Power
 - Review Host Stand
 - * Seating Etiquette
 - * Front Door Priorities
 - * No Wait
 - * Sun E Club
 - * First Watch App
 - * To Go Orders
 - * Cash Out Procedures
 - * Comps and Voids
 - * High Chair and Booster Seat location and cleaning procedures
 - Review Two Tray Bussing
 - * Table Top Set Up
 - * Pre-Bussing
 - * Two Tray Set Up
 - * Two Tray Bussing Procedure
 - * Restroom cleanliness
 - * Silverware rolling
 - NTM rings as many orders in POS as possible
 - NTM runs food with B.A.
 - NTM seats customers
 - NTM busses all tables in B.A. section
 - NTM assists B.A. with running side work, closing side work and beautification
- ☐ 1:00 pm - Abbreviations & Check Writing Class

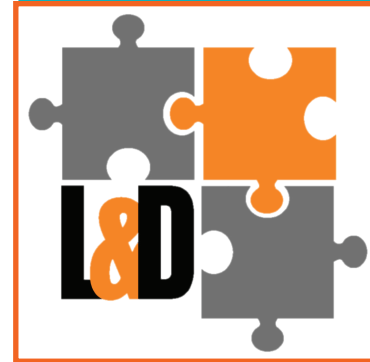
DAY TWO:

- 6:00 am - Prep NTM for AYR with MOD
- 6:15 am - Open Server Alley and FOH
- 7:00 am - Classroom 2
 - FW FOH Trainer Guide Pg. 18-25
 - 5 Steps of Service Video
 - Role Play Step #1 using coaching model; Teach, Show, Try, Teachback, Feedback
- 8:00 am - Tests
 - Abbreviations Practice Quiz
 - Table Number Quiz
- 9:00 am - Follow Shift
 - Safety and Sanitation
 - * Handwashing
 - * Quat Buckets and Sani Towels
 - * 11:00 Change Over
 - Teamwork
 - PACE
 - 10 Commandments in action
 - Quarterbacking procedure
 - NTM greets all tables and B.A. follows
 - NTM completes Step #1 in entirety for as many tables as possible
 - NTM rings all orders in POS
 - NTM drops all breads
 - NTM completes Steps #2 - #5 for all tables
 - NTM runs food with B.A.
 - NTM assists B.A. with running side work, closing side work and beautification



DAY THREE:

- 7:00 am - Prep NTM for AYR with MOD
- 7:15 am - Classroom 3
 - FW FOH Trainer Guide Pg. 26-40
 - 5 Steps of Service Video
 - Role Play Step #1 using coaching model; Teach, Show, Try, Teachback, Feedback
 - Test Review
- 8:30 am - Test
 - Check Writing Quiz
 - Table Number with Pivot Point Quiz
 - Final Abbreviations Test
- 9:30 am - Follow Shift
 - Safety and Sanitation
 - * Handwashing
 - * Quat Buckets and Sani Towels
 - * 11:00 Change Over
 - Teamwork
 - PACE
 - NTM takes 2 table section
 - NTM assists B.A. with running side work
- 2:00 pm - Mock Service with MOD
- 2:30 pm - Closing Side Work



DAY FOUR:

- 8:00 am - Prep NTM for AYR with MOD
- 8:15 am - Host
 - No Wait Management
 - * Assign server sections
 - * Add a customer to the wait list
 - * Remove a customer from the wait list
 - * Check in a customer from No Wait
 - * Seat a customer
 - * Assign wait list customers to tables
 - * Notify a customer
 - * Update table status when dirty and open
 - * Update Helm with open menu counts
- 12:00 pm - 2 table section and Server Certification #2 if necessary (if not continue with Host shift)

