



3 DAY TRAINING PLAN

DAY 1:

- UNIFORM & DRESS INSPECTION
- ICEBREAKER – TALK ABOUT PREVIOUS EXPERIENCE, EXPECTATIONS ETC.
- MAKE SURE TRAINEE HAS ALL NECESSARY HANDOUTS & JOB AIDS
- REVIEW JOB AIDS STEP BY STEP
- GIVE DETAILED TOUR OF FRONT COUNTER AREA; BRIEFLY DEMONSTRATE HOW ALL MACHINES WORK, WHERE THINGS ARE STORED ETC.
- REVIEW ALL PRODUCTS – HOT DRINKS, COLD DRINKS, BAKED ITEMS ETC.
- INTRODUCE TRAINEE TO TILL: GIVE OVERVIEW OF HOW IT WORKS, SHOW LAYOUT OF BUTTONS ETC.
- BUSSING – SHOW TRAINEE HOW TO BUS TABLES, WASHING DISHES, PUTTING AWAY DISHES (ABOUT 30 MINUTES)
- MORE TILL TRAINING – PUT TILL IN TRAINING MODE AND TRAINER POSES AS CUSTOMER. START WITH EASY ORDERS AND INCREASE IN DIFFICULTY. PAY ATTENTION TO PROPER GREETING, SMILING, SUGGESTIVE & UPSELLING, ETC.
- HAVE TRAINEE VIEW COUNTERFEIT TRAINING VIDEO
- COMPLETE DINING ROOM STATION CECKLIST AND REVIEW WITH TRAINEE

DAY 2:

- UNIFOM & DRESS INSPECTION
- REVIEW PREVIOUS TRAINING SHIFT – ASK QUESTIONS TO TEST THEIR MEMORY AND ANSWER QUESTIONS TRAINEE MIGHT HAVE
- SHOW TRAINEE FOOD PREPARATION:
 - CHEESECAKES –PLATING SLICES, PACKAGING WHOLE CAKES, FLIPPING CAKES
 - SANDWICHES – GRILLING AND PLATING
 - QUICHES, SAMOSAS & SOUP ETC.
- ALLOW TRAINEE TO PRACTICE PREPARING FOOD ITEMS. **DO NOT LEAVE TRAINEE ALONE!**
- TILL TRAINING – TRAINEE TO BACK UP TRAINER. DEMONSTRATE PROPER SERVING TECHNIQUES.
- TILL TRAINING – TRAINER TO BACK UP TRAINEE WHILE THEY SERVE CUSTOMERS. **DO NOT LEAVE TRIANEER ALONE!!**
- PRACTICE ON TILL FOR REMAINDER OF SHIFT
- COMPLETE COUNTER STATION CHECKLIST AND REVIEW WITH TRAINEE

DAY 3:

- UNIFORM & DRESS INSPECTION
- REVIEW PREVIOUS TRAINING SHIFT – ASK QUESTIONS TO TEST THEIR MEMORY AND ANSWER QUESTIONS TRAINEE MIGHT HAVE
- ESPRESSO MACHINE TRAINING:
 - EXPLAIN HOW MACHINE WORKS
 - DEMONSTRATE MAKING ESPRESSO SHOTS
 - DEMONSTRATE STEAMING MILK
 - DEMONSTRATE PREPARING ALL BEVERAGES
- ALLOW TRAINEE TO PRACTICE STEAMING MILK AND PREPARING BEVERAGES. **DO NOT LEAVE TRAINEE ALONE!!**
- CONTINUE PREPARING BEVERAGES FOR REMAINDER OF SHIFT
- COMPLETE COUNTER STATION CHECKLIST AND REVIEW WITH EMPLOYEE

NOTES:

- TRAINING SHIFTS ARE DESIGNED TO BE 4 HOURS EACH. THIS WILL HELP DIVIDE THE TRAINING INTO CHUNKS AND NOT OVERWHELM THE TRAINEE.
- SCHEDULE SO THAT TRAINER AND TRAINEE ARE OVER AND ABOVE THE SCHEDULE ON THE FIRST DAY, AND TRAINEE IS OVER AND ABOVE ON THE 2ND AND 3RD DAY.
- AFTER THESE TRAINING SHIFTS, THE TRAINEE WILL BE EXPECTED TO WORK AS A REGULAR PERSON ON THE SCHEDULE, BUT ENSURE THEY ARE SCHEDULED FOR THE “EASIER” SHIFTS IN THE FIRST LITTLE WHILE.
- DURING THE INITIAL TRAINING PERIOD, DON’T WORRY TOO MUCH ABOUT A LOT OF THE CLEANING AND STOCKING DUTIES. FOCUS ON GETTING THE TRAINEE TO BE PRODUCTIVE ON THE FRONT LINE, AND THEN TEACH THE OTHER MISCELLANEOUS TASKS ON SUBSEQUENT SHIFTS.
- SCHEDULE THE TRAINING SHIFTS DURING SLOWER PERIODS OF THE DAY. A TRAINEE WILL BE MUCH MORE SUCCESSFUL IF THEY HAVE AN OPPORTUNITY TO PRACTICE WHEN IT’S NOT BUSY. YOU ALSO WANT TO ENSURE THE TRAINING DOES NOT INTERFERE WITH REGULAR BUSINESS.