



Washington
Hospitality
Association



RO Restaurant
owner.com

**Unlocking the
Full Power of
RestaurantOwner.com**



Today's Presenters



Sara Bray

Vice President

Workforce & Business Development



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Sr Director,

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Our Mission

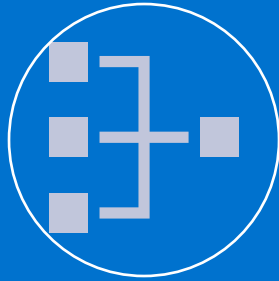
To change lives by educating and inspiring independent restaurant owners and managers to engage their team, delight their guests, and build an exceptional business.



Welcome and Introduction



Training LMS



Systems &
Templates



Operational
Best Practices



Financial &
Management
Tools



Leadership &
Team
Development



What You'll Get Today

- ✓ **Navigate and Utilize the Full Resource Library**
- ✓ **Implement Effective Staff Training Systems**
- ✓ **Turn Tools into Actionable Results**



Section 1: Leveraging the Resource Library

1. Articles, templates, videos, courses
2. Organized by topic and role
3. Built for real problems



What You'll Find



How to Use it Effectively

From Content to Action

- Articles → guidance
- Templates/Systems → execution
- Videos → training

Where to Begin


- ✓ Start with a problem
- ✓ Search by keyword
- ✓ Use filters

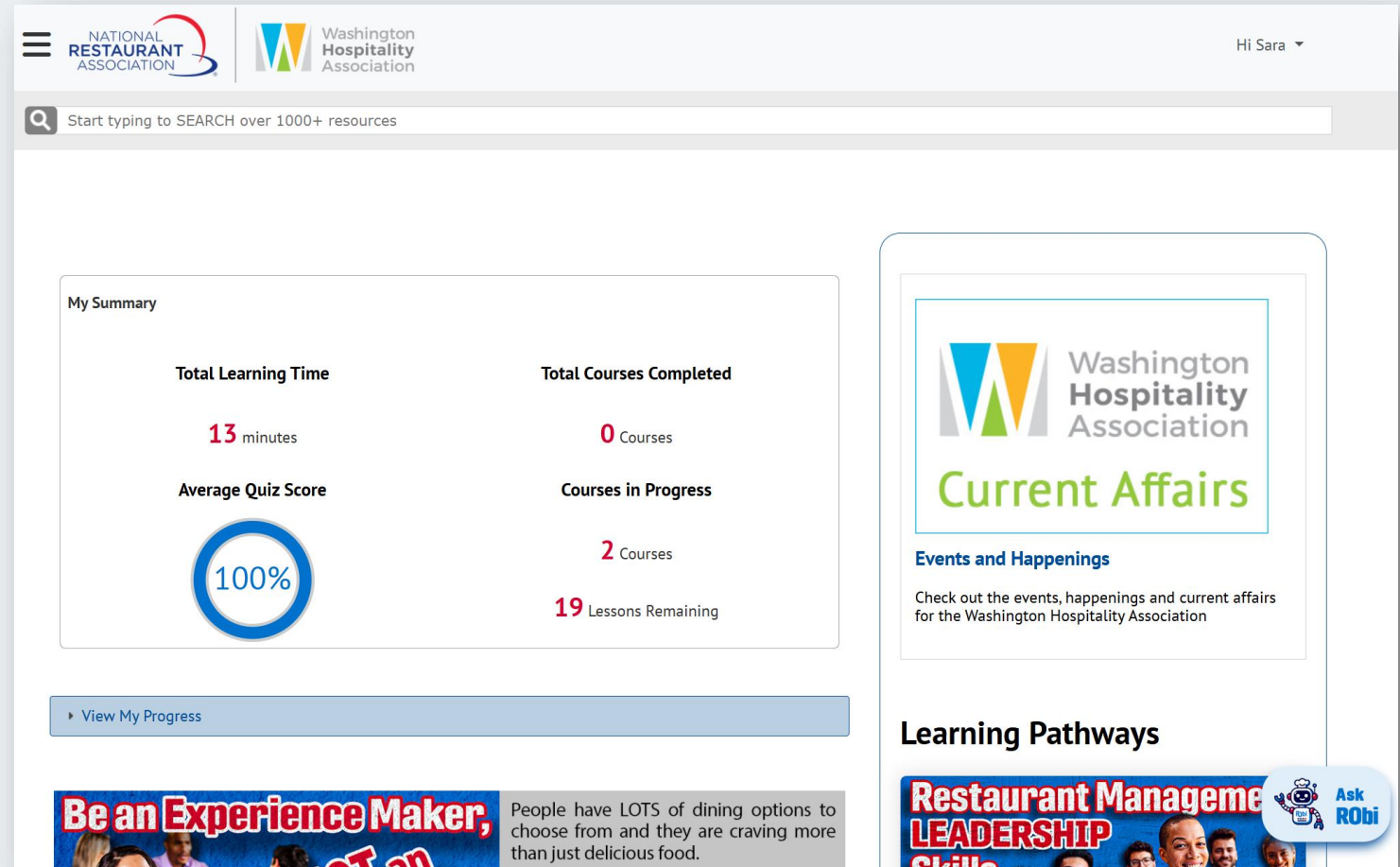


The screenshot shows the Restaurant Owner.com website interface. At the top, there is a search bar containing the text "Recipe Costing". Below the search bar is a blue banner with the text "Resource Library" and "Quickly find the specific resources you want by using our state of the art content filters. Filter by content type or topic." Below the banner, there are search results for "Recipe Costing" with a close button (x). There are options to "Clear Filters" and "Sort By: Most Relevant" with a grid icon and a help icon (?). Below these are filter dropdowns for "Content Type", "Role", "Language", and "Topic". At the bottom, there are two search results cards. The first card is titled "SYSTEM Menu Costing" and features a photo of a chef looking at a tablet. The second card is titled "ONLINE COURSE Menu Costing Basics" and features a photo of two chefs looking at a tablet. Both cards have a brief description: "Knowing what each of your menu items costs to prepare is one of the most basic yet overlooked aspects of running a profitable restaurant. Costing". The second card also has a "Ask RObi" button with a robot icon. A red arrow points from the right towards the "Ask RObi" button.



Live Demo: Finding & Using Resources

- Home page 
- Resource library
- Search & Filter
- Share tools
- RObi



The screenshot displays the user interface of the Washington Hospitality Association website. At the top, there are logos for the National Restaurant Association and the Washington Hospitality Association, along with a user greeting "Hi Sara". A search bar is prominently featured with the text "Start typing to SEARCH over 1000+ resources".

The main content area is divided into two columns. The left column, titled "My Summary", contains a grid of statistics:

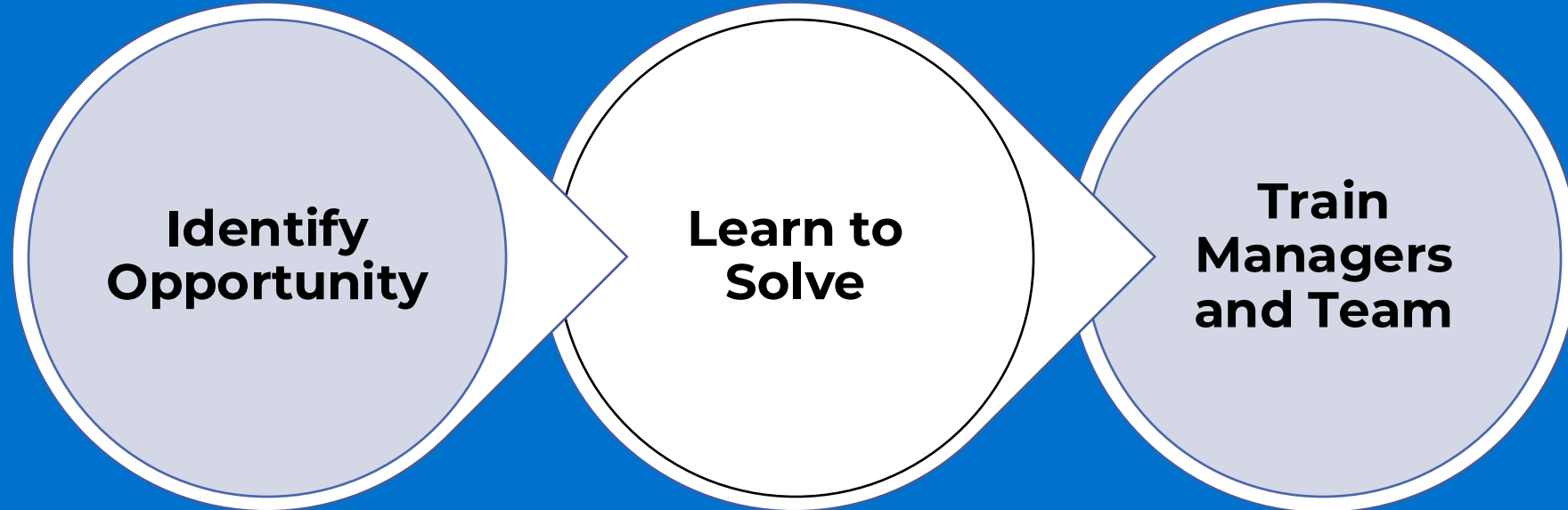
Metric	Value
Total Learning Time	13 minutes
Average Quiz Score	100%
Total Courses Completed	0 Courses
Courses in Progress	2 Courses
Lessons Remaining	19 Lessons Remaining

Below this summary is a button labeled "View My Progress".

The right column features a "Current Affairs" section with the Washington Hospitality Association logo and the text "Events and Happenings". Below this, there is a "Learning Pathways" section with a banner for "Restaurant Management LEADERSHIP Skills" and a "Ask RObi" chatbot icon.

At the bottom of the page, there are two promotional banners. The left one says "Be an Experience Maker, GET AN" and the right one says "Restaurant Management LEADERSHIP Skills".

Navigate and Utilize the Full Resource Library



Section 2: Why Training Systems Matter

1. Reduce turnover
2. Improve consistency
3. Build stronger teams



The Common Problem



- No structure
- No tracking
- No accountability

When Training is Inconsistent:



**Every shift looks
different**



**Standards depend
on the manager**

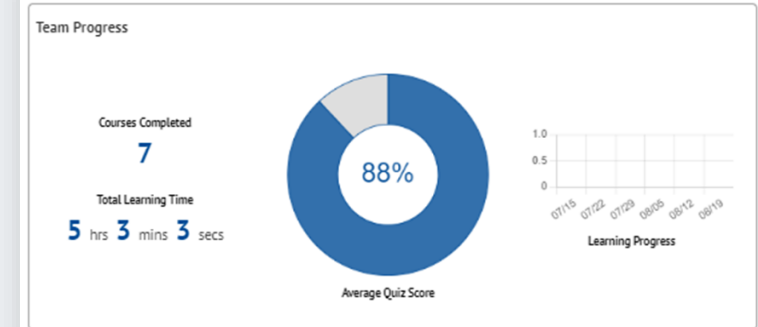


**New hires feel unsure
and overwhelmed**

What the Learning System Does

- Assign training
- Track progress
- Customize by role

Restaurant Team Learning Progress



Manager Progress

Filters Status: Restaurant:

Manager	Restaurant	Total Learning Time
+ Colleen Pritchard	Bluefish Grill - Richmond Bluefish Grill - Sugarland Bluefish Grill - Dallas	15 mins
+ Robert Sanford	Bluefish Grill - Richmond	1 hr 49 mins
+ Manager1 Access	Bluefish Grill - Richmond	0 mins

1 - 3 of 3 items

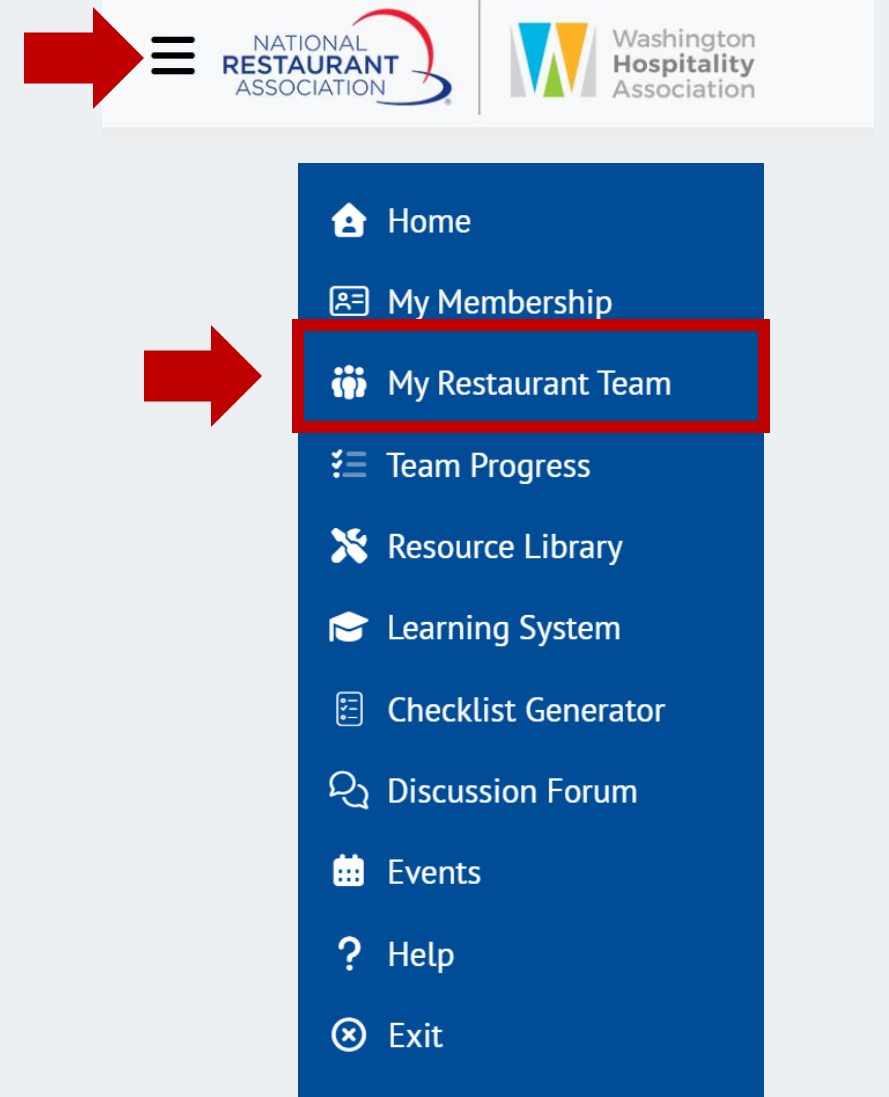
Manager Learning Pathway Progress

Filters Status: Restaurant:

Manager	Restaurant	Total Learning Time
+ Colleen Pritchard	Bluefish Grill - Richmond Bluefish Grill - Sugarland Bluefish Grill - Dallas	15 mins
+ Robert Sanford	Bluefish Grill - Richmond	1 hr 35 mins
+ Manager1 Access	Bluefish Grill - Richmond	0 mins

How It Works Live Demo: Setting up Your Training System

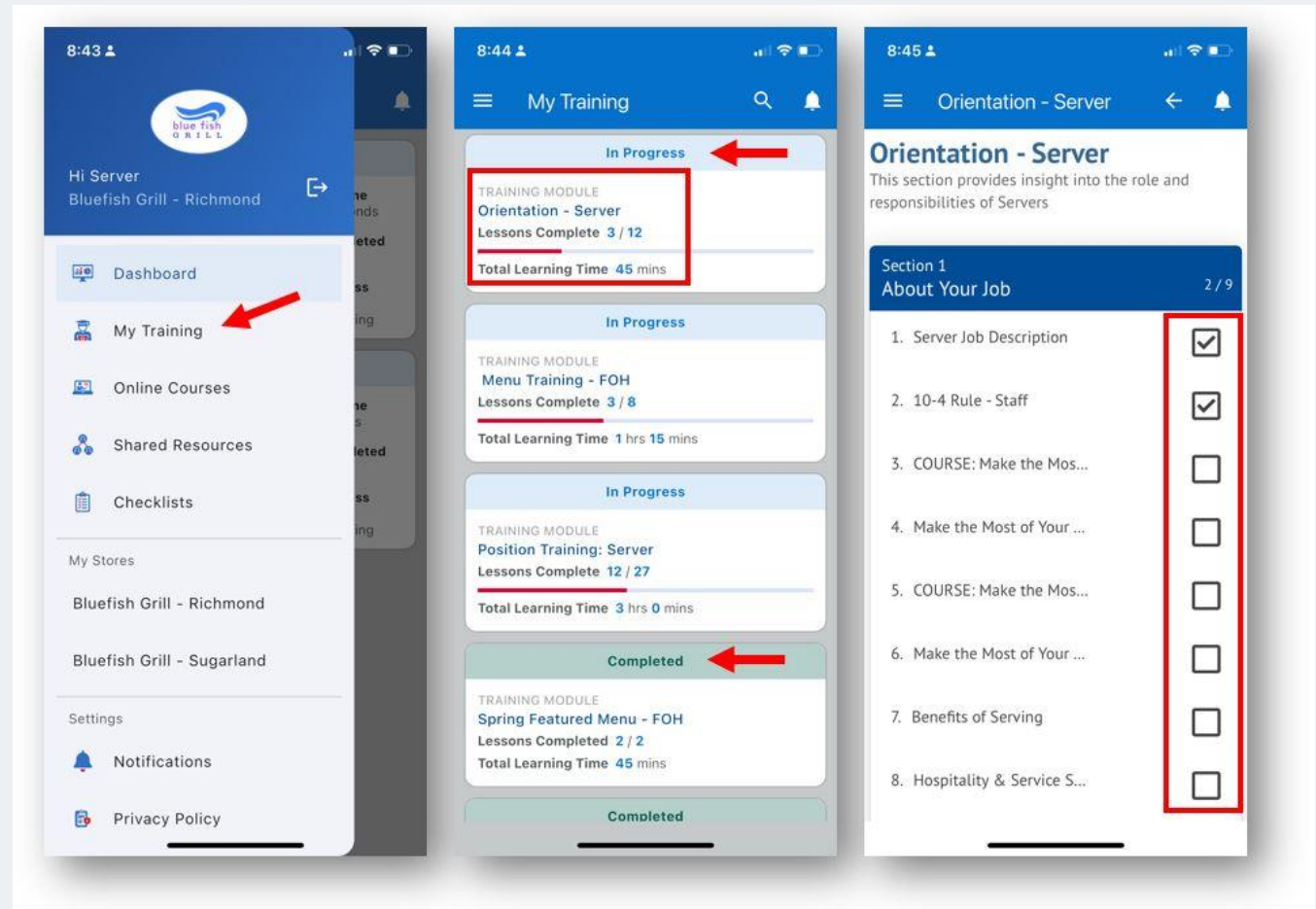
- Add team
- Assign training
- Track progress



Training on the Go

- Mobile access
- Anytime learning

To learn more: search “Team App” in the Resource Library



Advanced Training (Premium)

- Upload your own content
- Combine with RO resources
- Build custom programs

NATIONAL RESTAURANT ASSOCIATION | Washington Hospitality Association | Hi SRA

Start typing to SEARCH over 1000+ resources

Build Your Custom Training

Simply follow these step-by-step procedures to properly set up online training for your restaurant. *Click on the Steps below to see the instructions for each step*

- ▶ Step 1 - Set Up Your Restaurant Team
- ▶ Step 2 - Plan and Outline the Training Modules
- ▶ Step 3 - Create Training Modules with Sections
- ▶ Step 4 - Build Your Content Library
- ▶ Step 5 - Add Lessons and Quizzes to the Training Module Sections
- ▶ Step 6 - Edit Lesson Content and Quizzes
- ▶ Step 7 - Assign & Rank Training Modules
- ▶ Step 8 - Test and Modify
- ▶ Step 9 - Go LIVE

Lesson and Quiz Templates
We have converted our handbook and training manuals into individual lesson templates that can be easily modified to reflect your specific restaurant systems. We've also added more than 100 micro-training videos to these lesson templates. And, we've even added dozens of quiz templates to support the lesson templates.

Custom Training Platform - Resources and Help Aids
Resources and Help Aids for setting up and using the Custom Training Platform

Getting Started

Custom Training

Get Started

Add/Edit Training Modules

Add/Edit Lesson Content

Add/Edit Quizzes

Resources and Help Aids

Custom Training Resources

Preview More Than 400 Lesson Content and Quiz Templates

Welcome to our template library! We have converted our handbook and training manuals into individual lesson content templates that can be easily modified to reflect your specific restaurant systems. We've also added more than 100 micro-training videos to these lesson content templates. And, we've even added a selection of quiz templates to support the lesson content templates.

This ensures that you don't have to start from scratch and can easily transfer and customize the lesson content and quizzes to fit your needs.

Preview Lesson Content and Quiz Templates Library



Each piece of lesson content or quiz has been tagged for easy list filtering. First, select either the (Lesson) Content Templates or Quiz Templates tab. Next, use the dropdown tool to filter the lessons and quizzes by selecting a tag. Then, click on the **preview icon** to view a lesson or quiz within the filtered list. Click on the + sign to import selected lessons and quizzes to your content*.

* You must have a premium membership to import templates into our custom training platform. Learn how to upgrade your membership [here](#).


The screenshot shows a web interface for a template library. At the top, there are two tabs: "Content Templates" (which is active) and "Quiz Templates". Below the tabs is a dropdown menu currently set to "All". The main area displays a list of three lesson templates, each with a title, a brief description, and a preview icon (an eye with a plus sign).

Content Templates	Quiz Templates
All	
BARTENDER Sidework Duties Duties performed by the Bartender outside of serving guests at the table are called sidework.	+
BARTENDER End of Shift/Checkout Procedures	+
BARTENDER In Summary Our goal is to help you become more organized during your shift so that you can become more competent and relaxed when the "big slam" does come.	+


Custom Training Resources

Hi Sara ▾


[Home](#) / [Resource Library](#) / [Staffing](#) / [Training](#) / [Restaurant Training Tools](#)



Share This



Bookmark This



Print


DOWNLOAD

Restaurant Training Tools

Creating a world class training program can take weeks, months or even years. Whether you're starting from scratch, or simply looking for a faster way to upgrade your current training program, our downloadable restaurant training templates can save you hundreds of hours that could be better spent serving your guests.

These templates are available in editable formats for both printed copy and online learning management systems. They are available in Microsoft Word, Excel and PowerPoint file formats and can be easily saved to Google drive formats.

Restaurant Training Resources




DOWNLOAD

Restaurant Employee Training Programs – Tableservice Restaurant

In a recent RestaurantOwner.com survey, owners and managers agreed that most restaurants needed to improve in the areas of training and developing staff, holding people accountable, and motivating and encouraging staff.


Training



DOWNLOAD

Restaurant Training Agenda Templates - All Positions

The Restaurant Training Agenda Templates provide recommended training schedules by position for newly-hired staff. The Training Agenda helps to organize all aspects of a new hire's training and onboarding resources so that they feel valued, know what is expected from them, and ensure they are confident in performing the job duties for their role.



Line Cook Training Program

Training Module Set-up – Planning Worksheet

Module	Onboarding – Line Cook		
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Section 1	About Your Job		
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	Lesson Content	Tag	Source
1	Job Description	Onboarding - Specific	Content Template
2	Uniform Standards	Video -All Team Member	Content Template
3	Course: Make the Most of Your First Day – Part 1	COURSE	Content Template
4	Make the Most of Your First Day – Part 1 Quiz		Quiz Template
5	Course: Make the Most of Your First Day – Part 2	COURSE	Content Template
6	Make the Most of Your First Day – Part 2 Quiz		Quiz Template
7	What it Costs to Run a Restaurant	Video -All Team Member	Content Template

Section 2	About Your Training		
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	Lesson Content	Tag	Source
1	Line Cook Training	Onboarding - Specific	Content Template
2	Line Cook Training Agenda	Training Tools	Content Template
3	Line Cook Training Certification	Training Tools	Content Template
4	Line Cook Validation Worksheet	Training Tools	Content Template

Restaurant Training Overview

New Hire Onboarding

Ongoing Development

Orientation General

Key policies, tools,
culture to support
success

Orientation Position

Overview of role
and outlines
training

Menu Position

Menu knowledge
for both FOH and
BOH, emphasizing
essential skills

Team Member Position

Standards for
performing key
responsibilities

Management Position

Leadership
development
targeted training
and completion of
11 core modules

Skills

Targeted learning aligned
with individual roles to
strengthens skills and
knowledge

Tips for Building High-Impact Training Programs

Onboarding - General

- ✓ **About Us:** Short video to welcome and share your restaurant's mission, vision, and core values
- ✓ **About Working Here:** Practices, policies and procedures fit your restaurant operations

Onboarding – Position Specific

- ✓ **About Your Job:** Current Job Description
- ✓ **About Your Training:** Outline of your training schedule or agenda

Tips for Building High-Impact Training Programs

Menu Training

- ✓ **Photos:** Take pictures of the finished presentation or every menu item.
- ✓ **BOH Recipe References:** Use menu item build from recipes (ingredients, amounts, and order)
- ✓ **FOH Menu Descriptions:** List ingredients, cooking methods, abbreviations, allergens, and key information

Position Training

- ✓ **Position Task Checklists:** Opening and closing duties, side work cleaning checklists,
- ✓ **FOH:** Identify steps of service, floor plans (table numbers), handling guest complaints, cash handling practices
- ✓ **BOH:** Station diagrams, equipment operation & maintenance, prep lists & waste management systems/forms

Restaurant Team Learning Progress

Team Progress

Courses Completed
7

Total Learning Time
5 hrs 3 mins 3 secs

Average Quiz Score
88%

Manager Progress

Filters Status: **Active** Restaurant: **All Restaurants**

Manager	Restaurant	Total Learning Time
+ Colleen Pritchard	Bluefish Grill - Richmond Bluefish Grill - Sugarland Bluefish Grill - Dallas	15 mins
+ Robert Sanford	Bluefish Grill - Richmond	1 hr 49 mins
+ Manager1 Access	Bluefish Grill - Richmond	0 mins

1 - 3 of 3 items

Manager Learning Pathway Progress

Filters Status: **Active** Restaurant: **All Restaurants**

Manager	Restaurant	Total Learning Time
+ Colleen Pritchard	Bluefish Grill - Richmond Bluefish Grill - Sugarland Bluefish Grill - Dallas	15 mins

Your Logo Here

Bluefish Grill - Richmond ID: 6105

Team Portal

Dashboard My Training Online Courses Learning Resources

Training Progress

Status: **All**

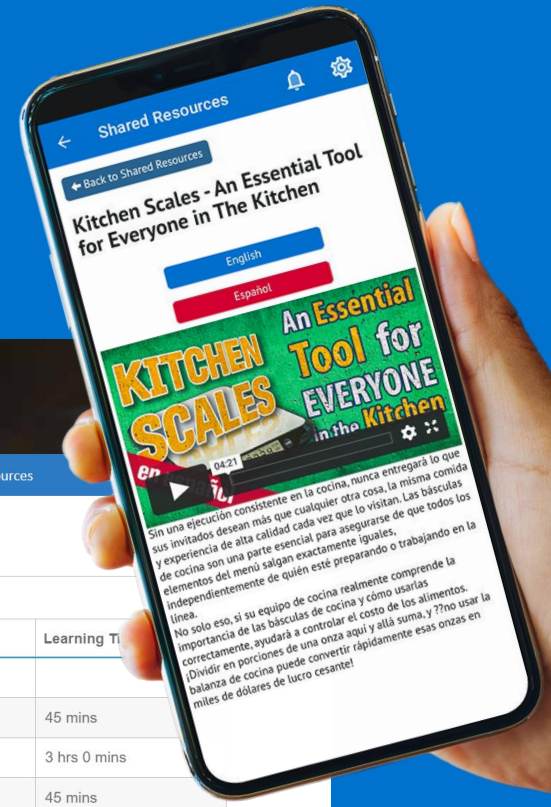
Custom Training	Completed	Learning Time
Onboarding - General	0%	
Onboarding - Server	8%	45 mins
Position Training: Server	22%	3 hrs 0 mins
Spring Featured Menu - FOH	0%	45 mins

1 - 4 of 4 items

Status: **All**

Course Name	Completed	Average Quiz Score	Learning Time
Words Matter	0%	0%	
Safety/Sanitation	0%	0%	
Customer Service Basics (FOH)	0%	0%	

1 - 3 of 3 items



What This Means for You



- ✓ Clear accountability
- ✓ Better coaching
- ✓ Consistent execution

Section 3:

Beyond Training: Operational Tools

1. Checklists

2. Templates

3. Systems



Do You Have a Systems Gap?



We're good when Alex is here.

I can't really step away yet.

Why does every shift feel different?

I hope tonight goes smoothly...

What Inconsistency Really Costs You



Team burnout



Margin leaks



Guest trust

High-Cost Inconsistency Zones



1. BOH execution
2. FOH experience
3. Shift Leadership Execution
4. Training Consistency
5. Staffing & Scheduling Execution

How to Spot High-Cost Inconsistency Zones



Every Effective System Has Four Parts

1. Clear outcome
2. Defined steps
3. Simple tools
4. Verification

Tip: Turn Tribal Knowledge into Systems



#1: Clear Outcomes

"What does
SUCCESS look like?"

*Insight: If two people disagree
whether it was done well, the
outcome isn't clear enough.*



#2: Defined Steps

"What are the exact **STEPS** to get there?"

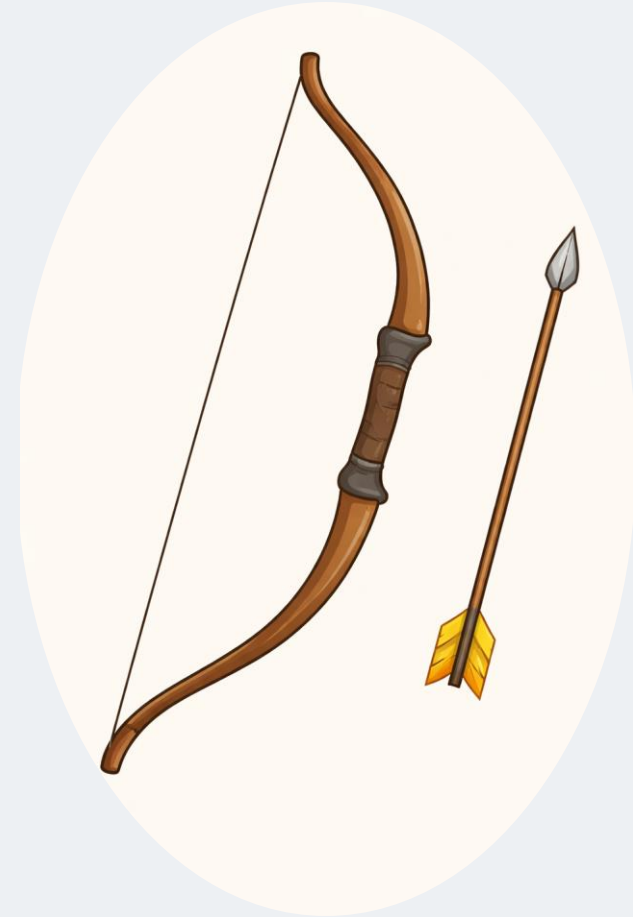
Insight: If shortcuts appear, the steps are either unclear or unrealistic.



#3: Simple Tools

"What **SUPPORTS**
the steps?"

*Insight: If a tool isn't used
under pressure, it isn't a tool
– it's paperwork.*



#4: Verification

"How do we KNOW
it worked?"

*Insight: What isn't checked
eventually stops happening.*



Example: Service Steps & Timing

1. Clear outcome

- Every guest feels welcomed, cared for, and confident throughout their visit.

2. Defined steps


- Example: Immediate acknowledgement. Anticipatory care. Appreciative farewell.

Example: Service Steps & Timing

3. Simple tools

4. Verification

Double click on logo to select then insert your logo



Basic Steps of Service

Restaurant's Mission Statement: _____

Service Steps	When to Begin	Delivery Time	Key Points
Server Greeting	Within 1 minute of guest(s) sitting.	1 minute	The 4 Rules 1. Welcome every guest with <u>a</u> eye contact and a genuine smile. 2. Greet: "Welcome! When was the last time you dined with us?" Respond appropriately. 3. "May I offer you ___ (make 2-3 drink suggestions) ___?" 4. "Excellent. I'll get you that right away. By the way, my name is _____. Please let me know if you need anything."
Beverage Order	Within 1-2 minute of being seated.	Return within 2-4 minutes	<ul style="list-style-type: none"> - Check ID for all alcohol orders. - Enter drinks in POS before service.
Appetizer Order	Within 3 minutes of being seated. When taking or returning with drink order.	5-7 minutes from entering order in POS (time depends on item)	<ul style="list-style-type: none"> - Recommend two appetizers instead of asking if the guest wants one.
Entrée Order	Within 5 minutes of taking appetizer order (after putting appetizer in computer).	If the restaurant is full, the goal is 15 minutes maximum. If it isn't, goal is 10-12 minutes.	<ul style="list-style-type: none"> - Enter all special requests in the POS and communicate directly with the kitchen if further clarification is needed.
Alcohol Order	With or before entrée order.	3 minutes	<ul style="list-style-type: none"> - Check ID. - Servers are responsible for running their drinks and opening bottles at the table.
Running Food	As soon as the food is ready.	Offer support to teammates by running food when available.	<ul style="list-style-type: none"> - Confirm each dish is presentable before leaving the kitchen. - Deliver food to the correct table and guest using seat numbers when provided.
2-Bite Checkback (Table Check Back)	Within 2 minutes of entrée delivery	2 minutes	<ul style="list-style-type: none"> - The Two-Bite Checkback is required every time the guests receive food and/or alcoholic beverages. - This is the best way to get ahead of guest complaints. - Within 2 minutes, check in with the table and see how

Start with these Core Systems

What systems will have the fastest return and biggest impact on my guests?



- Inventory & Ordering
- Recipes & Portion Control
- Guest Greeting & Seating
- New Hire Onboarding
- Opening/Closing Procedures

Your Action This Month

Pick One Zone

Ex: Training Consistency

Create One System

Ex: Onboarding Experience

ONBOARDING CHECKLIST



Employee Name:	Employee Position:
Manager/Trainer Name:	Employee Start Date:

PART 1 – Preparation Conduct any time prior to the employee's 1st day

- Ensure that the employee has been scheduled for one or more shifts.
- Ensure that the time clock system is setup to allow the employee to clock-in and clock-out.
- Order name badges, uniforms, and/or any other supplies so that they arrive prior to the employee's first shift.
- Reserve a copy of the employee handbook.
- Review the employee's application materials to familiarize yourself with their experience, training, and education.
- Assign a "Buddy" to assist the employee with getting acquainted and adjusted, and answer questions.
- Schedule the "Buddy" to work the same shifts for the new employee's first five shifts.
- Prepare a New Employee Welcome Kit for the employee (greeting card, free entrée voucher, gift basket, etc.).

PART 2 – Pre-boarding Conduct the day before the employee's 1st day

- Call the employee the day before their shift to welcome the employee to the restaurant and restaurant team.
- Find out what name the employee prefers to go by.
- Explain to the employee that they will be paid starting tomorrow and remind them of their payrate
- Remind the employee of their shift start time, and when they should arrive (15 minutes before their shift).
- Share with the employee any policies they must follow before reading the Employee Handbook (parking, dress code, mobile phone policy)
- Ask and answer any questions the employee may have before their first day.
- Provide the employee with the name and contact information of a manager that can answer any questions they have before their first day.
- End with reminding the employee how excited you are that they have joined the restaurant team.

Final Thoughts — Set Yourself Up to Win

- Preparation creates confidence—for you and your team
- Clear systems prevent most problems
- Consistency matters more than perfection
- What you allow or don't allow becomes your standard



How Can We Help?

- ✓ Ask questions
- ✓ Request a personal demo
- ✓ Learn More



Patricia Estevez Luque

WHA Client Success Manager
Manager

[Schedule a Meeting
info@restaurantowner.com](mailto:info@restaurantowner.com)



We help independent operators build and run more consistent, profitable restaurants with practical **systems**, **training**, and **tools** you can implement immediately.

Thanks for attending!

WHA Landing Page
With Exclusive Member Pricing

