

METHODS FOR TRAINING RESTAURANT STAFF



INSTRUCTING

This is a personal form of training. Employees are given instructions in verbal, written or audio format on how to accomplish a task, without any demonstrations. It is useful for reinforcing a portion of training that is hands-on at a later time.



DEMONSTRATING

It can be done in person or through video and it involves a demonstrator performing the tasks that the new employee must learn. It is one of the best teaching methods because employees learn by seeing and doing, rather than just reading or hearing.



SHADOWING

It consists of a trainee accompanying a more experienced employee and observing them as they perform their regular duties. It exposes the employee to real-world scenarios. This can turn into a hassle for the experienced employee as some restaurants tend to use this training method on slow nights.



MENTORING

In this method a peer mentor is assigned to assist new employees. The mentor is usually an expert in the area and trains every employee the same way every time. This type of training takes off some of the weight of the manager shoulder.



SUPERVISION

This method consists of the trainee performing work tasks under close supervision. It allows the trainer to correct on the fly and observe the business progress. It is a method usually employed before the trainees are deemed competent enough to handle tasks on their own.



ROLE-PLAYING

In role-playing employees perform their duties with the trainer playing the role of a customer. This method gives the trainee the chance to experience the pressure and potential behaviors he will encounter on the job. This technique helps build confidence and experience prior to having the trainee work on his own.



MYSTERY SHOPPER

This technique is mainly used for ongoing training and performance feedback. A mystery shopper comes to the restaurant and after they eat they fill in a checklist about their experience. Usually the checklist details everything from the cleanliness to the lighting and the music. The results are reported later and discussed with the staff.



SOURCES

<http://www.hilliers.com>
<http://www.restaurant-hospitality.com>
<http://www.forbmagazine.com>
<http://www.foodbusinessinsights.eu>



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Fine Dining Server Training Guide

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Table of Contents Fine Dining Server Training Guide

1. Understanding the eBook Fine Dining Server Training Guide
 - The Rise of Digital Reading Fine Dining Server Training Guide
 - Advantages of eBooks Over Traditional Books
2. Identifying Fine Dining Server Training Guide
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Fine Dining Server Training Guide
 - User-Friendly Interface
4. Exploring eBook Recommendations from Fine Dining Server Training Guide
 - Personalized Recommendations
 - Fine Dining Server Training Guide User Reviews and Ratings
 - Fine Dining Server Training Guide and Bestseller Lists
5. Accessing Fine Dining Server Training Guide Free and Paid eBooks
 - Fine Dining Server Training Guide Public Domain eBooks
 - Fine Dining Server Training Guide eBook Subscription Services
 - Fine Dining Server Training Guide Budget-Friendly Options

6. Navigating Fine Dining Server Training Guide eBook Formats
 - ePub, PDF, MOBI, and More
 - Fine Dining Server Training Guide Compatibility with Devices
 - Fine Dining Server Training Guide Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Fine Dining Server Training Guide
 - Highlighting and Note-Taking Fine Dining Server Training Guide
 - Interactive Elements Fine Dining Server Training Guide
8. Staying Engaged with Fine Dining Server Training Guide
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Fine Dining Server Training Guide
9. Balancing eBooks and Physical Books Fine Dining Server Training Guide
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Fine Dining Server Training Guide
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Fine Dining Server Training Guide
 - Setting Reading Goals Fine Dining Server Training Guide
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Fine Dining Server Training Guide
 - Fact-Checking eBook Content of Fine Dining Server Training Guide
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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