# HILLSTONE

RESTAURANT GROUP

# **Hillstone Restaurant Group Training Manual**

**Victor Bennett** 

#### **Hillstone Restaurant Group Training Manual:**

Restaurant Training Manual Jeffrey Schim, Donna L. Schim, 2016-04-02 Whether you are a new restaurant or an existing restaurant the restaurant training manual will be the perfect guide to train your management and staff members This guide covers all aspects of restaurant management and operations This training manual goes into detail on how to provide top notch customer service kitchen and food preparation tracking inventory and sales managing food and labor cost how to be prepared for emergencies and daily restaurant operations. Use different sections in this manual to train cooks prep cooks dishwashers servers greeters bartenders and barbacks We recommend using the entire manual to train managers since they need to know all the areas in the restaurant The information in this manual has been used in many successful restaurants The material in this manual was created by individuals who worked in the restaurant industry and know how to create a thriving business with exceptional customer service The manual includes the following management topics Orientation Sexual Harassment Open Door Policy Minor Laws What Makes a Great Manager Manager Job Description Hiring and Termination Procedures Interviewing and Hiring Process Application and Hiring Do s and Don ts of Hiring Interviewing Process Suspending Terminating Employees The Manager's Walk through and Figure Eights Opening Closing Manager Responsibilities Opening Manager Responsibilities Closing Manager Responsibilities Restaurant Pre Shift Alley Rally Call Outs Communication Skills How to Read Body Language The Customer's Eyes How to Prevent Guest Complaints Guest Recovery Restaurant Safety Flow of Food Food Safety Allergens Time Temperature Food Borne Illness Cash Procedures Bank Deposits Manager Computer Functions Bookkeeping Management Cash Register Audits Management Safe Fund Audits Management Perpetual Inventory Audit Labor and Food Cost Awareness Food Cost Awareness Inventory Food Cost Awareness Theft Food Cost Awareness Preventive Measures Restaurant Prime Cost Restaurant Emergency Procedures Refrigerator Units Freezer Units Procedures Robberies Fires Responsibility of Owner Employer The Restaurant **Training Program** Karen E. Drummond, 1992-08-04 This ready to use staff training manual covers three basic areas safety and sanitation food production skills and service ability Discusses standard industry procedures and practices with instructions for customizing to individual restaurant operations Presents 30 training outlines featuring ready to photocopy transparency masters and employee materials such as summaries exercises and guizzes Also includes a variety of suggested training techniques The Encyclopedia of Restaurant Training Lora Arduser, Douglas Robert Brown, 2005 Book CD ROM Training is an investment for the future the only foundation on which success can be built Training delivers excellence in product and performance elevating a good restaurant into a great one Training will keep the skills of its employees and management sharp But in no other industry is its absence or presence as obvious as it is in the food service industry It is hard to find good qualified employees and even harder to keep them In addition unemployment levels are low and competition for qualified workers is tough What s the answer Training Constant training and re enforcement keeps

employees and management sharp and focused and demonstrates the company cares enough to spend time and subsequently money on them And that s precisely what this encyclopaedic book will do for you be your new training manager The first part of the book will teach you how to develop training programs for food service employees and how to train the trainer The book is full of training tips tactics and how to s that will show you proper presentation and how to keep learners motivated both during and after the training The second part of the book details specific job descriptions and detailed job performance skills for every position in a food service operation from the general manager to dishwasher There are study guides and tests for all positions Some of the positions include General Manager Kitchen Manager Server Dishwasher Line Cook Prep Cook Bus Person Host Hostess Bartender Wine Alcohol Service Kitchen Steward Food Safety Employee Safety Hotel Positions etc Specific instructions are provided for using equipment as well Fundamentals of Training Manual for Waiter and Restaurant Owner ,2014 The Professional Server Edward Sanders, Marcella Giannasio, Paul Paz, Ron Wilkinson, 2017-02-09 For undergraduate Culinary and Hospitality courses that focus on dining room service training and banquet catering and buffet service training Complete coverage of all aspects of dining room service with real life examples and updated information on technology in the industry In The Professional Server students get an introduction to the many aspects of being a professional server and experienced servers get an excellent reference to consult for various techniques and service situations they face in their day to day work This popular resource features easy to read self contained chapters which flow in a logical sequence and allow flexibility in teaching and learning Coverage includes areas such as professional appearance guest communication table settings food wine and beverage service and current technologies Restaurant Reality stories and step by step photographs give students an insider s look into what makes an effective server The Development of Employee Handbook and Service Training Manuals for a Restaurant Scott Alexander McCrae, California State University, Sacramento, 1984 Food and Beverage Service Training Manual with 225 SOP Hotelier Tanji, 2014-02-16 ATTENTION You can Download Ebook PDF and PowerPoint Version of this book from the author website Please Google Hotelier Tanji Hospitality School to visit the web site and get Hotel Restaurant Management Training Videos Guides PowerPoints and Hundreds of Free Training Tutorials This Food Beverage Service Training Manual with 101 SOP will be a great learning tool for both novice and professional hoteliers This is an ultimate practical training guide for millions of waiters and waitresses and all other food service professionals all round the world If you are working as a service staff in any hotel or restaurant or motel or resort or in any other hospitality establishments or have plan to build up your career in service industry then you should grab this manual as fast as possible Lets have a look why this Food Beverage Service training manual is really an unique one A concise but complete and to the point Food Beverage Service Training Manual Here you will get 225 restaurant service standard operating procedures Not a boring Text Book type It is one of the most practical F B Service Training Manual ever Highly Recommended Training Guide for novice hoteliers and hospitality

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