|  |  |  |  |
| --- | --- | --- | --- |
| **Trainee** |  | **Date** |  |

 (first day of training)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Activity** | **Trainer Initials** | **TraineeInitials** | **Date Completed** | **Activity Observed\*** |
| Principles of Hospitality – Explain and Discuss |  |  |  |  |
|  🞏 Hospitality versus Service |  |  |  |  |
|  🞏 Impact on the guest experience  |  |  |  |   |
|  🞏 Having a Hospitality Mindset  |  |  |  |  |
|  🞏 Showing Hospitality toward fellow team members  |  |  |  |  |
|  🞏 “Assume the Best”  |  |  |  |  |
|  🞏 If appropriate, seek ways to build rapport and  personal connection |  |  |  |  |
|  🞏 Goal is to serve, delight, build loyalty |  |  |  |  |
| Table Greeting |  |  |  |  |
|  🞏 Smiles & eye contact |  |  |  |  |
|  🞏 Welcome & recognize everyone at table  |  |  |  |  |
|  🞏 Personal, not scripted |  |  |  |  |
|  🞏 Be present; not rushed or distracted |  |  |  |   |
|  🞏 Read the table – what experience do they want |  |  |  |  |
|  🞏 Appropriate body language, vocal tone, level of enthusiasm, facial expressions |  |  |  |  |
|  🞏 Make guests feel welcome, important, special, that they are in friendly, capable hands |  |  |  |   |
| Order Taking |  |  |  |  |
|  🞏 Smiles & eye contact with each guest |  |  |  |  |
|  🞏 Focused, not rushed |  |  |  |  |
|  🞏 Make appropriate recommendations, what guests |  |  |  |  |
|  may genuinely enjoy |  |  |  |  |
|  🞏 Handle special requests graciously |  |  |  |  |
|  🞏 Reinforce guest decisions when appropriate |  |  |  |  |
| Checkback |  |  |  |  |
|  🞏 Ask specific questions; never “How’s everything?” |  |  |  |  |
|  🞏 Be genuinely interested in responses |  |  |  |  |
|  🞏 Guests will sense you want to make everything  “perfect”  |  |  |  |  |
|  🞏 Handle requests, issues graciously |  |  |  |  |
|  🞏 If issues, “thank them” for telling you |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Activity** | **Trainer Initials** | **TraineeInitials** | **Date Completed** | **Activity Observed\*** |
| Check Presentation |  |  |  |  |
|  🞏 Be certain no additional orders to place |  |  |  |  |
|  🞏 If not apparent, tactfully ask if more than 1 check |  |  |  |  |
|  🞏 Deliver check at appropriate time |  |  |  |  |
|  🞏 Assure guest(s) “whenever you are ready” |  |  |  |  |
| Deliver Receipt / Change |  |  |  |  |
|  🞏 Write “Thank you”, note of appreciate on receipt |  |  |  |  |
|  🞏 Tell them what a “pleasure” it was to serve them |  |  |  |  |
| Farewell |  |  |  |  |
|  🞏 Thank them for their visit |  |  |  |  |
|  🞏 Wish them a good day, afternoon, evening |  |  |  |  |
|  🞏 Invite them back |  |  |  |  |
| Ongoing Hospitality Practices |  |  |  |  |
|  🞏 Attention to detail |  |  |  |  |
|  🞏 Anticipate needs – be proactive, not reactive |  |  |  |  |
|  🞏 Recognize and connect with kids |  |  |  |  |
|  🞏 Personalize, personalize, personalize |  |  |  |  |
|  🞏 Match each guest’s pace |  |  |  |  |
|  🞏 Always appear relaxed, in control, pleasant |  |  |  |  |
|  🞏 Always show you care |  |  |  |  |
|  🞏 Looks for ways to do more than expected |  |  |  |  |
|   Always watch your voice tone and body language |  |  |  |  |
|  🞏 Never be excessively chatty |  |  |  |  |
|  🞏 Always think and act like a “professional” |  |  |  |  |
| Hospitality Mindset |  |  |  |  |
|  🞏 Respectful, caring, empathetic, courteous |  |  |  |  |
|  🞏 Make guests feel you are “on their side” |  |  |  |  |

|  |
| --- |
| **\* “Activity Observed” is dated when trainer observes employee performing activity in a satisfactory manner.****Signed by manager and primary trainer when training is completed.** |
|  |  |
| Manager’s Signature | Date: | Trainer’s Signature | Date: |

**\*\*KEEP IN EMPLOYEE’S PERSONNEL FILE\*\***