

## Buzzworks Basic Training

### The floor/working a section

*Working a section in Buzzworks means that you are responsible for looking after and hosting all customers that are in your section and also for managing the customer experience for your section but also for those around you. This role requires you to have great style, knowledge, attention to detail and passion for service and be able to deliver a great experience and make our customers feel great. Getting to know your customers and being warm and friendly are key but you also need to know the basics and be able to adapt your style to all the different customers in your section. In order to help you, you will be taken through all the basic training areas below by your Buddy.*

Employee Name \_\_\_\_\_

Start Date \_\_\_\_\_

Buddy Manager \_\_\_\_\_

Training Area	Training Activity	Outcome	Trainer	Date Completed	Signed off as competent by Buddy Manager
Opening/Set Up Checklists	Take through set up checklists and explain how to set up floor for service	Staff member can competently set up floor for service			
Table numbers	Show round all table numbers and get them to repeat back until they learn them	Can confidently recite all table numbers			
Sections	Identify each section and how it is made up	Confidently knows what tables are in what section			



Menu knowledge	Take through all menus and explain what dishes are and how they are served	Has basic understanding of menu items			
Guest Journey	Talk through the Guest Journey then work alongside each other to take through all steps in the Guest Journey	Can competently recite and apply all stages of the Guest Journey			
Table set up and settings	Show how to set tables, where to get cutlery/menus/serving plates/media etc. Show how centre pieces should be displayed	Can set tables to company standard			
First Impressions	Role play/coach the style of first impression that we want our customers to have – warm and friendly. Re-iterate the power of first impressions and how they shape the rest of the customer experience	Can deliver a perfect first impression to all guests			
Language	Explain importance of using positive language and position our style of service e.g. no Sir or Madam (casual dining so not required), no OK or ALRIGHT (too mediocre), no slang or swearing (should be professional at all times), no NO PROBLEM (double negative) – use positive statements such as Certainly, Sure, Absolutely instead	Uses positive language with customers at all times			
Reading Customers Body Language	Explain body language – 55/38/7 and the importance of reading customers and using positive body language. Role play some examples	Uses body language to create presence and also pick up when customers are satisfied/dissatisfied and takes steps to remedy if appropriate			
Presence/Hosting	Explain importance of always being there and looking after your customers – you should always be present and	Demonstrates good presence and hosting			



	all customers should know who is looking after them	skills and builds a rapport with customers			
Presenting menus	Role play how to present menus to a table – style, information given, etiquette	Can professionally present menus to tables with style and confidence			
Etiquette	Go over basic table etiquette – serve and clear ladies first if appropriate, top up ladies wine/water first, serve to the left and clear to the right where appropriate	Understands and displays table etiquette as and when required			
Taking drink orders	Go over drink and wine menus and show how and when to take drinks orders	Takes drink orders on time at start and throughout meal			
Tray carrying	Show how to confidently and professionally carry a tray and place drinks down at a table	Can confidently carry trays and professionally deliver to table			
Handling glassware	Show how to handle glassware correctly	Can handle glassware to company standard			
Opening wine at the table	Show how to open a bottle of wine – cork and screw cap and how it should be presented and poured at the table	Competent at basic wine service			
Topping up wine/water	Show how to top up wine/water using etiquette at table and how to offer another bottle	Competent at topping up wine/water and suggestive selling			
Carrying plates	Demonstrate to staff member how to carry plates with style. Demo with cold and hot plates to show difference and also demo with 2 then with 3. REMEMBER – stylish and professional service!	Can carry 2 and 3 plates with style and comfort			
Taking food orders	Role play/demo how to take food orders – presence at table/style/control table/etiquette/menu knowledge and	Can take orders confidently and			



	suggestive selling/repeating orders back	competently			
Till Training	Show how to create table/put drinks and food orders on till/print bills/cash bills off and credit cards off/process for tips/benefit card	Can operate the till with confidence			
Standard waiting times	Go over standard waiting times and explain why we have them, how they help with flow of service and what to do if they are not being met (communication)	Can recite standard waiting times for all courses			
Knowledge of bookings	Show where to get booking information for shift and read any comments associated with booking including return times	Knows what tables are due in section and any special requests			
Communication with reception	Highlight importance of constant communication with reception re timings of table/vacant tables to help maximise bookings and flow of service	Communicates with ease to reception and manages bookings and chance tables well			
Clearing tables	Demo/role play how to efficiently clear tables using etiquette	Can confidently clear tables with style and ensures no debris/rogue bottles/sauces are left on table. Ensures all tables are wiped down after main course if necessary			
Presenting Dessert Menus	Role play/coach how to present dessert menus to company standard – n.b style/timings	Follows company standard for delivering dessert menus			
Kid Guest Journey	Go over Kids Guest Journey and how it can differ from adults. Take them through different things that can happen with kids and also kids menu and drinks	Understands and applies Kids OOS and looks after our 'mini customers'			



Special Occasions	Go over what we offer for special occasions and how we apply e.g. birthday plates/cakes/drink for the birthday person if a special birthday etc	Acknowledges special occasions and makes sure the person feels special and looked after			
Promo's/Venue Knowledge	Go over all venue promos and what's on/happening in your venue	Can confidently promote promo's/knowledge with customers			
Waiter's Station	What should be in it, where to get items to stock up etc	Keeps waiters station clean, tidy and stocked up at all times			
Understanding Atmosphere	Go over key elements of atmosphere – style of music/lighting/temperature and different moods and transitions throughout the day. Explain impact of servers on atmosphere – positive people = positive atmosphere!	Can identify when atmosphere needs adjusted and promotes positive image of self to customers at all times			
Coffee PK	Go over coffee standards and show how to present coffees at tables	Can confidently identify different types of coffee and deliver coffees to table			
Drink PK	Go over all draft and bottle beers/kids drinks/house pours and give drinks list to study	Achieves 80%+ on Basic Service Quiz to be completed before end of week 12			
Menu PK	Test on Menu PK	Achieves 80%+ on Basic Service Quiz to be completed before end of week 12			



Wine PK	Go over wine list and give copy to study.	Achieves 80%+ on Basic Service Quiz to be completed before end of week 12			
Chemicals	Show what chemicals to use to clean tables	Understands and uses correct chemicals at all times			
Closedown checklists	Take through closedown checklists and show how to complete restaurant	Can confidently follow checklist to closedown section/restaurant			

Basic Service Quiz Completed on: -	Score /
	=      %
	Pass/Fail
	Comments

Sign off by Employee \_\_\_\_\_ Date \_\_\_\_\_

Sign off by Buddy Manager \_\_\_\_\_ Date \_\_\_\_\_

Sign off by Manager \_\_\_\_\_ Date \_\_\_\_\_

