



STEIN BREWING COMPANY

EAT LOCAL. DRINK LOCAL. LOVE LOCAL.



# Training Manual

As of 12/14/2022

---

Locations:

109 S. Main Street, Mount Vernon, OH 43050 | 740-830-6760 | [steinbrewco.com](http://steinbrewco.com)



Employee handbook completed by:

Restaurant Institute LLC | 670 Meridian Way, Suite 174 | Westerville, OH 43082 | 614-558-2239 | [restaurantinstitute.com](http://restaurantinstitute.com) | [@RestaurantInst](https://www.instagram.com/RestaurantInst)

v.12.14.2022



## Training Agenda

Day	Date	Time	Daily Training	Trainer	Daily Quiz
			Orientation		
			Day 1- Hospitality		
			Day 2- Steps of Service		
			Day 3- SBC food & teamwork		
			Day 4- Open & Close follow		
			Day 5- Responsible alcohol service		
			Day 6- Shadow		
			Day 7- Solo		



## **Orientation**

This will be the first stage in your understanding of Stein Brewing Company (STB).

Upon arrival, you'll be greeted by one of our managers who will go over our mission statement, restaurant concept & company history. You'll then get a personal tour of the restaurant layout and how we operate as a team.



## **Practice Quiz for Day 1**

### General information

1. Name your management team
  - a. Owner:
  - b. GM:
  - c. Assistant Managers:
  - d. Executive Chef:
  - e. Sous Chef:
  - f. Lead Trainers:
  
2. Name the allocated spaces for staff parking
  
3. Upon arrival for your shift, what do you do with your belongings and cellphone?
  
4. Where are meals to be eaten?
  
5. Explain the meal shift ordering guidelines



## Day 1- Hospitality & Genuine Service

Successful sales and service result from confidence, which can only be developed through knowledge. We will provide you with ample material to develop the necessary knowledge and confidence in relation to service techniques, the menu and beverages.

### Objectives:

1. Shadow Mid shift-Server assistant
  - a. **You'll go over the following topics:**
    - i. Apps / Salads / Drinks (alcoholic and non)
    - ii. Introduction to "menu rap"
    - iii. Opening, mid shift and closing checklist
2. Get to know your tablet & Toast/POS system
3. Receive and review Server menu of service
4. Customer service standards emphasize politeness, and the ability to anticipate the needs of your guests- 'server Absolutes'
5. Go through and learn 'server flight plan'
6. Learn where items are stocked

### Review:

1. SBC culture
2. Learn the names of managers, trainers, and teammates
3. Go through parking instructions, uniform standards, meals, cell phones and break





## **Day 2- Steps of Service & Suggestive Selling**

**Day Two:** is designed to get you to feel more comfortable in your new surroundings. You should also begin to see our culture in action. Ask questions and have fun.

### **Objectives:**

- 1.** Shadow Mid shift-Server assistant
  - a.** You'll go over the following topics:
    - i.** Sandwiches / Sides / Desserts
    - ii.** 9 Steps of service
    - iii.** Side-work rotation
    - iv.** Seat numbers
    - v.** Suggestive selling





### **Practice Quiz for Day 3**

1. Menu rap with your trainer:
  - a. (2) Sandwich's
  - b. (2) Sides
  - c. (2) Desserts
  
2. List the 9 steps of quality service and the importance
  
  
  
  
  
  
  
  
  
3. Explain side work rotation
  
  
  
  
  
  
  
  
  
4. Practice suggestive selling a dessert option



## **Day 3- Learning our food and working as a team**

**Day Three:** is your first introduction to our great food. Use this time to get familiar with the items on your menu. You will become familiar with handling and delivering our food to our guests; a server is often the last to assure quality standards are being met. Take great notes on presentation from the kitchen and standards that align with each menu item.

Additionally, you will be spending time with the hosts. Take this time to learn the floor plan and position numbers/pivot points in the restaurant. Take notice of 'hospitality through the front door'.

You'll also take time to follow our server assistants/bussers. This will help you understand where any necessary items are kept and how everyone works as a team to keep the restaurant in a friendly & safe environment. You'll see how to 'course' your table and pre-bus to help with your flow and table transition.

### **Objectives:**

- **Shadow- Bus/Run/ Host**
  - a. **You'll go over the following topics:**
    - i. Entrees/ Burgers
    - ii. Steps of Service
    - iii. Table Numbers
    - iv. How to Deliver set table
    - v. Carrying trays
      - 1. Table maintenance
    - vi. food to the correct guest



### Practice Quiz Day 4

1. What is the protocol to let the kitchen know about an allergy or food restriction?
  
  
  
  
  
  
  
  
  
  
2. Discuss the procedures for running food from the kitchen
  
  
  
  
  
  
  
  
  
  
3. Please explain setting our tables
  
  
  
  
  
  
  
  
  
  
4. Menu rap:
  - a. (2) entrees
  
  
  
  
  
  
  
  
  
  
  - b. (2) burgers



## **Day 4- Server follow; open & close**

**Day four-** You will concentrate on providing genuine hospitality to our guests. You will review the server absolutes and how they relate to your role as a server. The goal for today is for you to feel comfortable with taking orders, handling unique requests (food or check related), & proper ways to close our and tip out.

### **Objective:**

- a. **How to Take Orders:** practice taking orders for each table, with the trainer
  - i. Tools for suggestive selling
    - a. How to handle guest 'special requests'
  - ii. Spilt Checks
  - iii. How to Close Out
  - iv. Tip out

### **Objectives with Toast:**

- 1. Gain practical experience with the Toast system by learning the following:
  - a. Open a check
  - b. Start a check
  - c. Add a beverage
  - d. Appetizer, salad, entrée
  - e. Split and item
  - f. Comps or voids
  - g. Modify an order
  - h. Closing a guest check
    - i. Check presentation and comment section
    - ii. Claiming tips

### **Review:**

- a. Menu raps
- b. Continue studying menu descriptions
- c. Pre-bussing and supporting your host and busser



## **Practice Quiz Day 5**

The quiz for Day 5 will be a practical quiz with a lead trainer. You will have to demonstrate the following:

1. How to open and start a check
2. How to ring everything on the appropriate seat/check number
3. How to split an item between 2 or 3 people
4. How to split an item between 4 checks
5. How to modify a check
6. How to use special instructions not found in the modifiers
7. How to close a check to cash
8. How to close a check to credit
9. How to apply any employee discounts or other discounts
10. Demonstrate how to fill out a server check out envelope
11. Demonstrate how to enter tips properly
12. Describe how to handle a; void, comp
13. Describe the comment/feedback procedure



## **Day 5- Responsible Alcohol Service**

You will take time to familiarize yourself with the procedures in the bar. It is important to understand standardized cocktails, SBC beer, proper glassware, garnishes and proper pours and recipes. Take this time to understand the basics in the bar and how it operates.

### **Objectives**

1. Learn where tools and items are at the bar
2. Recognize the various types of glassware utilized at the bar
3. Standard pours
4. Understand the brands the restaurant carries (wine, liquor, and obviously SBC beer)
5. Understand bar “etiquette”
6. Learn the recipes
7. How to open wine and pour draft beer
8. Working as a team behind the bar
9. Acknowledge guests who sit at the bar, while prepping drinks and shakes