

## SERVER TRAINING OVERVIEW AT A GLANCE

### DAY 1

#### Class Topics-

- \*Go over numbered floor chart
- \*Steps of Good Service and Breakdown of Steps with Additional Tips
- \*Cody's Original Roadhouse Promotion
- \*Meat Temperature Descriptions
- \*Meat Seminar
- \*Menu Descriptions (Steaks, Chops & Ribs)

***Cody's Original Roadhouse Signature dishes to share during class room-*** Order your choice of 2: 10 oz Sirloin Steak, ½ Rack Baby Back Ribs, 14oz Roadhouse Chopped Steak, or 12oz Slow Roasted Prime Rib of Beef

#### Needed Tools-

- \*Numbered Floor Chart
- \*Menu
- \*Drink Menu
- \*Each cut of meat wrapped and picked accordingly
- \*Day 1 Mock Checks
- \*Plate Presentation Spec Book

#### Follow Topics-

Round Robin: 30 minutes in each area. BAR, SERVER, HOST, FOOD RUNNER  
**Bar-** Observe drink making techniques and how to build regular guests

**Server-** Observe Steps of Service and Creating regular guests

**Host-** Observe phone procedures, proper menus handed out, walk and talk, catering to our kids, seating rotation using floor chart, interaction with guests, and phone procedures

**Food Runner/Expo-** Manager/Expo in window out explains Picture Perfect Plate Presentations and menu descriptions.

### DAY 2

#### Class Topics-

- \*Alcohol Awareness and Cody's Roadhouse Alcohol Procedures
- \*Know Your State Alcoholic Laws Questions & Answers
- \*Alcohol 101
- \*Cody's Roadhouse Glassware Standards
- \*Menu Descriptions (Starters, Soups N' Salads)

***Cody's Original Roadhouse Signature dishes to share during Class Room-*** Order Cody's Roadhouse Salad and your choice of 1: Jumbo Onions on a ½ Stick, Cheesy Cheesy Shrimp, or Quesadilla

#### Needed Tools-

- \*Sitting at the bar top is permitted
- \*One of each glassware
- \*Day 2 Mock Checks
- \*Plate presentation spec book

#### Follow Topics-

- Trainee follows Trainer with Role Plays
- Focus on Steps of Service, writing orders, ringing in orders, maintaining tables and side work.
- Trainer to give overview of POS buttons (How to log in, Navigation of Menu Screen: Covering location of all menu items, Liquor, Beer, Wine Buttons, Special Menu Items and Special Bar Drink Buttons)

### DAY 3

#### Class Topics-

- \*Cody's Signature LBW selections
- \*Review Happy Hour Program
- \*Suggestive Selling
- \*LBW and Menu Items Upsells
- \*Review "A Day in the Life of a Server's Shift" with touch points on Pre-meal, Table Top Set-Up, Side Work, and Closing procedures
- \*Menu Descriptions (Chicken n' Seafood, Combo Plates, Sides and Extras)
- \*Table Numbers Test

***Cody's Original Roadhouse Signature dishes to share during Class Room-*** Order your choice of one combo: BBQ ½ Chicken & ½ Slab of Ribs, 5 Garlic Fried Shrimp & ½ Slab of Ribs, or Prime Rib of Beef & 5 Large Shrimp

#### Needed Tools-

- Pre-Meal Slip
- Day 3 Mock Checks
- Blank Floor Charts
- Plate Presentation Spec Book

#### Follow Topics-

- Trainee follows Trainer taking 1 table in their section. Focus on Steps of Service, writing orders, ringing in orders, maintaining tables
- Trainer to give overview of POS buttons
- FOH cleanliness, following continual/closing duties, weekly/daily side work
- Trainee to close with Trainer
- Refer to "My Section Checklist"
- Review checkout procedures

### DAY 4

#### Class Topics-

- \* Gift Card Training
- \*Coupon Redemption
- \*Buddy System
- \*Large Parties
- \*Menu Descriptions (Burgers N' Sandwiches, Kids' Menu, Desserts)

***Cody's Original Roadhouse Signature dishes to share during Class Room-*** Order a slice of Chocolate or Carrot Towering Cake and choice of 1- Chicken Fried Chicken Sandwich 8 oz. Buffalo Style, Fish Sandwich or Cody's Steak Burger to share.

#### Needed Tools-

- \*Reburn Form
- \*Day 4 Mock Checks
- \*Plate Presentation Spec Book

#### Follow Topics-

- Trainee follows Trainer taking 2 tables in their section
- Focus on Steps of Service, writing orders, ringing in orders, maintaining tables
- Upselling LBW and food items
- Buddy System
- Pre-bussing and table maintenance

### DAY 5

#### Class Topics –

- \*Menu Descriptions (Early Bird)
- \*Trainer times trainee on ring in of Mock POS checks

***Cody's Original Roadhouse Signature dishes to share during Food Show-*** Order one food item (under \$15) not tried this week

#### Needed Tools-

- \*Day 5 Mock Checks
- \*Plate Presentation Spec Book

#### Follow Topics-

- Food Running Shift
- Focus on Picture Perfect Plate Presentations
- Table maintenance (refills, pre-bussing)

### DAY 6

#### Class Topics –

- \*Server takes final test. Place graded test into team member file.

#### Follow Topics-

- Final follow shift
- Trainee takes 3 tables with the Trainer as shadow
- Table maintenance (refills, pre-bussing)
- Review of Sunday Specials
- Ring in of Sunday Specials
- Delivery of food order
- Delivery of dessert