

## HOST TRAINING OVERVIEW AT A GLANCE

### DAY 1

**Class Topics-**

- \*Go over numbered floor chart (Need: Restaurant specific numbered floor chart)
- \*Steps of Good Service for Host, Host Positioning, and Host Acts
- \*Cody's Original Roadhouse Promotions
- \*Meat Temperature Descriptions
- \* Meat Seminar
- \*Menu Descriptions (Steaks, Chops & Ribs)

***Cody's Signature dishes to share during***

***class room-*** Order your choice of 2 signature Cody's dishes to share: 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                      \*Host Wait Sheet
- \*Each cut of meat wrapped
- \*POS Mock Checks
- \*Plate Presentation Spec Book

**Follow Topics-**

- \* Round Robin: 30 minutes in each area. HOST, TO GO, FOOD RUNNER
- \*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
- \*To Go- Observe answering the phone, taking order, suggestive selling, bagging procedures and greeting the guest
- \*Food Runner- Manager and/or Expo in window out explains Picture Perfect Plate Presentations and menu descriptions

### DAY 2

**Class Topics-**

- \*Cody's Original Roadhouse Alcohol Policies
- \*Know Your State Alcoholic Laws Questions & Answers
- \*Cody's Original Roadhouse Glassware Standards
- \*Cody's Original Roadhouse Host Standards
- \*Menu Descriptions (Starters, Soups N' Salads)

***Cody's 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
- \*POS Mock Checks
- \*Plate Presentation Spec Book

**Follow Topics-**

- Trainee follows Trainer with Role Plays
- Focus on greeting, seating, and speaking to guests (Walk and Talk)
- Focus on ringing in To Go orders
- 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 Drinks
- \*Review Happy Hour Program (food and beverage)
- \* Suggestive Selling
- \*LBW and Menu Items Upsell Class
- \*A "Day in the Life of a Host Shift"
- \*Pre-Meals
- \*FOH Cleanliness
- \*Daily/Weekly Cleaning Chart
- \*Menu Descriptions (Chicken N' Seafood, Combo Plates, Sides and Extras)
- \*Table Numbers Test

***Cody's 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
- POS Mock Checks
- Blank Floor Charts
- Plate Presentation Spec Book

**Follow Topics-**

- Trainer will follow the trainee in seating all guests
- Focus on Steps of Service, writing orders, ringing in to go orders, bathroom checks
- Trainer to give overview of POS buttons (Order, Don't Make, To Go, Delete, Modify, Repeat, Add. Close Screen: Cash, Credit Card, Gift Card, Print, Reprint)
- FOH cleanliness, following continual/closing duties, weekly/daily side work
- Trainee to close with Trainer
- Review checkout procedures

### DAY 4

**Class Topics-**

- \* To Go Steps of Service & Packing of the Order
- \*Gift Card Training
- \*Tip Share
- \*Buddy System
- \*Procedures for Re-Burn Checks and Large Parties
- \*Menu Descriptions (Burgers n' Sandwiches, Kids' Menu, Desserts)

***Cody's Signature dishes to share during***

***Class Room-*** Order a slice or Chocolate or Carrot Towering Cake and choice of 1- Chicken Fried Chicken Sandwich 8 oz. Buffalo Style, Fish Sandwich or Plain 1/2lb Steak burger to share

**Needed Tools-**

- \*Re-Burn/Cook-Up Form
- \*POS Mock Checks
- \*Plate Presentation Spec Book

**Follow Topics-**

- Trainee follows trainer taking 1-2 to go orders at a time
- Focus on Steps of Service, writing orders, ringing in orders, maintaining to go orders
- Upselling menu 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
- \*Trainee takes FINAL TEST. Graded test given to manager to put into team member file

***Cody's Signature dishes to share during***

***Food Show-*** Order one food item (under \$15) not tried this week

**Needed Tools-**

- \*POS Mock Checks
- \*Plate Presentation Spec Book

**Follow Topics-**

- Trainer follows trainee
- Trainee will ring in all To Go orders with trainer observing
- Trainee will package all To Go orders with trainer observing