

Salmon & Bear: Shift 1 Training Manual

Learn It -> Use It -> Master It

Key Topics

- ****Restaurant Layout & Key Areas****
- Understand table numbers, sections, and key service areas including FOH, kitchen, POS, storage, and emergency exits.
- ****New Starter Documentation****
- Complete the New Starter Checklist and Staff Intake Form to finalize onboarding.
- ****Shadowing & Observation****
- Observe a senior team member throughout a full service and take notes on key responsibilities.
- ****Restaurant Values & Service Standards****
- Learn about S&Bs food philosophy, hospitality expectations, and the unique benefits of the Mibrasa Oven.
- ****Sequence of Service Overview****
- Understand the step-by-step approach to serving guests, from greeting to payment.
- ****Guest Interaction & Professionalism****
- Practice warm greetings, professional body language, and confident guest engagement.
- ****Table Reset & Cleaning Procedures****
- Observe and practice a full table reset, including utensil placement, menu alignment, and proper cleaning techniques.
- ****POS System Basics****
- Learn how to enter and process orders, including table numbers, abbreviations, and the dash system for Mibrasa orders.
- ****Table Clearing & Water Service****
- Understand how to clear tables efficiently, stack plates correctly, and maintain refilled water bottles.
- ****Bar Setup & Glassware Maintenance****
- Learn where to empty drinks, how to clean glassware properly, and keep the bar area tidy.
- ****Service Tasks & Food Handling****
- Practice identifying dishes on the pass, marking off dockets, and carrying/serving food correctly.
- ****Utensils, Sauces, & Share Plates****
- Familiarize yourself with the correct utensils, sauces, and share plates required for different dishes.
- ****Open & Close Checklists****
- Understand the responsibilities for opening and closing shifts to ensure smooth handovers.

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Trainee Worksheet

- 1. ****Restaurant Layout Walkthrough****
 - Identify and list: table numbers, sections, key service areas (FOH, kitchen, POS, storage, emergency exits).
- 2. ****New Starter Checklist & Staff Intake Form****
 - Complete all required onboarding documents and confirm understanding with a manager.
- 3. ****Shadowing & Observation Notes****
 - Observe a senior team member during service and write down three key takeaways about guest interactions and service flow.
- 4. ****Restaurant Values & Service Standards Recap****
 - List three key points about S&Bs food philosophy, hospitality expectations, and the Mibrasa Oven.
- 5. ****Sequence of Service Reflection****
 - Write out the first five steps in the S&B sequence of service in your own words.
- 6. ****Guest Greeting & Interaction Role-Play****
 - Practice greeting a guest with a warm welcome, eye contact, and professional body language. Trainer provides feedback.
- 7. ****Table Reset Practical Task****
 - Perform a full table reset, including correct utensil and menu placement, fixing wobbly tables, and cleaning procedures.
- 8. ****POS Entry Exercise****
 - Enter a sample order into the POS system, using correct table numbers and abbreviations. Trainer verifies accuracy.
- 9. ****Table Clearing & Water Service Practice****
 - Demonstrate clearing plates, stacking them correctly, and refilling water bottles efficiently.
- 10. ****Open & Close Checklist Review****
 - Read through the opening and closing checklists. Trainer will ask three questions to test understanding.

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Role-Play & Scenario Activities

- 1. ****Guest Greeting & Seating****

- Trainer plays the role of a guest entering the restaurant. The trainee must greet them warmly, make eye contact, and guide them to a table while introducing the menu. Trainer provides feedback on confidence and engagement.

- 2. ****Table Reset Demonstration & Speed Challenge****

- Trainer clears a table and observes as the trainee resets it correctly. After one practice round, the trainee completes the reset under ****60 seconds****, ensuring proper placement of utensils, menus, and no wobbly tables.

- 3. ****POS Entry Accuracy Test****

- Trainer provides a sample order verbally, including a table number and a modification. The trainee must enter the order into the POS correctly and efficiently. Trainer checks for errors and provides feedback.

- 4. ****Handling a Basic Guest Question****

- Trainer plays the role of a guest asking a ****basic menu question**** (e.g., 'What sauce options do you have?'). Trainee must respond confidently using menu knowledge. Trainer scores accuracy and professionalism.

- 5. ****Clearing a Table & Refilling Water Bottles****

- Trainer simulates a just-finished table. The trainee must ****efficiently clear the plates****, stack them correctly, and ****refill water bottles**** before resetting the table. Trainer observes technique and timing.

- 6. ****Confidence & Professionalism Check****

- Trainee practices standing posture, eye contact, and a professional greeting. Trainer scores their ****confidence level**** and suggests improvements if needed.

- 7. ****Shadowing Reflection Discussion****

- After shadowing a senior team member, the trainee summarizes ****three key takeaways**** about guest interactions and service flow. Trainer asks follow-up questions to confirm understanding.

- 8. ****Explaining the Sequence of Service****

- Trainer asks the trainee to verbally explain the first ****five steps**** of the sequence of service in their own words. Trainer corrects any misunderstandings and reinforces key points.

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Quick Reference Guide

- ****Restaurant Layout & Key Areas****
- FOH sections, kitchen entry, bin room, POS location, emergency exits.
- ****Sequence of Service: First Five Steps****
- 1. Greet guests warmly & make eye contact.
- 2. Seat guests & provide menus.
- 3. Offer water service.
- 4. Introduce menu items & answer questions.
- 5. Take drink orders & input them into the POS.
- ****Guest Interaction Etiquette****
- Smile & greet guests within 30 seconds of arrival.
- Maintain open body language & strong posture.
- Speak clearly & use a warm, professional tone.
- ****Table Reset Checklist****
- Wipe down table & reset all utensils.
- Align menus uniformly.
- Fix wobbly tables & ensure stability.
- Place & light candles when applicable.
- ****Basic POS Functions****
- Enter table numbers correctly.
- Use abbreviations & dash system for Mibrasa orders.
- Confirm order before submitting to avoid errors.
- ****Water & Table Clearing Basics****
- Always refill water bottles when they are half empty.
- Stack plates carefully to avoid breakage.
- Clear plates ****only when everyone is finished**** (unless otherwise requested).
- ****Continuous Service Tasks****
- Polish cutlery & store properly.
- Refill & restock water bottles.
- Keep the pass organized & check dockets carefully.
- ****Open & Close Checklist Essentials****
- Ensure all opening/closing tasks are completed before shift handover.
- Double-check tables, cutlery, and venue cleanliness.
- Communicate any issues to the manager before leaving.

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Mini Challenges

- 1. ****Speed Table Reset****
 - Reset a table correctly in under ****60 seconds**** while ensuring all utensils, menus, and settings are aligned.
- 2. ****POS Order Accuracy****
 - Trainer provides a sample order with modifications. Trainee must enter it into POS without errors.
- 3. ****Guest Greeting Confidence Test****
 - Trainee greets a guest (trainer) with strong eye contact, body language, and professionalism. Trainer rates confidence on a 1-5 scale.
- 4. ****Table Clearing & Water Service Speed Test****
 - Clear a table efficiently and refill water bottles while maintaining cleanliness and smooth service flow.
- 5. ****Explaining the First Five Steps of Service****
 - Trainee must verbally explain the first five steps of the sequence of service without looking at notes.
- 6. ****Docket Marking & Pass Accuracy Test****
 - Trainer calls out an order from the pass. Trainee must correctly identify which table it belongs to and mark the docket appropriately (spike or return).
- 7. ****Food Running Challenge****
 - Trainee must carry multiple plates correctly and deliver them to the right table while announcing dishes with confidence.
 - Trainee assists at the pass by organizing dishes, checking plating, and calling food runners to deliver orders correctly.

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Assessments

- 1. ****Trainer Observation Checklist****
 - Trainer evaluates the trainees ability to complete Shift 1 tasks with minimal prompting.
- 2. ****Trainee Self-Reflection****
 - Trainee answers: What was the most challenging part of today? What do you want to improve in the next shift?
- 3. ****Service Flow Knowledge Quiz****
 - Trainer asks three scenario-based questions to confirm understanding of table numbers, guest interactions, and order process.
- 4. ****Hands-On Service Task Assessment****
 - Trainee must complete a ****table reset, order entry, and guest interaction**** scenario to pass Shift 1 training.
- 5. ****Final Shift 1 Trainer Debrief****
 - Trainer and trainee discuss strengths, improvement areas, and next steps before Shift 2.
- 6. ****Docket Accuracy Evaluation****
 - Trainer assigns a set of dockets, and the trainee must correctly spike or return them based on order status.
- 7. ****Food Running & Table Identification Quiz****
 - Trainer describes a tables order verbally. The trainee must state which dishes should be served to that table, ensuring correct placement.
- 8. ****Pass Management Scenario Test****
 - Trainer sets up a busy pass scenario. Trainee must demonstrate proper docket handling, dish organization, and food running coordination under time constraints.