



Store:

Team Member:



## 4 Food Runner Module

Total Time 2 days (4-8 hrs)	Course/Topic	Trainer/ Manager	Trainee initials	Date	Passed/ Completed
Guide Review 30 min	<b>1 Food Runner Tools</b>	<input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/>	<input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/>	<input style="width: 100px; height: 30px; border: 1px solid black;" type="text"/> / /	<input type="checkbox"/>
	<b>2 Table Set-Up</b>				
Module Video 10 min	<b>3 Food Runner Sequence</b>	<input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/>	<input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/>	<input style="width: 100px; height: 30px; border: 1px solid black;" type="text"/> / /	<input type="checkbox"/>
	<b>4 Guest Situation Resolution</b>				
Practice 3 Hrs	<b>5 Food Runner Training Video</b>	<input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/>	<input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/>	<input style="width: 100px; height: 30px; border: 1px solid black;" type="text"/> / /	<input type="checkbox"/>
Module Quiz 20 min	<b>6 Food Runner Hands On Training</b>	<input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/>	<input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/>	<input style="width: 100px; height: 30px; border: 1px solid black;" type="text"/> / /	<input type="checkbox"/>
	<b>7 Food Runner Quiz</b>	<input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/>	<input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/>	<input style="width: 100px; height: 30px; border: 1px solid black;" type="text"/> / /	___ %
Certification 60 min	<b>8 Manager-Trainer Certification Check List</b>	<input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/>	<input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/>	<input style="width: 100px; height: 30px; border: 1px solid black;" type="text"/> / /	___ %

<b>General Comments</b> (recommendations, areas for improvement, etc.) <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>	<b>General Score</b> <input style="width: 80px; height: 30px; border: 1px dashed black;" type="text"/> % <b>Passed</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
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The Food Runner provides guests with superior customer service. The Food Runner is thoroughly familiar with Shakey's® product and proper table service. The Food Runner maintains a pleasant and upbeat personality, while interacting with guests in a friendly and professional manner.


**Description of training:** The Food Runner Training Program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of the Food Runner Sequence. The Food Runner Training Module has been designed to provide all Shakey's® Team Members with tools and training material to guarantee thorough training of the Food Runner position.


The Team Member will review the Food Runner Sequence, what phrases to use when greeting guests, how to deliver food, and offering recommendations to the guest. **The recommended training hours per day is 4 hours and the module program should be covered between 2 days or 4-8 hours.**

**2 Days  
(4-8 hrs)**

**Training Program**

Station Guide 20 min	Food Runner Station Guide	Resource	Main Goal:
 Review Training-Station Guide	<b>1 Food Runner Tools</b> <b>2 Table Set-Up</b> <b>3 Food Runner Sequence</b> <b>4 Guest Situation Resolution</b>	Station Guide	The trainee will review all basic standards required of the position. The trainee will review all procedures, policies, and responsibilities specific to their position.
Comments:			

Module Video 10 min	Module Video	Resource	Main Goal:
 Video	<b>5 Food Runner Training Video</b>	Video	The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job.
Comments:			

Practice 40 min	Training	Main Goal:
	<b>Food Runner Hands On Training</b>	The Team Member will work with the trainee to review the opening and closing procedures and tools necessary to be successful in their station.

**Effective Training:** We strongly recommend training the Food Runner at least one day (2 hrs each day) during buffet hours (lunch/open) and one day during evening hours (diner/close) or during fundraisers.

**6 Food Runner Training**

- Review station guide tools.
- Set-Up a condiments Expo-Table (feedback)
- Set-Up a Dine-In Table (feedback)
- Complete a full Food Runner Sequence (feedback):

Review, Practice and Feedback

- Greeting guests, offering plates, dressings, condiments. Offering appetizers.
- Delivering plates, condiments, and appetizers.
- Delivering orders.

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- Ask, Suggest-refill, pre-bussing, and clean.
  - Guest Situation Resolution** (examples/practice)
    - (L.A.S.T.) Listen, Apologize, Solve, Thank.
  - Open/Close station.
  - General feedback and comments***

Comments:



▷ **Instructions:** Complete before taking Food Runner.

**Note:** The trainee should get at least an 80% (16 of 20) to pass the quiz.

**1. You must wash your hands ...**

- Before starting your work and after using the restroom.
- Cleaning tables.
- Every time you start a new activity.
- All of the above.

**2. Which of the following are the Food Runner's responsibilities?**

- Offer.
- Suggest Refill.
- Deliver: Food, Plates, and Condiments to guests.
- All of the Above.

**3. What is the correct order of the Food Runners Sequence?**

- 1** Welcome and Offer; **2** Deliver Plates, Condiments and Appetizers; **3** The Food is Ready; **4** Ask, Clean, Suggest-Refill
- 1** Ask, Clean, Suggest-Refill; **2** Deliver Plates, Condiments and Appetizers; **3** The Food is Ready; **4** Welcome and Offer
- 1** Deliver Plates, Condiments and Appetizers; **2** Welcome and Offer; **3** The Food is Ready; **4** Ask, Clean, Suggest-Refill

**4. What is the correct way to greet a guest when seated at the table?**

- "Hi, how are you?"
- "I'll be right back with your food"
- Welcome to Shakey's®. My name is \_\_\_\_\_. How is everyone doing this evening? I will be here to help you with anything you need.

**5. What is the targeted time to deliver food to a guest?**

- 15 minutes.
- 20 minutes.
- 30 minutes.

**6. What is the Expo Table function?**

- Houses condiments (sauces, dressing, etc.), plates, and spatulas.
- Guests are able to service themselves sauces.
- To display the sauces we have available.

**7. Why is important to suggest an appetizer when greeting a guest?**

- To increase sales.
- To give the guest a better experience by suggesting items to go with their order.
- "Suggest" is a cashier responsibility.

**8. What does the Food Runner do during the first 1<sup>st</sup> Step "Welcome and Offer"?**

- Greets the guest, asks them if they are celebrating a special occasion, offers plates and condiments, and offers any appetizers if they have not already placed an order.
- Offers appetizers to guests.
- Introduces themselves and only returns to deliver the food.

**9. A Food Runner should...**

- Be a friendly person.
- Maintain a pleasant and upbeat personality, while interacting with guests in a friendly and professional manner.
- Be fast.

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**10. What are the responsibilities of a Food Runner in the 2<sup>nd</sup> step of service?**

- Deliver the food.
- Deliver plates, silverware condiments & appetizers.
- Suggest refill.

**11. According to Shakey's® standards, what are two phrases to use when delivering food to a guest?**

- "Here is your large Fire House pizza" / "This is a favorite!"
- "Here you go" / "Thanks"

**12. What are considered bad habits when serving food?**

- Wiping or touching your nose.
- Touching the food.
- Touching your face or scalp.
- Wearing a dirty uniform.
- All of the Above

**13. In the 3<sup>rd</sup> Step of service "The food is ready", what are the Food Runner responsibilities?**

- Review the order ticket, inspect food quality, deliver food, and give a positive comment.
- Check if the food is ready
- Check the order on Expo Table.

**14. What does L.A.S.T. mean?**

- Always deliver food as fast as you can.
- A Shakey's® Guests Problem Solving System (Listen, Apologize, Solve, and Thank).
- Is an acronym referring to guest complaints.

**15. What is the proper way to wash your hands?**

- 1** Wet your hands with warm water; **2** Apply soap; **3** Vigorously scrub hands and arms (10-15sec); **4** Dry Hands and Arms with single use towel.
- 1** Vigorously scrub hands and arms (10-15sec); **2** Apply soap; **3** Wet your hands with warm water; **4** Dry Hands and Arms with single use towel.
- 1** Dry Hands and Arms with single use towel; **2** Apply soap; **3** Wet your hands with warm water; **4** Vigorously scrub hands and arms (10-15sec).

**16. In the 4<sup>th</sup> Step "Ask, Clean, Suggest-Refill", what are the Food Runner responsibilities?**

- Clean and Refill
- Pre-buss any unused dishes, suggest dessert, offer "to go" boxes, and thank guest.

**17. What you should do when sneeze :**

- Cover your mouth with your t-shirt.
- Cover your sneeze with your arm ("Dracula" approach) and wash your hands.
- Cover your sneeze with your hands.

**18. What should a Food Runner do when a guest is unhappy with their service?**

- Get the manager immediately and ignore the guest.
- Give the guest the corporate number to file a complaint.
- Handle the problem using L.A.S.T. and call the manager if necessary.

**19. How do you confirm the sanitizer will be effective?**

- Color
- Concentration (PPM: parts per million) and temperature.
- The color and odor.

**20. What are the 4 parts of the Shakey's® Problem Solving System?**

- LISTEN Do not interrupt, let them talk / APOLOGIZE "I'm sorry" / SOLVE "How can I fix it for you?" / THANK "We appreciate your attention".
  - LISTEN "I can't fix it now" / APOLOGIZE "I don't know what happened" / SOLVE "The Manager is not here, please call later" / THANK "Thanks"
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# Manager Certification Check List



# 4

## Food Runner

<b>Total Time</b> 60 min	<b>Employee</b>		<b>Store</b>		<b>Date</b>	/	/
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**Instructions:** To complete the Certification process, the manager will do a general review of the Team Member performance after they have been trained. The trainee should score at least **5 out of 6** (80%) to be certified in their position. If their score is less than 80%, the Team Member will need to review all training material and reschedule the certification process with manager.

### Manager Certification Check List

In order to confirm the Team Member has been certified as a Food Runner the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has satisfactory knowledge of the position.

- 1. General Knowledge**  Yes  No
  - Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
  - Has knowledge of position responsibilities, has correct uniform, visor and name tag, knows the Shakey's menu.
- 2. 2 Food Runner Characteristics**  Yes  No
  - Smiles, makes eye contact, welcomes, listens, offers, thanks and says goodbye; supports others Team Members when needed.
- 3. Work Station set-up and maintenance**  Yes  No
  - Sets up Condiment Expo-Table and Dine-in Table correctly. Maintains a clean work area.
- 4. Food Runner Sequence**
  - **Initial Food Runner Guest Contact "Welcome and Offer"**  Yes  No
    - Always greets the guest in a friendly manor.
    - Asks about plates, silverware, and condiments.
    - Asks to see if they have ordered appetizers, and offers suggestions if they have not.
  - **Second Food Runner Guest Contact "Deliver Plates, Condiments, Appetizers"**  Yes  No
    - Returns with plates, silverware etc. and communicates the time the order will take.
    - Delivers appetizer as soon as it is ready.
  - **Third Food Runner Guest Contact "The Food is Ready"**  Yes  No
    - Reviews the order ticket.
    - Inspects food quality.
    - Identifies the food when placing and gives a positive comment.
    - Does not touch food directly with their hands.
    - Knows how deliver and serve the pizza.
    - Knows how to deliver and serve Mojo@s and appetizers.
    - If guests are consuming beer, offers re-fill.
    - Takes the order and bring it to Cashier.
  - **Fourth Food Runner Guest Contact "Ask, Clean, Suggest-Refill"**  Yes  No
    - Pre-busses any unused dishes correctly.
    - Returns to table and suggest dessert.
    - Takes the order and brings it to Cashier.
    - Checks on status of their visit. Offer "to go" boxes.
    - Thanks the Guest for joining us and make appropriate good bye statement.
    - After Guests leave, buses and thoroughly cleans table. Ensures that table setting is re-organized.



60 min

### 5. Guest's Situations Resolution Yes No

- Knows the Shakey's Problem Solving System (L.A.S.T.).
  - Listens, Apologizes, Solves, Thanks
- 6. Open and Close**  Yes  No
- Knows how to Open and Close their position.

Total Time	Name of Manager/Trainer Certifier	Trainee Initials	Passed/ Completed
			_____ % <input type="checkbox"/> Yes <input type="checkbox"/> No

**General Comments** (recommendations, suggestions for improvement, etc.)