








Store:

Team Member:



5 Dining Room Attendant Module

Total Time 2 days (4-8 hrs)	Course/Topic	Trainer/ Manager	Trainee initials	Date	Passed/ Completed
	1 Dining Room Attendant Tools				
	2 Outside Entrance				
 Guide Review 30 min	3 Buffet and Salad Bar	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
	4 Drink Area				
	5 Dining Room / Patio				
	6 Restrooms				
	7 Game Room				
	8 Guest Situation Resolution				
 Module Video 10 min	9 Dining Room Attendant Training Video	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
 Practice 3 Hrs	10 Dining Room Attendant Hands On Training	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
 Module Quiz 20 min	11 Dining Room Attendant Quiz	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	___ %
 Certification 60 min	12 Manager-Trainer Certification Check List	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	___ %

General Comments (recommendations, areas for improvement, etc.)

General Score
 %
Passed
 Yes No


Module

A Dining Room Attendant provide our guests with a clean, welcoming restaurant environment by greeting guests, and removing dishes, glassware and silverware from tables. Secondary responsibilities include proper maintenance and cleaning of side stations, floors, furniture, booths, tableware, restrooms and performing other duties as assigned.


Description of training: The Dining Room Attendant Module is part of the Shakey's Training Program. The training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz. The training also contains a summary of the Dining Room Attendant responsibilities. The Dining Room Attendant Module has been designed to provide all Shakey's® Team Members tools and training material to guarantee thorough training of the Dining Room Attendant position.

The module will review the Dining Room Attendants responsibilities phrases used to greet and serve, how to clean and set-up a table, bussing, and maintaining entrance, restrooms, dining room, game room, salad bar and buffet according with the Shakey's® standards of quality and cleaning.


2 Days (4-8 hrs)	Training Program
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Station Guide 20 min	Dining Room Attendant Station Guide	Resource	Main Goal:
	1 Dining Room Attendant Tools 2 Outside Entrance 3 Buffet and Salad Bar 4 Drink Area 5 Dining Room / Patio 6 Restrooms 7 Game Room 8 Guest Situation Resolution	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:
	Dining Room Attendant Training Video	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:
	<p align="center">Dining Room Attendant Hands On Training</p>	<p>The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools necessary to being successful in their station.</p>
<p>Effective Training: We strongly recommend training the Dining Room Attendant at least one day (4 hours each day) in buffet hours (lunch/open) and one day in fundraiser or evening hours (diner/close).</p>		

- Review tools.
- Set-Up a Dine-In Table (feedback)
- Train a full Dining Room Attendant practices (feedback):
 - Review, Practice and Feedback on greeting guests.
 - Review, Practice and Feedback on maintaining cleanliness of restaurant exterior. (parking lot and windows)
 - Review, Practice and Feedback on maintaining cleanliness of Buffet and Salad Bar, Drink Area and Game Room.
 - Review, Practice and Feedback on how to bus and pre-bus tables, maintaining a clean Dining Room/Patio (floors) and Restrooms, Sweep, Mop and Vacuum.
- Guest Situation Resolution**
 - Review (L.A.S.T.) Listen, Apologize, Solve, Thank.
- Opening and Closing of station.
- General feedback and comments**

Comments:



▷ **Instructions:** Complete before taking Dining Room Attendant quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

1. You must wash your hands ...

- After using the restroom.
- After clearing a table.
- Every time you change work stations.
- All of the Above

2. What are some of the Dining Room Attendant responsibilities?

- Greeting guests.
- Maintaining a clean restaurant environment
- Maintaining a clean restaurant exterior.
- All of the above

3. What are the Dining Room Attendants restaurant exterior responsibilities?

- Maintenance of the parking lot, cleaning doors and windows, and greeting guests.
- Vacuuming and washing floors.
- Basic maintenance.

4. What is the proper way to greet a guest?

- "Hi, how are you?"
- "Hi, how you doing?"
- Smile/Eye contact "Hi. Welcome to Shakey's"

5. When necessary, the Dining Room Attendant should clean the following areas:

- The Walk-in and Oven.
- Buffet and Salad Bar.
- Dishwasher Station and Entrance.

6. What are the Dining Room Attendant's responsibilities at the beverage station?

- Checks beverages, stock supplies, checks and refills ice, and cleans and sanitizes work area.
- Check the soda, sweet tea and beers.
- Clean and sanitizes.

7. What does the Dining Room Attendant do in the pre-bussing step of service?

- Remove all unnecessary clean glasses and clean plates from the table.
- Politely asks the guests and removes trash, unnecessary plates, cups and trays from tables.
- That does not his/her responsibility.

8. All table set ups must have:

- Clean Plates, Pizza Tray Stand and Spatulas
- Food and Beverages
- Pizza Tray Stand, Parmesan Cheese, Crush Chili Peppers, Napkins, Pepper, Salt and Ketchup.

9. What does it mean to pre-bus tables?

- Remove remains from tables and floor.
- Cleans table, wipe and sanitizes table, re-sets the table set-up, and wipes down seats.

10. True or False: It's the guest's responsibility to throw away their trash before they leave.

False

11. A clean restroom:

- Has clean and dry floors, a clean sink, and urinal/toilet, free from odor; stocked supplies, clean mirrors, and no graffiti.
- Smells nice.
- Has a clean urinal and toilet and is free of odor.

12. What are considered bad habits when it comes to serving food?

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

13. The Dining Room Attendant's responsibilities in the game room is/are:

- To make sure there is no trash on floors; clean glass and windows; sanitize all game seats, handles and controllers.
- They are not responsible for anything in the game room.
- To make sure the games are fully stocked.

14. How often should the restrooms be checked by an employee?

- Every hour
- Every 2 hours
- Every 20 minutes.

15. What is the correct 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. Why is important suggest a refill while bussing the table?

- To increase sales.
- To give the guest a better experience.
- "Suggest" is a cashier responsibility.

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.
- Nothing.

18. What should you do when you have a guest who might be unhappy with their service or product?

- Ask the manager for help immediately.
- Give to guest the number to corporate.
- Use L.A.S.T. and call the manager if necessary.

19. What is the proper way to check that sanitizer will be effective?

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

20. What does L.A.S.T. stand for?

- 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"



Certification 5

Dining Room Attendant



Total Time 60 min	Employee		Store		Date	/	/
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Instructions: To complete the Certification, the manager will do a general review of the Team Member's performance.

The trainee score at least 7 of 8 (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 the manager.

Manager Certification Check List

In order to confirm the Team Member has been certified as a Dining Room Attendant the Manager will confirm, through the check list below, that the Team Member has been thoroughly trained and has the knowledge of the position.

1. **General Knowledge** Yes No
 - Has an understanding of position responsibilities and is knowledgeable of our Mission & Values. Knows how to wash, check and clean work area, and knows their work station tools.
 - Has knowledge of position responsibilities. Uses correct uniform, visor and name tag. Knows the Shakey's menu.
2. **Dining Room Attendant Characteristics** Yes No
 - Smiles, makes eye contact, welcomes, listens, offers, thanks and says goodbye. Supports others members when necessary.
3. **Work Station Set-up and maintenance** Yes No
 - Knows how to set up bussing station or cart. Knows how to set-up drink area, utensil area, and dine-in table. Maintains proper maintenance and cleanliness of stations.
4. **Outside/Entrance** Yes No
 - Maintains proper cleanliness of restaurant exterior.
 - Cleans walkways, landscaping, trash cans, curbs, and parking blocks.
 - Observes for graffiti, cleans doors and windows, smudges and fingerprints.
 - Cleans door frames, and handles.
5. **Drink Area** Yes No
 - Confirms that works station is thoroughly stocked.
 - Confirms that napkins, straws, and cup tops always available.
 - Checks soda bags and replace when necessary; checks ice dispenser and refills.
 - Wipe down surfaces with sani-towel.
6. **Dining Room/Patio** Yes No
 - **Pre-Bussing**
 - Clear the table; removes utensils, plates, cups, pans and trash. Wipes table with a clean, sanitized damp towel
 - **Bussing**
 - Re-sets the table set-up and re-stock when needed. Wipes chairs, sweep floors and removes paper and debris from the floor.
 - **Restrooms**
 - Sweep and/or mop floor, places "wet floor" sign near the restroom when wet.
 - Sinks, urinals and toilets should be clean and odor free.
 - Cleans sinks, urinals and toilets with rubber gloves; uses the correct brushes and chemicals.
 - Re-stock all paper products (tissue, paper towels, etc.).
 - Cleans mirrors and confirms they are free of water spots and smudges.
 - Removes trash cans, observe for graffiti and always checks and refills soap dispensers.
 - **Game room**
 - Remove trash from the floor.
 - Cleans games to remove smudges and fingerprints.
 - Clean game seats, handles, and controllers with the sanitized towel.



60 min

7. Guest's Situations Resolution Yes No

Knows the Shakey's Problem Solving System.

Listens, Apologize s, Solves, Thanks.

8. Open and Close Yes No

- Has thorough knowledge of opening and closing procedures.

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.):