

# TRAINING 101

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## RULES

1. IF YOU'RE NOT 100% SURE, ASK WHY.
  2. TRAINING IS MEANT TO BE **EFFECTIVE** NOT EFFICIENT.
  3. 3-FEET RULE. TRAINER AND TRAINEE MUST STAY WITHIN 3 FEET OF EACH OTHER.
  4. I DO → WE DO → YOU DO.
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## WHAT MAKES AN EFFECTIVE TRAINER? AN EFFECTIVE TRAINER IS...

AN EXPERT IN POSITION AND POLICY

FUN, ENERGETIC, AND ENGAGING

A UOB BRAND AMBASSADOR

CLEAR, CONSISTENT, & PERSISTENT



# Barback Training – The Host Station

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## Introduction

Everyone knows that first impressions are everything. The HOST STATION serves to welcome our guests and get them situated at their table as painlessly as possible.

## Components of the Station

At the HOST STATION, you will find the following items/tools. **Review each tool together with your trainee. Explain their purpose and how we use them.**

1. A host-stand
2. A waitlist, highlighter, and pens
3. A floorplan
4. A phone
5. Sanitizer bucket
6. Delivery / togo table

## Sub Positions

Responsibilities at the HOST STATION are divided into two sub positions, called the GREETER and the SEATER.

### The Greeter

The greeter is responsible for making first impressions. They are the first and last person with whom the guests will interact.

Their responsibilities are as follows:

- Welcome all guests as they arrive.
- Determine the number of guests in their party.
- If there is a wait, make it tolerable.
- When their table and party are ready, instruct the SEATER to show them to their table.
- Wish departing guests farewell and invite them back next time.

Each responsibility is further described below.

#### Welcome guests as they arrive.

University of Beer's standard is that all guests are welcomed within 3-seconds of arriving with a warm, energetic, audible, and professional greeting such as "Hello folks, welcome to UoB."

**Tip:** Avoid saying "guys". "Folks" is much more professional.

#### Determine the number of guests in their party.

Ask the guest how many will be in their party. It's common for some guests to arrive before their friends, so don't assume that two arriving guests will want a table size of two.

**Industry Lingo:** A common industry way to refer to the size of a table is a number followed by the word *top*. For example, a table that seats four guests may be referred to as a "Four Top".

If there is a wait, make it tolerable.

Waits stink. No one wants to sit in line for a table, but we all know it happens. Guests are hungry and often grumpy. Your job is to make it tolerable for them while they wait. This is a great opportunity to get guests excited about our specials and/or your favorite dish.

Do NOT overquote wait times. A wait of 5-10 minutes is not bad at all. If we start quoting more than 15-minutes, the guest will likely leave. Even if we are running a little over the quoted time, just be polite when you talk to the guest. Example: "I'm sorry folks, looks like some of the guests we thought would be leaving sooner decided to stay for [dessert / another round]. We should have something opening shortly."

**Tip:** If you take down their phone number, the guests will start wandering the parking lot or street, resulting in unnecessary delays. If they are not waiting for you at the door, it takes times to call them and get them back. Often, guests will just go looking for another restaurant and will never answer your call. When possible, ask them to wait nearby and we can call their name aloud. If you do take phone numbers, make sure to call them when they are the next table – not when their table is ready. Say something like, "Hello folks, you will be the next table seated, so please make your way to the restaurant front door. Your table will be ready shortly." This will save you a lot of time, and when you're running a waitlist, time is money.

When their table and party are ready, instruct the SEATER to show them to their table.

Keep an eye on open tables. When one is available, seat the guests. Make sure not to over-seat any one server. Try to balance the tables between all open sections as not to overwhelm any one server. A good rule of thumb is to wait to seat another table in the same section until you see alcoholic beverages (not waters) on the table. This means that the server has greeted them and delivered their drink order.

As a rule, we only seat complete parties. This means that if only 3 guests have arrived for a party of 6, we wait to seat them. Some exceptions can be made under special circumstances, but it's best to leave that decision to your manager.

Some sections may be closed, NEVER seat guests in a closed section. When in doubt, ask the manager or team lead responsible for running the lineup.

Wish departing guests farewell and invite them back next time.

As guests depart the restaurant, thank them for their business and invite them to return again soon.

Example: "Thanks for coming in folks. [Come back soon! / See you for Happy Hour tomorrow?]"

**Tip:** The Greeter must always stay near the door. If the Greeter wanders too far, they will not be able to see arriving guests.

## The Seater

The seater (or "walker" as it is sometimes referred) walks guests to their table. They are responsible for the following:

1. Clearing and sanitizing tables as guests depart.
2. Communicating open tables to the Greeter.
3. Walking parties to their tables.

Clearing and cleaning tables as guests depart.

The seater should always be roaming the restaurant looking for tables with dirty dishes or empty glasses. When guests depart, tables should be immediately cleared and sanitized (also called “bussed” in the industry).

Communicating open tables to the Greeter.

The Seater is responsible for tracking open tables and tables that are likely to be departing soon. This way the Greeter can make informed wait time estimates.

Walking parties to their tables.

When seating a table, there are SIX STEPS to complete:

1. Ask the guest how they are doing.
2. Ask them if they are first time customers.
3. If they are first timers, explain the concept.
4. Show the guests how to use the QR code menus.
5. Inform the guests who will be their server and that their server will assist them at the table.
6. Wish the guests a great meal.

Here is what this speech looks like in practice:

### **First Time Guest Sample Speech**

*Here is your table folks. How are we doing today? ...excellent...Is this your first time here? ... yes!*

*Welcome! University of Beer is all about beer. We specialize in local, rare, and niche beers that you won't find in the grocery store. Our food is amazing! I highly recommend [shrimp trio / burgers / drunken pig fries]. You'll pull up the menu on your phones by scanning the QR code on the table. Your server today will be [Liz], she'll take great care of you right here at the table. Enjoy your meal!*

### **Returning Guest Sample Speech**

*Here is your table folks. How are we doing today? ...excellent...Is this your first time here? ... no, we've been here before.*

*Welcome back. As a reminder, you'll pull up the menu on your phone using the QR code. Your server today will be [Liz], she'll take great care of you right here at the table. Enjoy your meal!*

**TO DO:** Practice these scripts with your trainer 10 times, or more until the trainee is comfortable. The trainer will role play the guest, and the trainee will roleplay the host.

**Tip:** Make sure to pull out the chair for the guest at a 45-degree angle. You'll likely only be able to pull the chairs out for one or two guests, formal etiquette stipulates that you pull out the chair for the eldest female at the table first.

### **Juggling both positions**

When it's slow, there will be times when only one team member is assigned to the Host Station. When this happens, you will need to act as both the Greeter and the Seater. Make sure to keep great communication with your managers, team leads, and co-workers. They are here to help you.

## Critical Traits

While working the host stand, there are several traits that will help:

1. **Good Energy** – You're the first impression the guest will have with our brand. Make sure you bring the energy and hospitality. Even if they have to wait, make the wait a good experience.
2. **Stay Calm** – The Host Area can be stressful. People want to move around, are eager to sit, and can be very demanding. You have to hold the line and do it with a smile.
3. **Stay Organized** – People are coming and going. It can be difficult to keep track of open tables and wait lists. You have to stay organized to stay efficient.
4. **Good Communication** – Its easy for errors and misunderstandings to occur if you're not communicating. Make sure that you clearly communicate with the guests and your teammates to avoid future problems.

## Downtime Activities

While on the Host Stand, there are some activities you should perform when you have downtime between seating guests.

1. Pre-bus and buss tables
2. Restock table caddies / carts
3. Roll silverware
4. Restock wait list sheets / print additional copies
5. Clean nearby surfaces, while keeping an eye on the door.
6. Refresh sanitizer buckets – they should be refreshed every 4-hours.
7. Perform restroom checks
8. Assist other team members with their tasks.

Remember to always keep a close eye on the door as you perform downtime tasks.

**Tip:** Never leave the Host Area without coverage. If a task will take you away from the station for more than a few seconds, you need to find a team member to cover your station while you perform the other task.

## Progress Checklist

- Read Mission & Core Values – Trainee reads Mission & Core Values aloud from the Employee Portal ([www.theuob.com/employees](http://www.theuob.com/employees))
- Read “Host Station Training Guide” – Trainee reads the “Host Station Training Guide” aloud. Trainer pauses to answer questions or add context.
- Trainer and Trainee take TRAINER/TRAINEE TEST together before each training shift.**

### Greeter Certification Process

- Trainer Greets the first 10 tables – Trainee watches the trainer, staying 6-feet apart at all times, and completes “Greeter Evaluation Sheet” while watching the trainer demonstrate each behavior.
- Trainee Greets remaining tables (trainer completes “Greeter Evaluation Sheet”, watching the trainee demonstrate each behavior)
- Once the trainee has successfully completed 25 party greets, the trainer should inform the manager or shift lead responsible for the Lineup. The supervisor should then evaluate the trainee and provide feedback. Continue as necessary.
- If the employee is capable of performing the station at full capacity, the manager may certify the training complete for GREETER.

### Seater Certification Process

- Trainer Seats the first 10 tables – Trainee watches the trainer, always staying 6-feet apart, and completes “Seater Evaluation Sheet” while watching the trainer demonstrate each behavior.
- Trainee Seats remaining tables (trainer completes “Greeter Evaluation Sheet”, watching the trainee demonstrate each behavior).
- Once the trainee has successfully completed 25 party seats, the trainer should inform the manager or shift lead responsible for the Lineup. The supervisor should then evaluate the trainee and provide feedback. Continue as necessary.
- If the employee is capable of performing the station at full capacity, the manager may certify the training complete for GREETER.

## Host Station Certification Checklist

The following must be completed to become certified at the HOST STATION.

- Greeter Certification by Supervisor and Trainee.
- Seater Certification by Supervisor and Trainee.
- Food Handler’s Card received by HR.
- Orientation Official Test Score 95% or higher by Supervisor and Trainee.

## Greeter Evaluation Sheet

Behavior	Trainer Explains	Trainer Demonstrates (10x)	Trainee Demonstrates (25x)	Supervisor Certifies
Welcome all guests as they arrive.				
Determine the number of guests in their party.				
If there is a wait, make it tolerable.				
When their table and party are ready, instruct the SEATER to show them to their table.				
Wish departing guests farewell and invite them back next time.				

**Greeter Evaluation Sheet Instructions:** The Trainer must initial in the “Trainer Explains” column. The Supervisor must initial in the “Supervisor Certifies” column. The “Trainer demonstrates columns should be filled in using tally marks.

## Greeter Evaluation Sheet

<b>Behavior</b>	<b>Trainer Explains</b>	<b>Trainer Demonstrates (10x)</b>	<b>Trainee Demonstrates (25x)</b>	<b>Supervisor Certifies</b>
Clearing and sanitizing tables as guests depart.				
Communicating open tables to the Greeter.				
Walking parties to their tables.				
Ask the guest how they are doing.				
Ask them if they are first time customers.				
If they are first timers, explain the concept.				
Show the guests how to use the QR code menus.				
Inform the guests who will be their server and that their server will assist them at the table.				
Wish the guests a great meal.				

## Acknowledgments

Trainee Name: \_\_\_\_\_

I, \_\_\_\_\_ (Supervisor Name) and \_\_\_\_\_ (Trainer Name) certify the above trainee in the position of **SEATER**. I have personally observed the trainee's progress and certify the work consistent with Company's standards and procedures.

I, \_\_\_\_\_ (Supervisor Name) and \_\_\_\_\_ (Trainer Name) certify the above trainee in the position of **GREETER**. I have personally observed the trainee's progress and certify the work consistent with Company's standards and procedures.

I, \_\_\_\_\_, (HR Manager) have received a valid FOOD HANDLER CARD for the above trainee.

I, \_\_\_\_\_, (Trainer Name) have administered the ORIENTATION TEST to the above trainee and personally verified that they have received a passing score of 95% or greater on their Official Exam.

## Signatures

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HR Manager Name	Signature	Date
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Supervisor Name	Signature	Date
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Trainer Name	Signature	Date
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Trainee Name	Signature	Date
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**SUBMIT THIS FORM TO HUMAN RESOURCES WITH BOTH EVALUATION SHEETS**