

PHI 104 Manage 'em Right

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After you find the right people and train them in all aspects of professional dining room service, there's still one very important topic to consider: ongoing education and creating the best possible work culture in your restaurant. This topic is often overlooked, but the truth is, keeping your staff motivated and making sure they think your restaurant is doing everything possible to make them the very best servers they can be is the long-term key to a highly successful operation. This training session is based on the workbook, Manage 'em Right, Ongoing Education for Servers, and provides the knowledge a front of the house manager needs to motivate and update the service staff.



Course Description

- **Overseeing Service on the Floor**
- **Ongoing Q-Time Education**
- **Cycle Training System**
 - **Food training**
 - **Beer, Wine & Cocktail Training**
 - **Sales Training**
 - **Guest Service Training**
 - **Problem Solving**
 - **Service Etiquette Training**
- **Mystery Shop Pros & Cons**
- **Online Training – Is it Right for You?**
- **And more...**

Who Should Enroll?

New service managers, current supervisors or dining room managers, banquet managers, and restaurant owners who want to bring ongoing improvement and education to their employees.

Pre-requisite: PHI 100 Program Overview & Service Evaluation

Class Time: 2.5 Hour Workshop



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