

# PHI 103 Train 'em Right

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Once you have your training materials in place and the standards of service have been defined, this hands-on train the trainer workshop will provide you with the next steps of an effective training system. Based on the workbook, Train 'em Right, The Complete Guide for Service Trainers, it provides a day by day guide to reach your training objectives.



## Course Description

- Preparing the Training Materials
- About Classroom vs. On the Job Training
- Day 1-7 Objectives
- General Orientation
- Menu Introduction
- Point of Sale
- Service Sequence
- Responsible Alcohol Service
- Practice Makes Perfect
- Criteria for Passing the Tests
- And more...

## Who Should Enroll?

Service trainers, supervisors and dining room managers, banquet managers, and restaurant owners who want to improve or complete their training system

**Pre-requisite:** PHI 100 Program Overview & Service Evaluation

**Class Time:** 2.5 Hour Workshop



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