

PHI 101 Hire 'em Right

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In a brief two and a half hours, you'll learn how to attract and retain the very best front of house service staff possible. This training session, based on the workbook, Hire 'em Right, The Manager's Guide to Recruiting,

provides the knowledge a manager needs to attract service oriented front of the house staff. By the end of this session, attendees will know the very best approaches to hiring the people who can truly make a difference in your restaurant—the servers. The great ones are out there—this course will tell you how to find and attract them.



Course Description

- How to Increase Your Candidate Pool
- Interview Questions that Reveal the True Personality of the Candidate
- References Not to Check
- The Best Environment for the Interview Meeting
- What You Must Bring to the Candidate
- What to Do After the Interview
- Orientation and Transition
- And more...

Who Should Enroll?

General Managers, hiring managers, supervisors or dining room managers, banquet managers, and/or restaurant owners who want to improve or complete their recruitment system to reduce turnover and retain employees who will pamper your guests with exceptional service.

Pre-requisite: PHI 101 Improve Dining Room Service (IDRS) Workshop Overview

Class Time: 2.5 Hours



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