

Server at a Glance

Assignments

- Review the online Server Syllabus.
- Print the Server Need to Know Study Guide.
- Print and answer the Server Operations Manual Questions. Verify your answers using the key.
- Download and print the Server Opening, Running, and Closing Checklist.
- Complete the entire checklist at least once.
- Download and review the sample Duty Rosters Planner in the Operations Manual.
- Assist in the completion of the Server Duty Roster items.
- Work with the person responsible for cleaning and preventive maintenance in the Server Area using the list on the online syllabus.
- Read about the equipment listed on the online syllabus in the Equipment Manual and the Server section of the Operations Manual.
- Print and answer the Server Equipment Questions. Verify your answers using the key.
- Make all of the recipes prepared in your restaurant's Server Area. Refer to the Recipe Assignment in the workbook for a list of core recipes.
- Work as a Department Head for a minimum of one shift.
- While working as the Department Head, focus on Guest service, labor management, recipe adherence, production levels, and cleanliness.
- Use the tools listed on the workbook syllabus when working as the Department Head.
- Read the Security Section of the Administration Manual.
- Assist in making Floor Charts for your shifts as Department Head.
- Demonstrate how to use the techniques discussed in the Table Visits course when monitoring the dining room.
- Run a SMG store Report with the Training Manager.
- Assign and manage Bar Check duties in the Server department at least twice.
- Refer to the Server - Bar Check Activity found in your workbook.
- Work with your Training Manager to run breaks in the Server department.
- Print the Labor Cost Analysis and the Hourly Productivity Report from the Back Office Computer.
- Print and perform a Server Department Audit.

OnDemand videos

- Lesson from the Trainer – Server
- Lesson from the Trainer – Security
- Floor Charts
- What the Guests Expect
- Accessing SMG and Dashboard Tour
- SMG Reporting - A quick tour of how to view and read reports
- SMG - Handling Guest Complaints

eLearning Center courses, quizzes, and exams specific to the Server Department

- Intro to the Server Position
- Appearance and Hygiene for Server
- Delivering Service Excellence
- Providing Exceptional Hospitality for Our Guests
- Getting into the 100 Club
- Identifying Special Service Opportunities
- Handling Guest Concerns
- Server Operations Manual Questions
- Table Visits

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- MIT Server Quiz

End of Week Meeting with the Trainer topics

- Questions about the Server Area equipment
- Needed Server Area Equipment repairs
- Completion of the Server Manager Final Performance Sign-off
- Completion of the Server – Part A Syllabus Sign-off
- Running breaks in the department
- Discuss SMG Store Report
- Labor Cost Analysis and the Hourly Productivity Report
- MIT Server Quiz results
- The results and any corrective actions found during the Server Department Audit
- Review your performance in the Server Area
- Completion of the Server – Part B Syllabus Sign-off
- Completion of the Positional Evaluation in your workbook
- Completion of the Server Manager Final Sign-off