SWEET TREATS CAFE

Trainer Guide



DEAR TRAINER,

In this guide, you will find step-bystep instructions on how to conduct the training.

Each page contains images of the slides you will use from the slide deck, questions of what to ask, videos to play, and activities to direct.

You can write notes or reminders in the margin on the sides as needed.

Use this trainer guide to facilitate the training, lead great discussions, and help learners apply the concepts.

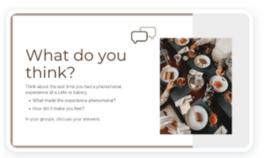
Enjoy your training sessions!

TRAINER GUIDE

WELCOME: INTROE		NOTES
Sweet Treats Cafe Server Training	WELCOME Um Logon Trainer & Irainer & Irainer & Ira	
SLIDES 1-2	5 MINUTES	
Introduce yourself, the trai	ning and it's purpose.	
"Hello my name is and on how to serve customers	d I will be training you today at Sweet Treats Cafe.	
ACTION ITEMS		
By the end of this training you will be able to	ere customer consuct = s understerer states food ander werd gewel states werdig werd states exercise	
SLIDE 3	3 MINUTES	
	t they will be learning by stating	
items on the slide deck). P	or role as a server (read the action Please use the learner's guide to ves through out the training.	
Please feel free to write no	otes in your learner's guide too".	

DISCUSS





SLIDE 4

11 MINUTES

Read the prompt aloud. Give the pariticpants time to reflect on their experience. Allow 2-3 minutes of silent reflection. Next, pair participants in groups of 3 and give them 5 minutes to share their thoughts.

Last, take 3 minutes to debrief as a whole group.

<u>Tip: Walk around the room and speak to the participants to</u> <u>get a feel of how participants are feeling/discussing.</u>



SLIDES 5-6

5 MINUTES

Read the slide out loud and read the speech bubbles.

<u>Tip: Role play the speech bubbles on the slide decks. This</u> <u>will allow participants to see and hear what a server should</u> <u>sound like in real time.</u>

Direct the participants to turn to their learner's guide. Inform the participants to take detailed notes of the first step of the serving process. NOTES

LEARN



		See it in action	
1. Initiate Customer Contact			
	Name items that are no longer available and give them time to decide on food and drinks.	V Y N D	

SLIDES 7-8

7 MINUTES

Read the slide deck aloud. Continue to role play the characters on the screen. Then, inform the participants to read the warning on the bottom silently. Ask participants to read it aloud as a group.

Explain to participants the importance of inquiring about allergies/dietary restrictions, when going through the serving process.

Last, share the video on next slide deck. Inform participants that there will be videos showing examples of the serving process to solidify understanding.



SLIDES 9-10

8 MINUTES

Inform participates to turn to their learner's guide. Read the slides aloud, continuing to role play characters on the slide.

Ask participants: "Why is it important to ensure the correct order is placed?"

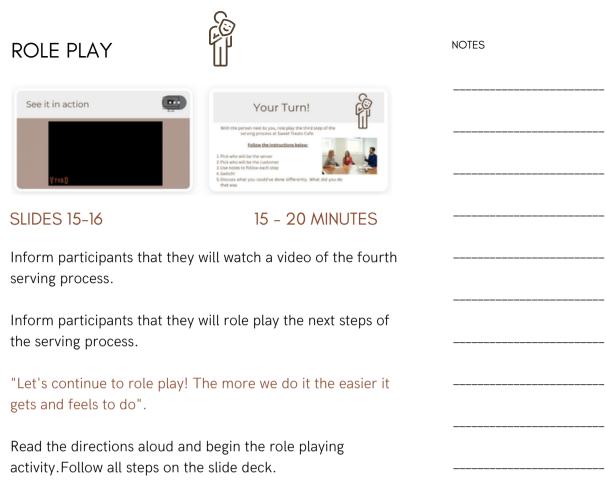
Answers may vary:

- "To ensure that orders placed in the computer system are correct".
- "To ensure dietary/allergies restrictions are placed correctly."
- "To avoid mistakes in the kitchen."

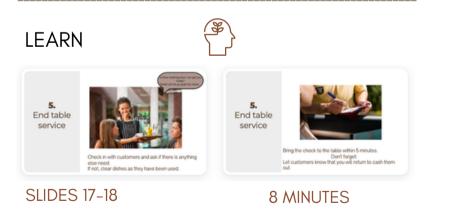
NOTES

ROLE PLAY		NOTES		
See it in action	Your Turn! Image: Compare the store that the store of the store that the store of the sto			
SLIDES 11-12	15 - 20 MINUTES			
Inform participants that they w and third serving process to fu	vill watch a video of the second Irther solidify understanding.			
Introduce the next step of the training. Inform participants				
"Now that you've heard and saw two examples of the serving				
Read the directions aloud and activity.Follow all steps on the	• • • •			
To make participants feel at ea to make mistakes and to feel r safe space and they are all her are welcome!				
LEARN	¥}			
A Deliver food & drinks. Deliver food & drinks. Deliver the food as con as its react. Deliver the food as con as its rea	Peliver food & drinks. Creck on outformer salinfaction within 5-8 minutes.			
SLIDES 13-14	8 MINUTES			
Inform the participants the ne	ext step of the serving process.			

Read the slides aloud and role-play the characters on the slides.



<u>Tip: Continue to reassure participants that they are in a safe space to practice and make mistakes.</u>



Inform participants that they are at the fifth step of the serving process.

Read the slides aloud and role-play the characters on the slides.







SLIDES 19-20

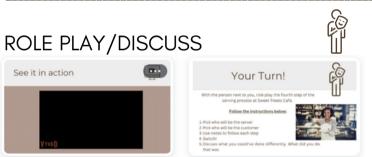
8 MINUTES

Continue to inform participants the "end table service" process. Role-play the characters on the screen to allow participants to see and hear how it sounds in real time.

"Using the computer system is the only way customers can pay their bill. Upon completing this training you will be taught how to use it at our location."

"If the computer system is not working properly please always contact the manager as soon as possible. This will ensure that it gets handled right away and allow for a smooth transition of other orders being paid and placed."

<u>Tip: Remind participants to write notes about this process.</u>



SLIDES 21-22

15-20 MINUTES

Inform participants that they will watch a video of this part of the serving process.

Inform them they will role-play it as well. Read the slide decks and follow the instructions as a group.

"Let's role play how to end table service. We will use the same process. However, pick a different person. This will help you get used to working with different people."

Allow 10 minutes participants to complete activity.

TIP: Walk around to each group to provide support as needed.

NOTES

TRAINER GUIDE: SWEET TREATS CAFE

		NOTES
Assessment		
Before you begin serving at Sweet Treats Cafe, you must prove your skills. You will be assessed in a role-play simulation like the one you did with your partner. You can find the assessment rubric in your learner guide.		
SLIDE 23 30-	45 MINUTES	

Inform participants that they will complete an assessment. Read the slide aloud.

"Now that you have practiced and completed the steps of the serving process, it is time for you to prove your skills. In this assessment you will partipate in a role-playing activity where I will be the customer and you will be the server. You will go through each part of the serving prcess from start to finish".

Point to the scenerio in the room where a table, chair and menu are placed.

"On the left you will see a set scenario. This is where the assessment will take place".

Inform the participates to read their notes, review the roleplaying steps they did throughout the training and the rubric in the learner's guide.

During this time you will be conducting the assessment with the participants.

Your job is to be the customer. Ask questions and state comments such as:

"What is your special of the day?"

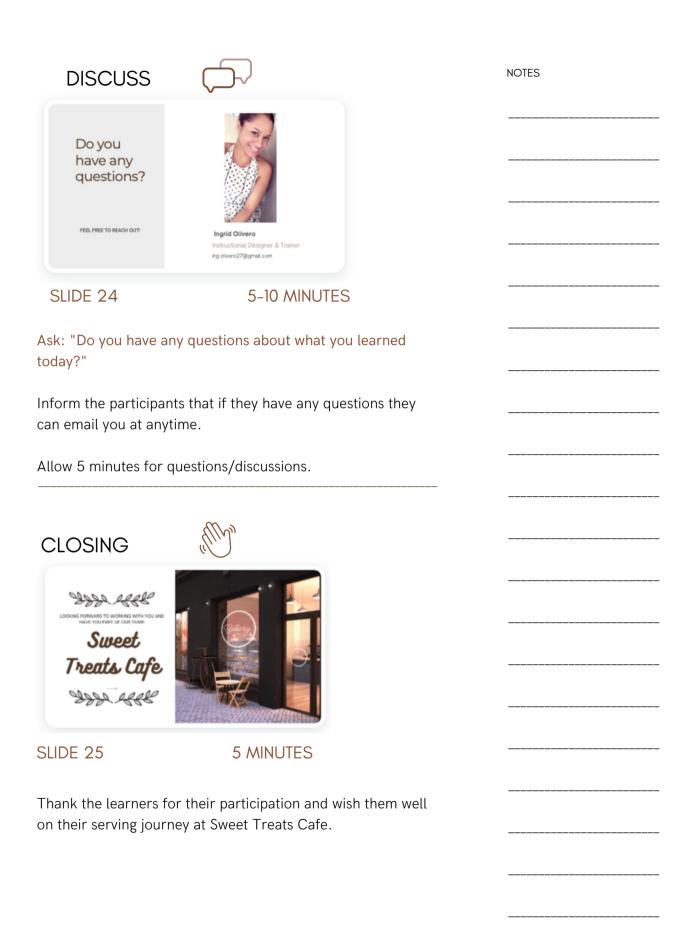
" I am allergic to dairy. What are your dairy free options? Feel free to add your own.

While role-playing with the participant please use the rubric checklist attached to check off steps the participant mastered.

Server

Check off skills the participan has each the state of the second second

Participant's Name:
 Inititated Customer Contact Greeting, stated name, named cafe specials, stated unavailable items and asked for allergies/dietary restrictions.
 Took customers food and beverage order Asked for food order, wrote items down, entered customers order into computer system.
 Delivered customers food and beverage order Delivered food, asked customer if they need anything else.
 Ensured customer's satisfaction Checked on customers satisfaction (i.e) "How's are you enjoying your meals?"
 Efficiently ended table service Checked on customers, cleared dishes, brought check, collected check and payment, entered payment in computer system.



TRAINER GUIDE: SWEET TREATS CAFE



TRAINER GUIDE: SWEET TREATS CAFE