

ENJ SERVER TRAINING GUIDE

NEW HIRE	Expectations of Proficiency (Performs at the highest level some to most of the time by end of 10 shifts)		
	Understands Delight Our Guest	Greets Guests table side with a warm, genuine welcome	Basic menu knowledge (can pass server test written or oral)
	Each Guest is given a warm farewell and invitation to return	Knows all table numbers	Follows all timing standards in Steps of Service
	Finishes assigned duties	Exhibits a gracious and professional service style	Punctual
	Cashiers and closes out tickets with credit cards, gift cards, and cash	Prepares all beverages to specs	Displays proper cash handling
	Positive behavior including facial expressions	Exhibits teamwork and obeys safety rules	Consistently pre-busses tables
	Complies with policies, procedures, and dress codes	Reliable and dependable	Displays proper tip handling
	Understands and refrains from using "Forbidden Phrases"	Is courteous and professional with fellow team members including kitchen team	Only serves properly plated and cooked food (no substandard food)
EXPERIENCED SERVER	Performs at the highest level most to all of the time in addition to New Hire expectations by the end of 45 shifts		
	Knows & performs side work to standards	Volunteers for extra duties	Displays positive behavior at all times
	Demonstrates situational awareness and informs MOD when Guests appear unsatisfied	Displays knowledge of special serving circumstances (Guests with disabilities, service animals, children)	Thoroughly and properly cleans, busses, and resets tables in a timely manner including proper handling of glass and smallwares
	Rings in orders to maximize value to Guest and efficiency to kitchen	Shows efficiency - full hands in, full hands out	Expedites with confidence
	Greets regular Guests by name	Recognizes and informs servers/manager of new Guests	Handles Guest complaints with ease
	Follows 80/20 rule - 80% of time in dining room	Assists other team members in meeting their Guest's needs in a timely manner	Able to give concise directions to the restaurant.
	Demonstrates natural upselling techniques	Section is clean and stocked at all times	Proactively anticipates Guest needs
	Exhibits comfort with Dazzling dialogue	Uses proper menu and service terminology	Comfortably can split or combine checks

LEAD SERVER / TRAINER	Performs at the highest level at all times. Has the same expectations as an Experienced Server PLUS		PAY RATE
	Explain "what you know" to new employees, peers, and management. Follows proper training procedures.	Reviews procedures step-by-step	WAGE WHILE TRAINING DETERMINED BY RM AND GM
	Listens to feedback (two-way communication)	Knowledgeable and performs all work to Elmer's standards	
	Knowledgeable of "why" things are done in a certain way	Takes initiative to find out when not sure	
	Knowledge retention level is above average	Able to coach and direct other servers using positive motivation skills	
	Maintains strong partnership with fellow team members, management, and Guests	Is Tough on Standards, and Easy on People	
	Consistently learns and uses Guest names	Is calm under pressure	
	Menu expert including portion sizes and prices of sides	Consistently requested by Guests	
	Takes control of given projects, issues, and emergencies		