



## Server Training Checklist

12 Jun 2023 / Laurentine Wyatt

Complete

Score	90.91%	Flagged items	3	Actions	1
Restaurant name	The Spicy Factory				
Conducted on	12.06.2023 10:58 PST				
Prepared by	Laurentine Wyatt				
Location	Seattle, WA, USA (47.6062095, -122.3320708)				

## Flagged items & Actions

3 flagged, 1 action

### Flagged items

3 flagged, 1 action

Server Training Checklist / Menu knowledge

#### Liquor abbreviations test

Needs Attention

The trainee struggled with correctly identifying some liquor abbreviations during the test. To address this, she should spend additional time reviewing these shorthands and their corresponding drinks.

Server Training Checklist / Order-taking and POS system

#### Point-of-sale (POS) system operation

Needs Attention

The trainee encountered difficulties in operating the POS system during the training. Further training and practice using the POS system under the supervision of an experienced staff member is required to rectify this.

To Do | Assignee SafetyCulture Staff | Priority Medium | Due 19.06.2023 11:00 PST | Created by SafetyCulture Staff

Hold a short POS training and shadowing session with Erin.

Hi, Erin. Scheduling a meeting to discuss a short training session for Marina on using the POS machine this week.

Server Training Checklist / Payment billing and processing

#### Delivery of check

Needs Attention

The trainee faced challenges in promptly delivering checks to guests. This can be connected to her struggle with operating the POS system. Requires further practice in printing and giving checks upon guest request.

### Other actions

0 actions

## Server Training Checklist

3 flagged, 1 action, 90.91%

### Restaurant guidelines and policies

100%

Review of server guidelines and responsibilities (in the server training manual)

Completed

[Server Guidelines and Responsibilities \[Klassen\].pdf](#)

Review of the restaurant's policies and procedures

Completed

[Restaurant Policies and Procedures \[2023\].pdf](#)

Dress code policy

Completed



Photo 1

### Menu knowledge

1 flagged, 80%

Menu abbreviations test

Completed

Menu descriptions test

Completed

Alcoholic beverage test

Completed

Liquor abbreviations test

Needs Attention

The trainee struggled with correctly identifying some liquor abbreviations during the test. To address this, she should spend additional time reviewing these shorthands and their corresponding drinks.

Dietary considerations

Completed

### Order-taking and POS system

1 flagged, 1 action, 50%

Accurate order-taking

Completed

Point-of-sale (POS) system operation

Needs Attention

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To Do | Assignee SafetyCulture Staff | Priority Medium | Due 19.06.2023 11:00 PST | Created by SafetyCulture Staff

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## Serving etiquette

100%

Initial guest greeting	Completed
Food delivery procedure	Completed
Drink delivery procedure	Completed
Beverage refills and/or second orders	Completed
Service procedure during meal	Completed
Guest check-backs	Completed

## Table setting and maintenance

100%

Table numbers test	Completed
Utensils, glassware, and tableware	Completed
Assembling of orders on the table	Completed
Table bussing	Completed

## Upselling and customer recommendations

100%

Suggestive selling techniques	Completed
Recommendations for additional items, specials, or upgrades	Completed

## Payment billing and processing

1 flagged, 75%

Food check writing	Completed
Bar check writing	Completed
Delivery of check	Needs Attention

The trainee faced challenges in promptly delivering checks to guests. This can be connected to her struggle with operating the POS system. Requires further practice in printing and giving checks upon guest request.

Timely closing of check	Completed
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## Safety and hygiene

100%

<b>Food safety and hygiene guidelines</b>	Completed
<b>Proper handwashing practices</b>	Completed
<b>Safe food storage and handling procedures</b>	Completed
<b>Collaboration and teamwork</b>	100%
<b>Communication skills for customer and colleague interactions</b>	Completed
<b>Coordination with kitchen staff and other servers</b>	Completed
<b>Rapport building with guests</b>	Completed
<b>Other considerations</b>	100%
<b>Good knowledge of sidework</b>	Completed

## Completion

### Comments and recommendations

The trainee has shown competency in many areas of server training, but attention is required in the following areas: liquor abbreviations, POS system operation, and prompt check delivery. With additional training and practice, the trainee should be able to improve their performance in these areas and become a successful server.

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### Trainer's name and signature



Laurentine Wyatt  
12.06.2023 11:01 PST

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### Trainee's name and signature



Marina Klassen  
12.06.2023 11:02 PST

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## Media summary



Photo 1

[Server Guidelines and Responsibilities \[Klassen\].pdf](#)

[Restaurant Policies and Procedures \[2023\].pdf](#)