

Seven-shift training plan

Stages are a scaffold. Repeat practice until the employee demonstrates the skill; attendance alone is not approval.

Employee / trainer / start date

☐ **1. Know the bar**

Find ingredient sheets, handling instructions, emergency contacts and the shift lead.

☐ **2. Make the menu**

Measure an approved batch, identify the product, label it and record usable yield.

☐ **3. Welcome and guide**

Explain two choices. Help solo and quiet guests without pressure.

☐ **4. Run the transaction**

Practice modifiers, tabs, receipts, discounts and authorized corrections.

☐ **5. Handle the rush**

Triage orders, maintain clear handoffs, restock and deal with hazards.

☐ **6. Recover and close**

Respond to a complaint; record waste, transactions and the next shift handoff.

☐ **7. Demonstrate a shift**

Observe independently. Assign another coached attempt for unresolved gaps.

For each stage record: date, observed task, help needed, next practice, trainer initials.

Observed skills assessment

Mark: not shown / practiced with help / independent / needs another coached attempt. Record an observation, not a personality judgment.

Ingredient identification and uncertainty - mark / observation / next practice

Measured preparation and handling - mark / observation / next practice

Guest welcome and clear menu choice - mark / observation / next practice

Transaction correction and service recovery - mark / observation / next practice

Boundary response and escalation - mark / observation / next practice

Cleaning, reconciliation and handoff - mark / observation / next practice

Critical gaps in ingredients, handling or escalation require more supervised practice. Do not average them away.

Shift cards and scenarios

Keep the current recipes, handling procedures and escalation contacts at the station.

Opening card

Read the handoff. Check station and equipment. Confirm menu availability and batch identification. Check supplies and transactions. Brief tonight's event or offer. Name the lead and backup contact.

Closing card

Complete product handling and cleaning. Record waste, shortages and equipment issues. Close tabs and explain reconciliation exceptions. Write a factual incident handoff. Assign tomorrow's unresolved tasks.

Practice these three situations

☐ **A guest asks about medication**

Identify the exact ingredients. Refer personal medication suitability to a pharmacist or clinician; offer another choice without pressure.

☐ **A regular interrupts a newcomer**

Take responsibility for menu information and give the newcomer space to choose.

☐ **An order is wrong during the rush**

Acknowledge it, confirm the expected item, follow remake/refund authority and record the cause.

Next shift: one focus / trainer / debrief time
