



WAIT STAFF NEW HIRE TRAINING CHECKLIST

EMPLOYEE NAME: _____

TRAINING LEAD/MANAGER: _____

ONBOARDING

- _____ Complete New Hire Paperwork
- _____ Place in System
- _____ How to Clock in & Out
- _____ Phone Software Updated & POS App Installed
- _____ *******How to use the APP for Orders ! Shadow if needed.**
- _____ Closing out a Customer Ticket. Email, print or text receipt.

TEAM EXPECTATIONS

- _____ Dress Code Fully Explained & Bringing a Bank/Change.
- _____ Park Out Front & All Personal Items in Car & NOT on Premises.
- _____ 30 Probation, Schedules, Calling In & Time Off Requests
- _____ Payroll, Tips, End of Shift Cash Out & Employee Food Discounts
- _____ Team Expectations (Dependable, Customer Service, Cleaning...)
- _____ Only Bartenders & Management allowed behind the Bar

CUSTOMER SERVICE

- _____ Upsell Food, Sides or Type of Liquor(Outside of Happy Hours)
- _____ Resolve Issues Professionally & Kindly at all times.
- _____ Immediately notify Management of issues or concerns.
- _____ Have Fun, Positive Energy and GREAT Customer Service at all times.
- _____ Stay off phone for Personal Reasons.
- _____ Keep checking on Customers & Bussing Tables.
- _____ Clean! Clean! Clean!

IMPORTANT SYSTEM ISSUES

- _____ Ticket Names MUST be Table #'s or GENERIC Description
(Green Shirt, Red Hat, Blue Coat.....)
- _____ ALLERGY ALERTS!
 1. We have a different Fryer for Fish.
 2. Per the Menu, Worcester Sauce used on Burgers (has Sardine Oil)
- _____ BASKETS MEAN WITH FRIES!
- _____ Sauces must be inputted with Food Order, otherwise it will be an additional charge.
- _____ *****
- _____ ONE Sauce - Side Salads, Wings ONLY, Fries & Appetizers
- _____ TWO Sauces - Wing Baskets, Large Salads & Most Baskets
- _____ Burgers come only well done.
- _____ Error inputting Ticket...Notify Management Immediately
- _____ Happy Hours & Specials, .50 Wings Wednesdays & Employee Food

LEGAL RESPONSIBILITIES

- _____ Follow all Texas Alcohol & Beverage Commission(TABC) & Federal Law on Serving Alcohol.
- _____ If you have to "cut off" one person from drinking, the group they are with must be cut off, unless that person leaves the premises. You must notify Management & all Bartenders.
- _____ YOU ARE NOT ABLE TO DRINK/SMOKE ON THE JOB. NO EXCEPTIONS!!!
IT IS ILLEGAL ACCORDING TO YOUR TABC LICENSE.

SHIFT RESPONSIBILITIES

- _____ Opening Responsibilities.
- _____ Closing Responsibilities.
- _____ Bar Tip Out & Cashing Out.
- _____ Checking Out with Management, Claiming Cash Tips & Clocking Out.

Please acknowledge that you have been trained on all above items. It is not an all-inclusive list, but the foundation of your training.

Employee Signature

Date