

ROLE TRAINING TRACKER PACK

Position-specific training trackers and an adaptable support-role tracker

PURPOSE

Print the tracker that matches the employee's actual assignment. Use during hands-on training and real-shift observation until the employee reaches verified readiness.

INCLUDED

- ☐ Server
- ☐ Host
- ☐ Bartender
- ☐ Cook
- ☐ Dishwasher
- ☐ Prep Cook
- ☐ Manager / Shift Leader
- ☐ Part 3 Completion Review
- ☐ Support Role Tracker for Busser, Food Runner, Expo, To-Go, Cashier, and utility roles

CONTROL NOTE

Use only the pages that solve a real training need. Protect confidential personnel information, follow company policy and applicable law, and verify readiness from observed performance. Blank forms are for authorized internal use at one restaurant location.

Purpose of This Section:

Every restaurant position needs clear training.

A server, host, bartender, cook, dishwasher, prep cook, and manager all affect the restaurant in different ways. Each role has different responsibilities, different risks, different guest impact, and different standards.

Training should not be the same for every position.

A strong restaurant training system gives each employee a clear path based on the job they are actually expected to perform.

This section gives managers position-specific training trackers that can be used during hands-on training, shift observation, follow-up reviews, and final sign-off.

Each tracker is designed to help managers and trainers answer four important questions:

What has the employee been taught?

What has the employee practiced?

What can the employee perform correctly during real shift conditions?

What still needs follow-up?

Do not sign off on a task just because the employee watched someone else do it.

A task should be signed off only when the employee can complete it correctly, consistently, safely, and without constant reminders.

The goal is not to rush employees through training.

The goal is to build dependable employees who understand the standard before they are held accountable for the standard.

Server Training Tracker

Employee Name: _____

Trainer Name: _____

Manager Name: _____

Training Start Date: _____

Training Completion Date: _____

Department: Front of House

Position: Server

Purpose:

This tracker helps managers train servers on guest service, menu knowledge, table management, order accuracy, POS use, side work, teamwork, and shift accountability.

A server affects the guest experience from the first greeting to the final payment.

A strong server should be able to provide professional service, communicate clearly, protect order accuracy, support the team, and help create repeat guests.

Server Training Checklist

Section 1: Restaurant and Service Basics

- ☐ Restaurant concept explained.
- ☐ Service style explained.
- ☐ Guest expectations explained.
- ☐ Dining room sections reviewed.
- ☐ Table numbers reviewed.
- ☐ Server station locations reviewed.
- ☐ POS station locations reviewed.
- ☐ Side work areas reviewed.
- ☐ Restroom location reviewed.
- ☐ Manager-on-duty communication explained.
- ☐ Shift flow explained.
- ☐ Pre-shift meeting expectations reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 2: Greeting and Table Approach

- ☐ Guest greeting standard reviewed.
- ☐ Timing of first table greeting explained.
- ☐ Proper tone and body language reviewed.
- ☐ How to introduce specials reviewed.
- ☐ How to offer beverages reviewed.
- ☐ How to handle guests who are not ready reviewed.
- ☐ How to read guest pace reviewed.
- ☐ How to communicate wait times reviewed.
- ☐ How to handle first impression mistakes reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 3: Menu Knowledge

- ☐ Menu categories reviewed.

- ☐ Popular items reviewed.
- ☐ Signature items reviewed.
- ☐ High-profit items reviewed if applicable.
- ☐ Common modifications reviewed.
- ☐ Common guest questions reviewed.
- ☐ Allergen communication reviewed.
- ☐ Items with long cook times reviewed.
- ☐ Items that are frequently returned or misunderstood reviewed.
- ☐ Dessert menu reviewed if applicable.
- ☐ Kids menu reviewed if applicable.
- ☐ Drink menu reviewed if applicable.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

| Section 4: Order Taking and Accuracy

- ☐ Proper order-taking process reviewed.
- ☐ Seat numbers reviewed.
- ☐ Modifiers reviewed.
- ☐ Special instructions reviewed.
- ☐ Allergy note procedure reviewed.
- ☐ Timing of appetizer, entree, and dessert orders reviewed.
- ☐ How to repeat orders back reviewed.
- ☐ How to clarify guest requests reviewed.
- ☐ How to prevent missed add-ons reviewed.
- ☐ How to communicate with kitchen reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

| Section 5: POS Training

- ☐ Employee login reviewed.
- ☐ Table selection reviewed.
- ☐ Seat numbers reviewed.
- ☐ Menu item entry reviewed.
- ☐ Modifiers reviewed.
- ☐ Special instructions reviewed.
- ☐ Course timing reviewed if applicable.
- ☐ Splitting checks reviewed.
- ☐ Combining checks reviewed.
- ☐ Discounts reviewed according to policy.
- ☐ Comps and voids reviewed according to policy.
- ☐ Payment processing reviewed.
- ☐ Gift card process reviewed if applicable.
- ☐ Cash handling reviewed if applicable.
- ☐ Receipt process reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 6: Table Maintenance

- ☐ Drink refill expectations reviewed.
- ☐ Pre-bussing expectations reviewed.
- ☐ Plate clearing standards reviewed.
- ☐ Table check-back timing reviewed.
- ☐ How to monitor guest needs reviewed.
- ☐ How to notice unhappy guests reviewed.
- ☐ How to avoid disappearing from the table reviewed.
- ☐ How to support other servers reviewed.
- ☐ How to maintain section cleanliness reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 7: Food Delivery and Quality Checks

- ☐ Food running expectations reviewed.
- ☐ Plate presentation awareness reviewed.
- ☐ Correct table and seat delivery reviewed.
- ☐ Condiment and side item verification reviewed.
- ☐ Temperature or quality concern procedure reviewed.
- ☐ Two-bite or two-minute check-back reviewed if applicable.
- ☐ How to handle missing items reviewed.
- ☐ How to communicate kitchen errors reviewed.
- ☐ How to involve a manager when needed reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 8: Guest Recovery

- ☐ Guest complaint procedure reviewed.
- ☐ When to notify a manager reviewed.
- ☐ How to apologize professionally reviewed.
- ☐ How to avoid blaming coworkers reviewed.
- ☐ How to correct mistakes quickly reviewed.
- ☐ How to document guest issues reviewed if applicable.
- ☐ How to protect guest trust reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 9: Side Work and Cleaning

- ☐ Opening side work reviewed.
- ☐ Running side work reviewed.
- ☐ Closing side work reviewed.
- ☐ Restocking expectations reviewed.
- ☐ Server station cleaning reviewed.

- ☐ Beverage station cleaning reviewed.
- ☐ Silverware rolling or polishing reviewed.
- ☐ Table setup standards reviewed.
- ☐ Trash and linen expectations reviewed.
- ☐ Final side work inspection process reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:

Section 10: Server Final Readiness Review

Employee can greet tables correctly.

☐ Not yet

☐ Needs more practice

☐ Ready

Employee can take accurate orders.

☐ Not yet

☐ Needs more practice

☐ Ready

Employee can use POS correctly.

☐ Not yet

☐ Needs more practice

☐ Ready

Employee can maintain tables during service.

☐ Not yet

☐ Needs more practice

☐ Ready

Employee can handle guest issues properly.

☐ Not yet

☐ Needs more practice

☐ Ready

Employee can complete side work correctly.

☐ Not yet

☐ Needs more practice

☐ Ready

Employee is ready to work independently as a server.

☐ Yes

☐ No

☐ With limited supervision

Manager Notes:

Follow-Up Action:

Follow-Up Date: _____

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____ Date: _____

Host Training Tracker

Employee Name: _____

Trainer Name: _____

Manager Name: _____

Training Start Date: _____

Training Completion Date: _____

Department: Front of House

Position: Host

Purpose:

This tracker helps managers train hosts on greeting guests, managing the waitlist, seating rotation, phone etiquette, guest communication, reservation handling, table awareness, and first-impression standards.

The host controls the first impression of the restaurant.

A strong host helps guests feel welcomed, keeps the dining room organized, communicates accurately with servers and managers, and protects the flow of service.

Host Training Checklist

Section 1: Host Stand Basics

- ☐ Host stand setup reviewed.
- ☐ Greeting standard reviewed.
- ☐ Reservation system reviewed if applicable.
- ☐ Waitlist process reviewed.
- ☐ Seating chart reviewed.
- ☐ Table numbers reviewed.
- ☐ Server sections reviewed.
- ☐ Rotation process reviewed.
- ☐ Menus and supplies reviewed.
- ☐ Communication with manager reviewed.
- ☐ Communication with servers reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 2: Guest Greeting

- ☐ Greeting guests promptly reviewed.
- ☐ Eye contact and tone reviewed.
- ☐ How to welcome walk-in guests reviewed.
- ☐ How to confirm party size reviewed.
- ☐ How to ask about seating preference reviewed.
- ☐ How to handle guests with special needs reviewed.
- ☐ How to handle children, high chairs, and boosters reviewed.
- ☐ How to communicate wait times reviewed.
- ☐ How to stay calm during rushes reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 3: Seating Rotation

- ☐ Server rotation explained.
- ☐ Section balance explained.

- ☐ Avoiding double-seating reviewed.
- ☐ When to skip a server reviewed.
- ☐ When to ask manager before seating reviewed.
- ☐ How to handle large parties reviewed.
- ☐ How to manage patio or bar seating reviewed if applicable.
- ☐ How to communicate table changes reviewed.
- ☐ How to avoid overloading the kitchen reviewed if applicable.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 4: Waitlist Management

- ☐ Waitlist process reviewed.
- ☐ Quoted wait time standards reviewed.
- ☐ How to update guests reviewed.
- ☐ How to handle impatient guests reviewed.
- ☐ How to communicate delays reviewed.
- ☐ How to manage no-shows reviewed.
- ☐ How to notify manager of long waits reviewed.
- ☐ How to avoid overpromising reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 5: Phone Etiquette

- ☐ Phone greeting reviewed.
- ☐ Proper tone reviewed.
- ☐ How to answer common questions reviewed.
- ☐ Hours of operation reviewed.
- ☐ Reservation policy reviewed.
- ☐ To-go order process reviewed if applicable.
- ☐ How to place callers on hold reviewed.
- ☐ How to transfer calls reviewed.
- ☐ How to take accurate messages reviewed.
- ☐ When to get a manager reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 6: Reservations

- ☐ Reservation system reviewed if applicable.
- ☐ How to take reservation details reviewed.
- ☐ Guest name and phone number reviewed.
- ☐ Party size reviewed.
- ☐ Date and time confirmation reviewed.
- ☐ Special requests reviewed.
- ☐ Large party procedure reviewed.
- ☐ Deposit or event policy reviewed if applicable.

- ☐ How to confirm reservations reviewed.
- ☐ How to notify manager of special reservations reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 7: Dining Room Awareness

- ☐ Clean table awareness reviewed.
- ☐ Dirty table communication reviewed.
- ☐ Open table tracking reviewed.
- ☐ Guest pacing reviewed.
- ☐ Server workload awareness reviewed.
- ☐ Large party setup reviewed.
- ☐ Restroom check communication reviewed if applicable.
- ☐ Lobby or waiting area cleanliness reviewed.
- ☐ Guest concern awareness reviewed.
- ☐ When to alert manager reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 8: Host Side Work

- ☐ Opening host duties reviewed.
- ☐ Menu cleaning reviewed.
- ☐ Host stand organization reviewed.
- ☐ Reservation materials reviewed.
- ☐ Waiting area cleaning reviewed.
- ☐ Restroom check support reviewed if applicable.
- ☐ Closing host duties reviewed.
- ☐ End-of-shift communication reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 9: Host Final Readiness Review

Employee can greet guests properly.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can manage seating rotation.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can quote wait times responsibly.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can answer phones professionally.

☐ Not yet

☐ Needs more practice

☐ Ready

Employee can communicate with servers and managers.

☐ Not yet

☐ Needs more practice

☐ Ready

Employee can complete host side work.

☐ Not yet

☐ Needs more practice

☐ Ready

Employee is ready to work independently as a host.

☐ Yes

☐ No

☐ With limited supervision

Manager Notes:

Follow-Up Action:

Follow-Up Date: _____

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____ Date: _____

Bartender Training Tracker

Employee Name: _____

Trainer Name: _____

Manager Name: _____

Training Start Date: _____

Training Completion Date: _____

Department: Bar / Front of House

Position: Bartender

Purpose:

This tracker helps managers train bartenders on bar setup, guest service, drink preparation, responsible alcohol service, POS use, cash handling, cleanliness, inventory awareness, and shift accountability.

A bartender affects guest experience, sales, speed of service, alcohol control, product cost, and restaurant atmosphere.

A strong bartender should be able to serve guests professionally, prepare drinks consistently, follow alcohol service rules, support servers, protect inventory, and keep the bar clean and organized.

Bartender Training Checklist

Section 1: Bar Setup and Station Knowledge

- ☐ Bar layout reviewed.
- ☐ Liquor well reviewed.
- ☐ Beer taps reviewed if applicable.
- ☐ Wine storage reviewed.
- ☐ Glassware locations reviewed.
- ☐ Garnish station reviewed.
- ☐ Ice well reviewed.
- ☐ Mixers and juices reviewed.
- ☐ Soda gun use reviewed if applicable.
- ☐ Bar tools reviewed.
- ☐ Backup product locations reviewed.
- ☐ Cleaning supplies reviewed.
- ☐ Trash and recycling process reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes☐ No

Notes:

Section 2: Bar Opening Duties

- ☐ Bar opening checklist reviewed.
- ☐ Ice setup reviewed.
- ☐ Garnish prep reviewed.
- ☐ Fruit cutting standards reviewed.
- ☐ Mixers stocked.
- ☐ Juices stocked.
- ☐ Beer stocked.
- ☐ Wine stocked.
- ☐ Liquor stocked.
- ☐ Glassware stocked.
- ☐ Napkins, straws, picks, and coasters stocked.
- ☐ Bar mats cleaned and placed.
- ☐ Sanitizer setup reviewed.
- ☐ POS readiness reviewed.
- ☐ Opening manager check reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:

Section 3: Guest Service At the Bar

- ☐ Greeting standard reviewed.
- ☐ Bar guest timing reviewed.
- ☐ Menu and drink recommendation expectations reviewed.
- ☐ How to handle guests waiting for seats reviewed.
- ☐ How to serve guests while making service well drinks reviewed.
- ☐ How to communicate wait times reviewed.
- ☐ How to watch guest body language reviewed.
- ☐ How to handle dissatisfied guests reviewed.
- ☐ How to involve a manager when needed reviewed.
- ☐ Professional conversation boundaries reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:

Section 4: Drink Preparation Standards

- ☐ House drink recipes reviewed.
- ☐ Signature cocktails reviewed.
- ☐ Standard pour sizes reviewed.
- ☐ Jigger or measuring policy reviewed.
- ☐ Wine pour standards reviewed.
- ☐ Draft beer pour standards reviewed.
- ☐ Bottled beer service reviewed.
- ☐ Garnish standards reviewed.
- ☐ Glassware standards reviewed.
- ☐ Drink presentation standards reviewed.
- ☐ Ticket accuracy reviewed.
- ☐ Speed and consistency expectations reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:

Section 5: Responsible Alcohol Service

- ☐ Legal drinking age requirement reviewed.
- ☐ ID checking procedure reviewed.
- ☐ Acceptable forms of ID reviewed.
- ☐ Fake ID warning signs reviewed.
- ☐ Refusal of service process reviewed.
- ☐ Over-service warning signs reviewed.
- ☐ Manager notification procedure reviewed.
- ☐ Guest safety expectations reviewed.
- ☐ Alcohol service documentation reviewed if applicable.
- ☐ Local alcohol rules reviewed according to restaurant policy.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:**Section 6: POS and Payment Handling**

- ☐ Bartender POS login reviewed.
- ☐ Bar tab setup reviewed.
- ☐ Seat or guest tracking reviewed.
- ☐ Drink entry reviewed.
- ☐ Food entry reviewed if applicable.
- ☐ Modifiers reviewed.
- ☐ Happy hour pricing reviewed if applicable.
- ☐ Discounts reviewed according to policy.
- ☐ Voids and comps reviewed according to policy.
- ☐ Cash payment process reviewed.
- ☐ Credit card payment process reviewed.
- ☐ Tip closing procedure reviewed.
- ☐ End-of-shift checkout reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 7: Service Well and Server Support**

- ☐ Service well process reviewed.
- ☐ Ticket priority reviewed.
- ☐ Communication with servers reviewed.
- ☐ Drink pickup area reviewed.
- ☐ Garnish and presentation standards reviewed.
- ☐ Handling remakes reviewed.
- ☐ Handling missing ticket issues reviewed.
- ☐ Rush timing expectations reviewed.
- ☐ Team support expectations reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 8: Bar Cleanliness and Sanitation**

- ☐ Handwashing expectations reviewed.
- ☐ Bar top cleaning reviewed.
- ☐ Glassware sanitation reviewed.
- ☐ Ice handling rules reviewed.
- ☐ Fruit and garnish handling reviewed.
- ☐ Cutting board cleaning reviewed.
- ☐ Spill cleanup reviewed.
- ☐ Floor mat cleaning reviewed.
- ☐ Sink area cleaning reviewed.
- ☐ Trash removal reviewed.
- ☐ End-of-shift sanitation reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 9: Inventory and Product Control**

- ☐ Liquor storage reviewed.
- ☐ Beer storage reviewed.
- ☐ Wine storage reviewed.
- ☐ High-cost product awareness reviewed.
- ☐ Waste and spill reporting reviewed.
- ☐ Broken bottle procedure reviewed.
- ☐ Product transfer process reviewed if applicable.
- ☐ Stocking expectations reviewed.
- ☐ Over-pouring risk reviewed.
- ☐ Shortage reporting reviewed.
- ☐ Manager notification process reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 10: Bar Closing Duties**

- ☐ Closing checklist reviewed.
- ☐ Product storage reviewed.
- ☐ Garnish disposal or storage policy reviewed.
- ☐ Beer tap care reviewed if applicable.
- ☐ Wine storage reviewed.
- ☐ Liquor security reviewed.
- ☐ Glassware cleaning reviewed.
- ☐ Bar top cleaning reviewed.
- ☐ Floor cleaning reviewed.
- ☐ Trash removal reviewed.
- ☐ Drawer or checkout process reviewed.
- ☐ Manager closing inspection reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 11: Bartender Final Readiness Review**

Employee can set up the bar correctly.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can prepare drinks consistently.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can serve bar guests professionally.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee understands responsible alcohol service.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can use the POS correctly.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can support service well volume.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can complete bar closing duties correctly.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee is ready to work independently as a bartender.

- ☐ Yes
- ☐ No
- ☐ With limited supervision

Manager Notes:

Follow-Up Action:

Follow-Up Date: _____

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____ Date: _____

Cook Training Tracker

Employee Name: _____

Trainer Name: _____

Manager Name: _____

Training Start Date: _____

Training Completion Date: _____

Department: Back of House

Position: Cook

Purpose:

This tracker helps managers train cooks on station setup, food safety, recipe execution, portion control, ticket flow, plate presentation, communication, cleaning, closing duties, and kitchen accountability.

A cook affects food quality, ticket times, guest satisfaction, waste, food cost, and kitchen consistency.

A strong cook should be able to prepare menu items correctly, work cleanly, follow recipes, communicate with the team, manage tickets, protect food safety, and maintain standards under pressure.

Cook Training Checklist

Section 1: Kitchen Orientation

- ☐ Kitchen layout reviewed.
- ☐ Cook line stations reviewed.
- ☐ Prep area reviewed.
- ☐ Dish area reviewed.
- ☐ Dry storage reviewed.
- ☐ Walk-in cooler reviewed.
- ☐ Walk-in freezer reviewed.
- ☐ Handwashing sinks reviewed.
- ☐ Chemical storage reviewed.
- ☐ First aid location reviewed.
- ☐ Fire extinguisher location reviewed.
- ☐ Emergency exits reviewed.
- ☐ Manager or kitchen lead communication reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes☐ No

Notes:

Section 2: Food Safety Basics

- ☐ Handwashing expectations reviewed.
- ☐ Glove use reviewed if applicable.
- ☐ Cross-contamination prevention reviewed.
- ☐ Raw product handling reviewed.
- ☐ Cook temperature standards reviewed.
- ☐ Cooling procedure reviewed if applicable.
- ☐ Reheating procedure reviewed if applicable.
- ☐ Holding temperature standards reviewed.
- ☐ Food labeling reviewed.
- ☐ Date marking reviewed.
- ☐ Allergy awareness reviewed.
- ☐ Sick employee reporting reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes☐ No

Notes:

Section 3: Station Setup

- ☐ Assigned station reviewed.
- ☐ Station equipment reviewed.
- ☐ Required utensils reviewed.
- ☐ Product location reviewed.
- ☐ Backup product reviewed.
- ☐ Portion tools reviewed.
- ☐ Plates and packaging reviewed.
- ☐ Towels and sanitizer setup reviewed.
- ☐ Trash location reviewed.
- ☐ Restocking process reviewed.
- ☐ Opening station checklist reviewed.
- ☐ Manager station check reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 4: Recipe and Menu Knowledge

- ☐ Menu items for station reviewed.
- ☐ Recipe cards reviewed.
- ☐ Ingredients reviewed.
- ☐ Build order reviewed.
- ☐ Cooking methods reviewed.
- ☐ Cook times reviewed.
- ☐ Holding times reviewed.
- ☐ Portion sizes reviewed.
- ☐ Garnish standards reviewed.
- ☐ Plate presentation reviewed.
- ☐ Common modifications reviewed.
- ☐ Allergy-related modifications reviewed.
- ☐ Items often made incorrectly reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 5: Portion Control

- ☐ Portion control purpose explained.
- ☐ Portion tools reviewed.
- ☐ Scoops, ladles, scales, or cups reviewed.
- ☐ High-cost ingredients identified.
- ☐ Over-portioning risk explained.
- ☐ Under-portioning guest impact explained.
- ☐ Recipe yield expectations reviewed.
- ☐ Waste tracking process reviewed if applicable.
- ☐ Manager correction process reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 6: Ticket Flow and Timing**

- ☐ Ticket system reviewed.
- ☐ Ticket reading reviewed.
- ☐ Priority order reviewed.
- ☐ Fire times reviewed if applicable.
- ☐ Appetizer timing reviewed.
- ☐ Entree timing reviewed.
- ☐ Modifier awareness reviewed.
- ☐ All-day count communication reviewed.
- ☐ Expo communication reviewed.
- ☐ Rush communication reviewed.
- ☐ How to ask for help reviewed.
- ☐ How to avoid losing tickets reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 7: Plate Presentation and Quality**

- ☐ Plate standards reviewed.
- ☐ Portion appearance reviewed.
- ☐ Garnish placement reviewed.
- ☐ Sauce placement reviewed.
- ☐ Temperature expectations reviewed.
- ☐ Clean plate rim expectations reviewed.
- ☐ Packaging standards reviewed if applicable.
- ☐ Quality check before sending reviewed.
- ☐ Remake procedure reviewed.
- ☐ Manager notification for recurring issues reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 8: Team Communication**

- ☐ Communication with expo reviewed.
- ☐ Communication with other cooks reviewed.
- ☐ Communication with prep reviewed.
- ☐ Communication with dish reviewed.
- ☐ Communication with managers reviewed.
- ☐ Calling back tickets reviewed if applicable.
- ☐ Communicating low product reviewed.
- ☐ Communicating equipment problems reviewed.
- ☐ Communicating food quality concerns reviewed.
- ☐ Respectful kitchen language reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 9: Clean-as-you-go and Sanitation**

- ☐ Clean-as-you-go expectations reviewed.
- ☐ Sanitizer bucket use reviewed.
- ☐ Towel use reviewed.
- ☐ Cutting board sanitation reviewed.
- ☐ Knife sanitation reviewed.
- ☐ Surface cleaning reviewed.
- ☐ Floor safety reviewed.
- ☐ Spill cleanup reviewed.
- ☐ Trash management reviewed.
- ☐ End-of-shift cleaning reviewed.
- ☐ Health inspection readiness reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 10: Cook Closing Duties**

- ☐ Station breakdown reviewed.
- ☐ Product cooling reviewed if applicable.
- ☐ Product labeling reviewed.
- ☐ Product storage reviewed.
- ☐ Equipment cleaning reviewed.
- ☐ Grill or flat top cleaning reviewed if applicable.
- ☐ Fryer area cleaning reviewed if applicable.
- ☐ Oven cleaning reviewed if applicable.
- ☐ Cooler organization reviewed.
- ☐ Trash removal reviewed.
- ☐ Floor cleaning reviewed.
- ☐ Final manager inspection reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 11: Cook Final Readiness Review**

Employee can set up the station correctly.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee follows recipes correctly.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee uses correct portions.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee manages ticket flow properly.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee communicates with the kitchen team.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee maintains food safety standards.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee completes cleaning and closing duties.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee is ready to work independently as a cook.

- ☐ Yes
- ☐ No
- ☐ With limited supervision

Manager Notes:

Follow-Up Action:

Follow-Up Date: _____

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____ Date: _____

Dishwasher Training Tracker

Employee Name: _____

Trainer Name: _____

Manager Name: _____

Training Start Date: _____

Training Completion Date: _____

Department: Back of House

Position: Dishwasher

Purpose:

This tracker helps managers train dishwashers on dish pit setup, dish machine use, sanitation, sorting, trash handling, kitchen support, closing duties, and shift flow.

The dishwasher affects the entire restaurant.

When the dish area falls behind, the kitchen slows down, servers run out of supplies, cooks lose equipment, and closing takes longer.

A strong dishwasher keeps the restaurant moving by staying organized, protecting sanitation standards, communicating with the team, and keeping clean dishes, glassware, silverware, pans, and smallwares available during service.

Dishwasher Training Checklist

Section 1: Dish Area Orientation

- ☐ Dish pit layout reviewed.
- ☐ Dirty dish drop-off area reviewed.
- ☐ Scraping area reviewed.
- ☐ Pre-rinse area reviewed.
- ☐ Dish machine reviewed.
- ☐ Clean dish landing area reviewed.
- ☐ Glass rack area reviewed.
- ☐ Silverware area reviewed.
- ☐ Pot and pan area reviewed.
- ☐ Trash area reviewed.
- ☐ Chemical storage reviewed.
- ☐ Mop sink reviewed.
- ☐ Clean dish storage reviewed.
- ☐ Manager or kitchen lead communication reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 2: Safety and Sanitation Basics

- ☐ Handwashing expectations reviewed.
- ☐ Glove use reviewed if applicable.
- ☐ Chemical safety reviewed.
- ☐ Dish machine chemical awareness reviewed.
- ☐ Hot water safety reviewed.
- ☐ Broken glass procedure reviewed.
- ☐ Sharp object handling reviewed.
- ☐ Slip and fall prevention reviewed.
- ☐ Wet floor sign use reviewed.
- ☐ Proper lifting reviewed.
- ☐ Trash handling reviewed.
- ☐ Injury reporting process reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes

☐ No

Notes:

Section 3: Dish Machine Operation

- ☐ Dish machine startup reviewed.
- ☐ Water temperature awareness reviewed.
- ☐ Chemical supply awareness reviewed.
- ☐ Loading racks reviewed.
- ☐ Running dishes reviewed.
- ☐ Checking for clean results reviewed.
- ☐ Rewashing dirty items reviewed.
- ☐ Machine cleaning reviewed.
- ☐ Filter or trap cleaning reviewed if applicable.
- ☐ End-of-shift shutdown reviewed.
- ☐ When to notify manager of machine problems reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:

Section 4: Sorting and Priority Flow

- ☐ Scraping dishes reviewed.
- ☐ Sorting plates reviewed.
- ☐ Sorting bowls reviewed.
- ☐ Sorting glassware reviewed.
- ☐ Sorting silverware reviewed.
- ☐ Sorting pans reviewed.
- ☐ Sorting utensils reviewed.
- ☐ Separating sharp items reviewed.
- ☐ Keeping dirty and clean items separate reviewed.
- ☐ Prioritizing urgent items reviewed.
- ☐ Communicating shortages reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:

Section 5: Clean Dish Handling and Storage

- ☐ Clean plate storage reviewed.
- ☐ Bowl storage reviewed.
- ☐ Glassware storage reviewed.
- ☐ Silverware storage reviewed.
- ☐ Pan storage reviewed.
- ☐ Smallwares storage reviewed.
- ☐ Air-drying expectations reviewed.
- ☐ Avoiding towel-drying contamination reviewed if applicable.
- ☐ Checking for food residue reviewed.
- ☐ Returning items to correct locations reviewed.
- ☐ Keeping clean area organized reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:

Section 6: Silverware and Glassware

- ☐ Silverware soaking process reviewed.
- ☐ Silverware running process reviewed.
- ☐ Silverware sorting reviewed.
- ☐ Silverware polishing reviewed if applicable.
- ☐ Glass rack loading reviewed.
- ☐ Glassware inspection reviewed.
- ☐ Chipped glass procedure reviewed.
- ☐ Clean glass storage reviewed.
- ☐ Server communication reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 7: Trash, Floors, and Cleaning Support

- ☐ Trash removal process reviewed.
- ☐ Cardboard handling reviewed if applicable.
- ☐ Grease or food waste handling reviewed if applicable.
- ☐ Dish area floor cleaning reviewed.
- ☐ Drain area cleaning reviewed.
- ☐ Mop bucket use reviewed.
- ☐ Spill cleanup reviewed.
- ☐ Back door or dumpster area expectations reviewed.
- ☐ End-of-shift floor cleaning reviewed.
- ☐ Cleaning supply storage reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 8: Team Communication

- ☐ Communicating clean dish shortages reviewed.
- ☐ Communicating pan shortages reviewed.
- ☐ Communicating glassware shortages reviewed.
- ☐ Communicating silverware shortages reviewed.
- ☐ Communicating machine problems reviewed.
- ☐ Communicating chemical concerns reviewed.
- ☐ Communicating unsafe conditions reviewed.
- ☐ Asking for help during rushes reviewed.
- ☐ Supporting cooks and servers reviewed.
- ☐ Respectful communication reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 9: Dishwasher Closing Duties

- ☐ Final dish run reviewed.
- ☐ Dish machine cleaning reviewed.
- ☐ Filter or trap cleaning reviewed if applicable.
- ☐ Dish area wipe-down reviewed.
- ☐ Clean dish storage reviewed.
- ☐ Trash removal reviewed.
- ☐ Floor cleaning reviewed.
- ☐ Mats cleaned and stored if applicable.
- ☐ Sink cleaning reviewed.
- ☐ Chemical area checked.
- ☐ Final manager inspection reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 10: Dishwasher Final Readiness Review

Employee can set up the dish area correctly.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can operate the dish machine safely.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can keep dish flow organized.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can protect sanitation standards.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can return clean items to correct locations.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee communicates shortages or problems.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee can complete closing duties correctly.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee is ready to work independently as a dishwasher.

- ☐ Yes
- ☐ No
- ☐ With limited supervision

Manager Notes:

Follow-Up Action:

Follow-Up Date: _____

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____ Date: _____

Prep Cook Training Tracker

Employee Name: _____

Trainer Name: _____

Manager Name: _____

Training Start Date: _____

Training Completion Date: _____

Department: Back of House

Position: Prep Cook

Purpose:

This tracker helps managers train prep cooks on prep lists, recipes, portioning, food safety, labeling, storage, par levels, waste control, communication, and station readiness.

Prep work affects the entire restaurant before the shift even begins.

When prep is accurate, the kitchen runs smoother, ticket times improve, food quality is more consistent, and waste is easier to control.

When prep is weak, the restaurant runs out of product, overproduces, wastes food, slows service, and frustrates cooks and managers.

A strong prep cook understands recipes, follows par levels, labels product correctly, communicates shortages, protects food safety, and prepares the restaurant for service.

Prep Cook Training Checklist

Section 1: Prep Area Orientation

- ☐ Prep area layout reviewed.
- ☐ Prep tables reviewed.
- ☐ Cutting boards reviewed.
- ☐ Knife storage reviewed.
- ☐ Smallwares reviewed.
- ☐ Scales and measuring tools reviewed.
- ☐ Food processor or slicer reviewed if applicable.
- ☐ Walk-in cooler reviewed.
- ☐ Walk-in freezer reviewed.
- ☐ Dry storage reviewed.
- ☐ Labeling station reviewed.
- ☐ Handwashing sink reviewed.
- ☐ Chemical storage reviewed.
- ☐ Trash and food waste area reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 2: Food Safety and Sanitation

- ☐ Handwashing expectations reviewed.
- ☐ Glove use reviewed if applicable.
- ☐ Cross-contamination prevention reviewed.
- ☐ Raw product handling reviewed.
- ☐ Produce washing reviewed if applicable.
- ☐ Time and temperature awareness reviewed.
- ☐ Cooling procedure reviewed if applicable.
- ☐ Holding standards reviewed.
- ☐ Clean cutting board use reviewed.
- ☐ Sanitizer bucket use reviewed.
- ☐ Towel use reviewed.
- ☐ Sick employee reporting reviewed.
- ☐ Allergy awareness reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:

Section 3: Prep List Use

- ☐ Daily prep list reviewed.
- ☐ Weekly prep rhythm reviewed.
- ☐ Priority items reviewed.
- ☐ Par levels explained.
- ☐ Batch size expectations reviewed.
- ☐ Prep timing reviewed.
- ☐ Manager approval process reviewed.
- ☐ How to mark completed prep reviewed.
- ☐ How to report shortages reviewed.
- ☐ How to avoid unnecessary prep reviewed.
- ☐ How to communicate low product reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:

Section 4: Recipe Execution

- ☐ Recipe card use reviewed.
- ☐ Ingredient identification reviewed.
- ☐ Measurement standards reviewed.
- ☐ Batch preparation reviewed.
- ☐ Mixing or cooking instructions reviewed.
- ☐ Yield expectations reviewed.
- ☐ Taste or quality check reviewed if applicable.
- ☐ Common mistakes reviewed.
- ☐ Manager approval for recipe changes reviewed.
- ☐ No-guessing standard reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:

Section 5: Portioning and Product Control

- ☐ Portion control purpose explained.
- ☐ Portion tools reviewed.
- ☐ Scales reviewed if applicable.
- ☐ Scoops reviewed if applicable.
- ☐ Ladles reviewed if applicable.
- ☐ Portion cups reviewed if applicable.
- ☐ High-cost ingredients identified.
- ☐ Overproduction risk reviewed.
- ☐ Underproduction risk reviewed.
- ☐ Waste tracking reviewed if applicable.
- ☐ Product yield awareness reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
☐ No

Notes:**Section 6: Labeling, Dating, and Storage**

- ☐ Labeling standards reviewed.
- ☐ Product name requirement reviewed.
- ☐ Prep date requirement reviewed.
- ☐ Use-by date requirement reviewed.
- ☐ Employee initials requirement reviewed if applicable.
- ☐ First in, first out reviewed.
- ☐ Proper container use reviewed.
- ☐ Proper lids and wraps reviewed.
- ☐ Walk-in organization reviewed.
- ☐ Raw product storage reviewed.
- ☐ Ready-to-eat product storage reviewed.
- ☐ Dry storage expectations reviewed.
- ☐ Product rotation reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
☐ No

Notes:**Section 7: Knife and Equipment Safety**

- ☐ Knife handling reviewed.
- ☐ Knife storage reviewed.
- ☐ Cutting technique reviewed.
- ☐ Cut glove use reviewed if applicable.
- ☐ Slicer use reviewed if applicable.
- ☐ Food processor use reviewed if applicable.
- ☐ Mixer use reviewed if applicable.
- ☐ Hot equipment use reviewed if applicable.
- ☐ Equipment cleaning reviewed.
- ☐ Equipment problem reporting reviewed.
- ☐ Injury reporting reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
☐ No

Notes:**Section 8: Communication with Line and Management**

- ☐ Communicating completed prep reviewed.
- ☐ Communicating low product reviewed.
- ☐ Communicating product quality issues reviewed.
- ☐ Communicating equipment problems reviewed.
- ☐ Communicating missing ingredients reviewed.
- ☐ Communicating time concerns reviewed.
- ☐ Asking before changing recipes reviewed.
- ☐ Asking before throwing product away reviewed.
- ☐ Manager check-in expectations reviewed.
- ☐ End-of-prep handoff reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:

| Section 9: Prep Closing and Cleanup Duties

- ☐ Prep area cleaning reviewed.
- ☐ Cutting board cleaning reviewed.
- ☐ Knife cleaning and storage reviewed.
- ☐ Equipment cleaning reviewed.
- ☐ Food storage reviewed.
- ☐ Label check reviewed.
- ☐ Trash removal reviewed.
- ☐ Floor cleaning reviewed.
- ☐ Sanitizer disposal reviewed.
- ☐ Final manager inspection reviewed.

Trainer Initials: _____

Manager Initials: _____

Follow-Up Needed:

☐ Yes

☐ No

Notes:

Section 10: Prep Cook Final Readiness Review

Employee can read and follow the prep list.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee follows recipes accurately.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee uses correct portions and measurements.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee labels and stores product correctly.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee protects food safety standards.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee communicates shortages or issues.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee completes prep cleanup duties.

- ☐ Not yet
- ☐ Needs more practice
- ☐ Ready

Employee is ready to work independently as a prep cook.

- ☐ Yes
- ☐ No
- ☐ With limited supervision

Manager Notes:

Follow-Up Action:

Follow-Up Date: _____

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____ Date: _____

Manager Training Tracker

Employee Name: _____

Trainer Name: _____

General Manager Name: _____

Training Start Date: _____

Training Completion Date: _____

Department: Management

Position: Manager / Shift Leader

Purpose:

This tracker helps restaurant leaders train managers and shift leaders on shift control, team leadership, guest recovery, labor awareness, cash handling, food safety, communication, opening duties, closing duties, and accountability.

A manager affects every part of the restaurant.

A strong manager protects standards, supports employees, solves problems, communicates clearly, controls the shift, follows up on issues, and makes decisions that protect the guest experience and the business.

Manager training should be taken seriously because managers create the tone of the restaurant.

Manager Training Checklist

Section 1: Management Role Expectations

- ☐ Manager role explained.
- ☐ Chain of command reviewed.
- ☐ Decision-making authority reviewed.
- ☐ Professional conduct standards reviewed.
- ☐ Confidentiality expectations reviewed.
- ☐ Communication expectations reviewed.
- ☐ Accountability expectations reviewed.
- ☐ Guest-first leadership reviewed.
- ☐ Team support expectations reviewed.
- ☐ Manager appearance standards reviewed.
- ☐ Manager shift presence reviewed.
- ☐ Follow-up expectations reviewed.

Trainer Initials: _____

General Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:

Section 2: Shift Control

- ☐ Opening shift expectations reviewed.
- ☐ Mid-shift expectations reviewed.
- ☐ Closing shift expectations reviewed.
- ☐ Floor presence reviewed.
- ☐ Kitchen presence reviewed.
- ☐ Bar presence reviewed if applicable.
- ☐ Pre-shift meeting reviewed.
- ☐ Station readiness checks reviewed.
- ☐ Guest flow awareness reviewed.
- ☐ Ticket time awareness reviewed.
- ☐ Staff performance monitoring reviewed.
- ☐ Manager notes process reviewed.
- ☐ End-of-shift recap reviewed.

Trainer Initials: _____

General Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 3: Employee Leadership**

- ☐ Giving clear direction reviewed.
- ☐ Coaching in the moment reviewed.
- ☐ Correcting respectfully reviewed.
- ☐ Avoiding public embarrassment reviewed.
- ☐ Handling pushback reviewed.
- ☐ Recognizing strong performance reviewed.
- ☐ Delegating tasks reviewed.
- ☐ Following up on assigned tasks reviewed.
- ☐ Managing conflict reviewed.
- ☐ Communicating expectations reviewed.
- ☐ Holding standards consistently reviewed.

Trainer Initials: _____

General Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 4: Guest Recovery**

- ☐ Guest complaint response reviewed.
- ☐ Listening without interrupting reviewed.
- ☐ Apology standards reviewed.
- ☐ Solving problems quickly reviewed.
- ☐ Comp and discount policy reviewed.
- ☐ Refund policy reviewed if applicable.
- ☐ When to escalate reviewed.
- ☐ Online review awareness reviewed.
- ☐ Documenting guest issues reviewed.
- ☐ Turning complaints into improvement reviewed.

Trainer Initials: _____

General Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 5: Labor and Scheduling Awareness**

- ☐ Labor percentage basics reviewed.
- ☐ Schedule reading reviewed.
- ☐ Position coverage reviewed.
- ☐ Call-out procedure reviewed.
- ☐ Break management reviewed.
- ☐ Early cut decisions reviewed.
- ☐ Overtime awareness reviewed.
- ☐ Cross-training awareness reviewed.
- ☐ Peak-hour staffing reviewed.
- ☐ Slow-period labor control reviewed.
- ☐ Service impact of labor decisions reviewed.

Trainer Initials: _____

General Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 6: Food Cost, Waste, and Inventory Awareness**

- ☐ Food cost basics reviewed.
- ☐ Waste tracking reviewed.
- ☐ Portion control enforcement reviewed.
- ☐ Overproduction awareness reviewed.
- ☐ Spoilage reporting reviewed.
- ☐ Receiving awareness reviewed if applicable.
- ☐ High-cost item awareness reviewed.
- ☐ Product shortage communication reviewed.
- ☐ Manager responsibility for waste reviewed.
- ☐ Corrective action process reviewed.

Trainer Initials: _____

General Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 7: Cash, POS, and Financial Controls**

- ☐ POS manager functions reviewed.
- ☐ Discounts reviewed.
- ☐ Voids reviewed.
- ☐ Comps reviewed.
- ☐ Refunds reviewed.
- ☐ Cash drawer procedure reviewed.
- ☐ Server checkout process reviewed.
- ☐ Bartender checkout process reviewed.
- ☐ Deposit process reviewed if applicable.
- ☐ Safe handling reviewed if applicable.
- ☐ End-of-day report reviewed.
- ☐ Financial discrepancy process reviewed.

Trainer Initials: _____

General Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 8: Safety, Sanitation, and Compliance**

- ☐ Food safety manager responsibility reviewed.
- ☐ Handwashing enforcement reviewed.
- ☐ Temperature log expectations reviewed if applicable.
- ☐ Cleaning checklist follow-up reviewed.
- ☐ Chemical safety reviewed.
- ☐ Injury reporting reviewed.
- ☐ Incident documentation reviewed.
- ☐ Allergy concern procedure reviewed.
- ☐ Alcohol service oversight reviewed if applicable.
- ☐ Health inspection readiness reviewed.
- ☐ Emergency procedure reviewed.

Trainer Initials: _____

General Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 9: Opening Manager Duties**

- ☐ Building entry procedure reviewed.
- ☐ Alarm or key procedure reviewed if applicable.
- ☐ Opening inspection reviewed.
- ☐ Cash setup reviewed if applicable.
- ☐ FOH readiness reviewed.
- ☐ BOH readiness reviewed.
- ☐ Bar readiness reviewed if applicable.
- ☐ Staff arrival check reviewed.
- ☐ Station setup check reviewed.
- ☐ Reservation or event notes reviewed.
- ☐ Pre-shift meeting preparation reviewed.
- ☐ Opening manager sign-off reviewed.

Trainer Initials: _____

General Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 10: Closing Manager Duties**

- ☐ Closing checklist reviewed.
- ☐ Guest exit standards reviewed.
- ☐ Staff side work inspection reviewed.
- ☐ Kitchen closing inspection reviewed.
- ☐ Bar closing inspection reviewed if applicable.
- ☐ Dish area closing inspection reviewed.
- ☐ Cashout process reviewed.
- ☐ Deposit or money handling reviewed if applicable.
- ☐ Door lock procedure reviewed.
- ☐ Alarm procedure reviewed if applicable.
- ☐ End-of-shift notes reviewed.
- ☐ Manager closing sign-off reviewed.

Trainer Initials: _____

General Manager Initials: _____

Follow-Up Needed:

- ☐ Yes
- ☐ No

Notes:**Section 11: Manager Communication and Follow-up**

- ☐ Shift notes reviewed.
- ☐ Manager log reviewed if applicable.
- ☐ Maintenance issue reporting reviewed.
- ☐ Employee issue reporting reviewed.
- ☐ Guest issue reporting reviewed.
- ☐ Training follow-up reviewed.
- ☐ Owner or GM communication reviewed.
- ☐ Next-shift handoff reviewed.
- ☐ Written documentation expectations reviewed.
- ☐ Follow-through expectations reviewed.

Trainer Initials: _____

General Manager Initials: _____

Follow-Up Needed:

- ☐ Yes

☐ No

Notes:

Section 12: Manager Final Readiness Review

Employee can lead a shift professionally.

- ☐ Not yet
☐ Needs more practice
☐ Ready

Employee can communicate clearly with the team.

- ☐ Not yet
☐ Needs more practice
☐ Ready

Employee can handle guest issues properly.

- ☐ Not yet
☐ Needs more practice
☐ Ready

Employee understands labor awareness.

- ☐ Not yet
☐ Needs more practice
☐ Ready

Employee understands food cost and waste awareness.

- ☐ Not yet
☐ Needs more practice
☐ Ready

Employee can complete cash/POS responsibilities.

- ☐ Not yet
☐ Needs more practice
☐ Ready

Employee can enforce safety and sanitation standards.

- ☐ Not yet
☐ Needs more practice
☐ Ready

Employee can complete opening duties.

- ☐ Not yet
☐ Needs more practice
☐ Ready

Employee can complete closing duties.

- ☐ Not yet
☐ Needs more practice
☐ Ready

Employee is ready to work independently as a manager or shift leader.

- ☐ Yes
☐ No
☐ With limited supervision

General Manager Notes:

Follow-Up Action:

Follow-Up Date: _____

Employee Signature: _____

Trainer Signature: _____

General Manager Signature: _____ Date: _____

Part 3 Completion Review

ROLE-SPECIFIC TRAINING TRACKER REVIEW

Employee Name: _____

Primary Position: _____

Secondary Position: _____

Trainer Name: _____

Manager Name: _____

Review Date: _____

Purpose:

Use this page after the employee has completed the role-specific training tracker for their position.

This review helps the manager confirm whether the employee is truly ready for independent work, needs additional practice, or should receive targeted retraining before being fully certified.

Training should not be considered complete until the employee can perform the job correctly during real restaurant conditions.

Role-specific Training Completed

Position Tracker Used:

- ☐ Server Training Tracker
- ☐ Host Training Tracker
- ☐ Bartender Training Tracker
- ☐ Cook Training Tracker
- ☐ Dishwasher Training Tracker
- ☐ Prep Cook Training Tracker
- ☐ Manager Training Tracker
- ☐ Other: _____

Training Status

- ☐ All required sections were reviewed.
- ☐ Employee practiced the required tasks.
- ☐ Trainer observed employee performance.
- ☐ Manager reviewed employee progress.
- ☐ Follow-up items were identified.
- ☐ Employee received correction where needed.
- ☐ Employee repeated tasks after correction.
- ☐ Employee demonstrated improvement.
- ☐ Required signatures were completed.
- ☐ Final readiness review was completed.

EMPLOYEE PERFORMANCE REVIEW

What areas did the employee perform well?

What areas still need improvement?

What task caused the most difficulty?

What task should be reviewed again before certification?

What feedback did the trainer provide?

What feedback did the employee provide?

Manager Decision

Employee status after role-specific training:

- ☐ Ready for independent work
- ☐ Ready with limited supervision
- ☐ Needs additional practice

- ☐ Needs retraining before sign-off
- ☐ Not ready for this position

| Follow-up Action Plan

Action Needed:

Person Responsible: _____

Deadline: _____

Follow-Up Date: _____

Final Manager Notes:

Employee Signature: _____

Trainer Signature: _____

Manager Signature: _____ Date: _____

SUPPORT ROLE TRAINING TRACKER

Use this adaptable tracker for important support positions that may not need a separate multi-page role section.

Employee Name: _____

Trainer: _____

Manager: _____

Training Start Date: _____

Review Date: _____

ROLE

- ☐ Busser
 ☐ Food Runner
 ☐ Expo
 ☐ To-Go
 ☐ Cashier
 ☐ Support / Utility
- ☐ Other

READINESS AREAS

- ☐ Role purpose and shift flow
☐ Station / area setup
☐ Core task sequence
☐ Accuracy, quality, timing, and pace
☐ Handoffs with servers, kitchen, bar, host, or expo
☐ Guest communication if applicable
☐ Safety and sanitation
☐ Equipment / POS use if applicable
☐ Restocking, side work, and opening/closing duties

LIVE OBSERVATION

Task observed during real shift: _____

What went well: _____

What needs more practice: _____

Standard or SOP to review: _____

FINAL READINESS DECISION

- ☐ Not ready for independent work
☐ Needs more practice
☐ Ready with limited supervision
☐ Ready for normal role assignment

Next action / follow-up: _____

Follow-up date: _____

Employee: _____ Trainer: _____ Manager: _____