

Employee Training & Certification Digital Control Workbook

Live management control center | Founding Year Release 1.1

STEP	WHAT TO DO	WHY IT MATTERS	CONTROL
1	Complete Settings and Definitions Sources.	The workbook cannot interpret data consistently without a period, owner, sources, and definitions.	Do not skip source control.
2	Load a small verified test period into the operating sheets.	A test catches mapping, unit, date, and formula issues before live use.	Resolve Checks before scaling.
3	Review Dashboard and Checks before making a management decision.	A dashboard without control checks can make bad data look authoritative.	Failed checks require action.
4	Choose no more than three priority actions at one review.	Too many actions dilute ownership and closure.	Use Action Log and due dates.
5	Verify results and retain evidence before closing.	Completion is not proof that a control worked.	Close only with evidence.
NON-NEGOTIABLE RULES			
1	Use the current approved source and definition.		
2	Do not type over formula cells.		
3	Do not copy sensitive source records into this workbook unless the approved process requires it.		
4	Do not improve a metric by weakening safety, legality, quality, hospitality, or approved standards.		
5	Archive replaced workbook versions and preserve one controlled current copy.		

Onboarding Avg %				Certified Records				Retraining Open			
0.0%				0				0			
High/Critical Gaps				Cross-Trained Qualified				Open Actions			
0				0				0			
MANAGEMENT CONTROL		CURRENT RESULT		STATUS / LIMIT		NEXT ACTION					
Source control		Confirm Settings and Definitions Source:		Required before interpretation		Update source map					
Failed checks		See Checks sheet		Do not ignore FAIL		Assign corrective action					
Open actions		See Action Log		Keep priorities small		Close with evidence					
Review cadence		See Review Calendar		Overdue reviews weaken control		Schedule next review					

OFFICIAL TOOL INDEX

GRV-T01 through GRV-T30

Tool ID	Tool Title	Owner	Frequency	Purpose	Status
GRV-T01	New Hire Readiness Checklist	Hiring Manager	Before each new hire	Confirms the role, job information, schedule expectations, trainer, first-day materials, system access, uniform/equipment, required documents, and training plan are ready before arrival.	Active ▼
GRV-T02	First Day Welcome Checklist	Manager / Trainer	First shift	Creates a consistent first-day experience with introductions, expectations, logistics, safety basics, culture, schedule, training path, and questions.	Active ▼
GRV-T03	Employee Information & Position Setup	Manager	At onboarding	Records the employee's assigned role, department, trainer, start date, approved schedule/availability references, system access, and required qualification path.	Active ▼
GRV-T04	Restaurant Tour Checklist	Trainer	First shift	Introduces the employee to work areas, emergency routes, employee spaces, sanitation areas, storage, guest areas, manager contacts, and role-specific boundaries.	Active ▼
GRV-T05	Safety & Sanitation Introduction	Trainer / Safety Lead	First shift	Confirms the employee received the location-approved introductory safety and sanitation information and knows where to find required procedures and reporting routes.	Active ▼
GRV-T06	Service Culture Introduction	Manager / Trainer	First week	Teaches the restaurant's guest promise, respect standard, communication expectations, recovery philosophy, escalation, and role in the Gravity System.	Active ▼
GRV-T07	First Week Training Plan	Trainer	First week	Schedules the first training sequence by shift, station, trainer, task group, observation goal, and review point.	Active ▼
GRV-T08	New Hire Onboarding Completion Page	Manager	End of onboarding	Verifies that required onboarding topics, acknowledgments, access, orientation, training assignments, and unresolved items are complete.	Active ▼
GRV-T09	Server Training Tracker	FOH Trainer	During training	Tracks server learning across menu knowledge, POS, sequence of service, communication, payment, allergy escalation, side work, and guest recovery boundaries.	Active ▼
GRV-T10	Host Training Tracker	FOH Trainer	During training	Tracks host learning across greeting, seating, wait management, phone, reservations, guest notes, accessibility awareness, communication, and handoff.	Active ▼
GRV-T11	Cook Training Tracker	BOH Trainer	During training	Tracks cook learning across station setup, recipes, equipment, timing, safety, sanitation, labeling, communication, quality checks, and closing.	Active ▼
GRV-T12	Dishwasher Training Tracker	BOH Trainer	During training	Tracks dish-area learning across flow, warewashing, chemicals, safety, storage, trash, equipment, sanitation, and closing standards.	Active ▼
GRV-T13	Manager Training Tracker	GM / Owner	During manager training	Tracks manager operational training requirements without duplicating the deeper leadership-development records owned by GRV-M.	Active ▼
GRV-T14	FOH Task Mastery Sheet	FOH Manager	Before certification	Requires observation and demonstration of defined front-of-house tasks before independent qualification.	Active ▼
GRV-T15	BOH Task Mastery Sheet	Kitchen Manager	Before certification	Requires observation and demonstration of defined back-of-house tasks before independent qualification.	Active ▼
GRV-T16	Guest Recovery Mastery Sheet	FOH Manager	Before independent handling	Verifies the employee can recognize, communicate, escalate, document, and resolve guest problems within approved authority.	Active ▼
GRV-T17	Opening & Closing Task Mastery Sheet	Shift Manager	Before certification	Verifies the employee can complete assigned opening/closing controls accurately and explain escalation when conditions are abnormal.	Active ▼
GRV-T18	Position Task SOP Template	Department Manager	For each position task	Creates a training-ready task page tied to the approved SOP, required tools, safety points, sequence, quality check, and demonstration standard.	Active ▼
GRV-T19	Trainer Authorization & Calibration Form	GM	Before trainer authorization and quarterly	Confirms the trainer understands the approved standard, teaches consistently, observes fairly, documents evidence, gives feedback, and escalates uncertainty.	Active ▼
GRV-T20	Employee Training Sign-Off Page	Trainer / Manager	At task completion	Records training date, standard version, demonstration evidence, trainer decision, employee acknowledgment, limitation, and follow-up.	Active ▼
GRV-T21	Station Certification Page	Department Manager	At station certification	Documents that required tasks, observations, checks, and prerequisites are complete before the employee is certified for independent station work.	Active ▼
GRV-T22	Coaching Conversation Log	Manager	After coaching	Records the observed behavior, expected standard, employee perspective, agreed action, support, follow-up date, and outcome without turning every coaching event into discipline.	Active ▼
GRV-T23	Retraining Assignment Log	Manager / Trainer	When retraining is assigned	Defines the performance gap, standard to relearn, trainer, practice, deadline, verification method, and final status.	Active ▼
GRV-T24	30-Day Employee Review	Manager	30 days after hire	Reviews early performance, understanding, support needs, attendance context, training completion, strengths, questions, and next-development priorities.	Active ▼
GRV-T25	Department Training Scorecard	Department Manager	Monthly	Summarizes training completion, certification, overdue retraining, trainer capacity, cross-training depth, and unresolved qualification risks.	Active ▼
GRV-T26	Team Competency & Certification Matrix	Training Owner / Department Managers	Weekly or monthly	Shows current employee capability by position/station using the shared NS/L/P/D/V/C/R status standard, with certification date, review date, verifier, and evidence reference.	Active ▼
GRV-T27	Cross-Training Coverage & Qualification Map	GM / Training Owner	Monthly	Shows where the restaurant has or lacks qualified backup coverage and routes staffing decisions to GRV-C.	Active ▼
GRV-T28	Training Gap & Risk Priority Review	GM / Training Owner	Monthly	Ranks training gaps by service, safety, compliance, quality, staffing, and guest impact so resources go to the highest-risk needs first.	Active ▼
GRV-T29	Training Corrective Action & Recertification Log	GM / Training Owner	Weekly	Closes failed or expired competency with assigned retraining, observation, retest, recertification decision, evidence, and system correction.	Active ▼
GRV-T30	Monthly Training Health Scorecard & Improvement Plan	Owner / GM / Training Owner	Monthly and quarterly	Combines onboarding, competency, certification, cross-training depth, trainer capacity, overdue actions, repeated gaps, and improvement priorities.	Active ▼

NEW-HIRE READINESS

Blue-tinted cells are intended for input. Cream cells contain formulas or control output.

[illegible]

ONBOARDING COMPLETION

Blue-tinted cells are intended for input. Cream cells contain formulas or control output.

[illegible]

STATION TRAINING TRACKER

Blue-tinted cells are intended for input. Cream cells contain formulas or control output.

[illegible]

DAILY TRAINING LOG

Status key: NS Not Started | L Learning | P Practicing | D Demonstrated | V Verified | C Certified | R Retraining Required

[illegible]

TASK MASTERY & DEMONSTRATION

Blue-tinted cells are intended for input. Cream cells contain formulas or control output.

[illegible]

TRAINER AUTHORIZATION & CALIBRATION

Blue-tinted cells are intended for input. Cream cells contain formulas or control output.

[illegible]

TEAM COMPETENCY & CERTIFICATION MATRIX

Blue-tinted cells are intended for input. Cream cells contain formulas or control output.

[illegible]

RETRAINING & RECERTIFICATION

Blue-tinted cells are intended for input. Cream cells contain formulas or control output.

[illegible]

CROSS-TRAINING COVERAGE & QUALIFICATION

Blue-tinted cells are intended for input. Cream cells contain formulas or control output.

[illegible]

TRAINING GAP & RISK PRIORITY

Blue-tinted cells are intended for input. Cream cells contain formulas or control output.

[illegible]

CORRECTIVE ACTION & VERIFIED CLOSURE LOG

Blue-tinted cells are intended for input. Cream cells contain formulas or control output.

[illegible]

REVIEW FIELD		MANAGEMENT RECORD	
Month / period			
Reviewed by			
What changed			
Largest risk / cost exposure			
Strongest control result			
Failed or weak control			
Root cause / limitation			
Decision 1			
Decision 2			
Decision 3			
Cross-system handoff			
Next review date			
90-day priority			

TYPE	REFERENCE	SOURCE / DEFINITION	LAST VERIFIED
Official / operating source	Restaurant source records	Job descriptions, approved SOPs, station standards, training plans, observation records, sign-offs, certifications, and manager reviews.	2026-08-17
Official / operating source	U.S. Department of Labor - Restaurant Employment Toolkit	https://www.dol.gov/agencies/whd/compliance-assistance/toolkits/restaurant	2026-08-17
Official / operating source	OSHA - Recommended Practices for Safety and Health Programs	https://www.osha.gov/safety-management	2026-08-17
Official / operating source	FDA Retail Food Protection training resources	https://www.fda.gov/food/retail-food-industryregulatory-assistance-training	2026-08-17
System boundary	GRV-M Manager Development	Develops management and leadership capability. GRV-T controls employee, position, station, and trainer qualification evidence.	2026-08-17
System boundary	SOP Library / GRV-S	Defines approved tasks and procedures. GRV-T verifies that employees learn, demonstrate, and renew those standards.	2026-08-17
System boundary	GRV-C Labor & Workforce Control	Uses certification and cross-training evidence to plan coverage. GRV-T owns training records and competency status.	2026-08-17
System boundary	GRV-FS Food Safety & Sanitation	Owens food-safety source requirements and food-safety competency standards. GRV-T records delivery and demonstrated competency where the role requires it.	2026-08-17
System boundary	HR / qualified employment review	GRV-T documents learning and competency; it does not replace personnel files, legal review, protected-class analysis, wage decisions, or disciplinary process.	2026-08-17