

Manager Mindset – The Culture of Hospitality

Online course outline

What is Hospitality?

Creating the Guest Experience

Leading a Culture of Hospitality

Ingredient #1 - Manager Mindset

- Making the Commitment
- Valuing the Team
- Necessary Adjustments
- Change Your Staffing Approach

Ingredient #2 - Communication

- Setting Expectations
- When Things Go Wrong
- When Things Go Right
- Inter-Teamwork and communication

Ingredient #3 - Focus

- Set the Stage
- Know Frequent Guests' Preferences
- Special Subtleties
- Introduction to Guest Personas

Ingredient #4 - Bring on The Wow

- Preparedness
- Awareness
- Desire to deliver

Managers Mindset – Application exercises

(apply what you have learned elements are fully customizable)

- Quiz, Exercises, Breakout worksheet, Success Roadmap



Recruitment Playbook

Online course outline

Key Factors in Successful Recruiting

- Time
- Money
- The Hospitality Factor

Setting the Stage

Step 1 – Start Over

Step 2 – Think Like A Recruiter

Step 3 – Know What You're Selling

Step 4 - Formulate Your Strategy

Step 5 - Set the Timeline

Step 6 – Share the Process

Locating and Attracting Talent

- Stand Out from competitors
- Scouting
- Social Media
- Employee Referrals
- Colleges & Universities
- Internet Job Sites
- Restaurant Website

Planning the Interview

- Who to Involve
- Interviewing Like A Pro
- Behavioral Questions
- Team Contributions
- Guest-Facing Roles
- General Character
- Service-Oriented Questions
- Leadership Role Questions

Customizable templates, checklists, interview questions, skillbuilder exercises



Onboarding Playbook

Online course outline

Consistently implementing an onboarding process and plan is one of the greatest ways to improve new hire time to productivity and reduce employee turnover.

Orientation vs. Onboarding

- Orientation elements
- Customizable forms

Creating an Onboarding Plan

- Elements of Onboarding
- Before the Employee Begins
- Communication
- Preparation
- Customizing for Role and Experience
- Coaching Plan
- Including the Team
- Welcome to the Team
- Meet and Greet Plan



Sample Onboarding Plan Templates

- Day 1 - Day 2 - Day 3 - Day 4 - Day 5 - Day 6 - Day 7
- Second Week
- Third Week
- Week Four and Beyond

Ongoing Development

- Training & Coaching

Customizable onboarding plan templates, observation checklists, coaching skillbuilders.

Training & Coaching Playbook

Online course outline

Most managers don't have a formal education in training and coaching. This course will help to transform managers into leaders and coaches.

Training & Coaching

- What is Training?
- What is Coaching?

Developing a Team of A Players

- Training Adults
- Types of Training
- Preparing for Training
- Elements of Effective Training
- Building Engagement
- Skillbuilding and Role Plays

Types of Coaching

- Performance Improvement
- Recognition and Development

Assessing Effectiveness

- SMART Goals
- Feedback and

Customizable training and coaching plan templates, skillbuilding activities, training topics, and coaching conversations.



Pre-shift Playbook

Online course outline

The pre-game huddle or shift meeting is an opportunity to reinforce behaviors and focus the team on delivering an All Star performance.

Pre-shift Themes

- What are Themes?
- Theme Planning

R.I.M.

- Recognition
- Instruction
- Motivation

Five-Minute Trainings

Preparing for a Five-Minute Training

Skillbuilder Examples

- Suggestive Selling/Cross-Selling
- Menu Knowledge
- Service Skills
- Guest Personas
- Special Requests
- Food Safety

Pre-shift Preparation

- Planning Effective Pre-shifts
- Creating Your Calendar

Customizable plan templates, skillbuilding activities, pre-shift topics, and calendars.

