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***Training Curriculum by Position***

The first step in preparing a curriculum is to analyze any position in detail and develop an outline of the knowledge, information, and skills that the employees in that position must master. Most of the knowledge and information can be read, studied, and reviewed by the new hire, but many of the service techniques and skills will need to be demonstrated by the supervisor and then practiced by the employee to ensure proficiency.

Below is a sample listing of topics for a dining room server. This list is necessarily abridged for space considerations, but gives some idea of the level of detail that must be mastered.

General Knowledge	Meetings/Conferences
Food	
Alcoholic beverages	
Club Fare Familiarization	Special Service
Charge ticket/member charge	Beverage service
Adjustments/voids	Clearing courses
Club Fare Familiarization	Dessert service
Lunch/Dinner menus	Coffee service
Menu selling sheets	Presenting charge ticket
Dessert menu	Table resets
Beverage selection	Special Service Issues
Beer selection	Differently-abled patron
Wine selection	Children
Spirits/Cordial selection	Elderly
Specialty drinks	Responsible Beverage Service
Daily specials	Resolving complaints
Condiments	Resolving complaints
	Charge
	Tone of voice

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**Take Away:** In order to train new hires consistently and completely, managers must develop a curriculum for each position and then ensure all training topics are completed.

**Teachable Moments**