

Restaurant training manual

Role-split: server, line cook, manager. One page per topic.

1. Cover and version

Five lines, filled in before you print or send this to anyone. This is what makes the manual current instead of something from two years ago still floating around the pass.

Restaurant: _____

Role (server, line cook, manager...): _____

Version: _____

Last reviewed: _____

Owner (who keeps this updated): _____

2. How to use this manual

Half a page. Say where it lives, who reads it and when, and what happens after each section, a sign-off, a shadow shift, a quick check by the trainer.

- This manual lives on [phone / binder at the pass / shared folder]. Say exactly where.
- Read one section per training shift, not the whole thing before day one.
- The trainer initials the certification table after watching you do the skill, not after you say you understand it.
- Questions go to [name or role], not to whoever is closest when you're stuck.

3. Our standards in one page

5 to 7 lines. Each one a rule you can check, with a number or a blank to fill in, not a value statement. If it can't be checked on a real shift, it isn't a standard, it's a poster.

- We greet every table within ____ seconds of being seated.
- Every temperature log gets initialed at the time it's taken, not filled in at the end of the shift.
- No plate leaves the pass without a [garnish / spec] check.
- Call-outs go to the manager by ____ (time) the day before, not by text to a coworker.
- We 86 an item the moment we're down to the last ____.
- [Fill in: a standard specific to this restaurant]
- [Fill in: a standard specific to this restaurant]

4. Role overview

Three lines, one paragraph each at most. What this job is for, not a job description copied from a posting.

Purpose of this role (one sentence): _____

Who you report to: _____

Shift pattern (days, typical hours, section rotation): _____

5. Station or section setup

8 rows. One real item per row, where it lives, and the count or standard that tells someone it's ready. No row that says "everything."

Item	Where	Par or standard

6. Steps of service or line procedure

10 rows, in the actual order a shift runs. For each step, say what good looks like in specific terms, and name the miss you actually see, not a hypothetical one.

Step	What good looks like	Common miss

7. Food safety essentials

One page at most. The numbers stay the numbers, don't round them. Add a line for any stricter local rule.

- Cold holding at 41°F (5°C) or below, hot holding at 135°F (57°C) or above. Log the reading, don't estimate it.
- Wash hands for at least 20 seconds with soap and warm water: before your shift, after the restroom, after trash, raw protein, or touching your hair or face.

- Date-mark ready-to-eat food held more than 24 hours. Discard what isn't used within 7 days at 41°F (5°C) or below; the day you prep it counts as day one.
- [Fill in: any addition from your local health code]

8. Allergen protocol

Short and absolute. This section is not the place to soften a rule for a busy Friday.

- Know the nine major allergens the FDA tracks: milk, eggs, fish, crustacean shellfish, tree nuts, peanuts, wheat, soybeans, and sesame.
- A guest allergy is a full stop, not a shortcut on a busy shift: new gloves, a clean pan, a separate cutting board.
- Say what's actually in the dish. If you don't know, ask the kitchen before the table does.
- Write every allergen request on the ticket so the kitchen sees it twice, not once from memory.

9. Menu knowledge

8 rows to start, the dishes that sell most or confuse people most. Add rows as the menu grows; this table is never really finished.

Dish	Key ingredients	Allergens	Upsell or pairing

10. Opening, closing and sidework

Bullets, grouped by opening, closing, and sidework. If this role also uses the full opening and closing checklist, say so instead of repeating every line here.

- Opening: [list the tasks specific to this role, in order]
- Closing: [list the tasks specific to this role, in order]
- Sidework: [list by section or station, with who checks it before clock-out]

11. Certification and sign-offs

10 rows. One skill per row, from this manual or the SOP library. A skill isn't checked off until someone with the standing to check it watches it happen.

Skill	Trained by	Date	Checked by

12. Version log

5 rows to start. Every edit gets a row, even a small one. A manual with no version log is a manual nobody can trust is current.

Date	Change	By