



You're Hired. Now what?

Start Date: _____

POS Log In Code: _____

Site Password: _____

On-Boarding

1. Onboard = www.tbhvacoconnect.com/humanresources
Download I-9 W-4 & fill out online form "on-board"
You will also need a form of identification.
Please On-Board by : _____

Training

2. Quizzes = www.tbhvacoconnect.com Complete the quizzes selected below.

Please Complete the Following Quizzes By: _____

- _____ Employee Handbook
- _____ Return Policy
- _____ The Brew House 101
- _____ The Brew House Menu (Blackstone)
- _____ The Brew House Menu (Farmville)

Server

- _____ ABC Basic Laws of Serving (RSVP) <https://vabc.mkscloud.com>
- _____ Being a Good Server

Food Handler

- _____ Kitchen Bible
- _____ Health Code Quick Points
- _____ ServSafe Food Handler (Date: _____)

Continued Education -----

- _____ RTM Training
- _____ ServSafe Manager
- _____ ServSafe Allergens
- _____ ServSafe Alcohol
- _____ Beer 101 Course (2nd Addition)
- _____ Beer & Food Course (1-4)
- _____ BarSmarts

TbhvaCoConnect.com



Employee Connection

All Working Documents in 1 Place!
Scan QR Code & Go to Resources Page



Training Plan BOH

1	Menu Basics & products	Understanding the basics of the menu. Categories, options, & modifications. Identifying the products associated with the menu from storage to the plate.
2	Reading a Ticket on the screen	Knowing nomenclatures (as instruction), identifying items on the screen. Identifying RED items as definitive and BLACK as instruction
3	TCS Foods & Procedures	TCS foods, or Time/Temperature Control for Safety foods, are those that require specific temperature and time controls to prevent the growth of harmful bacteria and ensure food safety. These foods are particularly vulnerable to bacterial contamination and can cause foodborne illness if not handled properly
4	Proper Storage of products	FIFO-First in First out. Rotation all new deliveries even dry goods. Proper storage practices in refrigerators and freezers.
5	Dates & Product Care	Proper dating & labeling of foods from creation. Also identifying when foods are dating and how to mitigate waste. Identifying volume changes in the restaurant and adjusting flow
6	Communication	Communicating with your fellow teammates from shift to shift, station to station and communication during a ticket.
7	Workflow Charts	Check List guides for opening procedures, closing procedures, during shift task, & station closing. Workflow charts help to evenly distribute task amongst employees.
8	Portions / Plating	Mastering portions and plating so that every dish from person to person & from shift to shift will be consistent and the exact same every time.
9	Timing	As knowledge of the menu increases the ability to time items so that each station can complete a dish or ticket in unison.
10	Sanitation & organization	Keeping stations & work zones clean, sanitized & organized makes for an easy workflow, limits accidents & waste. Creates a safe flourishing working environments for all employees.



Training Plan FOH

1	Menu Basics	Understanding the basics of the menu. Categories, options, & modifications. Be able to visually identify each dish.
2	POS	Knowing how to ring in an item & modifiers. How to use modifiers correctly; to translate allergies & preferences; to use instructions correctly. Knowing the limitations of customer request. Not all requests can be accommodated.
3	Mastery of the beer list	The ever-evolving quick changing beer list. The list consists of main stays and seasonal revolving beers. Revolving beers will change out quickly and studying the menu will be constant.
4	Allergies & Modification	Knowing the basic allergies – Celiac, Gluten, Alpha Gal, Dairy, Tree Nuts, Vegetarian, Vegan, Shellfish. Knowing how to instruct the customer through the menu and entering correct modifiers in POS
5	Customer Service	Knowing the techniques of customer service. Table tapping (8), HOT FOODS FIRST, Refilling drinks, napkins, appetizer plates, clean drinkware's, & how to resolve legitimate customer issues.
6	ABC Basics & Laws	Basics of how to serve, who to serve, when to serve and the legal ramifications for the employee and the company for failing to comply with law. Punishments for employees can be fines of \$2,500. And up to 12 months in jail.
7	Return policy	What qualifies as a legitimate complaint and how to resolve the issues. What are kitchen errors / server errors and how to resolve the issues. What are not legitimate complaints. What to do when the issue is beyond the return policy
8	Workflow Charts	Check List guides for opening procedures, closing procedures, during shift task, & station closing. Workflow charts help to evenly distribute task amongst employees.
9	Mastery of ABC Menu	Learning about the mixed beverages, what liquors are available. Knowing what shelf liquors available & top shelf liquors are and how to key those into the POS.
10	Dress Code	The dress code keeps the staff uniformed and professional in a busy work environment. As the employee you are the FACE of the business and should represent it well. Working with the public requires that we be groomed, clean and fresh for our shifts.