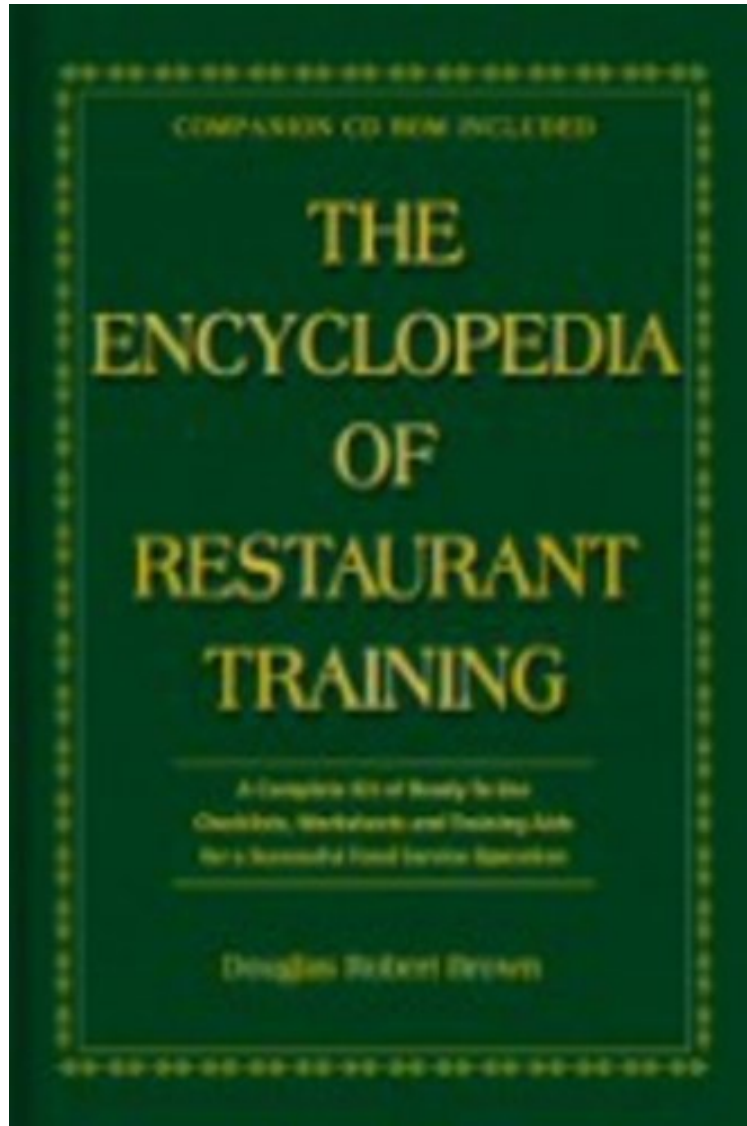


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Douglas Robert Brown

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Training is an investment for the future, the only foundation on which success can be built. Training delivers excellence in product and performance, elevating a good restaurant into a great one. Training will keep the skills of its employees and management sharp. But in no other industry is its absence or presence as obvious as it is in the food service industry. It is hard to find good, qualified employees, and even harder to keep them. What's the answer? Training! Constant training and re-enforcement keeps employees and management sharp and focused, and demonstrates the company cares enough to spend time and subsequently money on them. And that's precisely what this book will do for you. This is an encyclopedic out of the box employee training program for all positions in the food service industry. From orientating the new employee, maintaining performance standards, to detailed training outlines and checklists for all positions. This book will show you how to train your employees in all positions in the shortest amount of time, and lets you get back to your own job of running a profitable enterprise. One of the best features of this book is that the companion CD ROM contains the training outline for all positions so you can easily customize the text for your own use. In addition there are numerous training forms, checklists, and tests. The first part of the book will teach you how to develop training programs for food service employees, and how to train the trainer. The book is full of training tips, tactics and how tos that will show you proper presentation, and how to keep learners motivated both during and after the training. The second part of the book details specific job descriptions and detailed job performance skills for every position in a food service operation, from the general manager to dishwasher. There are study guides and tests for all positions. Some of the positions include General Manager, Kitchen Manager, Server, Dishwasher, Line Cook, Prep Cook, Bus Person, Host/Hostess, Bartender, Wine Alcohol Service, Kitchen Steward, Food Safety, Employee Safety, Hotel Positions, etc. Specific instructions are provided for using equipment as well. The companion CD-ROM is not available for download with this electronic version of the book but it may be obtained separately by contacting Atlantic Publishing Group at sales@atlantic-pub.com. Atlantic Publishing is a small, independent publishing company based in Ocala, Florida. Founded over twenty years ago in the company president's garage, Atlantic Publishing has grown to become a renowned resource for non-fiction books. Today, over 450 titles are in print covering subjects such as small business, healthy living, management, finance, careers, and real estate. Atlantic Publishing prides itself on producing award winning, high-quality manuals that give readers up-to-date, pertinent information, real-world examples, and case studies with expert advice. Every book has resources, contact information, and web sites of the products or companies discussed. This Atlantic Publishing eBook was professionally written, edited, fact checked, proofed and designed. The print version of this book is 544 pages and you receive exactly the same content. Over the years our books have won dozens of book awards for content, cover design and interior design including the prestigious Benjamin Franklin award for excellence in publishing. We are proud of the high quality of our books and hope you will enjoy this eBook version.

About the Author Douglas R. Brown is a best selling author in the area of food service management, having worked for both national chains and independent restaurants, as well as consulting. He is the author of several new books on food service management, and numerous articles. In 1982 he established Atlantic Publishing Group, Inc. and today the company is the leader in providing training materials including books, videos, posters, tools and software to the industry.