

CHECK-LIST FOR CDR INDUCTION TRAININGS

FOH CDR

DEPARTMENT	FOH	TRAINING DATE	
TRAINEE		TRAINER	

1 - INDUCTION

	TASK	CHECK
1.1	African Queen learning website / Wi-Fi password	
1.2	African Queen concept	
	Giraudi history, founder, executive chef	
	111 Management and African Queen structure (Owner, Senior management, Restaurant management)	
	African Queen Concept (Restaurant and Beach Club, Retail...)	
	Lifestyle companies: What is the lifestyle company? What are the Lifestyle companies we are dealing with? What are the benefits costumers are entitle for?	
	Beach club hours (Restaurant, Pool, kitchen and bar)	
	Restaurant/Pool policies: Dress code Cake and corkage fee Kids policy Table return time (Restaurant) Smoking zones	
	Tips policy (Manager)	
	African Queen culture between colleagues Respect and solidarity	
	Menu presentation	
1.3	Grooming & body language standards	
1.4	Duty hours	
1.5	African Queen Overview (Restaurant, Pool & Beach)	
	Restaurant/Pool capacity	

	Table/Sunbed Plan (Table & chair positions)	
	Table/Sunbed numbers	
	Table/Sunbed set up	
	Sections	
	Side sections set up	
	Food pass set up Use check list of Chef de pass	
	Opening duties Use opening check list	
	Closing duties Use closing check list	

2 - THE SERVICE

2.1	Service SOP	
	Reception communication (slips, set up)	CHECK
	Greeting the guest Stop, turn to the guest and welcome the guest with the warm smile	
	Aperitif and water order/service/refill	
	Concept introduction Menu presentation	
	Food and wine order/refill	
	Amenities service	
	Drinks service	
	Food service	
	Dessert order/service	
	Digestive and coffee order/service/refill	
	Table/Sunbed maintenance A-Z - Floor, furniture, cousins, napkins, glasses, bottles plates, cutlery, how to carry the tray, BOH clearance organisation.	
	Billing and payment	
	Farewell	
2.2	POS	
	Inputting order	
	Call away	

	Inputting comments	
	Visual and oral communication (teammates and managers)	

	TASK	CHECK
3.1	Product knowledge (Food)	
	Starters phraseology and allergies	
	Main Courses phraseology and allergies	
	Sides phraseology and allergies	
	Dessert's phraseology and allergies	
3.2	Product knowledge (Beverage)	
	Signature cocktails	
	Signature mocktails	
	Spirits	
	Liquors	
	Wine by the glass	
	Tea	
	Coffee	
3.3	Probation period test	

TRAINEE
FEEDBACK

TRAINER
FEEDBACK

TRAINEE SIGNATURE: __ TRAINER SIGNATURE:

_ DATE: _____