

CHEF EXPERTISE

Front-of-House Training Workbook

Introduction

Empowering your Front-of-House (FOH) team is key to enhancing guest satisfaction and driving revenue. This workbook provides tools to improve menu knowledge, refine sales techniques, and track upselling success. Use this resource to build confidence and elevate performance across your FOH team.

Section 1: Knowledge Quiz Template

Purpose:

Test your team's understanding of menu details, ingredients, allergens, and preparation methods.

Instructions:

1. Provide staff with a menu copy and allow 10-15 minutes for review.
2. Conduct the quiz in small groups or one-on-one settings.
3. Use the results to identify areas for further training.

Sample Questions:

1. **Ingredients:** What are the main ingredients in our signature [Dish Name]?
2. **Allergens:** Which menu items are gluten-free or can be made gluten-free upon request?
3. **Pairings:** What wine or cocktail would you recommend with [Dish Name]?
4. **Preparation:** How is our [Dish Name] cooked, and what makes it unique?
5. **Specials:** What is today's special, and how would you describe it to a guest?

Scoring:

- 90-100%: Excellent knowledge. Ready for advanced training.
 - 70-89%: Good understanding. Needs targeted refreshers.
 - Below 70%: Requires comprehensive review.
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Section 2: Sales Role-Playing Scenarios

Purpose:

Practice upselling techniques and refine responses to guest inquiries.

Instructions:

1. Divide staff into pairs or small groups.
2. Assign one person as the server and the other as the guest.
3. Provide scenario cards with prompts (see examples below).
4. Rotate roles and provide feedback after each round.

Scenario Examples:

1. **Upselling Beverages:** A guest orders a house wine. Suggest upgrading to a premium option and explain its unique qualities.
 - **Tip:** Highlight flavor profiles or exclusive availability.
2. **Suggesting Appetizers:** The guest is undecided about ordering an appetizer. Recommend a high-margin option and describe its appeal.
 - **Tip:** Use sensory language (e.g., “crispy,” “zesty,” “melt-in-your-mouth”).
3. **Pairing Recommendations:** A guest orders an entree. Suggest a side dish or dessert that complements their choice.
 - **Tip:** Emphasize how the pairing enhances the overall experience.
4. **Handling Guest Questions:** The guest asks about dietary accommodations. Respond with confidence and provide suitable recommendations.
 - **Tip:** Be specific about modifications or substitutions.

Feedback Guidelines:

- Was the server confident and knowledgeable?
 - Did they use engaging language to describe the items?
 - Were they attentive to the guest’s needs and preferences?
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Section 3: Upselling Success Tracking Sheet

Purpose:

Monitor and reward staff performance in upselling high-margin items.

Instructions:

1. Use the provided template to track daily and weekly upselling efforts.
2. Review the results with your team during weekly meetings.
3. Offer incentives for top performers to encourage participation.

Template:

Date	Staff Name	Item Upsold	Quantity Sold	Additional Revenue Generated
[MM/DD/YYYY]	[Name]	[Example: Signature Cocktail]	[5]	[\$50]
[MM/DD/YYYY]	[Name]	[Example: Dessert Special]	[8]	[\$64]

Incentive Ideas:

- Gift cards or bonuses for top performers.
- Public recognition during team meetings.
- Extra break time or shift preferences.

Section 4: Continuous Improvement

1. **Feedback Loop:** Encourage staff to share challenges or success stories during training sessions.
2. **Quarterly Refreshers:** Host menu tasting events to keep the team updated on new dishes.
3. **Mystery Diner Evaluations:** Use anonymous feedback to identify areas for improvement.

Ready to elevate your FOH team's performance? Chefxpertise offers tailored training programs to boost confidence, enhance guest interactions, and increase revenue.

[Schedule a Free 13-Point Assessment](#) and discover how our expertise can transform your restaurant operations.