

AQUA

MANAGEMENT
TRAINING
PROGRAMME

MANAGEMENT INDUCTION PROGRAMME OVERVIEW

WEEK 1 FIRST DAY INDUCTION

- Welcome pack & folder
- About your training
- Health & safety
- Welcome to your training branch

WEEK 1 AQUA'S FOOD

- Trained by head chef / senior sous chef
- Expectations - learn all food specs & Aqua's food
- Week 1 review

WEEKS 2 & 3 AQUA'S SERVICE

- Trained by general manager / assistant manager
- Expectations - learn how to deliver the Aqua standard
- Weeks 2 & 3 review

WEEKS 4 & 5 RUNNING PERFECT SHIFTS

- Trained by general manager & assistant manager
- Expectations - learn how to share Aqua's vision & run great shifts
- Shift observation
- Part 1 GRADUTATION

WEEKS 6-12 IMPLEMENTING THE PASSION & RUNNING YOUR RESTAURANT

- Shadow support on the 1st day in your new restaurant
- Shadow audits
- Week 6-12 review
- 3 month review & development plan

INDUCTION PROGRAMME OVERVIEW

WEEK 1: FIRST DAY INDUCTION

Knowledge / Skill	Trained by:	Date / Done:
Welcome pack & folder	General Manager	
Welcome to Aqua	General Manager	
Complete your application for a personal license	General Manager	
About your training	General Manager	
Health & safety	General Manager	
Welcome to your training branch	General Manager	

WEEK 1: AQUA'S FOOD

Knowledge / Skill	Trained by:	Date / Done:
Expectations - Learn Aqua's food	Head chef/Senior Sous	
Week 1 review	General Manager	

WEEKS 2 & 3: AQUA'S SERVICE

Knowledge / Skill	Trained by:	Date / Done:
Expectations - Understanding the Aqua service	General Manager	
Weeks 2 & 3 review	General Manager	

WEEKS 4 & 5: IMPLEMENTING THE PASSION & RUNNING GREAT SHIFTS

Knowledge / Skill	Trained by:	Date / Done:
Expectations - Passion for restaurants	General Manager	
Shift observation	Ops Manager	
Part 1 graduation	Ops Manager	
Weeks 4 & 5 review	General Manager	

WEEKS 1 TO 5		
Knowledge / Skill	Trained by:	Date / Done:
Welcome to Aqua aay	Ops Manager	
Restaurant visit	Ops Manager	
Restaurant visit (in addition to 1st day)	Ops Manager	

WEEKs 6 TO 12: SHARING THE PASSION & RUNNING YOUR RESTAURANT		
Knowledge / Skill	Trained by:	Date / Done:
First day in your new restaurant	Ops Manager	
Shadow audits	Ops Manager	
Weekly reveiws	Ops Manager	
3 month reveiw and development plan	Ops Manager	
Final graduation	Ops Manager	

SKILLS COMPLETED AT A GLANCE

Skills		Completion Date	Trainee's Signature	Trainer's signature	Comments
1st Day	About your Training				
	Health & Safety				
	Welcome to your training restaurant				
Aqua's Food	Service Standards				
	Washing up				
	Equipment				
	Defrost				
	Deliveries & Storage				
	Date Labelling				
	Preparation				
	Ordering				
	Stock Control				
	Production				
Aqua's Service	Customer Queries				
	Aqua's Service Standards (follow all training modules)				
	Greeting				
	Children				
	Table Lay-out				
	Bar Service				
	Coffee				
	Drinks Service				
	Desserts				
	Food Service				
	Reading/Understanding Guests				
	Payment				
	Taking an order				
	Section Management				
	Opening				
	Closing				

Skills		Completion Date	Trainee's Signature	Trainer's signature	Comments
Aqua's Expectations & Running Your Restaurant	STANDARDS				
	Opening				
	Shift Organisation				
	Customer Service				
	Closing				
	Trouble Shooting				
	PEOPLE				
	HR-Best-Practice				
	Training & Developing Your Team				
	Communication				
	Visitors				
	PROFIT				
	Stock Management				
	Stock Take				
	Labour Control				
	P&L's				
	PROMOTION				
	Marketing				
	PR				
	Offers				
	SALES				
	Cashing up procedures				
	End of week procedures				
	Planning & Forecasting				

WELCOME TO AQUA - DAY 1 RECORD

OBJECTIVES

- Welcome you to your training restaurant and your training team
- Introduce the Management Induction Training Programme
- Understand and embrace our Aqua service standards
- Learn the Policies and procedures within Aqua

WELCOME TO AQUA - DAY 1 RECORD	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	About your Training	Training Programme			
		Aqua's Standards			
		Time Table & Rotas			
		Induction programme			
	Health & Safety	Fire Training			
		Chemical Training (winter halter)			
		Dangerous Equipment			
		Safe Manua Handling			
		Food Safety module			
		Health Questionnaire			
		Tea Lights			
		Security Procedures			
		Licensing			
		Aqua's Health & safety policy review			
		Aqua's Food & safety policy review			
	Welcome to Your Training Branch	Introduction to the Team			
		Tour of the Restaurant			
		Staff Food			
		Dress Code			
		House Rules			
		Personal Belongings			
		Greeting			
		Answering the Phone			
		Licensing Policy			
		Customer Queries			

FIRST DAY INDUCTION GENERAL QUIZ

1. How many Aqua Restaurants are there?

2. Which restaurant was the first and when was it set up?

3. Where can you store your personal belongings?

4. Where is the first aid box?

5. Who is the owner?

6. What type of alcohol licence does the restaurant hold and what are the conditions?

7. What does Aqua set out to achieve & what are its expectations?

8. Where is the fire assembly point?

WELCOME!

As we begin our food journey, over the next few weeks we will be spending some time learning to understand everything we need to know about Aqua's food.

What we would like to give you, is a thorough understanding of how your kitchen works, and what makes us proud of the food we serve. We hope that once you have completed your training, you will be able to produce every dish on our menu. We believe that food knowledge is a very powerful tool when it comes to giving our customers brilliant service.

There is lots of other stuff to tell you about too:

How we organise the "back of house." You will be provided with training on all aspects of stock taking, gross profit margins, rotas and food safety. By cracking them now we will help make your job easier in the future.

If you have any questions during your training that we haven't covered, then please ask! There are loads of people who can help you from our food team.

AQUA'S FOOD

WEEK 1

Put on your chef's jacket and apron, we're going to the kitchen!

General / Salads / Starters / Desserts

- Aqua Standards
- Washing Up
- Equipment
- Defrost
- Deliveries & Storage
- Date Labelling
- Preparation: Salad
- Preparation: Starters
- Preparation: Desserts



WEEK 1

Pizza / Pasta & Mains / Ordering / Controls

- Ordering
- Stock control
- Preparation: Pizza
- Preparation: Pasta/Mains
- Production: Pizza
- Production: Pasta/Mains

AQUA'S FOOD RECORD

OBJECTIVES

- To have sufficient menu knowledge to ensure preparation and presentation standards are maintained
- An introduction to Aqua Stock takes and kitchen management

Again you just need to discuss the checklist below with your trainer and tick the relevant box to keep track of your progress through the programme.

	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
AQUA'S FOOD	Aqua's Standards	Tour of the Restaurant			
		Clean as you go			
		Chopping boards			
		Knife Storage			
		Kitchen Cleaning			
		Raw Meat/Fish Handling			
		Staff Food			
		Staff Areas			
		House Rules			
		Uniform			
		Communication			
	Washing Up	Dishwasher			
		Cleaning			
		Crockery			
		Lay-Out/schematics			
		Disposing of broken crockery			
		Pot wash safety			
		Utensils			
		Bins			
		Store room			
		Cleaning the kitchen			

AQUA'S FOOD	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Aqua's Kitchen Systems	Prep lists			
		Pre service checklist			
		Par levels			
		Order sheets			
		Stock sheets			
		Compliance day diary			
		Cleaning checklists			
		Wastage sheets			
		Line Checks			
		Mid Week report			
		EOW report			
		Sales Mix			
		Allergen Matrix			
		Specs			
		Cheat sheets			
		Supplier feedback form			
	Equipment	Dishwasher			
		Robot Coupe			
		Slicer			
		Knives			
		Tin Opener			
		Pizza Oven			
		Microwave			
		Pasta Boiler			
		Fridges			
		Freezers			
		Ice Machine			
		Cooking Range			
	Defrost	Par Level			
		Date Labelling			
		Procedure			
		Responsibility			

	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
AQUA'S FOOD	Deliveries & Storage	Suppliers			
		Priorities			
		Temperatures			
		Probing			
		Rotation			
		Organisation			
		Safe Manual Handling			
		Dry Food			
		Chilled Food			
		Frozen Food			
		Purchasing			
		Prep Food			
	Date Labelling	Shelf Life			
		Accountability			
		Procedure			
	Preparation Pizza	Dough Management			
		Ingredients Preparation			
		Cooling Procedures			
		Date Labelling			
		Storage			
		Opening the Section			
	Preparation Pasta / Mains	Pasta Boiler			
		Cooking Pasta			
		Cooling Procedures			
		Grill			
		Ingredients Preparation			
		Date Labelling			
		Opening the Section			

AQUA'S FOOD	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Preparation Salads	Daily Items			
		Cooling Procedures			
		Ingredients Preparation			
		Date Labelling			
		Storage			
		Opening the Section			
	Preparation Starters / Desserts	Daily Items			
		Cooling Procedures			
		Ingredients Preparation			
		Date Labelling			
		Storage			
		Opening the Section			
	Ordering	Daily Ordering			
		Computer Ordering			
		Printing order sheets			
		Responsibility			
		Schedule and Delivery Dates			
	Stock Control	Budget Food Cost			
		Variance			
		Wastage			
		Storing			
		Action Plans			
	Production: Pizza	Dough Management			
		Reading a Check			
		Recipe Knowledge			
		Measures & Utensils			
		Equipment			
		Food Quality			
		Presentation			
		Timings			
		Speed of Service			
		Closing the Section			

AQUA'S FOOD	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Production: Pasta & Mains	Reading a Check			
		Recipe Knowledge			
		Measures & Utensils			
		Equipment			
		Tossing a pan			
		Food Quality			
		Presentation			
		Timings			
		Speed of Service			
		Closing the Section			
	Production: Salads	Reading a Check			
		Recipe Knowledge			
		Measures & Utensils			
		Equipment			
		Food Quality			
		Presentation			
		Timings			
		Speed of Service			
		Closing the Section			
	Production: Starters	Reading a Check			
		Recipe Knowledge			
		Measures & Utensils			
		Equipment			
		Food Quality			
		Presentation			
		Timings			
		Speed of Service			
		Closing the Section			

AQUA'S FOOD	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Production: Desserts	Reading a Check			
		Recipe Knowledge			
		Measures & Utensils			
		Equipment			
		Food Quality			
		Presentation			
		Timings			
		Speed of Service			
		Closing the Section			

WEEK 1 AQUA'S FOOD PROGRESS REVIEW

Training Restaurant:	Date:
Trainee Name:	Trainer Name:
Operations Manager:	

The Purpose of this review is to discuss with your trainer, areas in which you feel confident in and to highlight areas in which you require further support.

What have you learnt?

In which areas are you most confident?

In which areas would you benefit from further training?

Your Comments:

Trainer Comments:

On completion please email a copy to your Operations Manager

AQUA SERVICE

WEEKS 2 & 3

It's time to pop your Aqua shirt on now with black trousers and black shoes, were heading to the floor.

- Customer Queries
- Aqua Standards
- 10 steps to Rome
- Mystery Dining
- Greeting
- Bambinis
- Table Lay-Out
- Bar Service
- Coffee
- Drinks Service
- Desserts
- Food Service
- Reading Guests

AQUA'S SERVICE

OBJECTIVES

- Have a full understanding of the floor operations and be able to run a section
- Ability to set up the restaurant to Company standards
- Have a full understanding and demonstrate Aqua's service and product standards

Again you just need to discuss the checklist below with your trainer and tick the relevant box to keep track of your progress through the programme.

AQUA'S SERVICE	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Customer Queries	Greeting			
		Answering the Phone			
		Types of queries/possible answers			
		Booking System			
		Take-away policy			
		Party Menu			
		Alcohol Licensing			
		Special Occasion menus			
		Dealing with compliments			
		Dealing with complaints			
		Allergies			
		Special Requirements			

AQUA'S SERVICE	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Aqua Standards	Welcome to Aqua			
		Aqua standards			
		Aqua 10 steps to Rome			
		Mystery diner			
		Love your guest like a family member			
		Build up that rapport			
		Attention to detail			
		Awareness			
		Section management			
		Guest to have everything they need			
	Greeting	Dealing with a Booking			
		Walk in Guests			
		Dealing with a Queue			
		Waiting Guests			
		Special Occasions			
		Offering tables			
		Menus			
		Initial Contact			
	Children	Welcoming Children			
		Entertaining Children			
		Kids Safety			
		Talking to Children			
		Children Feedback			
	Table Layout	Cleaning Table Surfaces			
		Cutlery			
		Glassware			
		Napkin Folding			
		Table & Chairs			
		Marketing Material			
		Clearing Tables			

	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
AQUA'S SERVICE	Bar Service / Module	Wines			
		Beer			
		Soft Drinks			
		Liquers & Spirits			
		Coffee Machine			
		Glasswasher			
		Glassware			
		Cocktails			
		Ice/Bar Fruit			
		Checks			
		Tray Safety			
		Carrying on a Tray			
		Opening Wine			
		Opening Champagne			
		Dispensing Drinks			
		Bar Organisation			
		Wastage			

AQUA'S SERVICE	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Coffee Module	Set up the Coffee Machine			
		Clean the Grinder			
		Froth the milk for Cappuccinos			
		Perfect Espresso			
		Steam Milk			
		Latte			
		Mocha			
		Hot Chocolate			
		Double Espresso			
		Macchiatto			
		Decaf Espresso			
		Fresh Ground Coffee			
		Teas & Infusions			
		Close Down the Coffee Machine			
		Changing Coffee Bean Drums			
		Crockery			
		Presentation			
		Sugar			
	Drinks Service	Drinks Knowledge			
		Wine Knowledge			
		Alcohol Awareness			
		Opening Wines			
		Carrying a Tray			
		Reading a Check			
		Pouring Drinks			
		Glassware			

WEEK 2 AQUA'S SERVICE PROGRESS REVIEW

Training Restaurant:	Date:
Trainee Name:	Trainer Name:
Operations Manager:	

The Purpose of this review is to discuss with your trainer, areas in which you feel confident in and to highlight areas in which you require further support.

What have you learnt?

In which areas are you most confident?

In which areas would you benefit from further training?

Your Comments:

Trainer Comments:

On completion please email a copy to your Operations Manager

AQUA'S SERVICE	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	WW Module	Product Knowledge			
		Food Knowledge			
		Cutlery - mis en place			
		Reading a check			
		Carrying plates			
		Presentation of food			
		Hot food			
		Condiments/sauces			
		Timings			
	Reading of Guests	Body Language			
		Check back			
		Customers feedback			
		Second drinks			
		Talking tables			
		Timing of service			
	Payments	When to present the bill			
		Bill presentation			
		Accepted ways of payment			
		Dealing with cash			
		Dealing credit cards			
	Taking Orders	Till Training			
		Food Knowledge			
		Wine Knowledge			
		Writing & Repeating back orders			
		Recommendations			
		Abbreviations			
		Pronunciation			
		Extra Cutlery			

AQUA'S SERVICE	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Section Management	Section lay-out			
		Stations			
		Bookings			
		Special Requests			
		Priorities			
		Team Work			
		Hand Over			
	Opening Floor	Outside set up			
		Table lay-out			
		Align tables and chairs			
		Toilets			
		Menus			
		Check Bookings			
		Stations			
		Condiments			
		Banquet seating			
	Opening Bar	Glasswasher			
		Broken glass/crockery			
		Glassware			
		Crockery			
		Stocked fully			
		Ice & lemons			
		Coffee Area			
		Bins			
		Utensils ready			
		Trays			
		Blue roll/C4			

AQUA'S SERVICE	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Closing Floor	Station close down			
		Condiments			
		Outside areas close down			
		Candles			
		Cutlery			
		Banquet seating			
		Table layout			
	Closing Bar	Stock up			
		Glasswasher cleaning			
		Fridge cleaning			
		Coffee area close down			
		Surfaces clean			
		Sinks			
		Ice well			
		Glassware			
		Walls clean			
		Floors clean			
		Broken glass/crockery			
		Rubbish			

WEEK 3 AQUA'S SERVICE PROGRESS REVIEW

Training Restaurant:	Date:
Trainee Name:	Trainer Name:
Operations Manager:	

The Purpose of this review is to discuss with your trainer, areas in which you feel confident in and to highlight areas in which you require further support.

What have you learnt?

In which areas are you most confident?

In which areas would you benefit from further training?

Your Comments:

Trainer Comments:

On completion please email a copy to your Operations Manager

SHARING AQUA'S VISION & RUNNING GREAT SHIFTS

WEEK 4 SHARING AQUA'S VISION & RUNNING GREAT SHIFTS

You can now put your suit on!

Shadowing shifts

- Opening Procedure
- Shift Organisation
- Customer Service
- Closing Procedure
- Quality & Safety
- Best Practices
- Trouble shooting
- HR Best Practices



WEEK 5 SHARING AQUA'S VISION & RUNNING GREAT SHIFTS

Running Shifts

- Stock Management
- Stock Take
- Labour Control
- P&L's
- Cash Procedures
- End of Week Procedures
- Planning & Forecasting

QUIZ

RUNNING PERFECT SHIFTS

OBJECTIVES

- Understand the importance of shift preparation and the tools to help you achieve this
- Identify the skills needed for effective shift management
- Describe the procedure of dealing with emergencies & visitors
- Understand and implement procedures and controls of cash management
- Learn all aspects of business and finance to successfully operate your Aqua Restaurant

	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
MANAGEMENT SYSTEMS	Opening	Security			
		Temperature record			
		Delivery record			
		Opening Checklists			
		Kitchen Quality check			
		Cleaning			
		FOH set-up including outside			
		E-mails			
		Management Diary			
		10@10's			
		11.45's			
		Management Meeting			
		Management checklist			
	Shift Organisation	Team Briefings			
		Staff Levels			
		PSB Sheet/Floor			
		Bookings/Special requirements			
		Responsibilities during the shift			
		Handovers			
		Trouble shooting			
		Expectations of shift			

	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
MANAGEMENT SYSTEMS	Customer Service	Compliments			
		Food-Quality			
		Special-Requirements			
		Children			
		Never say 'NO'			
		Attention to detail			
	Closing	FOH Closing Checks			
		Kitchen Closing			
		End of Day			
		Daily labour control			
		Closing Security			
	Quality & Safety Best Practices	Training Policies			
		Haccp Policy			
		Practice Fire Drill			
		Emergency Lighting			
		Call Points			
		Risk Assessments			
		Food Safety			
		Health & Safety			
		Pest Control			
		Laundry			
	Trouble Shooting	Cash Shortages			
		Equipment			
		Tills			
	Compliance	Dashboard			
		Audits			
		Helpline			
		Monitoring			
		Registry			
		Training			
		Documents			
		Policy			

MANAGEMENT SYSTEMS	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Res Diary	Bookings			
		Control			
		Maximisation			
		Emails			
		Database			
	Complaint Handling	B.L.A.S.T			
		Efficiency & Speed			
		Ensure guest leaves happy			
		Don't hesitate			

PEOPLE	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	HR Best Practices	Recruitment			
		Working Time Regulations			
		Employment Law			
		Performance Reviews			
		New Starters			
		Transferring Employees			
		Terminating Employees			
		Creating a Holiday			
		View & Amend your HR details			
		Rehiring staff			
		Managers responsibilities			
		Payroll			
		Staff P-files			
		Issuing Uniforms			
		Review Polaris set up			

PEOPLE	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Training your Team	Accountability			
		FOH Knowledge			
		BOH Knowledge			
		Training manuals			
		Induction manuals			
	Communication	Team, Briefings			
		Management Meetings			
		Notice Boards			
		Kitchen/Floor Communication			
		Handovers			
		E-mails			
		Management Diary			
		Weekly feedback			
		End of Week reports			
		Personal performance reviews			
	Visitors	Immigration			
		Trading Standards Officer			
		Fire Officer			
		Police			
		Quality Advisors			
		EHO			

PROFIT	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Stock Management	Float Check			
		End of Day Procedures			
		PDQ Machines			
		Accepted Methods of Payment			
		Banking Procedures			
		Deposits			
		Entering an Invoice			
		Checking Deliveries			
		Petty Cash			
	Stock Takes	Stock Count			
		Entering Stock onto Viewbase			
		Investigating Variances			
		Closing stock variance report			
		Stock Summary report			
		Till updates			
		Finalising Stock			
		Stock Transfer procedure			
		Staff Food			
		Budget (food Cost)			
	Labour Control	Forecasting			
		Planning a rota			
		Entering a rota			
		Completing Each day			
		Finalising Each day			
		Flexing Labour			
		Reacting week on week			
	P&L's	Understanding P&L's			
		Controllable Restaurant profit			

PROFIT	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Cash Procedures	Float Check			
		End of Day procedures			
		PDQ Machines			
		Accepted Methods of Payment			
		Banking Procedures			
		Deposits			
		Voids			
		Petty Cash			
		Trouble Shooting Cash up			
		Wages			
	End of week Procedures	Finalising Cash			
		Finalising Stock			
		Finalising Labour			
		Restaurant Accounts			
		Accounts Payable			
	Planning & Forecasting	Last Year Sales			
		External Sales Contributors			
		Sales Budgets			
		Covers Growth			
		Marketing			

PROFIT	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Ordering	Par levels			
		Ordering to forecast			
		When to order			
		Matthew Clark			
		Liberty Wine			
		Clifton Coffee			
		Yate disposables			
		BOC Gas			
		Till Rolls Direct			
		Lyreco			

POLARIS & SWOOSH	Skill	Knowledge	Trained how to do it	Trained & can do task unsupervised	Can do task & can train others
	Polaris Home	Dashboard			
		Daily Input			
		Weekly Input			
		Payroll Input			
		Forecasting			
	Polaris Business Intelligence	Profit statement			
		Sales performance			
		Other reporting			
	Swoosh	How to import			
		How to connect			
		How to update dishes			
		How to print sales mixes			
		How to navigate			

QUIZ PACK

RUNNING PERFECT SHIFTS!

CUSTOMER: OPENING SKILLS QUIZ

1. What are the opening & closing times of the restaurant?

2. What temperatures should all your fridges be at/below?

3. What action should you take if your fridge is not at the correct temperature?

4. When should the managers opening checklist be completed by and why?

5. What should the till float be at the beginning of the shift?

6. What actions could you take, if you run out of stock items?

7. At what temperatures would you refuse to accept a frozen delivery?

SCORE:

CUSTOMER: SHIFT ORGANISATION QUIZ

1. What is the duty planner and what information can you include on it?

2. What are Aqua's booking policies?

3. Name 5 things you would discuss with the next duty MOD at handover?

4. What are the company rules regarding restaurant keys?

5. When must you check the bookings for the day?

6. How would you organise your bookings to ensure maximum covers during a shift?

7. What should the till amount be at the beginning of the shift?

SCORE:

CUSTOMER: CUSTOMER SERVICE SKILLS QUIZ

1. How can you ensure that all food served adheres to our food quality standards?

2. Why is it important to deal with customer complaints quickly and effectively?

3. What is the procedure if a customer calls you regarding a food poisoning allegation?

4. List 5 things you would do when dealing with a customer complaint?

5. What is Aqua's 10 steps to Rome?

6. What are Aqua's motives for service?

7. List 5 key Mystery Diner steps?

SCORE:

CUSTOMER: QUALITY & SAFETY BEST PRACTICE QUIZ

1. In the event of a fire in your restaurant, what would you do?

2. What should you do if the alarms and/or emergency lights are not working properly?

3. How often should your fire alarms be tested? What do you need to complete?

4. What does H.A.C.C.A.P stand for and what does this mean?

5. List 5 measures you can take to ensure effective pest control is being carried out in the restaurant?

6. What should you do if a customer finds a foreign object in their food?

7. What should you do if a customer calls the restaurant complaining of food poisoning?

SCORE:

CUSTOMER: CLOSING SKILLS QUIZ

1. Where should all takings be kept over night?

2. Name 5 safety and security duties that must be done when closing the restaurant?

3. What must you do if the alarm will not activate when leaving the restaurant?

4. Explain the security measures you must take when making a safe drop at the end of the night?

5. How do you finalise your daily labour at the end of the night?

6. What do you do with the till at the end of the night?

7. When must the kitchen cleaning be checked and the cleaning schedule signed?

SCORE:

CUSTOMER: TROUBLE SHOOTING SKILLS QUIZ

1. What do you do if the till screen is frozen?

2. What do you do if the fire alarm goes off during shift?

3. What do you do if the PDQ machine breaks down during shift?

4. What do you do if the coffee machine stops working during shift?

5. What do you do if the cooker stops working during shift?

6. What do you do if there is a power fault in the restaurant and all electrical equipment is not working?

7. What must you do if the alarm will not activate when leaving the restaurant?

SCORE:

CUSTOMER: HR BEST PRACTICE SKILLS QUIZ

1. What break times are your staff entitled to?

2. A member of staff continually arrives late for work? What do you do?

3. How often are new starters reviewed using the performance ranking of staff method?

4. What is the purpose of the ranking your staff?

5. What information do you need to send to payroll for a new starter?

6. What is the grievance and what procedures should you follow should a member of staff raise one?

7. When should you suspend an individual?

SCORE:

CUSTOMER: TRAINING & DEVELOPING YOUR TEAM QUIZ

1. How long is the training for a new member of the floor team?

2. How long is the training for a kitchen member?

3. What is your role in training other?

4. How would you ensure your staff are trained prior to a new menu launch?

5. What does an employee need to graduate as a Aqua WW?

6. Who supplies the coffee training?

7. Why is the induction so important?

SCORE:

CUSTOMER: COMMUNICATION SKILLS QUIZ

1. Why should you keep your e-mails open and minimised at all times?

2. Where is critical information displayed in your site?

3. What information should be displayed on the Health & Safety notice boards?

4. What forms of communication do we use?

5. Where should the management diary be kept and why?

6. How would you ensure that all members of your team are kept up to date with any operational changes and new policies and procedures?

7. Who do you call for maintenance issues?

SCORE:

CUSTOMER: VISITOR SKILLS QUIZ

1. What is an Environmental Health Officer (EHO) and what do they do when visiting the restaurant?

2. What is a trading standards officer and what do they do when visiting the restaurant?

3. What is the Stocktaker and what is their role?

4. What should you do if a local authority EHO visits your restaurant?

5. What should you do if the EHO mentions that they will be taking legal proceedings against your restaurant?

6. Which authorised personnel can require a personal license holder to produce their license for examination?

7. What is an Immigration Officer and what do they check when visiting your restaurant?

SCORE:

CUSTOMER: STOCK TAKE/MANAGEMENT SKILLS QUIZ

1. Where would you find the order sheets?

2. What actions can you take to lower your food costs?

3. When is the cut off time to request a credit?

4. What actions would you take if your stock result summary highlighted a number of stock variances?

5. List down the actions you need to do your stock at the end of the week?

6. How can you record wastage in your restaurant?

7. List some possible explanations for high food costs?

SCORE:

CUSTOMER: LABOUR CONTROL SKILLS QUIZ

1. When and how must wages be processed?

2. What system do we use to manage our payroll?

3. How do you forecast your labour for the following week?

4. By when should labour be finalised at the end of the week?

5. How do you know how much money you need to put aside for wages?

6. Who should you contact if you have queries from your staff regarding their pay, payslips and payment?

7. What are the key things to consider when planning your rota and forecasting your labour?

SCORE:

CUSTOMER: P&L SKILLS QUIZ

1. What is EBITDA?

2. What is GP? How does it affect the business

3. What are variable costs?

4. What are fixed costs?

5. Which costs can you control as a manager?

6. What is the theoretical food costs?

7. What does variance to actual mean?

SCORE:

CUSTOMER: CASH PROCEDURES SKILLS QUIZ

1. What are the correct methods of payment?

2. What is the process to cash up at the end of the night?

3. Where would you order banking books?

4. How often is the banking completed?

5. What readings should you take from the PDQ machines at the end of every day?

6. How do you process vouchers?

7. How do you record any promotional vouchers?

SCORE:

CUSTOMER: END OF WEEK PROCEDURES SKILLS QUIZ

1. What paperwork needs to be sent to Petticoat Management?

2. What should you do with all the PDQ slips?

3. List what you can check when finalising weekly cash

4. Where do you do your banking and what is the process?

5. What security measures should you take when banking at the end of the week?

6. When should you post all of your end of week paperwork?

7. How would you ensure that all invoices are correct at the end of the week?

SCORE:

CUSTOMER: PLANNING & FORECASTING SKILLS QUIZ

1. How can you maximise covers in your restaurant?

2. You are new to a branch, how would you find their previous years sales?

3. What could be external sales contributors?

4. When do you report the forecasted labour figure to your operations manager?

5. How do you factor in cover staff when forecasting labour?

6. Why do we forecast labour?

7. How and why do you close your rota on a daily basis?

SCORE:

Skills Quiz	Score	Comment
First Day Induction		
Opening Skills Quiz		
Shift Organisation		
Customer Service		
Closing		
Quality and Safety Best Practice		
Trouble Shooting		
HR Best Practice		
Training & Developing Your Team		
Communication		
Visitor		
Stock take/Management		
Labour Controls		
P&L		
EOW Procedures		
Planning & Forecasting		