



Training Tools

Introduction

The attached document provides an easy to use tool to plan and record departmental training. It is designed to help supervisors and managers to examine the individual and group training needs within their department and prepare a schedule for addressing those needs. This matrix approach should be used in conjunction with defined standards of performance for key tasks.

Using the matrix works as follows:

Step 1 – Assess Training Needs

The supervisor/manager assesses each staff member against all relevant tasks, within the department. Where a training need is identified for a particular task, the Matrix is marked with a line as follows:

| Department | Staff Name | Staff Name | Staff Name | Staff Name | Staff Name | Staff Name | Staff Name |
|-------------------|------------|------------|------------|------------|------------|------------|------------|
| Tasks | | | | | | | |
| Task 1 | \ | | | | | | |
| Task 2 | | | | | | | |
| Task 3 etc | | | | | | | |

Step 2 – Deliver Training

When all the training needs are known, the supervisor/manager delivers training on an ongoing basis in the department, according to roster patterns and business levels. The matrix enables the supervisor/manager to quickly decide what training can be given each day. All training should be delivered in line with the defined standards of performance for any given task. When an employee receives training, the matrix is marked as follows, to denote that training has been given in a particular task.

| Department | Staff Name | Staff Name | Staff Name | Staff Name | Staff Name | Staff Name | Staff Name |
|-------------------|------------|------------|------------|------------|------------|------------|------------|
| Tasks | | | | | | | |
| Task 1 | X | | | | | | |
| Task 2 | | | | | | | |
| Task 3 etc | | | | | | | |

The manager and employee should then initial each box where training has been given, as a rudimentary form of training record.

Step 3 – Assess for Competence

Once training has been given to an employee in a particular task or tasks, the supervisor/manager should monitor the employee's performance of that task over a period of time to assess their competence to standard. Once the employee demonstrates consistent performance to standard, the matrix is marked as follows:

| Department | Staff Name | Staff Name | Staff Name | Staff Name | Staff Name | Staff Name | Staff Name |
|------------|------------|------------|------------|------------|------------|------------|------------|
| Tasks | | | | | | | |
| Task 1 | | | | | | | |
| Task 2 | | | | | | | |
| Task 3 etc | | | | | | | |

This basic approach to managing training in the workplace provides a user friendly framework for guiding on-the-job training. A sample matrix for the Restaurant is provided below and full matrixes for all departments are available on request.

Please contact us by email, should you wish to receive a printable copy of these matrixes.



Restaurant

Restaurant Training Matrix

| Restaurant | <i>Insert Name</i> | <i>Insert Name</i> | <i>Insert Name</i> | <i>Insert Name</i> | <i>Insert Name</i> | <i>Insert Name</i> | <i>Insert Name</i> | <i>Insert Name</i> | <i>Insert Name</i> | <i>Insert Name</i> | <i>Insert Name</i> | <i>Insert Name</i> |
|---|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| General Tasks | | | | | | | | | | | | |
| Answering the Telephone | | | | | | | | | | | | |
| Taking a Reservation | | | | | | | | | | | | |
| Handling Cash Payment | | | | | | | | | | | | |
| Handling Credit Card payment | | | | | | | | | | | | |
| Presenting, Opening and Serving Wine | | | | | | | | | | | | |
| Handling Complaints | | | | | | | | | | | | |
| General Customer Care | | | | | | | | | | | | |
| Menu Knowledge | | | | | | | | | | | | |

