

Pre-Shift Guide



How to Run Effective Pre-Shift Meetings

Role Play Scenarios for Improving Service

Training Games and Contests for Increasing Sales

SAMPLE PAGES

PERFORMING EFFECTIVE SHIFT MEETINGS

REINFORCE A ROLE IN THE SHOW WITH PRE-SHIFT TRAINING SESSIONS

A Role in the Show eLearning is a training tool designed to create a solid, underpinning knowledge of customer care. Although the program presents consistent information in a one on one interactive format, the course should not be considered a replacement for traditional, face to face training and reinforcement.

One of the most effective ways managers can reinforce the topics presented in the course is through short, well planned "pre-shift" meetings.

Typically held just prior the shift, a shift meeting is nothing more than a brief training session. The primary objective of a shift meeting should be to reinforce the topics presented in the course. Few managers are naturally skilled at presenting effective training sessions to staff. In addition, many managers may be nervous about presenting a training session.

Luckily, there are no complicated secrets to presenting effective training sessions. There are however, some basic skills and procedures that can be applied which will help to ensure positive results. These common sense methods are based on skills you are probably already using in the management of your staff.

Everyone has their own personal style, and it is important to retain your own style. Use the ideas put forward in this rehearsal guide and adapt them to meet your specific requirements.

Look at the training session from the perspective of the cast members which will be attending it. When planning a session, it is important to consider what the cast may;

NEED TO LEARN WANT TO LEARN ALREADY KNOW

Effective training sessions should introduce new skills or information, or reinforce existing training in an interesting way. Every training session must include information which will be considered of some benefit to the cast. Typically, this information will help them to perform their job more easily, confidently, or professionally.

For a session to be effective, it must be;

- ▶ **SIMPLE**
- ▶ **INFORMAL**
- ▶ **INTERACTIVE**

You should ask questions and demand feedback from cast members throughout the training session. This is necessary for 2 reasons;

1. To ensure that cast members remain focussed on the topics being discussed
2. To ensure that cast members both heard and understood the topics being discussed

HANDLE QUESTIONS EFFECTIVELY

Cast members may ask questions for a variety of reasons. Recognising the reason for a question can help you to deal with the question more effectively.

Listed below are the typical reasons cast members may ask a question, and comments how those questions may best be handled.

REASON FOR THE QUESTION

To clarify understanding, or seek additional information

SUITABLE RESPONSE

If the question is relevant to the topic, provide the information. Otherwise state that you will be happy to go into further detail once the session is finished

REASON FOR THE QUESTION

To waste time

SUITABLE RESPONSE

Provide the answer quickly and move on

REASON FOR THE QUESTION

To show everyone else their knowledge on the subject

SUITABLE RESPONSE

Thank them for the input and encourage future participation

AVOID USING JARGON THAT THE STAFF MAY NOT UNDERSTAND

USE THEIR IDEAS, WHEN APPROPRIATE

In a training session, it is important to encourage interaction. Most of your staff will probably have the answers you are looking for. Your role is to provide the coaching necessary to extract the information required. People never argue with their own ideas. They will take ownership of the information you wish to impart if they feel that they have had a part in providing it.

RELATE THE MESSAGE TO PRACTICAL EXPERIENCES THE STAFF MAY ENCOUNTER

Staff must appreciate how your topic relates to situations they may encounter.

REHEARSING WITH ROLE PLAYS

What I **hear**-I **forget**
What I **see**- I **remember**
What I **do**- I **learn**

One of the best methods for helping staff to gain confidence and increase performance is through role-playing. Role playing is simply an informal re-enactment of a real life situation. You pose a question that stimulates thought and leads to possible answers. With Role Plays, your cast can rehearse real life situations in a safe environment, without negatively affecting your audience.

The role play examples included in this guide provide a starting point that can be adapted to suit specific situations in your restaurant.

ROLE PLAY INSTRUCTIONS

- ☞ To initiate a role play, divide the group into desired teams and brief the teams on their respective roles.
- ☞ Make sure that your instructions are clear.
- ☞ Be sure to inform them of any time considerations, and how the role-play will be evaluated.
- ☞ Keep the discussion on track, and be ready to assist if the discussion trails off into silence.
- ☞ Watch how each individual participates, and be sure to complement good responses.
- ☞ Take every opportunity to help build confidence in your team!
- ☞ Always have the last word, summarise and reinforce key points, and close the role-play session on a high note.
- ☞ Thank the participants for their input.
- ☞ Be ready to offer a story, quotation, or call for action which will reinforce and stimulate additional thoughts on the topic covered.
- ☞ Once you have followed these steps, you will be on your way to presenting effective training sessions.

ROLE PLAY - ANTICIPATING NEEDS

A HELPING HAND

A family of four are approaching the front door of the restaurant. The husband is pushing a pram, and the wife is holding the hand of the other child.

Manager/Director Tips:

- Ensure the cast understand your policy for dealing with children
Discuss ways the cast can offer assistance, including
- ▶ holding the doors and providing seating in the waiting area
 - ▶ high chairs and booster seats
 - ▶ special children's menus

NOT THIS TABLE

A party of three are being led to their table, when they pause and look around before being seated and ask for a different table.

Manager/Director Tips:

- Ensure the cast understand your policy for seating guests
Rehearse ways the cast deal with guests unhappy with their seating
- ▶ offer alternative table
 - ▶ explain why alternative table cannot be offered at this time
 - ▶ suggest options that can be offered for future bookings

BRINGING THE MENU TO LIFE

Combining product knowledge with appetising words is an ideal way to bring the menu to life.

INSTRUCTIONS:

1. Review with the cast the section 'Menu guidance' located on page 43-44 in the workbook.
2. Divide cast members into teams and ask each team to list of appetising words that can be used to make a mouth watering description of the items on your menu. Allow 10-15 minutes.
3. Instruct each team to choose a menu item for each category listed below.
4. Using photocopies of the worksheet on page 45, instruct each team to write product descriptions using the appetising words from their list.

SHOWMANSHIP

As in any skill, technique is important to food service. Like the orchestra conductor with grand sweeping movements, the athlete with spectacular leaps, or the dancer with dazzling spins, you can entertain customers with your showmanship.

There are countless ways for the cast to be creative and add flair to your service performance.

INSTRUCTIONS:

1. Review with the cast the section 'Showmanship and Flair' located on page 50 in the workbook.
2. Divide cast members into teams and using the categories listed below, ask each team to list two ways they can use showmanship and flair to improve your guests dining experience

How can you add showmanship & flair?

- ☞ When greeting and seating guests
- ☞ When taking the order
- ☞ Throughout the meal
- ☞ When guests are leaving