

**HEY, HAAS!**

FREE TRAINING TEMPLATE

Restaurant Server Training Checklist

A step-by-step training path for front-of-house servers — from table setup to handling complaints with confidence.

7 Training Steps

Front-of-House

Trainer Sign-Off Required

PHASE 1 — ORIENTATION



01 Table setup & mise en place

TRAINER-LED

Trainer demonstrates correct table layout, linen handling, and pre-service station setup. Trainee completes setup independently to standard before their first shift.

CORE SKILLS



02 Menu knowledge & product walkthrough

SKILLS

Trainer walks through the full menu: ingredients, preparation methods, key allergens, and the venue's signature items. Trainee must be able to describe every section without referring to notes.



03 Order-taking & POS entry

SKILLS

Practice taking a full table order, entering it correctly in the POS, and handling modifications. Cover split bills, voids, and how to handle a mid-order change.



04 Allergen protocol for service

SAFETY

Cover how to handle a guest allergen declaration: what to ask, who to inform, what to check, and how to confirm before the dish leaves the kitchen.



05 Food running & table service

SKILLS

Practice carrying plates, confirming dishes at the table, and the order of service. Include how to handle a wrong dish and when to involve the manager.

LIVE PRACTICE



06 Upselling & guest engagement

TRAINER-LED

Trainer-led session on natural upselling — drinks, sides, desserts. Practice conversation openers that don't feel scripted. Trainee demonstrates on a shadow shift.

CERTIFICATION & SIGN-OFF

07 **Shadow shift — full section**

TRAINER-LED

Trainee runs a section alongside their trainer for a full service. Trainer coaches in real time and completes the sign-off scorecard at the end of the shift.

**+ 2 more items — unlock the full path in Hey, Haas!**

This free template shows the core steps. The complete checklist, trainer scorecards, and live sign-off tracking are built into the Hey, Haas! app. [Start free at heyhaas.com](https://heyhaas.com) →

TRAINEE NAME

TRAINER NAME

TRAINER SIGNATURE

DATE CLEARED

Print clearly

Print clearly

Sign only when all items
complete

MM / DD / YYYY

Train smarter with Hey, Haas!

Turn this checklist into a live digital training path. Track progress, get trainer sign-offs, and onboard your team faster — all from your phone.

[Start Free at heyhaas.com](https://heyhaas.com) →