



HEY, HAAS!

FREE TRAINING TEMPLATE

Restaurant Shadow Shift Checklist

Structure the live training shift so the trainer coaches and the new hire practices — not the other way around.

7 Shift Steps

Trainer-Led Live Training

Trainer Sign-Off Required

PHASE 1 — ORIENTATION



01 Pre-shift trainer prep

TRAINER-LED

Trainer reviews the skills the new hire has already been signed off on and identifies 2–3 areas to focus on during this shift. Station is set and the trainee knows what's expected before the shift starts.

CORE SKILLS



02 Opening check-in with trainee

TRAINER-LED

Trainer asks the new hire what they remember from their skills sessions, sets the tone for the shift (ask before guessing, it's okay not to know), and explains how coaching will work.



03 Guided practice — core skills

SKILLS

Trainee practices their primary role tasks alongside the trainer. Trainer coaches in real time but lets the trainee lead. Correct technique errors calmly and specifically, not in front of customers.



04 Independent task practice

SKILLS

Trainer steps back and observes the trainee completing tasks without active coaching. Intervene only for safety, quality issues, or a guest-facing problem.

CERTIFICATION & SIGN-OFF



05 Live verbal knowledge check

SKILLS

During a natural lull in service, trainer asks 3–5 verbal questions to surface what the trainee has retained. Not a test — a diagnostic. Results noted for the debrief.

+ 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