

Training To Go Training Program

Description

Training To Go is a training tool kit for the owner, manager or supervisor to provide on-the-job training to counter food service staff.

Who Should Attend

- All staff in the following food service operations: Fast food, take out / delivery, cafeteria & institutional

What Comes With The Kit

- The self-contained kit includes:
- Trainer's Guide and tips
- Program Structure
- 3x5 Laminated flash cards
- 8x11 Laminated posters
- Reference and resource guide

Session Details

- 15-30 minutes per session, daily or weekly
- One-on-one or in small groups
- Laminated posters with key principles for on-site visual reinforcement

How To Purchase The Kit

- The Training To Go kit is affordably priced at \$99.00
- Additional participant manuals are available for \$15.00 each

For more information, please contact:

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Program At A Glance

Part 1

- Interpersonal Skills
- Demonstrating Professionalism
- Developing Communication Skills

Part 2

- Customer Service
- Greeting The Customer and Determining the Customer's Needs
- Serving Customers With Special Needs
- Using Selling Techniques
- Handling Customer Concerns
- Promoting Tourism