

Restaurant Course Library



AGM to GM

Hospitality

- Setting the Stage for Hospitality (10 min.)
- Making Guest-Centered Decisions (10 min.)

Staff Development

- Coaching: Invest in Improvement (12 min.)
- Delegation: Groom Your Next Superstar (15 min.)
- Cross-Training: Increase Your Total Talent (15 min.)

Communication

- The Art of Weekly Meetings (12 min.)
- Solving Problems and Resolving Conflict (20 min.)
- Expert Communicator (12 min.)

Leadership

- Using Goals to Target Success (12 min.)
- Managing Your Emotions (10 min.) *

Personal Development

- Improving How You're Perceived (12 min.)
- Social Learning (6 min.)

Human Resources

- Improving Performance: Progressive Discipline (12 min.)
- Building Bench Strength: Continuous Recruiting (10 min.)
- Hiring Well Through Excellent Interviewing (12 min.)
- Onboarding Your New Hire (12 min.)
- The Power of Performance Reviews (6 min.)

Business Skills

- Local Marketing (10 min.)
- Drive Sales Through Better Scheduling (10 min.)
- Operating Within Your Budget (15 min.)



Manager Development

Team Development

- Tips for Effective Table Turns for Managers (13 min.) *
- Coaching Hourly Employees (15 min.) *
- Developing Leadership Skills in Your Team (13 min.) *
- Achieving More Through Teamwork: Manager (15 min.) *
- Improved Leadership Through Delegation (25 min.)
- The Importance of Professionalism (10 min.) *

Shift Leadership

- Your First 2 Weeks as a Manager (13 min.)
- Figure 8 (35 min.)
- Manager Resilience (14 min.)
- How to Set Effective Goals (30 min.)
- Improving Performance Through Feedback (30 min.)
- Code of Conduct (7 min.)
- Your Influence on the P&L (10 min.)
- Conflict Resolution for Managers (20 min.)

Supervision

- The How of Wow (30 min.)
- Post-Shift Leadership (25 min.)

* Available in Spanish



Employee Development

Skill Development

- Achieving More Through Teamwork: Team Member (10 min.) *
- The Importance of Professionalism (10 min.) *
- Tips for Effective Table Turns for Employees (10 min.)
- Conflict Resolution for Team Members (6 min.) *

Guest Service

- The Experience (5 min.)
- Creating a Memorable Visit (3 min.)
- Remembering the Guest (3 min.)
- Responding to Guest Complaints (6 min.)
- Connecting with Guests (8 min.)

Train the Trainer

- Expert Trainers (1 min.) *
- Trainee Needs (6 min.) *
- Validate Comprehension (5 min.) *
- Coaching Trainees (3 min.) *
- Evaluating Performance (4 min.) *
- Reporting Progress (4 min.) *

Supervisor

- Your Impact on the Business (5 min.) *
- From Follower to Leader (5 min.) *
- Balanced Leader (5 min.) *
- Controlling Emotions (4 min.) *
- Relationship Builder (5 min.) *

Leadership Development

- Developing Leadership Skills (11 min.) *
- Improving Your Listening Skills (7 min.)



Harassment Prevention

Employee & Manager Standard

- Harassment-free Workplace (17 min.) *
- Preventing Harassment in the Workplace (30 min.) *
- Bystander Intervention (5 min.) *

Employee California

- Intro to Sexual Harassment Laws for Employees (13 min.) *
- Maintaining a Respectful Workplace (16 min.) *
- Diversity in the Workplace (15 min.) *
- Unconscious Bias for Employees (5 min.) *
- EEO for Employees (21 min.) *
- The Importance of Professionalism (10 min.) *

Manager California

- Intro to Sexual Harassment Laws for Managers (25 min.) *
- Leading a Respectful Workplace (20 min.) *
- Intro to EEO Laws (30 min.) *
- Applying EEO: Fair Hiring Practices (17 min.) *
- The Importance of Professionalism (10 min.) *

Employee & Manager Delaware

- Harassment-free Workplace (17 min.) *
- Preventing Harassment in the Workplace (30 min.) *
- Preventing Harassment in Delaware (8 min.) *

Employee & Manager Illinois

- Harassment-free Workplace (17 min.) *
- Preventing Harassment in the Workplace (30 min.) *
- Preventing Sexual Harassment in Illinois (12 min.) *

Employee Chicago

- Harassment-free Workplace (17 min.) *
- Preventing Sexual Harassment in Illinois (12 min.) *
- Chicago Harassment Prevention (35 min.) *
- Chicago Bystander Intervention (60 min.) *

Manager Chicago

- Preventing Harassment in the Workplace (30 min.) *
- Preventing Sexual Harassment in Illinois (12 min.) *
- Chicago Harassment Prevention (35 min.) *
- Chicago Manager Harassment Prevention (25 min.) *
- Unconscious Bias for Managers (10 min.) *
- Chicago Bystander Intervention (60 min.) *
- Reducing Bias in Interviewing (9 min.) *

Employee New York

- Harassment-free Workplace (17 min.) *
- Preventing Harassment in New York (20 min.) *

Manager New York

- Preventing Harassment in the Workplace (30 min.) *
- Preventing Harassment in New York (20 min.) *

* Available in Spanish



Inclusion

Employee

- Unconscious Bias for Employees (5 min.) *
- Diversity in the Workplace (15 min.) *
- EEO for Employees (20 min.) *

Manager

- Unconscious Bias for Managers (10 min.) *
- Reducing Bias in Interviewing (9 min.) *
- Intro to EEO Laws (30 min.) *
- Applying EEO: Fair Hiring Practices (17 min.) *

Multicultural Foodservice & Hospitality Alliance

- Building Better Relationships with African Americans (45 min.)
- Building Better Relationships with Latinos (20 min.)



Compliance

Employee Safety & Security

- Active Shooter Preparedness (4 min.) *
- Workplace Security Awareness (10 min.) *
- PCI Compliance for Employees (7 min.) *
- Workplace Safety Awareness (25 min.) *

Employee Menu Compliance

- 6-Minute Basic Training: Hand Washing (6 min.) *
- Food Safety Awareness (25 min.) *
- Food Allergy Awareness for Employees (15 min.) *
- Safe Alcohol Service (30 min.)

OSHA Compliance

- OSHA Safety Data Sheet (10 min.) *
- OSHA Fire Safety (10 min.) *
- OSHA Slips, Trips, and Falls (10 min.) *
- OSHA Lifting and Carrying (4 min.) *
- OSHA Cuts and Burns (4 min.) *

Manager Data Compliance

- Social Engineering (5 min.)
- Personal Data Privacy (10 min.)
- PCI Compliance for Managers (10 min.) *

Manager Menu Compliance

- Menu Labeling (5 min.)
- Food Allergy Awareness for Managers (10 min.)

MenuTrinfo (ANSI-accredited)

- AllerTrain (50 min.) *
- AllerTrain Lite (30 min.) *
- Food Handler (80 min.) *

COVID-19

- Restaurant Safety During COVID-19 (3 min.)
- Hotel Safety During COVID-19 (3 min.)
- Carryout and Curbside Best Practices During COVID-19 (5 min.)



Multi-U

- Multi-U 2.0 (4 hours)

* Available in Spanish