



Team Training Program

Our Team Training Program consists of four sessions delivered every other week over two months. Each training is designed to improve hospitality, create consistency across every shift, strengthen your brand standards, and teach practical sales techniques that increase guest satisfaction and average checks.

Hospitality

Build consistent service standards that create loyal guests and set the tone for every shift.

Sales Techniques

Hospitality-driven upselling methods that naturally increase average checks without feeling scripted or pushy.

Brand Alignment

Reinforce your brand promise and equip the team to deliver it consistently on every shift.

Team Training Timeline

Week 1

TEAM TRAINING

Setting the Service

Establish consistent service standards, improve shift execution, and ensure every guest receives the same exceptional experience. We train your team on the service behaviors that create loyal guests and set the tone for every shift.

Week 3

TEAM TRAINING

SMART Sales & Upselling

Learn hospitality-driven sales techniques that naturally increase average checks without feeling scripted or pushy. Our approach combines proven hospitality principles with decades of real restaurant experience to help your team sell with confidence.

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Week 2

TEAM TRAINING

Hospitality Touch Points & WOW Moments

Teach your team how to recognize opportunities to create genuine hospitality and memorable guest interactions. Small moments done consistently are what turn first-time guests into regulars.

Week 4

TEAM TRAINING

Defending the Brand & Pro Tips

Every interaction either strengthens or weakens your brand. This session reinforces your service standards, uncovers the habits that unintentionally damage the guest experience, and equips your team with practical techniques to deliver your brand promise consistently on every shift.