



# A guide to best practices and understanding the Server's role

**S**ervers are a foodservice operation's front line to its customers- sharing the concept, describing the menu and interacting with guests. They play an integral part- where a good server can make a customer into a regular, while a poor server could cause customers not to return for a second visit. The expectation is that a server will "host" your Guests and guide them through a great experience at your restaurant/operation. To do this, it is vital they understand their role as part of a bigger team and their role as ambassador for the concept.

**Server eStart™** establishes a high standard for behavior and provides important job-specific information for your service staff. With content focused on the order of service, service standards, handling problematic situations, suggestive selling, image and more- this course creates a well-prepared, professional and educated staff.

## Essential Training. Affordable Pricing.

**Server eStart™** is available for \$199.00 per location and provides for unlimited usage for 1 year. For this purchase price, a location will receive access to the course for an unlimited number of employees as well as the benefits of the Learning Management System for record management and data storage of the operation's training statistics.

## Server eStart™

*Front of House Position Training*

**One Flat Rate.  
Open Access.**

## Key Takeaways:

- **Understand the job responsibilities of a server**
- **Realize the intricacies of being a server within the front of house team**
- **Understand key concepts important to providing great service**
- **Recognize the components of tour guiding, providing menu descriptions and suggestive selling**
- **Grasp the sequence and importance of the order of service**

Get started today. Visit:  
<https://foodservicetrainingportal.com/server>  
for more information.