

# Outback Server Training Manual



Prepared for Outback Steakhouse Company

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## Introduction

Congratulations Outbacker and welcome to the team! At Outback, we want to deliver a best in class dining experience to each of our customers and that begins with you. Throughout your training, we will provide you with clear direction, support and preparation. Outback offers you a great place to work, have fun all while making money. We want to know our customers and bring the best to their experience. The training manual will provide the new trainee with steps to complete online training tests and tips to help navigate our training schedule. The manual will also articulate Outback Steakhouse standards and a checklist to ensure proper capabilities.





## Fly Chapter 1





## Prerequisites

### BBI University

Bloomin' Brands Incorporation or BBI University has training modules that help the server grow knowledge on becoming the best server. Your manager will provide you with your username to log in to BBI. The following steps will walk you through finding the specific courses within BBIU by using the **Browse Training** link.

1. Go to [www.bbiuniversity.com](http://www.bbiuniversity.com) and log in.
2. Once you have signed in, go to **Browse Training** found on the left hand side of the screen.
3. All of the courses are organized into **Categories** seen below.
  - Certified Training
  - Code of Conduct
  - Diversity and Inclusion
  - EEO
  - FOH Training
  - General
4. Selecting a category will take you to the courses that fall under that category.
5. You can also search for courses using the search field found in the upper right hand corner of the screen.

The chart below outlines all of the BBIU courses that are required for a new Outbacker. It also includes the category that you can find the courses under.

\*Modules should be completed prior to training day 1.

Courses	Category
Menu Knowledge Training	FOH Training
EEO Training- Hourly Discrimination	EEO
Responsible Beverage Service	FOH Training
Safe Food	Safe Food
Foundations of Diversity and Inclusion	Diversity and Inclusion
Outback Experience- Through the eyes of the Customer	FOH Training
We Are Outback	General

### Required Tests

- Drink Menu and Beverage
- Seating Chart
- Ticket Writing
- Safety and Sanitation
- Current Limited Time Offer (LTO)



## Fly Chapter 2



## Training Schedule

### Day 1- Server Classroom

- ❖ Welcome/Introduction/History of the company
- ❖ Outback standards of service
- ❖ Menu knowledge review
- ❖ Seating Chart and test
- ❖ Beverage menu training and salesmanship
- ❖ Ticket writing and test
- ❖ Review server check-in procedures

Line Check/Expo Training gives you the opportunity to see how the plates are presented to our customers.

- ❖ Line check with manager
  - Example: What kind of ice cream do we use?
- ❖ Expo training
  - Recognize steaks and their sizes
  - Plates getting changed out for perfect presentation
  - Hot side and cold side food running
  - The trainee will follow a Certified Trainer on the floor to watch the delivery of hot and cold food items.
  - Show pivot points on tray, to make the expo process faster
  - Setting up the tray of food
  - Explain what a server can do for Expo
  - How to call for items
  - Full trays in and out of the kitchen
  - Teamwork with running food-not running your own
- ❖ Bar drink running
  - Garnishes on top of drinks
  - Different glassware used for different beverage choices
  - Teamwork with drink running
- ❖ Host stand
  - Observe host responsibilities
- ❖ Training meal with trainer
  - Review the highlights of your shift
  - Positive feedback from Certified Trainer
  - Notes from manual
  - Go over next training day

### Day 2- Opener Shift

On day two you will perform ad complete opening duties by utilizing Server Standardized Side work Chart. You will learn table greets, menu conversations, and menu/cook times and etc. During this shift you will get familiar with our computer systems and how to enter in tickets. A Certified Trainer will follow and shadow you throughout the shift.

- ❖ Drink and Beverage test

- Draft beers
- Special drinks
- Wines/other beverages
- ❖ Outback safety and sanitation review
  - Proper apparel:
    - Wear appropriate/clean apparel
    - Non-slip, close-toed work shoes
    - Hair restraints and jewelry
    - Hair that touches the shoulders must be pulled back in a hair tie when in contact with serving food
  - Personal hygiene
    - Arrive at work clean
    - Maintain short, clean and well groomed fingernails
  - Hand washing- remember to wash your hands:
    - Immediately before and after preparing food
    - In the restroom after toilet use, and when you return to the food station
    - When switching between cleaning dirty plates and running new plates
    - After smoking, eating or drinking
    - After touching any body part
    - Taking out garbage and cleaning off tables
    - Handling chemicals
  - Illness
    - Report any flu like symptoms to the manager
    - Any sickness, infection and/or disease must be reported to the manager
  - Smoking, eating and chewing gum
    - Smoke in designated area
    - Eat and drink in designated areas only. While working, the servers are allowed a closed beverage.
    - Do not eat or chew gum during work in a food production area
- ❖ Server standards of service
  - Servers must answer any question on food or beverage menu
  - Know the menu inside and out
  - Get eye level with table, while you are taking the customer's order
  - Beverage refills offered after ½ empty
- ❖ Sequence of service
  - First approach
    - Warmly greet the customers with a smile and introduce yourself. Lay out the coasters so each customer receives one.
    - Read the customer for the suitable personal suggestive selling/recommendations
    - Recommend aussie-tizer and beverage from current LTO
    - Take drink order and return to the table within three minutes
    - Ask if customer would like our honey wheat bread
    - Check back with customers after two bites
    - Dessert presentation
  - Second approach

- Let customers know of our daily features/LTO, reference both
- Menu Conversations/salesmanship
- Review the “Create your own signature steak”
- Confirm cooking styles and temperature
- Let your table know your name and explain our “No rules, just right” policy.
- Check back with table after two bites
- Dessert Presentation
  - Offer dessert two-thirds of the way through dinner
- ❖ Training meal with trainer
  - Review the highlights of your shift
  - Positive feedback from Certified Trainer and Manager
  - Notes from manual
  - Go over next training day

### Day 3- Mid shift

By day three, you should have familiarity with the restaurant, and depending on your level of comfort, you may take one table on your own. The status of your first table will tell us if you can now handle two on your own. During your shift, a certified trainer will assist you when needed. On arrival, complete the server Check-In with Trainer and Manager and learn the “art of communication.”

- ❖ Check and change
  - Always be check ready
  - Demonstrate the two-step check back
  - Forms of payment: credit cards, gift cards, Tuckaways, bounce back cards, Bloom cards, coupons
  - Gratuity procedures
- ❖ Cleaning and resetting table
  - Proper way to bus a table: remove all glassware and trash onto the tray; clean the table and chairs with a sanitized white towel found by the checkout stations.
  - Table/Chair should dry before the customer arrives
  - Replace soggy coasters
  - Review floor maintenance/cleanliness
- ❖ Role-plays
  - Demonstrate first and second approach
- ❖ Study the Limited Time Offer (LTO)
  - New features for one month only
  - Switches out from month to month
- ❖ Art of Communication
  - “Polite and Respectful Language of Concentrated Service”
  - Have respect and care for the experience, your customers, and yourself
  - Speak in complete sentences
  - CROW
    - Customer Right Of Way
- ❖ Training meal with trainer
  - Review the highlights of your shift

- Positive feedback from Certified Trainer
- Notes from manual
- Go over next training day

#### Day 4- Closer shift

Congratulations, you have now made it to the last day of your training. A Certified Trainer should shadow you the entire shift and help when needed. You will learn and complete the closing duties utilizing Server Standard Side work Chart. Depending on your comfort level, you can have another training day if needed.

- ❖ Consolidation points
  - Full trays in, full trays out
  - Pre-busing
  - Teamwork
- ❖ Problem Resolution
  - Acknowledge the problem
    - Approach the customer confidently
    - Show genuine concern
    - Show sincerity
    - Always have eye contact
  - React to the problem
    - React quickly
    - Own the problem and make sure the customer gets what they want
    - Display the “Outback Attitude”
    - Have a sense of urgency
  - Manager Involvement
    - Most important key
    - Follow up to ensure action
    - Thank them with confidence for choosing your restaurant
  - Handling a cook-up/re-cook
    - Remove steak from the table and quickly get new meal started
    - Involve the manager
- ❖ Additional Information
  - Handling To-go orders
  - Answering phones
    - Pick up the phone with a warm greeting
      - Example: “Thank you for calling Outback Steakhouse in Denton, how can I help you?”
- ❖ Training meal with trainer
  - Review the highlights of your shift
  - Positive feedback from Certified Trainer
  - Notes from manual







## Outback Standards

### Hospitality

- Outbackers are genuinely warm and welcoming
- Our customer commitment states No Rules Just Right. If you can do it, make it happen
- Take every opportunity to impress the customer
- Go out of your way to indulge customers celebrating special occasions
- Take pride in what you do
- Leaving the customers highly satisfied, with a strong intent to return

### Art of Communication

- Make a lasting impression
- Warm welcome and greeting
- Start all conversations
- Smile and make eye contact
- Speak first and last
- Speak in complete sentences
- Always use polite and respectful language
- Anticipate the needs of customers before they have to ask

### Uniforms

- Black collar dress shirt
- Black pants
- Black non-slip shoes
- Black belt
- Always come to work with clean ironed clothes
- Brushed hair/good hygiene

### Pace Times

Total Dining Experience	
Server greet	30-45 seconds
Present beverage and bread	3 minutes
Aussie-tizers	8 minutes
Soups/Salads	4 minutes
Lunch entree	10 minutes
Dinner entrée	14 minutes
Table check back	2 bite check back
Cook-up time	2 minutes
Desserts	4 minutes
Change or credit card return	2 minutes
Table clean time	60 seconds
Table turn time	60 seconds

We focus on teamwork and achieving our pace time to give our customers the best outback experience. The pace times shown above express a sense of urgency and skill.



Fly Chapter 4



## Validation Check List

Are you ready?

- Describe the perfect work apparel
- What is the goal time for entrees to arrive at the table?
- Describe our steak temperatures and our prime rib temperatures
- How many ounces are in all of our steaks?
- Which items are based on availability?
- What draft beers do we offer?
- What should be left on the table when our customers are done with dinner?
- How would you describe our two cooking styles to a customer?
- Explain the 3 R's
- How can we tell if a table has been greeted
- When do you get a manager involved with your table?
- Role play your initial greet
- Describe your training experience





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