

Directory of Modules, Presentations and Activities

Modules, presentations and follow up activities can help participants develop an understanding of employer expectations and rules, so they will know how to get and keep a job, be promoted, and move along a career pathway.

Module 1: Understanding Employer Rules and Policies (Introduction)

Key Concepts: employer policy; employee handbook; employment procedures; employee orientation and training

Location: [YES Modules](#)

The content of this module can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:

[1B. Rules, Law & Policies](#)

Module 2: Attendance at Work

Key Concepts: probationary periods; attendance policies; being on-time; employee breaks; taking days off; paid time off; sick, vacation, personal days

Location: [YES Modules](#)

The content of this module can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:

[1A. Work Shift & Grooming](#)

[1B. Rules, Law & Policies](#)

Module 3: Staying Focused on the Job, Part One

Key Concepts: Cell phone use; cell phone policy; using company phones; personal and emergency calls; employer monitoring of phones and internet use

Location: [YES Modules](#)

The content of this module can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:

[1B. Rules, Law & Policies](#)

[2. Communication](#)

[5A. Who is the Customer?](#)

Module 4: Staying Focused on the Job, Part Two

Key Concepts: Using employer's computers and WiFi; cybersecurity; social media and work; what to do when friends drop by; what to do when you have finished work assigned to you

Location: [YES Modules](#)

The content of this module can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:

[1B. Rules, Law & Policies](#)

[2. Communication](#)

[3A. Personal Attitude](#)

[4. Learning](#)

Module 5: Discrimination and Harassment, Part One

Key Concepts: Understanding civil rights and protections in employment; protecting your rights and the rights of others; defining harassment and discrimination; consequences to employees who harass or discriminate

Location: [YES Modules](#)

The content of this module can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:

[1B. Rules, Law & Policies](#)

[2. Communication](#)

[3C. Perception and Attitude](#)

[5A. Who is the Customer?](#)

Module 6: Discrimination and Harassment, Part Two

Key Concepts: Understanding civil rights and protections in employment; understanding your employee rights; federal employment laws

Location: [YES Modules](#)

The content of this module can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:

[1B. Rules, Law & Policies](#)

[Module 6 Activity](#)

[Module 6 Activity Answer Key](#)

Module 7: Essential Customer Service Skills, Part One

Key Concepts: The importance and value of providing good customer service; greeting and welcoming customers; making the customer feel important; treating others as they would like to be treated

Location: [YES Modules](#)

The content of this module can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:

[5A. Who is the Customer?](#)

[5B. Providing Service Excellence](#)

[Module 7 Activity](#)

Module 8: Essential Customer Service Skills, Part Two

Key Concepts: empathy; understanding customer needs; dealing with customer emotions; fix the problem, not the blame

Location: [YES Modules](#)

The content of this module can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:

[5A. Who is the Customer?](#)

[5B. Providing Service Excellence](#)

[Module 8 Activity](#)

Module 9: Professionalism in the Virtual World, Part One

Key Concepts: professionalism, webinars, virtual meetings, expectations, communication

Location: [YES Modules](#)

The content of this module can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:

[2. Communication](#)

[Module 9 Activity](#)

Webinar Presentation: Did I Win or Did I Learn?

Guest Speaker: Caz Russell

January 20, 2021 (not recorded)

Key Concepts: lifelong learning; learning from experience; mentors

The content of this presentation was designed to address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:

[4. Learning](#)

Webinar Presentation: How to Be an Employee Employers Want to Keep Part 1: Standards of Conduct

Guest Speaker: Laura Palermo, Manager of Restaurant Training for Red Robin

February 24, 2021 (Recording available at <https://youtu.be/pqDmv5SBHkU>)

Key Concepts: lifelong learning; career pathways; food service industry; learning from experience; mentors; networking; work ethic; employer policy; employee handbook; employment law; standards of conduct

The content of this presentation can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:

[1A. Work Shift & Grooming](#)

[1B. Rules, Law & Policies](#)

[2. Communication](#)

[4. Learning](#)

[5A. Who is the Customer?](#)

Webinar Presentation: How to Be an Employee Employers Want to Keep Part 2: How to Exceed Employer Expectations Webinar Prese

Guest Speaker: Laura Palermo, Manager of Restaurant Training for Red Robin

March 31, 2021 (Recording not yet available.)

Key Concepts: work ethic, employer policy, standards of conduct, customer service, promotions

The content of this presentation can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:

[1A. Work Shift & Grooming](#)

[3A. Personal Attitude](#)

[1B. Rules, Law & Policies](#)

[5A. Who is the Customer?](#)

[2. Communication](#)

[5B. Providing Service Excellence](#)