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.

<table>
<thead>
<tr>
<th>Module 1: Understanding Employer Rules and Policies (Introduction)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Concepts: employer policy; employee handbook; employment procedures; employee orientation and training</td>
</tr>
<tr>
<td>Location: YES Modules</td>
</tr>
<tr>
<td>The content of this module can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:</td>
</tr>
<tr>
<td>1B. Rules, Law &amp; Policies</td>
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</tbody>
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<table>
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<tr>
<th>Module 2: Attendance at Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Concepts: probationary periods; attendance policies; being on-time; employee breaks; taking days off; paid time off; sick, vacation, personal days</td>
</tr>
<tr>
<td>Location: YES Modules</td>
</tr>
<tr>
<td>The content of this module can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:</td>
</tr>
<tr>
<td>1A. Work Shift &amp; Grooming</td>
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<tr>
<td>1B. Rules, Law &amp; Policies</td>
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</table>

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<tr>
<th>Module 3: Staying Focused on the Job, Part One</th>
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</thead>
<tbody>
<tr>
<td>Key Concepts: Cell phone use; cell phone policy; using company phones; personal and emergency calls; employer monitoring of phones and internet use</td>
</tr>
<tr>
<td>Location: YES Modules</td>
</tr>
<tr>
<td>The content of this module can address specific behaviors in the following Restaurant Ready Competency Self-Assessment Checklists:</td>
</tr>
<tr>
<td>1B. Rules, Law &amp; Policies</td>
</tr>
<tr>
<td>2. Communication</td>
</tr>
<tr>
<td>5A. Who is the Customer?</td>
</tr>
</tbody>
</table>
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?
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
1B. Rules, Law & Policies
2. Communication
3A. Personal Attitude
5A. Who is the Customer?
5B. Providing Service Excellence