

New MRA Online Employee Training Program

ONLINE MRA CERTIFIED EMPLOYEE TRAINING PROGRAM



This month the MRA has rolled out it's New Online Certified Employee Training Program. This user friendly, cost effective and impactful program, introduces various roles, and responsibilities and key tools to be a successful restaurant employee.

Watch the MRA Online Certified Employee Training [intro video](#).

The following classes are incorporated into the Front of the House and Back of the House training:

Front of House Curriculum

- Front of House 101
- Barback
- Bartending 101
- Busser
- Food Runner
- Full Hands In/Out
- Greeting Guests
- Host
- How to Ask Open-Ended Questions
- How to Deal with a Difficult Customer
- Restaurant Cashier
- Server
- Soda Machine
- Table Set Up and Clearing
- Telephone Etiquette
- Upselling
- Variations of Beer
- Variations of Liquor
- Variations of Wine

Back of House Curriculum

- Burn Prevention
- Cuts & Lacerations
- Dishwasher
- Expeditors
- Fryer Safety
- Hood Safety
- Knife Safety
- Line Cook
- Prep Cook

HR & Safety Basics Package

- Sexual Harassment Prevention
- Active Shooter
- Common Restaurant Lingo
- Fire Extinguisher
- Ice Safety
- Knowing the Menu
- Cleaning and Sanitizing
- Proper Lifting
- Violence in the Workplace
- Workplace Ethics
- Cuts & Lacerations
- Fire Extinguisher 101
- Proper Lifting
- Slips, Trips and Falls
- How to Ask Open-Ended Questions
- How to Deal with a Difficult Customer
- Violence in the Workplace
- Workplace Diversity

Bar Basics Package

- American Ales
- American Sparkling Wines
- Beaujolais Nouveau
- California Chardonnay
- Gin
- Porter & Stout
- Sake

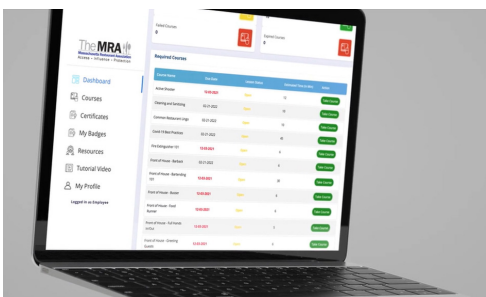
OUR COURSES
INCLUDE TOPICS
SUCH AS:

- DISHWASHER 101



OUR COURSES
INCLUDE TOPICS
SUCH AS:

- BARTENDING 101



Whether you have a veteran staff or need to train new hires, this program will provide your team the strong and consistent foundation they need to succeed.

For more information on implementation and pricing please visit the [Sign Up page](#) or reach out directly to:

[Malia Milstein](#), [Sharon Driscoll](#), or [Kerry Miller](#).