

Restaurant Customer Service & Digital Operations Training

A 12-hour instructor-led online training designed for restaurant and hospitality employees across front-of-house, kitchen, supervisory, and management roles. The training focuses on practical, job-related skills used in daily restaurant operations.

12 hours total

6 days × 2 hours

Live online cohort

12 role-based deliverables

Cohort size 1–10

Provider: Employer Training Canada (operating brand of 1417497 B.C. LTD.) · **Lead instructor:** Yang (Nic) Ma · **Contact:** Alex Li · contact@employertraining.ca

Registered office: 13571 Commerce Parkway, Suite 200, Richmond, BC, V6V 2Z8 · GST/HST 751031410RT0001 · employertraining.ca

TOTAL INSTRUCTIONAL HOURS

12 hours

Six 2-hour live online sessions

DELIVERY FORMAT

Live online cohort

Synchronous, instructor-led video sessions

PRACTICAL DELIVERABLES

12 role-based outputs

Each participant completes 12 restaurant-context deliverables

FINAL OUTCOME

30-Day Implementation Plan

Each participant submits a personal role-based action plan

Course overview

This training builds job-related workflow skills for front-of-house, kitchen, reservations, and management staff at restaurants. It supports employees handling the digital ordering systems, guest communication routines, online ordering platforms, and shift coordination they work with every day.

Each session pairs short guided instruction with hands-on practice exercises participants complete in real time. Each day produces a concrete role-based deliverable participants apply directly to their current work, and progress is assessed through attendance, completed worksheets, and the final 30-day workplace implementation plan.

Audience

This course is designed for staff at restaurants. Specifically suited to:

- Independent restaurants (single location)
- Multi-unit local restaurants (1–3 locations)
- Izakaya, sushi, Japanese, Chinese, Korean, and Southeast Asian dining
- Casual dining, bistro, and small bar / pub operations
- Café, bakery, and catering operations (selected modules apply)

Specifically suited to staff in:

- Host / Front-desk / Reservation Coordinator roles
- Server / Senior Server / Floor Lead roles
- Kitchen Lead / Sous Chef / Expediter roles (for FOH/BOH handoff modules)
- Restaurant Manager / Assistant Manager roles
- Marketing / Social Media coordinator roles (often part-time inside small restaurants)
- Owner-Operator roles (single-location owner-managers)

No prior AI experience is required. Working English reading and writing skills are required. Participants should bring a laptop or tablet, an internet connection, and access to their restaurant's standard tools (POS, reservation system, social media accounts, Google Business Profile).

Training objectives

The program strengthens practical workplace skills used in daily restaurant operations: guest communication, reservation coordination, menu and content updates, online ordering platform handling, and internal workflow coordination.

Each session introduces structured workplace procedures and digital support tools that help employees carry out routine tasks more consistently and accurately, with in-session practice tying the content directly to the participant's role.

The program also supports communication and coordination between front-of-house, kitchen, supervisory, and management roles, helping the team deliver consistent service across shifts and adapt as restaurant tools and processes evolve.

Learning outcomes

Participants can apply workplace communication practices to support reservations, guest inquiries, cancellations, and customer-facing interactions in daily restaurant operations.

Participants can draft and review menus, daily specials, seasonal updates, and workplace communication content with attention to pricing accuracy, menu consistency, and allergen information.

Participants can use digital tools, including AI-assisted drafting support, to assist with workplace communication tasks while applying appropriate review practices before use in daily operations.

Participants can maintain and update online ordering platform information, respond to guest feedback, and support consistent communication across customer service channels.

Participants can apply basic documentation, task organization, and shift coordination practices across front-of-house, kitchen, and management workflows.

Participants can apply learned skills within their current workplace role through practical workplace action planning and day-to-day operational use.

Curriculum

The training consists of 12 hours of instruction delivered over 6 sessions of 2 hours each. The content is delivered through live instructor-led online sessions designed for restaurant employees across front-of-house, kitchen, supervisory, and management roles. Each session focuses on practical, role-related workplace skills that apply directly to daily restaurant operations.

The schedule can be delivered over consecutive days or distributed across multiple weeks to accommodate business operational needs and employee availability.

Day 1 — Foundations

2 hours

MODULE 1.1 **Restaurant workflow overview for front-of-house and coordination roles** 60 min

This session introduces common daily workflows in restaurant operations, including front-of-house communication, reservations, marketing-related communication, and catering coordination. It focuses on how different roles contribute to day-to-day service operations and workplace coordination.

It covers common task patterns by role (front-of-house, kitchen, supervisory, management), differences between routine and judgement work, and the workplace context within which each role operates.

MODULE 1.2 **Use of digital tools in workplace communication (including AI support)** 60 min

This session introduces the use of digital tools, including AI-assisted drafting, as support tools for workplace communication tasks in restaurant operations. It focuses on safe and appropriate use for drafting guest-facing content such as menus, promotions, and customer messages, with basic review practices to support accuracy and consistency before use in daily operations.

It covers practical use of digital templates, basic review checklists for pricing and allergen information, and how digital drafting tools fit alongside the restaurant's own communication standards.

MODULE 2.1 Handling reservations, inquiries, and cancellations in daily restaurant operations

60 min

This session focuses on practical workplace communication skills used in managing reservations, guest inquiries, cancellations, and no-shows across booking and communication systems used in restaurant operations.

It covers practical use of reservation channels, documented reply patterns for common reservation scenarios, and routine communication practices that support consistency across the host and front-of-house team.

MODULE 2.2 Guest coordination for group bookings and special occasions

60 min

This session covers workplace practices for managing group bookings and coordinating guest needs for occasions such as birthdays, anniversaries, team dinners, and repeat guest visits. It focuses on communication consistency and coordination between front-of-house staff and other restaurant roles.

It covers documented guest record practices, communication routines for pre-arrival and post-visit messages, and coordination handoffs between host, server, kitchen, and management roles.

MODULE 3.1 Workplace content drafting for menus and promotions

60 min

This session focuses on job-related content drafting tasks used in restaurant operations. It includes updating menu descriptions, daily specials, seasonal items, and promotional messages used across in-house and online ordering platforms, with attention to pricing and allergen accuracy.

It covers drafting practices that support consistent menu and promotional communication, basic review of content accuracy, and adaptation of the same content across different customer channels.

MODULE 3.2 Workplace communication content planning and scheduling

60 min

This session introduces basic planning of recurring workplace communication tasks across menus, online listings, and customer communication channels. It focuses on organizing routine content updates to support consistency in restaurant operations and guest communication.

It covers content scheduling practices, coordination of content updates across team members, and basic review steps that support accuracy and consistency before content is used in daily operations.

MODULE 4.1 Online ordering platform listing and communication handling

60 min

This session focuses on workplace tasks involved in managing restaurant listings on online ordering platforms such as UberEats, DoorDash, SkipTheDishes, Fantuan, and HungryPanda. It covers updating menu information, maintaining pricing accuracy, and responding to customer feedback within platform communication systems.

It covers practical routines for maintaining accurate listing information, updating menu content across platforms, and handling customer communication within each platform's workflow.

MODULE 4.2 Guest record-keeping and repeat customer support

60 min

This session focuses on basic workplace practices for maintaining guest information and supporting repeat customer recognition. It includes recording guest preferences where applicable and supporting consistency in guest service across visits.

It covers documented practices for collecting and updating guest information, supporting consistent service across shifts, and applying privacy-aware handling of customer details.

MODULE 5.1 Public Review Response Practices

60 min

This session focuses on structured practices for responding to guest reviews, including positive, neutral, and negative feedback. It uses approved response templates and covers consistent communication approaches for handling online reviews in a professional and timely manner. Multilingual response considerations are included where relevant to guest demographics.

MODULE 5.2 Local Business Information Management (Google Business Profile & Maps)

60 min

This session focuses on maintaining accurate and up-to-date restaurant information across Google Business Profile, Maps, and other public listings. It includes practical update practices and a checklist-based approach to ensuring consistency in publicly visible business details such as hours, contact information, and basic service information.

MODULE 6.1 Shift coordination, reporting, and task organization

60 min

This session focuses on workplace coordination practices used in restaurant operations, including pre-shift communication, task organization, and information sharing between front-of-house, kitchen, and management roles to support smooth daily operations.

It covers documented pre-shift communication routines, shift-handoff practices, and basic reporting templates that support coordination across the restaurant team.

MODULE 6.2 Role-based workplace action planning

60 min

This session focuses on applying training content to the participant's current workplace role through practical action planning. It emphasizes identifying role-related tasks that support improved workflow consistency, communication, and day-to-day operational responsibilities.

It covers preparation of a practical workplace action plan tied to the participant's current role, with attention to applying training content directly to daily operational responsibilities.

Practical training materials

These materials are designed to support practical application of training content in the workplace.

Area	Materials
Workplace communication & operations	Restaurant workflow and task coordination worksheet · Communication and message drafting checklist · Weekly task organization worksheet · Shift coordination and task communication exercises
Guest communication	Reservation and inquiry response examples · Special occasion handling guidelines · Guest information tracking worksheet · Repeat-visit communication routine
Menus & online platforms	Menu and promotional content drafting exercises · Online ordering platform update checklist · Content accuracy and review checklist
Role application	Workplace action planning worksheet

Completion guidelines

Participants attend the scheduled live training sessions and complete the practical workplace exercises tied to their role. Each session includes hands-on practice, and progress is assessed through attendance, completed worksheets, and the role-based deliverables produced during the cohort.

Completion is recognised when a participant meets attendance expectations and submits the final 30-day workplace implementation plan tied to their current role.

Assessment & completion criteria

Component	Weight	Notes
Attendance	25%	Participation in scheduled live training sessions
Workplace exercise completion	35%	Practical workplace exercises completed across the 6-day cohort
In-session engagement	20%	Practical hands-on work during sessions
Final workplace action plan	20%	Role-based workplace action plan submitted at end of cohort

Delivery format

Training may be delivered through live online sessions, private employer-sponsored group training, hybrid delivery, or onsite workshops depending on workplace and scheduling needs.

Training materials, participation records, practical exercises, and completion confirmation can be provided to support employer training records where required.

Lead instructor

Yang (Nic) Ma – Lead Instructor

Yang (Nic) Ma is the Lead Instructor for this cohort – a practitioner with hands-on experience training Canadian business teams on workplace communication routines, digital workflow documentation, customer service practices, and role-based operational implementation. Since founding Playheads Creative Ltd. in 2012, Yang has worked with more than 300 small and mid-sized Canadian businesses across hospitality, fitness, marketing agency, and professional services.

Background credentials include an independent Canada Digital Adoption Program (CDAP) Digital Advisor role (Innovation, Science and Economic Development Canada / ISED, June 2022 – March 2025), with CDAP-registered focus areas in Operations, Marketing/Sales/Inventory management, Customer service, Analytics, and Communications.

Full Instructor Bio document available separately.

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Course version: v3.0 — 2026-05-21 · 12 hours of practical workplace skills training across 6 sessions of 2 hours each. Designed for restaurant employees across front-of-house, kitchen, supervisory, and management roles.