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offline · EN/FIL/ES

FOH Training System — Master Index

One binder, in order. Work through 3 bands. Akio signs each step off in your Passport — nobody skips, nobody forgets.

1

Everything is in **this binder, in order** — no loose sheets.

2

Work through **Band 1 → 2 → 3**. Don't jump ahead.

3

When you can do a step, **Akio signs it off** in your Passport.

4

All steps in a band signed = **band earned**. All 3 = full FOH.

BAND 1 — FOUNDATION

Ready to stand on the floor

1	Brand identity — who we are	Talking Points SOP · Story Cue Cards (say it in your own words, never "organic")
2	Presentation & grooming	Floor Standards infographic
3	Demeanor & conduct under pressure	Floor Standards infographic
4	Hygiene & food safety	Floor Standards infographic
5	The 6-moment service script (memorize)	Staff Script Card · Staff Script Memorize
6	Register / POS basics	Cashier Register SOP + infographic (3 iron rules)

BAND 2 — SERVICE

Confident with any guest

7	Must-5 & sampling → next step	Talking Points SOP §4–5
8	Premium value story (fresh vs premium)	Premium Donut Why SOP · Story Cue Cards
9	Product knowledge — heroes + Japanese tea	FOH Manual · Drink Combo Menu (staff)
10	Drink attach / upsell (offer once)	Drink Combo Menu · Talking Points §5
11	Reading the guest (hesitation / price / 1st visit)	Premium Donut Why SOP §4
12	English for guest service	Staff Script Card (canonical lines — confidence over grammar)
13	Roleplay — pass one scored round	Roleplay Cheat Sheet + Customer Cards + Practice Log

BAND 3 — MASTERY

Floor leader

14	Service under pressure (busy / multi-table)	On-floor sign-off by Akio
15	Teamwork / floor backup	Floor Standards infographic
16	Regular-maker — 3-visit loyalty ON HOLD	Regular-Maker SOP + Roleplay + Cheat Sheet — not in effect yet , read ahead only
17	Weekly self-assessment habit	Self-Assessment Guide + Items (honest 1–10)
18	Pass a Mystery Shopper check	Mystery Shopper Check (same 6-moment ruler)
19	Ready to help train new staff	Akio confirms — you can coach a newcomer

KEEP DOING EVERY WEEK (NOT ONE-TIME — THESE NEVER "FINISH")

Roleplay practice

Log every round · Practice Log sheet

Self-assessment

Honest 1–10 each week · score ≤5 → improvement note

Mystery Shopper

Covert check on the same 6 moments

★ **On hold** — this step is planned but **not in effect yet** (waiting on the owner's go-ahead for the WhatsApp CRM). Read ahead if you like, but **do not train it or sign it off** until it is switched on.

Separate track (kitchen only): Junior chef follows the Kitchen Handoff Guide + Tracker — recipes, QC, procurement. Not part of the FOH bands.