

FOH Training Passport

Your book. Complete each step, get Akio's sign-off, earn all 3 bands. One page = your whole path.

• let it dough

NAME

START DATE

BRANCH

#	STEP — WHAT YOU CAN DO	✓	SIGNED OFF (AKIO)	DATE
BAND 1 — FOUNDATION		Ready to stand on the floor		
1	Brand identity — say who we are in my own words	☐		
2	Presentation & grooming — always guest-ready	☐		
3	Demeanor — calm, attentive, even when busy	☐		
4	Hygiene & food safety — automatic habits	☐		
5	The 6-moment service script — memorized	☐		
6	Register / POS basics — 3 iron rules	☐		
★ Band 1 earned				Akio & date
BAND 2 — SERVICE		Confident with any guest		
7	Must-5 & turn a sample into a next step	☐		
8	Premium value story — answer price with value	☐		
9	Product knowledge — heroes + Japanese tea	☐		
10	Drink attach — offer once, no discount	☐		
11	Read the guest — hesitation / price / 1st visit	☐		
12	English for guest service — confident lines	☐		
13	Roleplay — pass one scored round	☐		
★ Band 2 earned				Akio & date
BAND 3 — MASTERY		Floor leader		
14	Service under pressure — busy / multi-table solo	☐		
15	Teamwork — back up the floor, call for help	☐		
16	Regular-maker — 3-visit loyalty + WhatsApp capture ON HOLD	—		
17	Weekly self-assessment — honest habit	☐		
18	Pass a Mystery Shopper check	☐		
19	Ready to help train new staff	☐		
★ Band 3 earned — Full FOH				Akio & date

★ 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.

How to earn a step: practice it, then show Akio on the floor or in a roleplay. Akio signs + dates it. No sign-off = not done yet. Finish every step in a band to earn the band.