

FOH Training — Team Wall Chart

The whole team at a glance. Put a date in the box when Akio signs a step off. Blank = not done yet.

• let it dough

#	Step	Aldrin AL	Joy JY	Tony TN	Ramie RM
BAND 1 — FOUNDATION		Ready to stand on the floor			
1	Brand identity — who we are				
2	Presentation & grooming				
3	Demeanor under pressure				
4	Hygiene & food safety				
5	6-moment script (memorized)				
6	Register / POS basics				
BAND 2 — SERVICE		Confident with any guest			
7	Must-5 & sampling → next step				
8	Premium value story				
9	Product knowledge + tea				
10	Drink attach / upsell				
11	Read the guest				
12	English for guest service				
13	Roleplay — pass a scored round				
BAND 3 — MASTERY		Floor leader			
14	Service under pressure (busy)				
15	Teamwork / floor backup				
16	Regular-maker — 3-visit loyalty ON HOLD				
17	Weekly self-assessment habit				
18	Pass a Mystery Shopper check				
19	Ready to train new staff				

★ 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 use: write the sign-off date in the box. Band 1 = 6 steps · Band 2 = 7 · Band 3 = 6 → all 19 = full FOH.

Details & sheets: **Master Index**. Each person also keeps a **Passport**.