

Fundamentals	Included Components
<i>Business Purpose</i>	<ul style="list-style-type: none"> Reservations and bookings made at the restaurant will increase by 15% in the upcoming two months as servers will implement hygiene protocols to minimize the risk of food safety hazards and to prioritize a healthy restaurant community.
<i>Learning Objectives</i>	<p>At the end of this learning experience, learners will be able to:</p> <ul style="list-style-type: none"> Implement strategies to ensure servers are tidy and well-groomed prior to their shift. Classify procedures to assure clean restaurant dining equipment. Identify methods to practice front-facing habits when serving. Apply serving etiquette strategies to workplace scenarios to foster a healthy restaurant community.
<i>Target Audience</i>	New and veteran fine dining servers at this establishment should perform these actions throughout their serving shift.
<i>Training Recommendation</i>	<p><u>Asynchronous Scenario-Based Immersive e-Learning Simulation</u></p> <ul style="list-style-type: none"> Asynchronous – Designated Time: Employees will be able to complete this experience during a designated staff meeting on their mobile devices or computers, if available. New employees will have the opportunity to complete this during a portion of the onboarding process. Scenario-Based: Learners will encounter authentic scenarios that reflect real-life situations and will need to make decisions based on them. Gamification: Learners will be able to earn a positive reinforcement (i.e. points, stars) for each question correct. Mentor Character: Learners can seek assistance and helpful information from included mentor character; builds upon learners’ knowledge. Job Aid: Employees will be able to reference an accompanying flyer/ job aid that will be hanging up at their workplace for reference.
<i>Deliverables</i>	<ul style="list-style-type: none"> Action Map Design Document Text-Based Storyboard Visual Mockups Articulate Storyline 360 eLearning experience Accompanying Job Aid - Visual Flyer
<i>Training Time</i>	<ul style="list-style-type: none"> 10 minutes – 15 minutes

Subject	Topics to Include
<i>Training Outline</i>	<ul style="list-style-type: none"> • Welcome & Title Page • Introducing First Day as Server/Scenario <ul style="list-style-type: none"> ○ Scene -main character introducing themselves and prefacing that this is the learner’s first day at the restaurant/their first shift – recall onboarding/hope that they remember hygiene protocols for their shift • Meet Mentor Character – Chef Hat Terra Misu • Mentor Character Navigation <ul style="list-style-type: none"> ○ Select this mentor icon button to access Chef Hat Terra Misu and his wisdom • Learning Objectives/”To Do” List & Earning Checkmarks <ul style="list-style-type: none"> ○ In order for learners to finish their first shift, they must complete their hygiene “to do” list and earn all of the checkmarks on it • Question #1: Implement strategies to ensure servers are tidy and well-groomed prior to their shift <ul style="list-style-type: none"> ○ Scene – server forgets to tie her hair back and needs to know what she should do/how to move forward ○ Mentor Character Chef Hat Terra Misu available ○ Learner answers wrong – taken to consequence scene and back to question ○ Learner answers right – taken to next section; checkmark #1 is earned • Job Aid Visual Flyer Provided <ul style="list-style-type: none"> ○ References tips to be tidied and groomed by showing server – ½ not following protocol/ ½ following protocol • Question #2: Classify procedures to assure clean restaurant dining equipment <ul style="list-style-type: none"> ○ Scene – server encounters napkins/trash on the floor of the table she is about to serve and needs to know what she should do/how to move forward ○ Mentor Character Chef Hat Terra Misu available ○ Learner answers wrong – taken to consequence scene and back to question ○ Learner answers right – taken to next section; checkmark #2 is earned

	<ul style="list-style-type: none"> • Question #3: Identify methods to practice front-facing habits when serving <ul style="list-style-type: none"> ○ Scene – server is grabbing plates to serve to customers and she cuts herself; she needs to know if she needs to and how she should bandage herself ○ Mentor Character Chef Hat Terra Misu available ○ Learner answers wrong – taken to consequence scene and back to question ○ Learner answers right – taken to next section; checkmark #3 is earned • Question #4: Apply serving etiquette strategies to workplace scenarios to foster a healthy restaurant community <ul style="list-style-type: none"> ○ Scene – server approaches table with wine glasses and forgets how she should serve them to her customer; needs to know how to move forward ○ Mentor Character Chef Hat Terra Misu available ○ Learner answers wrong – taken to consequence scene and back to question ○ Learner answers right – taken to next section; checkmark #4 is earned • Summarizing Scene <ul style="list-style-type: none"> ○ Review learning objectives ○ Coworkers and mentor characters will meet at the office ○ Learner will earn a certificate
<i>Assessment Plan</i>	<ul style="list-style-type: none"> • Question Structure – learners must answer the question right to move on within the course or will be corrected. • Mentor Character – immediate, direct feedback throughout the course. • Branching Scenarios – learner completes many accompanying activities with low-risk stakes. • Job Aid – provided and referenced to.