



# Managing Restaurant Staff and Teams Training Course

19 – 23 September 2027  
Cape town

## Managing Restaurant Staff and Teams Training Course

**Ref:** 1601\_218218 **Date:** 19 – 23 September 2027 **Location:** Cape town **Fees:** 4500 Euro

### Overview

Managing Restaurant Staff and Teams Training Course is a one-week intermediate course for restaurant managers, supervisors, team leaders, shift leaders, and front- and back-of-house coordinators who leave with a Restaurant Team Leadership and Performance Pack. Participants practice restaurant workforce planning, role clarity, staff onboarding, shift briefings, delegation, team communication, coaching, performance feedback, conflict handling, wellbeing checks, and cross-functional coordination. Agile Leaders Training Center develops restaurant staff and team leadership capability.

### Who Should Attend

- Leaders responsible for restaurant staffing coverage and shift allocation
- Functions responsible for onboarding, role clarity, and workplace learning
- Teams responsible for shift briefings, delegation, and service coordination
- Leaders responsible for coaching, feedback, and performance improvement
- Functions responsible for conflict handling, wellbeing, and team review

The course assumes participants already coordinate restaurant employees or shifts, and it leaves payroll administration, employment-law advice, and culinary skills training outside its scope.

### Departments and Industries

The course supports staff and team leadership across hospitality, leisure, healthcare, and institutional dining.

- Restaurants, hotels, resorts, and private clubs
- Front-of-house, kitchen, and food and beverage departments
- Leisure venues and visitor attractions
- Healthcare hospitality and institutional dining
- Corporate dining and conference facilities

### Learning Objectives

By the end of this course, participants will be able to:



- Apply workforce coverage and role-clarity tools
- Use onboarding and shift-briefing controls
- Build delegation and team communication routines
- Analyze coaching and performance feedback needs
- Diagnose team conflict and wellbeing concerns
- Evaluate restaurant team performance and coordination

## **Course Agenda**

### **Day 1: Workforce Roles and Coverage**

- Restaurant Workforce Demand Map
- Shift Coverage Planning Sheet
- Role and Responsibility Matrix
- Skill Coverage and Gap Grid
- Workload and Wellbeing Check

### **Day 2: Onboarding and Shift Direction**

- Staff Onboarding Pathway
- Role Readiness Checklist
- Pre-Shift Briefing Template
- Task Delegation and Follow-Up Log
- Shift Handover Control Record

### **Day 3: Communication and Coordination**

- Front- and Back-of-House Coordination Map
- Team Communication Standard Work
- Service Priority Decision Board
- Issue Escalation and Response Matrix
- Cross-Functional Service Review

### **Day 4: Coaching and Performance**

- Performance Expectation Agreement
- Observation and Evidence Note
- Coaching Conversation Planner
- Feedback and Improvement Action Log
- Early Conflict Resolution Guide



## **Day 5: Restaurant Team Leadership Practice**

- Workforce Coverage and Role-Clarity Exercise
- Onboarding and Shift-Briefing Exercise
- Delegation and Coordination Simulation
- Coaching and Conflict Conversation Exercise
- Restaurant Team Leadership and Performance Pack Capstone

### **Practical Exercises**

The course uses suggested activities to turn restaurant staffing needs into coordinated team-leadership controls.

- Suggested activity: convert service demand into a shift coverage and skills plan
- Suggested activity: lead a briefing and delegate tasks with follow-up controls
- Suggested activity: conduct a coaching conversation based on observed evidence
- Suggested activity: present a Restaurant Team Leadership and Performance Pack

### **FAQs**

#### **Who suits restaurant staff and team management training, and what does it assume?**

Restaurant managers, supervisors, team leaders, shift leaders, and operational coordinators suit the training when they already allocate work, guide employees, or coordinate restaurant service.

#### **How does restaurant staff and team management training differ from general human resources training?**

Restaurant staff and team management training concentrates on shift coverage, role clarity, briefings, delegation, coordination, coaching, feedback, conflict, and team performance rather than wider recruitment policy, payroll, benefits, and employment administration.

#### **How should restaurant managers plan staffing coverage?**

Restaurant managers plan coverage by mapping service demand, roles, skills, breaks, workload, peak periods, dependencies, and contingency needs before assigning employees to each shift.

#### **What makes a restaurant shift briefing effective?**

An effective restaurant shift briefing states service priorities, role assignments, expected demand, menu or operational changes, guest considerations, safety concerns, handover points, escalation routes, and checks for shared understanding.



## **How should restaurant leaders review team performance?**

Restaurant leaders review team performance through clear expectations, observed evidence, service outcomes, coordination behavior, regular feedback, improvement actions, wellbeing signals, and follow-up under consistent definitions.

## **Conclusion**

Participants take back a Restaurant Team Leadership and Performance Pack. The work product connects staffing coverage, roles, onboarding, briefings, delegation, communication, coaching, feedback, conflict handling, wellbeing, and team review. It supports clearer expectations, coordinated shifts, constructive performance conversations, and consistent leadership across restaurant teams.