



The Matthews House  
Growing Stronger Together

# Restaurant Ready Outline

Pre-enrollment conversations with students and parents/youth mentors

## Week 1

*Competency 1: Come to work on time and be prepared to work as scheduled.*

In this first lesson we will discuss in depth the impact on co-workers, supervisors, personnel, and external customers when someone is late or misses work. We will go over what is a proper excuse for being late or missing work. We will also learn and practice skills for proper procedures for calling in late or sick.

## Week 2

*Competency 2: Demonstrate a positive attitude towards work.*

In this lesson we will create an understanding for why having a positive attitude at work is important. We will role-play scenarios that will help us develop skills for positive thoughts in the workplace.

## Week 3

*Competency 3: Maintain open lines of communication with others.*

Week three will cover communication and its importance in the workplace. We will discuss the pros to maintaining an active open communication with coworkers and supervisor and how that impacts all aspects of work.

## Week 4

*Competency 4: Respond appropriately to positive and negative feedback.*

For this lesson, we will focus on how to respond and react to all forms of feedback. We will practice skills to help us with difficult situations so that we can maintain our composure.

## Week 5

*Competency 5: Be pleasant, courteous, and professional when dealing with internal or external customers.*

We will focus on the importance of always presenting a professional face when interacting with anyone at work. We will also discuss why this is a great skill to have at home as well.

## Week 6

*Competency 6: Work as part of a team, contributing to the group's effort to achieve goals.*

We will work on teamwork skills during this lesson. We will work together to share what teamwork is in a work environment and why this skill is vitally important.

## Week 7

*Competency 7: Interact respectfully and cooperatively with others who are of a different race, religion, national origin, disability, color, age, medical condition, marital, veteran, citizenship status, sexual orientation, etc.*

### Week 8

*Competency 8: Demonstrate sensitivity to the needs and feelings of others.*

We will work on building skills to help with understanding that teamwork is more than work, but also understanding what everyone needs to be successful and how to function in that environment.

### Week 9

*Competency 9: Demonstrate and show willingness to learn new assignments, procedures, and technologies.*

This week will focus on the importance of being open to growth in the workplace, how this skill is transferable to any job, and how this could open up new opportunities for future growth.

### Week 10

*Competency 10: Treat unexpected circumstances as opportunities to learn.*

We will discuss the importance of being able to adapt and grow from situations that come up at work.

### Week 11

*Competency 11: Display responsibility in fulfilling obligations.*

We will highlight the skill of follow through and why this is so very important.

### Week 12

*Competency 12: Comply with organizational rules, policies, and procedures.*

We will go over the expectations of the employer for the employee, why this is important, and what the consequences are if they are not followed.

### Week 13

*Competency 13: Maintain appropriate personal hygiene and grooming.*

We will have a ServSafe class and all students will receive their own food handlers card.

## **Graduation!**

