



MARKETPLACE INDUSTRY

ESSENTIAL COURSES

MANAGEMENT

- Team Building for Managers
- Customer Service For Managers
- Cash Handling for Managers
- Great Guest Experience for Managers
- Dealing with Unruly Employees
- Ethics for Managers
- Orientation & Onboarding Best Practices
- Tips for Successful Upselling for Managers
- Train the Trainer
- Email Best Practices
- Menu Engineering
- How to Shoot a Video for Your Restaurant

FRONT OF HOUSE

- Host Training
- Counter Service Excellence
- Busser Training
- Table Service 101: Serving the Guest
- Table Service 102: Valued-Added Service
- Table Service 103: Getting Ready to Serve
- The Power of Selling
- Bartending 101
- Beer 101: All About Beer
- Wine 101: All About Wine
- Distilled Spirits 101: All About Liquor
- Cocktails 101
- Delivery Driver Customer Service
- Phone Etiquette
- Challenging Customers
- Cash Handling for Employees
- FOH Steak Mastery
- Dietary Restrictions
- Tipping Etiquette for Servers
- Tipping Etiquette for Counter Service
- Barista Basics
- Drive Thru 101
- Family-Friendly Service
- Pre-Bussing

ExpandShare

- ExpandShare User Overview
- Completing Location Tasks for End Users
- ExpandShare Library for End Users
- Designing an Effective Training Program#
- ExpandShare Training for Admins
- ExpandShare Audits for Admins
- ExpandShare Library for Admins
- ExpandShare Newsfeed for Admins
- Beer, Wine, and Cocktails Template
- BOH Recipe Study Guide Template
- Course Formatting (Markdown) Template
- Exam Template
- Quiz Template
- YouTube Course Template
- How to Shoot a Video for Your Restaurant
- Taking Great Menu Photos with iPhone

R365

- Bank Activity at R365
- R365 Hire
- Accounting Daily Sales at R365
- Accounts Payable at R365
- Forecasting Parts 1 and 2
- POS Mapping at R365
- Scheduler at R365
- Task Management at R365

American Red Cross

- Burns
- Choking
- Eye Injury
- Fainting
- Mouth Injury
- Nosebleeds
- Poison Exposure
- Respiratory Distress
- Vomiting
- Wounds

ChowNow

- Dashboard: Accepting an Order
- Getting Started for Managers

Clover

- Accept PayPal & Venmo QR Code Payments
- Add Images to Your Online Menu
- Clover for Restaurants
- Create and Manage Your Menu
- Setting Up Clover Flex (Gen 3)
- Setting Up Clover Kitchen Display System
- Setting up Clover Mini (Gen 3)
- Setting up Station Duo (Gen 1)
- Setting up Station Due (Gen 2)

DoorDash

- Merchant Portal Basics
- How to Navigate the Merchant Portal

ezCater

- 3rd Party Order Management
- Initial Training
- Sales Journal
- Sales Reporting and Taxes

Grubhub

- Creating Users
- GrubHub Overview
- How to add alcohol to your Gubhub menu
- How to set up your Grubhub payment
- How to update your delivery and pickup hours
- Managing your menu

Henny Penny

- 5 tips for perfect frying with F5/LOV300
- Cleaning the Safety Valve - Henny Penny 4-Head Pressure Fryers
- Control Not Responding F5/LOV300
- Cooking Screen Explained - 5/LOV-300
- Daily filter pan cleaning with F5/LOV300
- Daily fryer start up F5/LOV300
- Daily maintenance filter with F5 /LOV300
- End of day shutting down the fryer F5/LOV300
- How to get your spindle assembly unstuck on your 4-Head pressure fryer
- How to reset E-10 "High Limit Tripped" on your LOV fryer
- How to resolve "Check Jib" Message - LOV
- How to Tilt and Lower the Fryer Lid - Velocity Series Fryers
- Oil filtering slow- Open Fryer 320 Series
- Oil Filtering Slow on your LOV fryer
- Oil not pumping and filter motor not running F5/LOV300
- Oil not returning / How to reset filter motor on your LOV Fryer
- Open Fryer 320 Series Daily Filter Pan Cleaning
- Opening and Closing the Lid - 4 Head Pressure Fryers
- Quarterly Maintenance (90 days) F5 - LOV300
- Turning Fryer On and Off - F5/LOV 300 Open Fryers

HungerRush

- Allowing Early/Late Clock-in
- Automatically Clocking Out Employees at Close Day
- Changing Order Type
- Changing Web Pickup/Web Delivery Hours
- Configuring Sending Maps to Driver
- Creating Employee Schedule
- Dispatching and Returning Drivers
- How to Add Item and Order Notes
- How to Clock In
- How to Close the Day
- How to Create a Buy One Get One Coupon
- How to Create a Entire Order Coupon
- How to Create a Multiple Item Coupon
- How To Create a Select Item Coupon
- How to Look Up an Order
- How to Map a Delivery
- How to Split an Order
- How to Take a Cash Drawer
- How to Take an Order
- Inputting Customer Information
- Manager Functions On The Order Screen
- Reassigning Delivery Orders
- Refunds from the Order Screen
- Setting Available Default Order Type Per Station
- Timeclock Edit

Lightspeed

- Upserve by Lightspeed Restaurant: Creating & Managing Users/Roles
- Upserve by Lightspeed: How to Transfer Checks
- Upserve by Lightspeed: How to Open a Check
- Upserve by Lightspeed: Edit, Refund and Remove Payments
- Upserve by Lightspeed: Exploving Upserve Mobile & the Upserve Live App
- Upserve by Lightspeed: Menus Overview
- Upserve by Lightspeed: How to Close Out Like a Boss
- Upserve by Lightspeed: Guest Payments and Check Functions in Upserve
- Upserve by Lightspeed: Manage Roles and Permissions
- Upserve by Lightspeed: POS Staff Training
- Upserve by Lightspeed: Improving Restaurant Margins
- Upserve by Lightspeed: How to Take a Break
- Upserve by Lightspeed: Edit a Timecard
- Upserve by Lightspeed: Void and Comp
- Upserve by Lightspeed: Shift Notes
- Upserve by Lightspeed: Training Mode

MarketMan

- Advanced Reporting: Actual vs Theoretical
- COGs and Gross Profits
- COGs Report, Irregular Prices, Accounting
- Inventory Counts 101 - How do I input an inventory count?
- Managing New Items in Weekly Sweep
- Order, Receive, Count, Waste, Suppliers, & Setup
- Overview
- Recipes & Menu Profitability

Oracle

- Employee Training Mode
- Begin a Fast Transaction
- Begin a Table
- Pick Up and Close a Check
- Correct an Error In-Round
- Perform a Void
- Split Check Separately
- Split Check Equally
- Add Additional Guests to the Check
- Edit Check Names
- Split Payments
- Amend an Item In-Round
- Amend a Sent Item
- Merge Checks
- How to Apply Quantities
- Run Workstation Reports
- Edit Menu Item Price
- How to Access EMC
- Add a Menu Item on EMC
- Edit Headers and Footers Within EMC
- Navigate Reporting and Analytics

Ottimate

- Add or Remove a User
- Creating an Invoice
- Departments
- Exporting (API Integration)
- Exporting Invoices
- Exporting To QuickBooks Online
- Integration Overview - Netsuite X Plate IQ
- Item Mapping
- Merging Documents
- Navigating the Invoice View
- Plate IQ and Cogswell
- Product Walkthrough
- Search, Sort, & Filter Invoices
- Syncing QuickBooks Online With Ottimate
- Vendor Mapping
- Vendor Pay Walkthrough

SevenRooms

- Host & Front of House iPad Training
- Reservationist & Manager Web Portal Training

Square

- From Service to Close of Day
- Get Started with the Square Restaurant POS
- Getting Started
- How to Set up Receipt Printer Station
- How to Set Up Square Restaurant POS Hardware
- Set Up Online Ordering for Restaurants

SpotOn

- View Order Details | Front of House
- Splitting Orders on a Check with Only One Guest | Front of House
- Split or Combine Checks Between Guests | Front of House
- Sending Order Items to the Kitchen | FOH
- Scheduled Orders | Front of House
- Removing Guests from a Table | FOH
- Removing Items from an Order | FOH
- Releasing Order Items on Hold | FOH
- Processing a Refund | Front of House
- Releasing Order Items on Hold | FOH
- Processing a Refund | Front of House
- Placing Order Items on Hold | Front of House
- Payment Types | Front of House
- Paid In / Paid Out | Front of House
- Options for Paying a Check | Front of House
- Online Ordering Pacing | Front of House
- Moving & Splitting Items Between Guests | Front of House
- Menu Item Search Function | Front of House
- Logging into the POS | Front of House
- List Orders Screen | Front of House
- Joining Orders at Two Tables | Front of House
- End of Day Procedure | Front of House
- Editing Menu Items at the POS | Front of House
- Deal Redemption Flow | Front of House
- Close Out Reports | Front of House
- Combine Orders & Send Item(s) to Another Order | Front of House
- Creating an Order Without a Table | FOH
- Change Order Type | Front of House
- Cash Management | Front of House
- Applying a Discount to an Order | Front of House
- Viewing and Filtering Orders | Restaurant Handheld
- Starting a Table Order | Restaurant Handheld
- Starting an Order | Restaurant Handheld
- Splitting an Item on a Table Order | Restaurant Handheld
- Sending an Order | Restaurant Handheld
- Reviewing End of Day Report | Restaurant Handheld
- Paying for a Quick Order | Restaurant Handheld
- Moving Guests to a New Table | Restaurant Handheld
- Modifying an Item on a Quick Order | Restaurant Handheld
- Reopening a Closed Order | Restaurant Handheld
- Manager Login | Restaurant Handheld
- Holding and Releasing a Quick Order Item | Restaurant Handheld

Uber Eats

- Customisation Groups, Options and Rules
- Enable Busy or Pause Mode on Uber Eats Orders
- Getting Started with Uber Eats Manager
- How To Accept a New Order on Uber Eats Orders
- How to Add New Items to Your Menu
- How To Automatically Reply to Reviews
- How to Change the Order of Categories and Menu Items
- How to Create and Manage Categories
- How to Create Modifier Groups
- How To Make Order Adjustments on Uber Eats Orders
- How To Manage and Dispute Chargebacks
- How To Manage Batched Orders on Uber Eats Orders
- How To Minimize Order Errors
- How to Nest Modifier Groups
- How to Pause Orders on Uber Eats Orders
- How to Set Base Prices and Upcharges on Your Menu
- How to Set Conditional Modifier Pricing
- How to Set Modifier Quantities
- How to Update Your Preparation Time
- Managing Items, Pricing, and Descriptions
- Managing Your Uber Eats Menu
- UberEats Orders Overview
- Updating Menu Hours and Adding New Menus
- View Order Details on Uber Eats Orders

BACK OF HOUSE

- Knife Skills
- Dishwashing 101
- Teaching Back of House Consistency
- How to use a Fryer Effectively
- Measuring Cups
- Kitchen Communication 101

COMPLIANCE

- Workplace Harassment, Discrimination & Bullying (Federally compliant version)
- CA - Harassment, Discrimination & Bullying
- CT - Harassment, Discrimination & Bullying
- NY - Harassment, Discrimination & Bullying
- NYC - Harassment, Discrimination, & Bullying
- IL - Understanding & Preventing Workplace Harassment for Bar and Restaurant Employees
- Workplace Violence Prevention Plan Training
- Allergens 101
- Workplace Diversity & Cultural Competency
- Team Safety
- Food Safety Training
- Food Safety Practice Test
- Fire Safety
- Safe Alcohol Service
- COVID-19 Workplace Safety
- Blood-borne Pathogens
- FBI Active Shooter Preparedness
- Email Best Practices#
- PCI Compliance
- Driver Safety
- Service Animals
- Teamwork Makes the Dream Work
- Hand Washing

7shifts

- Getting Started for Admins
- Getting Started for Employees
- Getting Started for Managers

Aloha

- Bartender Training
- Cashier Training
- Manager Training
- Server Training
- Takeout Train ing

Always Food Safe

- Free Food Handler Practice Test

Bear Robotics

- How to Change Roles
- How to Change Sounds
- How to Charge Servi Plus
- How to Clean Servi Plus
- How to Localize Servi Plus
- How to Name Servi Plus
- How to Pack Servi Plus
- How to Reboot Servi Plus
- How to Set Up Birthday Mode
- How to Set Up Wifi
- How to Unbox Servi Plus
- Servi Plus Anatomy
- Servi Plus How to Adjust Speed
- Servi Plus Multi-Tray Configuration
- Servi Plus Weight Sensors
- Smart Excuse Me

Craftable

- Adding and Managing Team Accounts
- Electronic Invoicing
- Logging In and Navigation
- Managing Vendors & Sales Reps
- Manual Invoicing
- Placing Orders
- Store Settings
- Taking an Audit
- Craftable Training - Part 1
- Craftable Training - Part 2

Coca-Cola

- Drop-In Fountain: Cleaning Connectors
- Drop-In Fountain: Cleaning Valves 3.0, Drip Pan, and Ice Chutes
- Drop-In Fountain: Cleaning Valves 4.5, Drip Pan, and Ice Chutes
- Ice Combo Fountain - Cleaning Connectors
- Ice Combo Fountain - Cleaning Ice Bin
- Ice Combo Fountain - Cleaning Valves 3.0, Drip Pan, and Ice Chutes
- Ice Combo Fountain - Cleaning Valves 4.5, Drip Pan, and Ice Chutes

Dolce

- Intro to Dolce
- Dolce for Managers - Scheduling

Focus POS

- Back Office Shortcuts
- Guest Check Formatted Items
- Manage Variable Price/Open Items
- Menu Item BD Management
- Onscreen Tablist
- Post Points at Payment & Update Customer Info from the POS
- Removing Checks from Canvases
- Shortcuts
- Table Turns
- Transferring Items to New Tables or Tabs
- Windows Shortcuts for Back Office

Heartland POS

- Add a Menu Item to a Ticket
- Applying a Discount to a Menu Item
- Clocking In and Out for Breaks
- Guest Information
- Manage Menu Items in a Ticket
- Pay a Ticket with Cash
- Paying a Ticket with a Credit Card
- Paying a Ticket with a Gift Card
- Splitting Tickets

HotSchedules

- Activity Based Forecasting - Adjusting Operating Hours for COVID 19
- Activity Based Forecasting - Creating Covid 19 Labor Rules
- Add/Edit Punch Exceptions
- Add New Employees to a Non-Integrated Site
- Add Punch Record
- Assign Permissions
- Assigning and Editing Certifications
- Assigning and Removing Job Codes from Employees
- Assigning and Removing Schedules from Employees -
- Assigning Skill Levels
- Changing the Status of User Accounts
- Communication Tools | Broadcast Messages
- Copying over Schedules
- Creating Custom Labor Budgets
- Creating Forecast Adjustments | Delivery and To-Go
- Creating Template from Current Schedule
- Forecasting and Rule Creation | Delivery and To-Go Operations
- Forecasting: How to Generate the Sales Forecasting Theory
- Forecasting: Memos
- Forecasting: Weather Widget
- Generating Activity Based Labor
- Generating Sales Forecasts
- How to Build a Blank Template Using the Template Generator in HotSchedules
- How to Create a Labor Budget
- How to Reinstate Former Employees
- How to Set Up a Preload Message
- In Schedule Reports
- Introduction to Labor Optimization
- Labor Budget Reporting Options
- Managers Guide to Welcome Email and Welcome Sheet
- Reporting | Employee Hours Report
- Running the Employees Currently Clocke
- Setting Up School Calendars
- Staff Tab
- Store Settings: Jobs, Schedules and Locations
- Time and Attendance | Locking a Pay Period

MarginEdge

- Basic Navigation
- Orders Screen Overview
- Uploading Invoices

OpenTable

- OpenTable Training - Front of House

Pepsi

- All Drinks are Flat on a Drop-In Fountain
- All Drinks are Flat on an Electric Cooled Fountain
- All Drinks are Flat on an Ice/Drink Combo Fountain
- Changing a Water Filter
- Daily Cleaning Guide - Arctic Deluxe Unit
- Daily Cleaning Guide - Bunn Juice Dispenser
- Daily Cleaning Guide - Crathco Bubbler
- Daily Cleaning Guide - Pepsi Bargun
- Daily Cleaning Guide - Pepsi Electric Cooled Fountain
- Daily Cleaning Guide - Spire Fountain Equipment
- Daily Cleaning Guide - Tea Urn
- Diagnosing and Fixing a Runaway Syrup Pump
- Flavor Label Replacement on an Elevate Fountain
- Flavor Label Replacement on Renew Fountain
- How to Disconnect a CO2 Line at the Syrup Pump - Pepsi Ice Beverage Combo Fountain
- How to Read CO2 Levels
- How to Replace a High Pressure CO2 Tank
- How to shut off the CO2 tank for the Fountain Equipment
- How to shut off the water to leaking Fountain Equipment
- Leaking BIB Connector
- Not Dispensing any Carbonated Water
- Not Dispensing any Syrup from a Single Valve
- Not Dispensing any Water and Syrup on a Drop-In Fountain
- Not Dispensing any Water and Syrup on an Electric Cooled Fountain
- Not Dispensing any Water and Syrup on an Ice/Drink Combo Fountain
- One of My Fountain Drinks is Flat or has No Carbonation
- Sanitizing Syrup Lines
- Siberian Chill Slushie Cleaning Guide
- Syrup is Leaking at the BIB Connector
- Valve Keeps Pouring and Will Not Shut Off
- Valve Leaks when Dispensing
- Weekly Cleaning Guide - Bunn Juice Dispenser
- Weekly Cleaning Guide - Pepsi Bargun
- Weekly Cleaning Guide - Pepsi Drop-in Fountain
- Weekly Cleaning Guide - Pepsi Electric Cooled Fountain
- Weekly Cleaning Guide - Pepsi Ice Beverage Combo Fountain

Restaurant Technologies

- Adding Oil with a Restaurant Technologies Add Wand
- Adding Oil with a Restaurant Technologies Toggle Switch
- Disposing Oil with a Restaurant Technologies Roll Up Filter
- Disposing Oil with a Restaurant Technologies Toggle Switch
- Filtering and Testing with a Restaurant Technologies Roll Up Filter

Resy

- Intro to Dashboard
- Intro to ResyOS on the iPad
- Advanced Reservation Management
- Events Creation and Management

Revel

- Advantage Payment Portal
- Client Relationship Manager
- Employees: Adding, Editing, and Importing
- End of Day Process
- Hardware and Networking
- Ingredients and Recipes
- Inventory Tracking
- Kitchen Display System
- Orders on Point of Sale
- Pickup Ordering

TipHaus

- How to Create a Tip Pool
- GM training- How to Navigate TipHaus and Make the Most of It for Your Team
- How to Use the TipHaus Employee App
- Master Automation Rules with TipHaus | Save Hours Weekly with Our Expert Tips
- Streamline Payroll with TipHaus
- Tip sharing vs Tip pooling
- Enhance Tip Transparency and Efficiency
- Mastering Event Management with TipHaus
- Master Reporting Tools & Refunds for Streamlined Operations

TouchBistro

- Closing Your Shift/Day
- Creating Bar Tabs for Delivery & Takeout
- Performing Table Service with TouchBistro Reservations
- Using Your Cash Register

Toast

- Adjusting your Online Ordering Hours
- Basic Navigation
- Bulk Changes
- Front of House for New POS Experience
- Gift Card Training
- Issuing a Refund
- Job Roles
- KDS Training Introduction
- Kitchen Display System (KDS) Overview
- Manager KDS Training Part 1
- Manager KDS Training Part 2
- Managing Orders with Orders Hub
- Menu Hierarchy
- Mobile Order & Pay
- Modifiers
- Offline Mode
- POS Functions for Floor Managers
- Quick Edit Mode
- Sales Summary Report
- Service Disruption Training for Employees
- Service Disruption Training for Managers
- Shift Review for Team Members
- Taking Orders
- Taking Payments
- Toast POS FoH Training: How to Adjust a Check
- Toast POS FoH Training: How to Add a Modifier
- Toast POS FoH Training: How to Split a Check Evenly
- Toast POS FoH Training: How to Assign a Course
- Toast POS FoH Training: How to Add a Tip and Close Out a Check
- Toast POS FoH Training: Hold, Send, and Stay
- Toast POS FoH Training: Split a Check by Item
- xtraCHEF First Steps - Toast
- xtraCHEF Recipe Management - Toast
- xtraCHEF Product Catalog - Toast
- xtraCHEF Inventory Management - Toast

Wisely

- Assign or Seat a Waitlist or Reservation Party
- Creating a Waitlist
- Notify a Party When Table is Ready
- Respond to a Guest Text Message
- Wisely - Wait Quoting