



modern training

Incorporate industry-standard eLearning courses designed for the mobile learner with **Content-as-a-Service**. Help your organization move quickly, without the overhead.

FASTER ELEARNING DEPLOYMENT WITH FEWER RESOURCES

What if you could rapidly meet the demand for eLearning content with less time and resources? Now you can! With Content-as-a-Service, you can reduce the costs of developing and maintaining course content with a growing library of courses that cover safety, finances, leadership, workplace, and more. Concerned about keeping your training current?

No problem! We update courses as requirements change and add new courses, so you can focus your team on content specific to your brand.

CONTENT-AS-A-SERVICE: WHAT ARE THE BENEFITS?

The course catalog can serve standard development and compliance needs, freeing your learning team to focus on your organization's unique priorities.

READY-TO-USE COURSE CATALOG

- A growing library of 35+ courses
- Off the shelf, branded, or full-custom content
- Flexible options of course selection
- Courses are ready to enable in PlayerLync

FRONT-LINE FOCUSED

- Designed to establish & build foundational skills
- Applicable for managers, line employees, & floor staff
- Courses are continually updated to reflect industry changes

COMPREHENSIVE

Wide range of topics

CHOOSE YOUR COURSES

You can select one course, all of them, or a bundle you put together based on your needs.

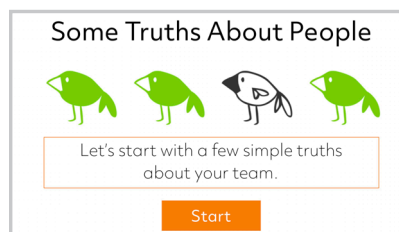


CUSTOMIZATION

Explore options like brand colors and logos, or stick with our clean, modern design that's ready to deploy. Add custom photography and videography, or partner with Modern Training on curriculum built from scratch.

DESIGN

All on-demand content includes our standard modern, clean theme. Branded themes (logo and colors) or custom photography/videography are available for additional fees.



PRICING INFORMATION

Pricing depends on the number of employees your organization has.

Fees are structured as a monthly subscription to the content with one price for the entire organization. Annual contract terms may apply.

Tailored course bundles and fully custom course creation are available.

Contact us for more information:

PlayerLync customers: **contact your CSM**
To learn more, email hello@modernTD.com

FINANCE (7)

Handling Cash

- Using a safe
- Safely managing cash drawers
- Safe cash handling guidelines
- Preventing theft

Manager Math

- Calculating cost of goods sold for different departments
- Pricing food and beverages for menus
- Calculating labor cost and its impact on profitability

Inventory Best Practices

- Definition of inventory and its impact on cost of goods
- How to count inventory
- How to enter and calculate inventory

LEADERSHIP (8)

Leadership Essentials

- Comparing management and leadership
- Productive conversation techniques
- Awareness, vision, and energy
- Removing obstacles for your team
- Optimism and integrity
- Skills of effective leaders

Flexible Leadership

- Why different people require different leadership styles
- Reading people and using the right leadership style
- Ability and attitude
- Instruction and guidance
- How to remember using flexible leadership styles at work

SERVICE (3)

Running a Shift

- Scheduling and staffing levels based on needs
- Manager roles during shifts
- Following the customer path
- Communication with the team
- Maintaining ambiance and atmosphere

Waste and Comps

- Defining waste and its causes
- Why tracking waste is important
- Receiving and storage best practices
- Investigating causes of waste
- Customer comps and how to reduce them

Pars and Usage

- Purpose of purchasing and prep pars
- Calculating and adjusting pars
- Variables that affect pars
- Determine purchase and prep quantities based on pars
- Usage-based systems

Time Management

- How to sort tasks
- Planning daily
- Setting goals
- Simplifying tasks and avoiding obstacles

Building Accountability

- Preparing for and beginning interviews
- Best practices for conducting and ending interviews
- Ethical interviewing and bias
- Introduction to behavioral interviewing questions
- Questions to Avoid

Management Communication

- Impact of effective communication
- Obstacles to effective communication
- Definition and guidelines for active listening
- Using communication tools

Customer Recovery

- Why customers get upset
- Identify when managers need to step in
- Find resolutions to the problem
- Follow up and prevent future problems

Labor Management

- How to calculate total labor and labor costs for different departments How to calculate productivity
- Introduction to scheduling for maximum profitability
- Reacting to high and low labor during a sales period
- Streamlining tasks to increase efficiency

Sales Forecasting

- Purpose of sales forecasting
- Influences on sales forecasting
- How to create a sales forecast
- Reacting to small and large variances from forecasted to actual sales

Appearance and Professionalism

- How appearance contributes to the customer experience
- Best practices for professionalism
- How to lead a team and maintain appearance standards
- How appearance standards affect safety and liability

Team Meetings

- Purpose of team meetings: inform, focus, energize
- Types of meetings: pre-shift groups, pre-shift individuals, rollouts, annual full-team
- Preparing for and running meetings

Interviewing

- Preparing for and beginning interviews
- Best practices for conducting and ending interviews
- Ethical interviewing and bias
- Introduction to behavioral interviewing questions
- Questions to Avoid

Managing a Wait (Full Service)

- Informing customers and creating a positive wait experience
- Creating a waitlist
- How to determine and quote wait time

SAFETY (12)

Personal Hygiene

- Safe daily routines
- Washing hands and wearing gloves
- Preventing contamination with good personal hygiene Symptoms that exclude employees from work

Handwashing and Gloves

- When and how to wash hands
- Video: proper handwashing
- Best practices for wearing gloves
- When to change gloves

Alcohol Safety

- Purpose of safe alcohol handling
- Alcohol and the law
- Serving minors
- Introduction to dram shop laws
- Checking identification
- Highlights of alcohol effects on people
- Steps to handling intoxicated customers and refusing service

Storage, Labeling, and Rotation

- General storage best practices
- Storing raw proteins
- Labeling food
- Safe rotation of product
- How to store chemicals safely

WORKPLACE (5)

Diversity and Inclusion

- Define diversity and inclusion in the workplace
- Highlight diversity trends with groups
- Understanding stereotypes and prejudice
- How inclusion differs from diversity
- Responding to claims of exclusion

Employment Law

- Introduction and guidelines to:
 - Family and Medical Leave Act (FMLA)
 - American with Disabilities Act (ADA)
 - Consolidated Omnibus Budget Reconciliation Act (COBRA)
- Uniformed Services Employment and Reemployment Rights Act (USERRA)
- Equal Employment Opportunity (EEO)

Health Inspections

- Definition of a safe establishment
- Partnering with health inspectors
- Best practices during health inspections
- Following up and getting more information
- Practice scenarios for health inspections and safe food handling

Food Allergies

- Definition of food intolerances and allergies
- Common food allergies
- Responding to severe reactions
- Communication to prevent contamination and allergic reactions Avoiding cross-contact

OSHA Physical and Fire Safety

- The purpose of OSHA
- General physical safety guidelines (slips, trips, falls, lifting, attire, walking) Lockout and tag out overview
- Identify fire safety equipment
- Steps to extinguishing grease fires

Cleaning and Sanitizing

- Comparing cleaning and sanitizing
- Cleaners and sanitizers
- When and how to clean and sanitize

Halal Food Preparation

- Halal approved foods
- Unapproved foods for Halal consumption
- Storage of Halal foods

Kosher Food Preparation

- Kosher approved foods
- Unapproved foods for Kosher consumption
- Storage of Kosher foods

Cross-Contamination

- How food becomes contaminated
- Defining and handling ready-to-eat food
- Preventing cross-contamination

Time and Temp

- Minimum safe cooking temperatures
- How to measure temperature
- Temperature danger zone
- Cooling food safely

Harassment

- Defining harassment, quid pro quo, hostile work environment, and retaliation
- Responding to claims, reporting harassment, manager responsibilities, and assisting in investigations
- Review legal cases Burlington Northern Santa Fe Corp v Sheila White, Faragher v City of Boca Raton, and Burlington Industries v Ellereth
- Practice scenarios with harassment situations

PCI and Personal Data

- Introduction to Payment Card Industry (PCI) security standards
- Proper handling of personal data and credit card information
- Collection and release of personal employee information

Got an idea for a good course for the catalog? Let us know!

Spanish courses available. Ask us about other languages. | Branding and custom courses available.

What is Content-as-a-Service?

It's learning and development content that's available on-demand and gets better all the time. Our catalog of training courses, developed exclusively for PlayerLync by Modern Training, can give you a head start on learning content or enrich your current training.

These courses are available as an add-on subscription through PlayerLync. You'll have access to:

- Our full catalog of 35+ courses
- New courses as soon as they're released
- Updated courses as they're refreshed with new content

What courses are available?

The most updated list of courses and their descriptions can be found on Modern Training's website [here](#).

Who are these courses for?

Any brand looking for learning content, especially when you're in a hurry.

Managers, supervisors, leads, and hourly team members in the restaurant industry are a perfect fit for this curriculum.

Retail: Some courses are already perfect for retail; others have been modified slightly to be more relevant for retail than restaurants. New courses just for retail are being developed all the time.

Corporate: Some courses are already perfect for corporate teams. We're building a list of additional courses to develop.

How do we access the courses?

PlayerLync customers can contact their CSM to learn more about enabling these courses in their app. For groups that are not currently PlayerLync customers, reach out to your PlayerLync sales contact or send your questions to hello@moderntd.com.

Can we choose which courses we want?

Absolutely. Your subscription gives you access to all the courses, but you can select which ones to enable in PlayerLync.

Do you update courses?

Yes. Existing courses will be updated with new content periodically, especially when there are changes in regulations or guidelines that affect the current course content.

Courses will also be updated at times to improve navigation or add graphics and other visuals.

New courses will be added to the catalog, and you'll be notified when they're available.

What if we need other courses?

We love hearing great ideas from our customers! If you recommend courses that bring value to the catalog and have broad appeal, we'll develop them at no cost to you.

In addition, Modern Training is available to develop custom courses.

Are the courses available in other languages?

The entire catalog is in the process of being translated into Spanish. To inquire about other languages, reach out to your PlayerLync CSM or Modern Training.

Can we brand the courses?

You bet. The entire catalog can be modified with your brand's colors and logo. However, branded fonts are not available.

Can we customize the courses?

Yes. Customization beyond colors and logos requires a separate contract with Modern Training.

How much does it cost?

Reach out to your PlayerLync CSM or sales contact to ask about your subscription pricing tier.

How do I sign up, preview the courses, or learn more?

Existing PlayerLync customers: Contact your CSM.

Potential PlayerLync customers: Contact the PlayerLync sales team.

Other Inquiries: Please connect with Modern Training at hello@moderntd.com.