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 meet the demand for eLearning content without needing the resources that is needed to build that content?

Now you can! With Content-as-a-Service, reduce the costs of developing and maintaining eLearning content with a growing library of courses that cover safety, finances, leadership, workplace, and more.

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.
- Courses cover a wide range of topics.
- The entire catalog is available in Spanish. For other languages, contact us.

FRONT-LINE FOCUSED

- Managers, supervisors, leads, and hourly team members are a perfect fit for the courses.
- Designed to establish and build foundational skills.

RESTAURANT AND RETAIL FOCUSED

These courses are for restaurant and retail brands that need learning content, especially to build foundational skills, for the frontline workforce. For brands that fall outside restaurant and retail, additional courses are being developed.

FLEXIBILITY ON COURSE OPTIONS

Select one course, all of them, or create a bundle based on your organization's unique needs.


UPDATING COURSES

The entire catalog is reviewed and updated annually. Updates regularly occur to reflect industry changes, such as workplace laws and safety. Courses are updated at times to improve navigation or visuals.

BRANDING, CUSTOMIZATION & DESIGN

Explore options to incorporate your brand colors and logos, add custom photography and videography, or partner with Modern Training on curriculum built from scratch. Off the shelf courses with the clean, modern design are ready to deploy immediately.
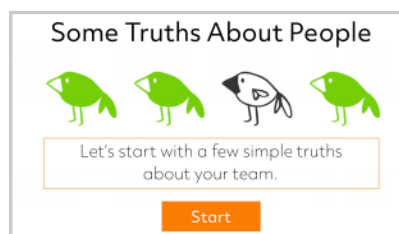
PRICING INFORMATION

- 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.

COURSE CATALOG

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

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

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

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

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

Building Accountability
- What is an operating standard?
- How to communicate and maintain standards
- Leading by example and creating a culture of accountability
- Coaching conversations and best practices
- Documenting performance issues
- When to terminate

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

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

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

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

Managing a Wait (Full Service)
- Informing customers and creating a positive wait experience
- Creating a waitlist
- How to determine and quote wait time

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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

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

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)

Wage and Hour
· Introduction and guidelines to:
· Fair Labor Standards Act (FLSA)
· What constitutes compensable time and proper time recording
· Standard breaks and meals
· Breaks for nursing mothers
· Child labor regulations and guidelines for minors
· Tipped rate of pay and tip reporting
· Pay rates for sidework
· Tip pools and shares

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.