

## **CHAPTER 20**

### **TRAINING STAFF**

#### **True/False Questions**

1. Training and education have the same purpose.
2. The primary purpose of training is to improve job performance.
3. Cross-training is defined as teaching workers to perform the duties of some other jobs other than their own.
4. Permanently reassigning a worker to another job is known as job rotation.
5. New workers whose training consists of following current workers and imitating their actions would be receiving structured training.
6. The lecture/demonstration method of training can be effective for individuals as well as for groups.
7. The seminar method of training is more useful for training managers than for training cooks and dishwashers.
8. The manager of Fribble's Restaurant sent a dishwasher to a nearby culinary training school to become a cook. This is an example of on-the-job training.
9. Programmed instruction is considered structured training.
- 10.Chain organizations typically train servers at centralized locations.

#### **Multiple Choice Questions**

1. The primary purpose of training is to improve employees'
  - a. ability to earn higher wages.
  - b. job performance.
  - c. sense of responsibility to the community.
2. Training needs should be based on assessments of
  - a. present staff.
  - b. new staff.
  - c. both present and new staff.

3. Teaching workers to perform the duties of jobs other than their own is
  - a. job rotation.
  - b. centralized training.
  - c. cross-training.
4. Training objectives found in a training plan are developed from
  - a. job analysis.
  - b. job descriptions.
  - c. both job analysis and job descriptions.
5. A new dishwasher who is shown how to operate the dish machine by currently employed dishwasher would be receiving
  - a. on-the-job training
  - b. structured training
  - c. both (a) and (b) are correct
6. Which of the following training methods would be best suited for training servers?
  - a. individual assignments
  - b. seminars
  - c. lectures
7. Which of the following training methods would be best suited for training new restaurant managers?
  - a. on-the-job training
  - b. case studies
  - c. field trips
8. Which of the following training methods is considered best suited for individual instruction?
  - a. programmed instruction
  - b. seminars
  - c. panels
9. Large restaurant chains typically train management personnel at
  - a. centralized training facilities
  - b. localized training facilities
  - c. the specific restaurant where the manager is employed.
10. Chains develop training manuals in order to
  - a. provide standard training throughout the organization
  - b. eliminate the need to establish a new training program every time training for a specific job is required.
  - c. both (a) and (b) are correct

