

Subject	Topics to Include
<i>Business Purpose</i>	This training aims to promptly improve new agents' written communication skills, fostering clarity and efficiency to reduce repeat contacts and enhance the seller experience.
<i>Target Audience</i>	New Agents responsible for assisting vendors with troubleshooting
<i>Training Time</i>	15 minutes
<i>Training Recommendation</i>	1 eLearning course - Storyboard - Course will outline 5 topics that will provide information for the learner regarding safe food preparation and storage.
<i>Deliverables</i>	1 eLearning course - Developed in Articulate Storyline 360 1 Storyboard - Voiceover narrations included
<i>Learning Objectives</i>	By the end of the module, participants will be able to: - Demonstrate efficient and effective communication for streamlined case resolution. - Identify strategies to reduce repeat contacts.
<i>Training Outline</i>	This course will be presented in an information format with scenarios and knowledge checks throughout. - IntroductioWelcome and Purpose of the training - Navigation - Objectives <u>Topic 1- Keeping Food Preparation Areas Clean</u> - Handwashing, open cuts, surfaces, utensils, and equipment - Scenario included for learner to recall information <u>Topic 2- Separating Food Properly</u> - Raw foods and cross contamination - Multiple Choice Knowledge Check <u>Topic 3- Cooking Food Thoroughly</u> - Cooking meat - Temperatures to cook food thoroughly

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	● Kitchen Thermometers ● Consumption of Cooked Foods within a certain time frame <u>Topic 4- Storing Food Properly</u> ● Storing food within a certain time frame ● Know where to store foods ● Thawing frozen foods to cook ● Storing foods in proper containers ● Knowledge Check-True/False <u>Topic 5- Raw Foods Selection and Clean Water</u> ● Buying from reputable shop ● Washing raw foods thoroughly ● Use clean water ● Buy Organic when available <u>Evaluation</u> ● 4 Questions <u>Summary</u>
<i>Evaluation Plan</i>	● Learner will be presented 4 questions ● Passing score must be 75% or higher to pass the module ● Types of questions include: Multi-select, Matching, Drag and drop, True/False