Training Checklist – Day 1 **Goal: Orientation & POS**			Name:		
Note: Only place check mark if task has been completed.					

1) Task ↓	**Demonstrated (check)**	**Initial**	**2) Task ↓**	**Demonstrated (check)**	**Initial**
Onboarding Completed	☐ Contract Signed ☐ Square Payroll Signup ☐ Slack Signup ☐ 7Shifts Signup ☐ 7Tasks Downloaded ☐ Watch Videos (1,2,3)		Steps of Service (SOS) -> Print & go over	Explain in detail why every step is important	
Uniform	Go over requirements: - all black - hair cover - and/or merch End of Probation: gets hat & shirts		What are memorable conversations? - Peel the onion - 3 fallback topics	- Review impact on our business and customers - Emphasize every single customer!	
Plan to be 10-15 minutes early for shift	Explain why		Explain POS System	- How to take an order in person vs phone (why is it important to correct tag to-go/dine-in) - Discounts, Vouchers & Upsells -> Show on TapMango Demo Account - Refund Policy - Substitutions	
Availability	- How to provide availability & request time off - Call-in procedure		Packing Orders	- What goes in the bag & what DOESN'T - Mark orders as ready - Place cold drinks in fridge - What if we are out?	
Tour of Location & Safety	- Show stations - Locations of fire extinguishers & first aid - Show Staff Page - Emergency gas valves - Back door & key		Priorities & GRID	- Go over GRID - Go over priorities list and explain importance of each step	
Payroll & Schedule	- When is payday - Square Team App		Quizzes	- Today's quizzes completed - DISC Test: bit.ly/stelladisc	

Clock In procedure	- Show how to clock in and out - Importance of clock-in times matching schedule - how to request a timecard change		End of Day	- Any questions? - Do a timecard change request Take home: - GRID - SOS - Raving Fans book	
Manager to Do	**Completed**	**Initial**	**Manager to Do**	**Completed**	**Initial**
Add login code into back end			Submit DISC in Training Slack Channel		