

NEW TEAM MEMBER 30 DAY TRAINING PERIOD

Total time spent in the Dining Room and Front Counter:

- **Team Support and Serving**.....5 Hours
- **Dining Room**.....5 Hours
- **IPAD Training and FC 1**.....5 Hours
- **Front Counter Cash 2, 3, and 4**.....15 Hours

Total Time Needed 30 Hours

(Any time spent after 30 Hours will result in 'D' or 'F' Grade for 'Process' Metric on the Report Cards)

Deliverables after first 30 hours:

1. 6 report cards
2. Minimum score on first half of training on training tracker - 85%
3. 3 module quizzes
4. 15 day rubric review
5. 1 secret shopper quiz

Team Support

✓	Trainer and New Team Member are Scheduled as Extra (Approx. 5hrs)
Review from 1st Day	<p>How to Arrive (Set arrival expectations for every day) - Meet trainee at FC POS</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review where to store personal items <input type="checkbox"/> Review Parking Procedures - Park at Lowes <input type="checkbox"/> Check uniform and appearance <input type="checkbox"/> Washing and Sanitizing Hands <input type="checkbox"/> Who to report to and looking at the setup sheet and shift notes <p>*Refer to BOH and FOH process depending on team member and where they should look or who they should report to when clocking in at the start of their shift</p>
Tour with Trainer	<p>Tour of Front Counter - Explain in depth each area</p> <ul style="list-style-type: none"> <input type="checkbox"/> Register Locations and Panic Buttons <ul style="list-style-type: none"> <input type="checkbox"/> Where are they and when to use them? <input type="checkbox"/> What happens when you press them? <p>Tour of Kitchen, Cooler and Freezer</p> <ul style="list-style-type: none"> <input type="checkbox"/> BOH v. FOH <p>Restocking Essentials - Explain importance of Team Support and how to identify</p> <ul style="list-style-type: none"> <input type="checkbox"/> Dry Storage (Show team member where items are located throughout the store) <ul style="list-style-type: none"> <input type="checkbox"/> FIFO, cutting box tops, cleaning area after use <input type="checkbox"/> Stocking sauces - Texas Pete, Honey, Jams <input type="checkbox"/> Cup Storage and Restocking <input type="checkbox"/> Filling Ice in towers <ul style="list-style-type: none"> <input type="checkbox"/> Where to get ice <input type="checkbox"/> Ensuring the ice bucket is hung up and upside down after use <input type="checkbox"/> Clearing ice off floor after use <input type="checkbox"/> Ice scoop in holder facing correct way <input type="checkbox"/> Coolers <ul style="list-style-type: none"> <input type="checkbox"/> Using sidekicks, stocking kanbans - Drive Thru v. Front Counter <input type="checkbox"/> Napkins <input type="checkbox"/> Straws <input type="checkbox"/> Cup Carriers <input type="checkbox"/> Kanbans - Dressings, drinks, prep items <input type="checkbox"/> Salad toppings <input type="checkbox"/> Icedream and Shake Base - Where to find it in the cooler <input type="checkbox"/> Kid meal bags <input type="checkbox"/> Replace Paper Towels <input type="checkbox"/> Changing FC and Drive thru trash
	<p>Making Sanitizer Solution, Dishes, and Chemicals</p> <ul style="list-style-type: none"> <input type="checkbox"/> Raw Dishes - Yellow trays and yellow light as signal

- Trainer and Team Member demonstrate how to test and make sanitizer solution**
- How to fill up 3 compartment sink
- Using the dishwasher
- Properly drying dishes and putting them back
- Sanitizer buckets, towels, and Sani-wipes
- Chemicals
 - How to properly fill chemical bottle with correct solution and where to use which chemicals

Demonstration - Spend time showing trainee correct process around these items and have trainee repeat same process:

- Putting on hairnet and gloves
- Hand washing - Should wash after every task change
- Creating day dots

Making Tea, Coffee and Lemonade

Sweet Tea and Unsweet Tea

- How to brew Tea
- How to sweeten tea - what to do with extra
- Ice fill in beverage cups (75% of the cup)

Coffee

- If guest orders coffee, check to see if any is brewed, set time expectation
- When to brew Coffee
- Rinsing before brewing
- How to brew Coffee
- Discarding Old Coffee

Making Iced Coffee

- How to make and hold time **(Remember to Day Dot)**

Making Lemonade and Diet Lemonade

- When and How to make
- Hold time **(Remember to Day Dot)**
- How to know when to refill and make more
- How to dispose

Filling Lemonade Dispenser

- Regular vs diet vs ice coffee dispensers

Soft Drinks

- Changing Soda Bibs
- Putting stickers on cups
- Ice fill in cups
- Cleaning outside of cup if the beverage over fills

Using the portioning control

Specialty Drinks and Items

- Strawberry Lemonade
- Sunjoy
- Gallons
- Bag of Ice
- Seasonal Items

Priorities of Restocking and Bulk Beverages - Have trainee answer these questions

- When to restock where?
- Where is everything review?
- What are the processes for making bulk beverages?

Serving

Sit down and review different service tickets and explain each sales channel:

- Traditional Sales Channels:** Dine-In, Carry Out, and Drive Thru
- Mobile App Sales Channels:** Dine-In, Carry Out, and Drive Thru, and Curbside
- 3rd Party Sales Channels:** DoorDash, UberEats, GrubHub, and Postmates
 - Placing bags into the lockers
 - Confirming orders before handing it over to the drivers
- Catering:** Pickup v. Delivery

***Explain how to read each service ticket, what needs to go with the order, and where to bring the order out to. Ensure to review what to say when giving the order to the guest.**

NON-Negotiables to review when running orders out:

- Sauces - all mobile orders need to have exact sauces and condiments
- Two napkins per entree
- Align the food with the tray
- Ensure greeting with guest, identify specifics on the order, and finish with asking if they need anything else

PAUSE: Sit team member down to review pathway modules and take Team Support and Serving Quiz

Pathway link: [Food and Workplace Safety Module](#)

Quiz link: [Team Support and Serving Module quiz](#)

Team members can only sign completion of this module if a quiz is passed (16/17 correct questions)

Team Support and Serving Module Completion Sign Off:

Team Member Signature: _____ **Date:** _____

**Pathway
Training and
Info Review**

Trainer Signature: _____ Date: _____

Dining Room Host

✓	New Team Member is scheduled with DR Host/Hospitality Lead (Approx. 5hrs)
	<p>Delivering 2nd Mile Service</p> <ul style="list-style-type: none"><input type="checkbox"/> Performing Table Touch-Ins<ul style="list-style-type: none"><input type="checkbox"/> Refills - taking straw and lid off (No refills on special drinks)<input type="checkbox"/> Provide mints<input type="checkbox"/> Asks guests if you can take their tray for them<input type="checkbox"/> Delivering meals for high needs guests<input type="checkbox"/> Carrying large orders to guests cars<input type="checkbox"/> Placemats for children <p>Cleaning the Dining Room and Bathrooms</p> <ul style="list-style-type: none"><input type="checkbox"/> Cleaning Dining Room Tables (Explain not to use red wipes on cushions and community table)<input type="checkbox"/> Cleaning Dining Room Floor - Which broom to use for what floor?<input type="checkbox"/> Cleaning and Restocking Condiment Counter<input type="checkbox"/> Maintaining High Chairs - Wet wipe and placemat<input type="checkbox"/> Restroom Cleaning and Restocking<ul style="list-style-type: none"><input type="checkbox"/> Cleaning the Mirror<input type="checkbox"/> Changing toilet paper and paper towels<input type="checkbox"/> Using restroom cleaner<input type="checkbox"/> Wet floor signs & Spills<input type="checkbox"/> Sweeping and mopping<input type="checkbox"/> Trays - Cleaning, Wiping, Relining<input type="checkbox"/> Vestibule cleanliness<input type="checkbox"/> Cleaning windows<input type="checkbox"/> Wiping down table markers<input type="checkbox"/> Playground (Indoor/Outdoor)<ul style="list-style-type: none"><input type="checkbox"/> Maintaining Playground Throughout the Day <p>Checking the Parking Lot and Taking Trash Out</p> <ul style="list-style-type: none"><input type="checkbox"/> Walk Team Member thru procedures for checking the parking lot<input type="checkbox"/> Dumpster Pad<input type="checkbox"/> Picking up trash and which broom to use<input type="checkbox"/> Taking out the trash<ul style="list-style-type: none"><input type="checkbox"/> Panic Alarm Necklace<input type="checkbox"/> Changing Outside Trashes

IPAD Training and 1st Day on FC

✓	<p>Trainer and New Team Member are Scheduled as Extra (Approx. 5hrs)</p> <p>*Review material from Day 2 and answer any questions. Review clock in process, where to report and stress importance of getting into position in a timely manner.</p> <p>*Grab training ipad and training binder to use the sidekicks to go over positions, menu knowledge, order taking scripts, and cash management.</p> <p>Menu Review - Use the menu sidekick and have the trainee review for 15min</p> <ul style="list-style-type: none"> <input type="checkbox"/> Entrees/Meals - Salad toppings with each salad <input type="checkbox"/> Sides <input type="checkbox"/> Beverages <input type="checkbox"/> Desserts <input type="checkbox"/> Breakfast <p>Point of Sales System (POS) - Approx. 2 Hours</p> <ul style="list-style-type: none"> ○ Intro/Body/Conclusion ○ Smooth is fast ○ Clarifying Questions - “Lead the Order” <ul style="list-style-type: none"> <input type="checkbox"/> Meal v. Entree? <input type="checkbox"/> Deluxe v. Regular? <input type="checkbox"/> Grilled v. Crispy <input type="checkbox"/> Medium or Large - no small size only kid size <input type="checkbox"/> Whipped Cream or Cherry? <input type="checkbox"/> Count of nuggets or strips? <input type="checkbox"/> Sauces or condiments or no sauce? <input type="checkbox"/> Will you be scanning your Chick-fil-A Mobile App? ○ POS functions (Other Functions and Local Items) <ul style="list-style-type: none"> <input type="checkbox"/> Split meals <input type="checkbox"/> App scans <input type="checkbox"/> Recall mobile orders <input type="checkbox"/> Car identifiers and table markers <input type="checkbox"/> Lock POS <input type="checkbox"/> Seat Total <input type="checkbox"/> Allergies - App on the Ipad to select which allergens <input type="checkbox"/> Misc charges - salad dressing / water / Senior coffees <input type="checkbox"/> Nutrition facts <p>Roleplay - Approx. 30 minutes</p>
<p>Training Session and Review</p>	
<p>IPAD Training and Menu Knowledge</p>	

Review cash management training documents in the binder

Have Trainee make drinks for about 15min or as needed, while shadowing

Pretend being the guest and challenge the team member using different tones of voice, body language and difficult orders. Look for their intro, clarifying questions and conclusion.

***After POS review and roleplay, bring team member to drawer on front counter and go over the following:**

Receipt Printers and what registers they go with

- How to restock receipt paper and sticky print paper / troubleshooting?

Cash and Coupon Accountability with Team Member:

- Starting Balance
- Keeping Coupons
- Over/Short Allowance
- Gift Cards - Taking, Reloading, Selling
- Troubleshooting Mobile App

Cash Management:

- What to do if the bill you are checking does not pass the bill checker?
- Other alternatives to checking the bill, escalating it to a leader
- Lay out large bills on the top of the drawer while you count out the change
- Importance of keeping a drawer organized and bills in the right slots

Receipts:

- Must give the guest a receipt at all times
 - Guest will need the receipt to dispute if order is wrong or we forgot to give them what they ordered
- Highlighting surveys on the receipts and how the guest benefits
- GO OVER ACCOUNTABILITY WITH GUEST RECEIPTS (Surveys and Points)**

Making Drinks

- Sign into a register (trainer) and have team member make your drinks
 - Ice Levels
 - Lid Buttons
 - Cleaning overflows

***While team members are making drinks, be sure they are watching as you interact with guests, bring up training from the day before.**

Taking Orders

Trainer will become drink maker and new team member will begin taking orders. Today is all about becoming efficient at running a register, speed will come later.

Focus on:

- Warm Welcome
- Core 4
- Asking the right clarifying questions

	<input type="checkbox"/> Fond Farewell <p>PAUSE: 30 minutes prior to shift end, sit team member down to take Team Support and Serving Quiz</p> <p>Quiz link: Ipad training and 1st day on FC module Quiz</p> <p>*Team members can only sign completion of this module if a quiz is passed (24/26 correct questions approx 90%)</p> <p>IPAD Training and Serving Module Completion Sign Off: Team Member Signature: _____ Date: _____ Trainer Signature: _____ Date: _____</p>
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Front Counter Cash Module 2

✓	Trainer and New Team Member scheduled as One Register Body (Approx. 5)
Review	<p>Arrival Procedures</p> <ul style="list-style-type: none"> • Ensure that team member has arrived on time • Review Menu knowledge and learnings from Day 2
	<p>*Once Trainee is comfortable taking the order, challenge multi-tasking to make drinks.</p> <p>Focus on:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Warm Welcome <input type="checkbox"/> Core 4 <input type="checkbox"/> Fond Farewell <input type="checkbox"/> Order accuracy with order and guest descriptions <input type="checkbox"/> Directing guests where to go during and after order taking process <input type="checkbox"/> App scans <input type="checkbox"/> Accepting payment - cash, card, gift card, mobile app (prepay) <p>Review Workflow of Priorities:</p> <ul style="list-style-type: none"> <input type="checkbox"/> First - Need to take guest's order <input type="checkbox"/> Second - Run out food <input type="checkbox"/> Third - Perform table - touchins <input type="checkbox"/> Fourth - Restock position and support the team <p>***Importance of always checking on guests in the pickup area that are waiting</p> <p>***Answering the Telephone: Team member should have enough knowledge at this point to be able to answer basic questions and give a guest a proper greeting.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Warm Welcome: "Thank you for calling Chick-fil-A Wallingford my name is _____, how may I serve you today?" <input type="checkbox"/> Frequently Asked Questions: <ul style="list-style-type: none"> <input type="checkbox"/> What time are you open? - 6:30am - 9:30pm (10pm in summer) <input type="checkbox"/> What time is breakfast? or When does breakfast end? - 10:30am <input type="checkbox"/> What is the minimum age to work there? - 16

	<input type="checkbox"/> What is your address? - 1098 North Colony Road, Wallingford CT <input type="checkbox"/> Looking for a donation? - Email marketing@cfawallingford.com <input type="checkbox"/> Are we hiring? - Scan the QR Code on the Front Counter <input type="checkbox"/> Order complaint, looking to place a catering order, question about employment status - place on hold and give the phone to a leader.
	WATCH FOR TEAM MEMBER BECOMING OVERWHELMED IF A CROWD WALKS IN, STEP IN AND TAKE ORDERS TO EASE THE STRESS LEVEL
Quiz and Report Card	PAUSE: 30 minutes prior to shift end, sit team member down to take “FC Module Quiz 2” Quiz link: FC Module Quiz 2 Team members can only sign completion of this module if a quiz is passed (16/18 correct questions) Front Counter Cash Module 2 Completion Sign Off: Team Member Signature: _____ Date: _____ Trainer Signature: _____ Date: _____

Front Counter Cash Module 3

✓	Trainer and New Team Member scheduled as One Register Body (Approx. 5)
Training Session	Trainer should ensure that: <ul style="list-style-type: none"> <input type="checkbox"/> Trainee is following FC OT Script <input type="checkbox"/> Ensure that trainee is providing clear directions <input type="checkbox"/> Repeating back the order 100% <input type="checkbox"/> The trainee is 100% confident in all menu substitutions <ul style="list-style-type: none"> <input type="checkbox"/> Adding and subtracting items from salads Delivering 2nd Mile Service <ul style="list-style-type: none"> <input type="checkbox"/> Deliver meals to table for high needs guests (mom with kids and elderly) <input type="checkbox"/> Perform table touch-ins <input type="checkbox"/> Carry large orders to guest car <input type="checkbox"/> Handing out mints <input type="checkbox"/> Conversing with guests Suggestive Selling <ul style="list-style-type: none"> <input type="checkbox"/> Contests and creative ways to upsell <input type="checkbox"/> Promoting internal events for the month (ex. mothers day craft night) <input type="checkbox"/> Mobile Mondays <input type="checkbox"/> Mobile App upselling Receipt Surveys <ul style="list-style-type: none"> <input type="checkbox"/> Point out receipt surveys and ensure team member is highlighting link to fill out <input type="checkbox"/> Guest fills out the survey within 30 days and they will receive a free sandwich
Quiz and Report Card	PAUSE: 30 minutes prior to shift end, sit with team member to take “Module 3 Quiz” Quiz link: FC Module 3 Quiz

Team members can only sign completion of this module if a quiz is passed. Trainee must answer 15/16 questions correct to sign off on this module.

Front Counter Cash Module 3 Completion Sign Off:

Team Member Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____

Front Counter Cash Module 4

✓	<p>Trainer and New Team Member scheduled as One Register Body (Approx. 5)</p> <p>*Team Member should be self-sufficient on front counter with minimal to no help on front counter cash. The trainer should still be watching the ENTIRE time.</p> <p>Trainer should ensure that:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure clarifying questions are being asked <input type="checkbox"/> Warm Welcome and Fond Farewell <input type="checkbox"/> Giving guests direction where to go next <input type="checkbox"/> Using the guest's name in full sentences in the order <input type="checkbox"/> App scans <input type="checkbox"/> Sauces and Condiments are asked or inputted as 'no sauce' otherwise <input type="checkbox"/> Correct sales channel and appropriate description (Table Marker/Clothes) <input type="checkbox"/> Elevated language must be heard consistently <input type="checkbox"/> CORE 4 is demonstrated with EVERY order <input type="checkbox"/> Trainee locks POS if they step away from the counter <input type="checkbox"/> Trainee checks big bills under counterfeit checker <input type="checkbox"/> Trainee is proactive running orders, heading into dining room or restocking when no guest are at front counter <input type="checkbox"/> Adding Team Member Initials <p>Restocking Scavenger Hunt-Trainee shows Trainer where all items are listed below:</p> <ul style="list-style-type: none"> <input type="checkbox"/> All sauces <input type="checkbox"/> Honey roasted <input type="checkbox"/> Texas Pete <input type="checkbox"/> Honey <input type="checkbox"/> Mayo <input type="checkbox"/> Strawberry and Grape Jam <input type="checkbox"/> Salsa <input type="checkbox"/> Salt, Pepper, Sugar, Splenda Packets <input type="checkbox"/> Vanilla and Cane Syrup <input type="checkbox"/> Clear Cups, Lids and Domes <input type="checkbox"/> Coffee Grounds, Cups, Lids and Filters <input type="checkbox"/> Gallons and lids <input type="checkbox"/> Forks, Knives and Spoons <input type="checkbox"/> Napkins <input type="checkbox"/> Ice Bags <input type="checkbox"/> Placemats
Training Session	

	<input type="checkbox"/> Icedream cones <input type="checkbox"/> Kids meal bags and toys <input type="checkbox"/> Tray Liners <input type="checkbox"/> Salad Toppings <input type="checkbox"/> Receipt Paper and Sticky Printer Paper <input type="checkbox"/> Cherries, Oreos and Chocolate Syrup <input type="checkbox"/> Icedream and Shake Base
	<p>* In order to pass this module the trainer must pass a “secret shopper” experience from a shift lead or director. Trainer must hit all the key points of the FC process to graduate to OT*</p> <p>Name of “Secret Shopper” completing this : _____ Date:_____</p> <p>Front Counter Cash Module 4 Completion Sign Off:</p> <p>Team Member Signature: _____ Date: _____</p> <p>Trainer Signature: _____ Date: _____</p>

DRIVE THRU

Total time spent in the Drive Thru:

-IPOS..... 10 Hours

-Drive Thru Drinks & Desserts....10 Hours

-Drive Thru Cash.....5 Hours

Total Time Needed 25 Hours (Any time spent after 30 Hours will result in ‘D’ or ‘F’ Grade for ‘Process’ Metric on the Report Cards)

Deliverables after second 30 hours:

6. 6 report cards
7. Minimum score on first half of training on training tracker - 85%
8. 3 module quizzes
9. 30 day rubric review

Drive-Thru IPOS Module - Approx 2 Shifts (10hrs)

✓	Team Member will shadow member of DT team and train on position (Approx. 10hrs)
Training Session	<p>* Prior to heading outside, ensure the trainee is wearing a safety vest, has proper cold or hot gear, water bottle, ipad, card reader and menu.</p> <p>*Team member will shadow Trainer for at least 30 minutes. Following the shadow, team member will take over for the trainer and begin to take orders on their own.</p> <p>Following the DT Script</p> <ul style="list-style-type: none"> <input type="checkbox"/> Trainer to go over script with Trainee <ul style="list-style-type: none"> <input type="checkbox"/> Make sure trainee understands the importance and WHY of this script <input type="checkbox"/> Guest Name <input type="checkbox"/> Car Description <input type="checkbox"/> Team Members Initials <input type="checkbox"/> App Scans <input type="checkbox"/> Giving clear direction of where to go next (ex. Taylor at the cash station) <p>Technology</p> <ul style="list-style-type: none"> <input type="checkbox"/> How to scan in a card reader? <input type="checkbox"/> How to scan a guest's mobile app? <input type="checkbox"/> Troubleshooting card reader and IPad <ul style="list-style-type: none"> <input type="checkbox"/> Reader disconnects from Ipad <input type="checkbox"/> Letting a leader know when you need another one due to low battery <p>Payment</p> <ul style="list-style-type: none"> <input type="checkbox"/> How to handle guest ordering gift cards? <input type="checkbox"/> Credit car tap vs. Cash <p>Serving Guests in the Drive-Thru</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure pulling cars to get rid of gaps - Emphasize "looking to the left" <input type="checkbox"/> How to pull up mobile orders? <input type="checkbox"/> Customer CARES that come through the drive thru <input type="checkbox"/> What to say to 3rd Party Drivers? <input type="checkbox"/> How to properly walk along the line to not get hit by a car (DO NOT engage with guest while pulling car up) <p>*** Ensure team members are still utilizing the CORE 4 that they learned on Front Counter. Pulling up the lines to avoid gaps or cars stacking up in one lane. Stress the importance of Order Accuracy and repeating/confirming the order back at least</p>

twice as it becomes harder and time consuming to change orders or refund in the drive thru.

REVIEW THE FOLLOWING:
Guest Conflict Resolution in the Drive Thru
What Happens When Things Go Wrong

- More Information on Handling Complaints - When to call in Manager
 - Guests honking at other cars in the Drive Thru
 - When a guest refuses to move up
 - Guest starts yelling/swearing
 - Guest hits another car
 - Guests makes team member uncomfortable/harassing

Marketing and Hospitality in the Drive-Thru

- Suggestive Selling (ex. Mobile Monday, upseeing contests)

PAUSE: 30 minutes prior to shift end, sit team member down to take “DT OT Module Quiz ” after Shift 1 on IPOS.

Quiz link: [DT Module Quiz](#)

Team members can only sign completion of this module if a quiz is passed by answering 16/17 questions correctly.

Drive Thru IPOS Module Shift 1 Completion Sign Off:
 Team Member Signature: _____ Date: _____
 Trainer Signature: _____ Date: _____

Drive Thru IPOS Module Shift 2 Completion Sign Off:
 Team Member Signature: _____ Date: _____
 Trainer Signature: _____ Date: _____

DT Drinks & Dessert Module - Approx. 2 Shifts (10hrs)

✓	Team member will shadow member of DT team and train on position (approx. 10 hrs)
Training Session	Explain to the team member how to properly do the following: Drinks

- Utilizing autofill buttons to get ahead of drinks
- Organize drinks on DT table with the matching bag
- Restocking and keeping the area clean
- Communicating with expo and baggers
- Putting sticky printouts on the drinks - only on the side and not on the lid
 - How to change out sticky printout?
- When to put drinks into drink carriers?

Desserts

- How to make a milkshake?**
 - What to look for to designate the right portions (.5 inch space below lid)
 - Overportioning can lead to spilled shakes and excess waste**
 - Whipped Cream and Cherry
 - When to put on dome lid v. flat lid?
 - Small Cup size only
- How to make an ice cream cup or cone?**
 - Portioning - **Two swirls and One dollop**
- How to make a frosted beverage?**
 - Go in slow and then mix to avoid splashing everywhere
 - When to put on dome lid v. flat lid?
 - Small Cup Size only
 - No Whipped Cream and Cherry
- How to make iced coffee?**
 - How to make mocha cream cold brew
 - How to make vanilla or original iced coffee
- Restocking/machine knowledge**
 - How to change shooters for desserts?
 - How to refill oreo crumbles?
 - Change dispenser for chocolate syrup (Do not throw away pump)
 - How to refill icedream machine?
 - How to change out Shake Base?

How to ask for help

- Utilizing the tabs in the drive thru to signal to front counter what you need
 - The importance of calling back what you need as well.
- Importance of staying in position in the cockpit
- It is OK to ask for help. Everyone needs help when on drinks sometimes.

STEP IN TO HELP IF THE TEAM MEMBER IS OVERWHELMED. SPEED IS THE MAIN PRIORITY IN THE DRIVE THRU. DELEGATE EASY TASKS TO TEAM MEMBER THAT STILL INFLUENCES SPEED AND KEEPS THEM PRODUCTIVE.

PAUSE: 30 minutes prior to shift end: Sit team member down to take “DT Drinks + Dessert Module Quiz”. Have team member take this quiz after Shift 1 on DT drinks + desserts

	<p>Quiz Link: DT Drinks + Desserts Quiz</p> <p>Team members can only sign completion of this module if a quiz is passed with 14/15 questions answered correctly.</p> <p>Drive Thru Drinks & Desserts Module Shift 1 Completion Sign Off: Team Member Signature: _____ Date: _____</p> <p>Trainer Signature: _____ Date: _____</p> <p>Drive Thru Drinks & Desserts Module Shift 2 Completion Sign Off: Team Member Signature: _____ Date: _____</p> <p>Trainer Signature: _____ Date: _____</p>
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Drive Thru Cash Module - Approx. 1 Shifts (5hrs)

✓	<p>Team Member will shadow member of DT team and train on position (Approx. 5 hrs)</p>
Training Session	<p>*Trainer must remain with team member for at least 1 hr to go over DT Cash training</p> <p>* Prior to heading outside, ensure the trainee has the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Wearing a safety vest <input type="checkbox"/> Water bottle <input type="checkbox"/> Tender Ipad <input type="checkbox"/> Card reader <input type="checkbox"/> Walkie Talkie <input type="checkbox"/> Extra receipt paper roll <input type="checkbox"/> Highlighter to highlight surveys on receipts <p>DT Cash Script</p> <ul style="list-style-type: none"> <input type="checkbox"/> Go over DT Cash Script with trainee. <ul style="list-style-type: none"> <input type="checkbox"/> Make sure trainee understands the importance and WHY of this script <input type="checkbox"/> Conversation starters (Mobile Monday, etc) <input type="checkbox"/> Warm Welcome and Fond Farewell <p>Technology</p> <ul style="list-style-type: none"> <input type="checkbox"/> When to call a manager for help <input type="checkbox"/> Troubleshooting the receipt printer if it is disconnected from the Ipad <input type="checkbox"/> Troubleshooting card reader and Ipad <ul style="list-style-type: none"> <input type="checkbox"/> Reader disconnects from Ipad <input type="checkbox"/> Letting a leader know when you need another one due to low battery <p>Workflow</p> <ul style="list-style-type: none"> <input type="checkbox"/> How to recall

- Change order before tender - (car description and name)
- Importance of giving guests their receipts

Cash Management

- Checking large bills outside
- How to handle cash putting all big bills in the far left slot, ensuring not to hand out too much change.
- What to do if you accidentally hit the wrong total before tendering?
- How to handle guest ordering gift cards?
 - Send them to window and notify team on walkie
 - When to notify leader inside you need change or a pickup**

Communication with team inside

- How to use the walkie talkie to communicate to the team about a guest issue or personal need.
- Walkie talkie:**
 - Use Red Flag to notify inside when walkie dies or need something
 - Right channel (Channel 12)
 - Hold down button to talk and release when done talking

Quiz and Report Card

PAUSE: 30 minutes prior to shift end: Sit team member down to take "DT CASH Module Quiz".

Quiz Link: [DT CASH Module Quiz](#)

Team members can only sign completion of this module if a quiz is passed with 14/15 questions answered correctly.

Drive Thru Cash Module Shift 1 Completion Sign Off:

Team Member Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____

Expediting - Drive Thru Module

✓	Team Member will shadow member of DT team and train on position (Approx. 15hrs)
Pathway and Info Session	<p>Roles and Responsibilities</p> <ul style="list-style-type: none"> <input type="checkbox"/> Follow DT Script <ul style="list-style-type: none"> <input type="checkbox"/> Trainer to go over with trainee the DT Script <input type="checkbox"/> Ensure trainee understands the importance and WHY of the Script <input type="checkbox"/> Primary Critical Control Point in the Flow of Food <ul style="list-style-type: none"> <input type="checkbox"/> Need to be proactive and communicate with DT Drinks and DT Bagger <input type="checkbox"/> Pull cars up one spot if the food is not ready and will be ready within 1 minute <input type="checkbox"/> Pull car all the way around to the front of the building for a long hold <input type="checkbox"/> Working with the first car mentality <ul style="list-style-type: none"> <input type="checkbox"/> Explain what this means <input type="checkbox"/> Importance of staying organized and handing out food and drink to the right guests <input type="checkbox"/> “Confirming the order” with the guest using specific items that are only on each guest’s order <input type="checkbox"/> Ensure drinks do not have stickers on the lid and are clean with the lids firmly placed on the cup <input type="checkbox"/> Communicating: Holds, Lines, Change Orders <p>Move to the dining room to spend time on pathway, review information and report card. ***Give last 45-60 minutes to go over pathway modules. REVIEW THE FOLLOWING:</p> <p>Drive Thru Goals as an Expo</p> <ul style="list-style-type: none"> <input type="checkbox"/> Pulled Car Discipline - 26 seconds and how many cars that translates to <input type="checkbox"/> Importance of the Script <input type="checkbox"/> Keeping the line moving <input type="checkbox"/> Communicating with the guest <input type="checkbox"/> Communicating to the other team members in the Drive Thru <p>PAUSE: Sit team member down to take “DT Expo Quiz”</p> <p>Quiz Link:</p> <p>Team members can only sign completion of this module if a quiz is passed</p>

	Drive Thru Expo Module Shift 1 Completion Sign Off:
	Team Member Signature: _____ Date: _____
	Trainer Signature: _____ Date: _____
	Drive Thru Expo Module Shift 2 Completion Sign Off:
Team Member Signature: _____ Date: _____	
Trainer Signature: _____ Date: _____	

Bagging Module

✓	Team Member will shadow Bagging Trainer and train on position (Approx. 5hrs)
Training Session	<p>Trainer will demonstrate fulfilling and bagging process first, the Team Member will then imitate the process.</p> <p>Front Counter/Drive-Thru</p> <p>Fulfilling and Bagging Orders</p> <ul style="list-style-type: none"> <input type="checkbox"/> How to read the KPS <ul style="list-style-type: none"> <input type="checkbox"/> Bagging Matrix <ul style="list-style-type: none"> <input type="checkbox"/> What bags to grab looking at orders on screen <input type="checkbox"/> One meal, #8 bag / Two meals, go to a #25 bag / Salads go into #40 bag/ Small items or single entrees #4 bag <input type="checkbox"/> Where to find salads, and cold items in the fridges. <ul style="list-style-type: none"> <input type="checkbox"/> What salads are in the fridge vs. not in the fridge <input type="checkbox"/> Bagging the food so fries do not spill and the bag is not a brick <input type="checkbox"/> Looking at item hierarchy when fulfilling the bag (Ex. Soup on the bottom or clamshells on the bottom and then regs and fries) <input type="checkbox"/> Which condiments come with items (Salads, Parfaits, Soup and Grilled Sandwiches) <input type="checkbox"/> Avoid putting napkins, sauces or condiments on top of the fries once the bag has all of the food <input type="checkbox"/> Waiting to bag food if entire order is holding on a product - especially fries last as the temp will not hold well <ul style="list-style-type: none"> <input type="checkbox"/> Putting items back in the shoot when holding on items <input type="checkbox"/> Sauces and Condiments - Quantities per item <input type="checkbox"/> Staging Trays - 1st impressions matter <input type="checkbox"/> Holding Food Safely - Not touching the fries <input checked="" type="checkbox"/> Hold Times <ul style="list-style-type: none"> <input type="checkbox"/> The importance of keeping the line moving in DT <input type="checkbox"/> What does off screen mean? <input type="checkbox"/> What to do when holding on food?
Go over chutes and the different Sales Channels: Example Front Counter Deluxe v. DT Deluxe	

- Communicating:
 - Holds to DT Expo
 - Lines to BOH

Info Session and Report Cards.

Move to the dining room to spend time on pathway, review information and report card.

REVIEW THE FOLLOWING:

Go over the bagging matrix

- How to properly stuff the bag - not over flowing, not a brick, nothing on top of fries
- Communicating with the Back of House and Front of House Team Members**

Staging bags and trays - WE EAT WITH OUR EYES!

Bagging Quiz?

Bagging Module Shift 1 Completion Sign Off:

Team Member Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____

Bagging Module Shift 2 Completion Sign Off:

Team Member Signature: _____ **Date:** _____

Trainer Signature: _____ **Date:** _____