



TRAINING GUIDELINE

- 1- Before initial training be sure you read carefully the EMPLOYEE HANDBOOK & POLICY and sign it case agreed.
- 2- First, get a general vision of products and services offered by the store.
- 3- Get familiar with customer services, communication skills are essential for success.
- 4- Trainees will teach in detail how to prepare our products offered, following the recipes during your work session (feel comfortable asking questions or clarifying doubts about recipes). This way, we can ensure that everyone understands their role in maintaining the quality and consistency of our products.
- 5- Recognize all items used to prepare the items offered on the menu, as well how to run the inventory checklist.
- 6- During the working hours' time, you will be practicing how to operate the POS SYSTEM (getting orders, processing purchases, using the Credit Card Machine) as well as preparing and processing the items at the same time, these steps will make you capable of sustaining a fast, efficient pace when needed. The trainees will be teaching, explaining and implementing regular checks to ensure adherence to the recipes and rest of tasks.
- 7- Trainees will give you the orientation duties for opening and closing (organizing files, where to find items, what you need to prepare, details on what you need to be careful, paperwork procedure, and the cleanliness for the store).
- 8- Please write down, take note of specific details, so you will remember them on your next working day.
- 9- Get passwords for login in into the computer case needed to be started, as well as logging into the POS system (any troubleshoot or further assistance, do not hesitate to contact the trainees or Mr. Olsen).
- 10- Never forget to CLOCK IN/OUT in your shift.
- 11- Be familiar with how to fill refrigerators, vending machine, item's location and organizing inside the store, storage room, and freezer.
- 12- Never lay down and let the trainee do the tasks for you, always keep learning and practicing yourself! Remember, the training period is not more than three weeks.
- 13- For basic tasks, always consult the EMPLOYEE HANDBOOK!
- 14- Other detailed tasks will be written on the following page as OBSERVATIONS by the trainees and/or yourself.
- 15- Once the training is concluded and you are ready to move on, please sign and add the date.

OBSERVATIONS: _____

[illegible]

After initial training, it would be great to implement regular checks to ensure adherence to the recipes. This could involve random sampling of dishes or drinks being served to customers, as well as periodic retraining sessions to reinforce the importance of following the recipes. If any discrepancies are found, we should be addressed immediately with staff members involved to prevent recurrence. It's essential to foster an open environment where employees feel comfortable asking questions or clarifying doubts about recipes. This way, we can ensure that everyone understands their role in maintaining the quality and consistency of our products.

FULL NAME:

DATE: / 2025