

EMPLOYEE NAME: \_\_\_\_\_ STORE #: \_\_\_\_\_

# ORIENTATION CHECKLIST

START DATE: \_\_\_\_\_



## NEW TEAM MEMBER ORIENTATION CHECKLIST

Use the checklist below to complete the required items for new team member orientation. These items are to be completed on the team member's first two shifts. The RESTAURANT MANAGER is responsible for the interaction and training for the first two days of orientation. Orientation Day 1 and 2 takes approximately 4 hours each day.

### ORIENTATION DAY 1

	Emp Initial	Mgr Initial	Date Comp
Complete New Hire Paperwork			
Thumbs Up Overview Orientation • Harassment & Diversity • Fire Safety PCI Compliance			
BK Link Introduction			
Welcome to BK History • Culture • Hygiene Uniforms • Teamwork Responsibilities Where is Everything			
We CARE Connect • Appreciate Respect • Everyone			
Hand Washing 9 Steps of Hand Washing Proper Glove Use			
<b>STOP HERE - BREAK INTERACTION WITH RESTAURANT MANAGER</b>			
Review Restaurant Policies Clock In/Out • Half Price Meals Free Drink Policy • Smoking Policy Cell Phone Policy • Protective Equipment Location & Uses Uniform Policy			
New Employee Restaurant Tour Introduction to Team & Stations Review Schedule & Request Off Procedure			
Free Snack/Meal with Manager			
Guest Service Greeter Front Counter Greeter for 1 Hour			

### ORIENTATION DAY 2

	Emp Initial	Mgr Initial	Date Comp
New Employee Walk-Through Position Chart • SOS Goals King Board			
Serving Safe Food Cross-Contamination Chemical, Biological & Physical Contamination • Allergens			
Review Hazard Communication Book & Sign			
Clean and Safe Principles Cleaning Zones • Chemicals Proper Sanitation Use • Surfaces Closing Cleaning			
Be Safe Restaurant Safety Restaurant Security			
<b>STOP HERE - BREAK INTERACTION WITH RESTAURANT MANAGER</b>			
Guest Service Greeter Front Counter Greeter for 1 Hour			

### KEY:



**US Restaurant's  
Orientation/Training**



**BK Link Training**



**Face-To-Face Training &  
Hands On Experience**



# RESTAURANT MANAGER VIDEO GUIDE

## NEW TEAM MEMBER ORIENTATION VIDEO GUIDE

Burger King new Team Member orientation and training is designed to review & train prior to interaction. Use the guide below for the new team member orientation. **New team members are to complete the orientation on their first two shifts.**

RESTAURANT MANAGERS are to explain Key Learning Points to each new Team Member prior to video training. After video training, team members will get a chance to review, interact and receive face-to-face training and hands on experience.

### ORIENTATION DAY 1

**RESTAURANT MANAGER** is to Explain the following Key Learning Points **PRIOR** to team member videos

**RESTAURANT MANAGER** is to Interact and Review the following Learning Points **AFTER** team member videos

#### ORIENTATION VIDEOS • WELCOME TO BK • WE CARE • HAND WASHING

Key Learning Points:

- History of US Restaurants
- Clock In/Clock Out and Breaks & Schedule
- PCI Compliance
- Guest Interaction and Recovery
- Federal/State Posters and Harassment Awareness Poster
- History of Burger King
- Personal Hygiene & Team Work
- CARE – Connect, Appreciate, Respect, Everyone
- Steps in Hand Washing

Interaction:

- Review Clock In/Clock Out – on POS
- Review Uniform Standards
- Show Employment Posters
- Complete Restaurant Tour
- Show where Schedule is Posted & Request Off Process
- Show Team Member and Observe Washing Hands Properly
- Observe Team Member perform at Least one Thumbs Up Act with a Guest

### ORIENTATION DAY 2

**RESTAURANT MANAGER** is to Explain the following Key Learning Points **PRIOR** to team member videos

**RESTAURANT MANAGER** is to Interact and Review the following Learning Points **AFTER** team member videos

#### SERVING SAFE FOOD • CLEAN AND SAFE PRINCIPLES • RESTAURANT SAFETY

Key Learning Points:

- Chemical Use
- Preparing and Testing Sanitizer
- Cleaning Restrooms, Sweeping and Mopping
- Preventing Injuries – Burns, Cuts
- Safety – Fire and Robbery
- Food Safety Importance – preventing cross contamination
- Ways to prevent chemical and physical contamination
- What are Allergens – Avoiding – and Guest Information

Interaction:

- Review Sanitizer Procedure (Strips, Buckets & Set Up)
- Demonstrate how to Sweep and Mop
- Discussion on Safety Equipment and Use
- Show Where Chemicals are Stored
- Observe Team Member perform at Least one Thumbs Up Act of Kindness (Greeting Each Guest – Welcome to BK)