

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

# TRAINING CHECKLIST

START DATE: \_\_\_\_\_ TRAINING TO BE COMPLETED BY: \_\_\_\_\_ (6 WEEKS FROM START DATE)



## NEW TEAM MEMBER TRAINING CHECKLIST

Use the FRONT OF HOUSE or BACK OF HOUSE checklist below to complete the required items for new team member additional training. These items are to be completed six weeks from their start date. **ASST MGRS or CREW TRAINERS** will be responsible for the interaction and training for the completion of this checklist.

### FRONT OF HOUSE

### BACK OF HOUSE

	Emp Initial	Trainer Initial	Date Comp
<b>Station Training at the FRONT COUNTER using Explanation, Demonstration and Performance and Praise.</b>			
<b>Complete Certified Order Taker Training Checklist</b>			
<b>General Preparation Principles</b> Station Stocking • FIFO • Product Waste			
<b>Wraps/Marking/Packaging</b> Use, Mark and Wrap Product • Packaging French Fries, Onion Rings & Nuggets			
<b>Sandwiches</b> Burgers & Whoppers Chicken • Fish • General Tips			
<b>STOP HERE - BREAK INTERACTION WITH MANAGER OR TRAINER</b>			
<b>Beverages</b> Coffee • Soft Drinks Pre-Packaged Beverages			
<b>Desserts</b> Soft Serve • Sundae Builds			
<b>Restroom Zone (Yellow Zone)</b> Sinks • Fixtures • Hand Dryers • Toilets			
<b>Dining Room Zone (Blue Zone)</b> Drink Station • Front Counter Tables Stainless Surfaces Playground			
<b>Exterior Zone (Green Zone)</b> Trash Cans • Drive Thru Area			
<b>STOP HERE - BREAK INTERACTION WITH MANAGER OR TRAINER</b>			
<b>Own the Guest Experience</b> Special Guests Unhappy Guests Scenarios			
<b>Sales and Service Leader</b> Guest Orders (5 Step Process) • Readiness Speediness • Suggestive Selling			
<b>STOP HERE - BREAK INTERACTION WITH MANAGER OR TRAINER</b>			
<b>Station Training at the DRIVE THRU using Explanation, Demonstration and Performance and Praise.</b>			
<b>Thumbs Up Review</b>			

	Emp Initial	Trainer Initial	Date Comp
<b>General Preparation Principles</b> Station Stocking • FIFO • Product Waste			
<b>Fresh and Ready</b> Labeling and Storing Product When and What to Prepare			
<b>Hot Product Holding</b> What and When to Cook • Transferring Product			
<b>Condiment Preparation</b> Pans, Containers and Bottles			
<b>STOP HERE - BREAK INTERACTION WITH MANAGER OR TRAINER</b>			
<b>Station Training at the BROILER using Explanation, Demonstration and Performance and Praise.</b>			
<b>Using the Broiler</b> Product • Loading & Cooking Discharge Area			
<b>STOP HERE - BREAK INTERACTION WITH MANAGER OR TRAINER</b>			
<b>Station Training at the FRYER using Explanation, Demonstration and Performance and Praise.</b>			
<b>Using the Fryer</b> Cooking Products • Safety Tips			
<b>Wraps/Marking/Packaging</b> Use, Mark and Wrap Product • Packaging French Fries, Onion Rings & Nuggets			
<b>STOP HERE - BREAK INTERACTION WITH MANAGER OR TRAINER</b>			
<b>Station Training at the MAIN BOARD using Explanation, Demonstration and Performance and Praise.</b>			
<b>Station Training at the SPECIALTY BOARD using Explanation, Demonstration and Performance and Praise.</b>			
<b>Sandwiches</b> Burgers & Whoppers • Chicken • Fish			
<b>Kitchen Zone (Red Zone)</b> Wash Rinse and Sanitize Overview Food Contact Surfaces			
<b>STOP HERE - BREAK INTERACTION WITH MANAGER OR TRAINER</b>			
<b>Thumbs Up Review</b>			



# NEW TEAM MEMBER TRAINING VIDEO GUIDE

Burger King new team member training videos to be completed within 6 weeks of start date. Follow the guide below for either FRONT OF HOUSE or BACK OF HOUSE training depending on which attributes were set up in BK Link. ASST MGRS or CREW TRAINERS are responsible for explaining key points, training and interacting as part of this training.

## ASST MGR/ CREW TRAINER VIDEO GUIDE

### FRONT OF HOUSE TRAINING

<b>ASST MGR or CREW TRAINER is to Explain the following Key Learning Points PRIOR to team member videos</b>		<b>ASST MGR or CREW TRAINER is to Interact and Review the following Learning Points AFTER team member videos</b>	
<b>GENERAL PREP · MARKING AND PACKING · SANDWICHES</b>			
<u>Key Learning Points:</u> <ul style="list-style-type: none"> <li>FIFO (First in First Out) – Product Waste</li> <li>Steps to Prepare Sandwiches</li> <li>How to Mark Sandwiches &amp; Packaging of Fries, Rings and Nuggets</li> </ul>		<u>Interaction:</u> <ul style="list-style-type: none"> <li>Show Waste Buckets</li> <li>Review Sandwich Boards &amp; Relate to Modifications</li> <li>Show Special Markings Using Whopper Wrapper</li> <li>Demonstrate Wrapping (Fold and Tuck)</li> <li>Demonstrate Bagging Fries</li> </ul>	
<b>BEVERAGES · DESSERTS · RESTROOMS, DINING ROOM AND EXTERIOR</b>			
<u>Key Learning Points:</u> <ul style="list-style-type: none"> <li>Steps to prepare coffee, soft drinks and tea</li> <li>Ice Cream and Shake Machine and how to prepare cones and shakes</li> <li>Chemicals used to clean restroom, dining room and outside</li> </ul>		<u>Interaction:</u> <ul style="list-style-type: none"> <li>Show how to prepare coffee and soft drinks</li> <li>Demonstrate how to prepare a cone properly</li> <li>Review restroom caddy and how to properly clean the restroom.</li> <li>Demonstrate cleaning dining room and sanitizer bucket at drink bar</li> <li>Review how to change trash outside and outside lot cleaning</li> </ul>	
<b>GUEST EXPERIENCE · SALES AND SERVICE LEADER</b>			
<u>Key Learning Points:</u> <ul style="list-style-type: none"> <li>Front Counter Service Procedures</li> <li>Rush Ready set up</li> <li>Speed of Service &amp; Suggestive Selling Steps</li> <li>How to help guests with special needs</li> <li>Guest Recovery (unhappy guests)</li> </ul>		<u>Interaction:</u> <ul style="list-style-type: none"> <li>Show team member how to take an order</li> <li>Review Rush Ready Card</li> <li>Review steps in Suggestive Selling</li> <li>Role play how to handle a guest complaint</li> </ul>	

### BACK OF HOUSE TRAINING

<b>ASST MGR or CREW TRAINER is to Explain the following Key Learning Points PRIOR to team member videos</b>		<b>ASST MGR or CREW TRAINER is to Interact and Review the following Learning Points AFTER team member videos</b>	
<b>GENERAL PREP · FRESH AND READY · HOT PRODUCT HOLDING</b>			
<u>Key Learning Points:</u> <ul style="list-style-type: none"> <li>FIFO (First in First Out) – Product Waste</li> <li>Thawing Chart</li> <li>Product Holding Chart &amp; Labels</li> <li>CHEF System – PHUs</li> <li>Safety Precautions with Blades on Equipment</li> <li>Preparing Labels - Tomatoes, Onions, etc.</li> </ul>		<u>Interaction:</u> <ul style="list-style-type: none"> <li>Show Waste Buckets</li> <li>Review CHEF, Product Holding and Thaw Charts</li> <li>Discuss status of each PHU Pan</li> <li>When to Use Cut Resistant Gloves</li> <li>Which Condiments have Grates at Bottom</li> </ul>	
<b>BROILER</b>			
<u>Key Learning Points:</u> <ul style="list-style-type: none"> <li>Broiler Components -Loading Product and handling</li> </ul>		<u>Interaction:</u> <ul style="list-style-type: none"> <li>Show how to load broiler and the component parts of the broiler</li> </ul>	
<b>FRYER · MARKING AND PACKAGING</b>			
<u>Key Learning Points:</u> <ul style="list-style-type: none"> <li>Specific cooking procedures for Chicken, Fries, and Rings</li> <li>Fryer Safety Tips</li> <li>Packaging of Fries, Rings and Nuggets</li> </ul>		<u>Interaction:</u> <ul style="list-style-type: none"> <li>Which products must be shaken in fryer</li> <li>Maximum amount of fries to be cooked in basket</li> <li>Who salts the fries and when</li> <li>Demonstrate bagging fries</li> </ul>	
<b>SANDWICHES · KITCHEN ZONE</b>			
<u>Key Learning Points:</u> <ul style="list-style-type: none"> <li>How to Mark and Make all Sandwiches</li> <li>Chemicals and tools used to clean the Kitchen</li> </ul>		<u>Interaction:</u> <ul style="list-style-type: none"> <li>Observe team member making sandwiches</li> <li>Demonstrate wrapping (Fold and Tuck)</li> <li>Set up of 3 compartment sink and review sanitize buckets in kitchen and when to change</li> </ul>	