

EMPLOYEE NAME _____

START DATE: _____ STORE # _____

ORIENTATION CHECKLIST



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

ORIENTATION DAY 2

	Emp Initial	Mgr Initial	Date Comp
Complete New Hire Paperwork Give Out Handbook			
CFC Restaurants Orientation Package			
CFC Welcome Video			
Welcome to Burger King - Introduction - We CARE * Connect * Appreciate * Respect * Everyone - Be Safe - Hand Washing 9 Steps of Hand Washing Proper Glove Use			
STOP HERE – BREAK INTERACTION WITH RESTAURANT MANAGER			
Review the Orientation Package & Handbook with Manager			
Q&A Session with Manager Any Question/Concern?			
Guest/Kitchen Service... Front Counter: Be a Greeter for 1 Hour Kitchen: Stay with Kitchen Member for 1 Hour			

	Emp initial	Mgr Initial	Date Comp
New Employee Walk Through * Positioning Chart * SOS Goals * Uniform & Hand Washing Procedure			
Serving Safe Food * Cross-Contamination * Chemical, Biological & Physical Contamination * Allergens			
Clean and Safe Principles * Cleaning Zones * Chemicals Proper Sanitation Use * Surfaces Closing Cleaning			
Be Safe * Restaurant Safety * Restaurant Security Review the BK-Link Package			
STOP HERE – TAKE A BREAK			
Review 12 Criticals Quiz on 12 Criticals			
Guest/Kitchen Service... Front Counter: Be a Greeter for 1 Hour Kitchen: Stay with Kitchen Member for 1 Hour			
BK-Link Training Module			

ORIENTATION DAY 3

CFC Video

Face-To-Face Training & Hand On Experience

Hands Out Document/Package

BK Link Training

**FACE TO FACE TRAINING
HANDS ON EXPERIENCE
LET THE JOURNEY BEGINS... GOOD LUCK!!!**

EMPLOYEE NAME _____

START DATE: _____ STORE # _____

<h1 style="margin: 0;">TRAINING CHECKLIST</h1>
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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	Mgr Initial	Date Comp
Station Training at the FRONT COUNTER using Explanation, Demonstration and the Performance and Praise sections of the Service Train Right Guide.			
General Preparation Principles Station Stocking • FIFO • Product Waste			
Wraps/Marking/Packaging Use, Mark and Wrap Product • Packaging French Fries, Onion Rings & Nuggets.			
Sandwiches Burgers & Whoppers Chicken • Fish • General Tips			
STOP HERE – BREAK INTERACTION WITH MANAGER OR TRAINER			
Beverages Coffee • Soft Drinks Pre-Packaged Beverages			
Desserts Soft Serve • Sundae Builds			
Restroom Zone (Yellow Zone) Sinks • Fixtures • Hand Dryers • Toilets			
Dining Room Zone (Blue Zone) Drink Station • Front Counter Tables Stainless Surfaces Playground			
Exterior Zone (Green Zone) Trash Cans • Drive Thru Area			
STOP HERE – BREAK INTERACTION WITH MANAGER OR TRAINER			
Own the Guest Experience Special Guests Unhappy Guests Scenarios			
Sales and Service Leader Guest Orders (5 Step Process) • Readiness Speediness • Suggestive Selling			
STOP HERE – BREAK INTERACTION WITH MANAGER OR TRAINER			
Station Training at the DRIVE THRU using Explanation, Demonstration and the Performance and Praise sections of the Service Train Right Guide			

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

EMPLOYEE NAME _____

START DATE: _____ STORE # _____

<h2 style="margin: 0;">ASST MGR/ CREW TRAINER GUIDE</h2>
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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.

FRONT OF HOUSE TRAINING

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

BACK OF HOUSE TRAINING

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

EMPLOYEE NAME _____

START DATE: _____ STORE # _____

ORDER TAKER CHECKLIST



CERTIFIED ORDER TAKER TRAINING CHECKLIST

Employee Image

Employee is to initial and agree to each of these as the first step of the order taking training:

SMILE and make **EYE CONTACT**
_____ Initial

UNIFORM: Clean, pressed, shirt tucked in, no rips or tears, complete (Pants, shirt, legible name tag, hat/visor, kitchen staff apron, dark slip-resistant shoes) and a SMILE.
_____ Initial

HAIR: Neat, clean, oiled back away from face and off the shoulders wearing a visor/hat, no extreme style or color, no colored ribbons, big hair clips or breads are permitted.
_____ Initial

HANDS: Washed and sanitized anytime work is interrupted (minimum once per hour)
_____ Initial

JEWELRY: Only engagement & wedding rings, stud earrings (less than 1/2" diameter). Wearing and covering additional jewelry is not permitted.
_____ Initial

MAKE-UP: Should be light and enhance facial features, soft eye make-up, colognes and perfumes not excessive.
_____ Initial

PERSONAL HYGIENE: Daily bathing, deodorant, clean teeth, fresh breath.
_____ Initial

NAILS: Neatly trimmed and clean, nail polish is allowed (no extreme colors, no chips, cracking or peeling), no extreme lengths (1/8" past tip of finger), no artificial nails.
_____ Initial

Cash Register Usage:

Familiar with register keys: _____ Initial
 Credit card procedures: _____ Initial
 Gift card procedures: _____ Initial
 Seniors-Veterans discount: _____ Initial
 Coupons: _____ Initial
 Manager changes bills \$50 & up: _____ Initial
 Verifies drawer before & After Shift: _____ Initial
 Drawer Organization: _____ Initial

Marketing:

Guest C.A.R.E Culture: _____ Initial
 Daily specials: _____ Initial
 Accurately suggestive sells: _____ Initial
 Accurately defaults: _____ Initial
 Coupon Awareness: _____ Initial

Guest Interaction/Cash Handling


Knows how to count back change: _____ Initial
 No change without purchase (no bill breaking) _____ Initial

5 Steps to Guest Service




Order 1	Order 2	Order 3

Promptly welcome the Guest – quickly (within 3 seconds). Make the guest feel welcome with a 2-part greeting and a SMILE. Speak clearly and be enthusiastic! Order taker is genuinely FRIENDLY & POLITE and makes the guest feel at ease.




Order 1	Order 2	Order 3

Clearly take the order – accurately take the order and quickly without rushing the guest, suggestive sell. Confirm if any coupons and confirm the order before totaling and ask the dine in guest, "Will you be dining in with us today?"




Order 1	Order 2	Order 3

Collect payment accurately – politely tell the guest their total saying PLEASE. When the guest hands you their payment, always say Thank You and confirm the amount handed to you. Make sure guest received receipt and inform the guest what they should do after paying.



Order 1	Order 2	Order 3

Completely assemble the order – fill the order fast and accurately. Assemble 1 order at a time and in the proper sequence. Inform guest of any delays. Check hold times and quality before serving. Be sure to check items off the expedite screen.



Order 1	Order 2	Order 3

Deliver the order politely – give the guest what they need offering condiments, napkins, straws etc... Always be sure to thank them again for choosing us and invite them back before they leave our restaurants. Never walk away from you station without asking the MDN first

Guest Problem Resolution: Discuss the Guest Problem Resolution Scenarios -

Accurately handles guest recovery scenarios _____ Initial

EMPLOYEE NAME _____

START DATE: _____ STORE # _____

ORDER TAKER CHECKLIST



CERTIFIED ORDER TAKER TRAINING CHECKLIST

Suggestive Selling Example:

Review the following examples of selling for the certified Order Taker Training Checklist –

1. Guest orders a Whopper Sandwich -

- i) Would you like to add fries and a coke with that today?
- ii) Would you like to add cheese and bacon to your Whopper?
- iii) Would you like to make that a combo meal today?

2. Guest orders a #1, Whopper Combo –

- i) Would you like to make that a medium or large coke?
- ii) Would you like to add cheese and bacon to your Whopper?

Drink & Condiments Ordering Defaults:

To assist in a quicker flow of conversation, we default to the following during food ordering conversation instead of asking them what they want. We offer a suggestion to prompt the guest for a quicker response to keep the order process moving along.

1. Guest orders a drink -

- i) Would you like a coke today?

2. Guest orders a Salad -

- i) Would you like Ranch Dressing with that?

3. Guest ordered Chicken Nuggets or Chicken Fries -

- i) Would you like BBQ Sauce with those.e

Guest Problem Resolution:

Discuss the following examples of guest problem resolution –

1. A guest brings up a bag of food and states are missing a fry and didn't get any napkins. What do you do?
2. A guest brings up a sandwich and states that it has mustard on it and they didn't order mustard. What do you do?
3. A child is in the dining room crying and upset, what do you do?
4. A guest comes to the front counter and tells you they were charged for a medium drink instead of a small drink, what do you do?
5. A guest would like to get two BBQ sauces to eat with their fries

Guest Interaction and Cash Handling:

Discuss the following examples of guest interactions and Cash Handling:

1. A guest is constantly talking to you while you are trying to make a change and after you give them change, they want different denominations of bills. What do you do?
2. A person walks up to the front counter and without ordering asks if you can break their \$20.00 bill. What do you do?

EMPLOYEE NAME: _____

EMPLOYEE SIGNATURE: _____ STORE # _____

RESTAURANT MANAGER SIGNATURE: _____

**Certified Expediter
Training Checklist**



Certified Expediter Training Checklist

Overview

The Certified Expediter is to ensure Guest Satisfaction by consistently delivering the highest standard of the friendly and fast platform every hour of the day, every day of the year. Guests expect to receive their order the exact way they wanted it and it's important we make that happen each and every time.

CERTIFIED EXPEDITER: A Certified Expediter is responsible for getting the exact order accurately and efficiently into a guest's handle. If a push Person is not available, it's the Certified Expeditors responsibility to take on the Push duties in Drive Thru.

PUSH PERSON: A Push Person is responsible for verifying order accuracy, folding then handing bags and drinks to guest in the Drive Thru window. They are also responsible for asking and fulfilling condiment requests from the guest.

10 Steps to Expediter Excellence

<u>Steps:</u>	<u>Description:</u>	<u>Initial:</u>
Step 1:	Guideline: 6 lb bag: 1-3 items (up to 2 SM sandwiches) 12 lb bag: 1-4 items (up to 4 SM or 2 LG sandwiches) Tray: No more than 3 meals on 1 tray	
Step 2:	Expediter places napkins neatly in the bottom of the bag.	
Step 3:	Wait until all items are completed and in their proper staging area before you begin bagging or placing items on a tray.	
Step 4:	Expediter stacks no more than 2 sandwiches on top of one another in the bag and ensures that heaviest sandwiches is placed on bottom.	
Step 5:	If an order consist of 2 alike sandwiches but one of them is special or modified, the special sandwiches is to be placed on top when bagging the order. For example, an order with 2 Whopper Sandwiches, one with no onion—the sandwich with no onion needs to be on top.	
Step 6:	Fries and Onion Rings must remain upright during the bagging process. If a fry or O-Ring bag/box falls over or spills in the bag, is it to be removed and re-packaged.	
Step 7:	The Certified Expediter is responsible for placing all requested condiments on the ticket into bags or on trays.	
Step 8:	Bags must be left open (unfolded) to ensure that all items on the ticket have made it into the bag. Once the order is verified, the Expediter or Push Person must fold bag before presenting it to guest.	
Step 9:	When you have multiple paper bags for one order (2 or more bags), place paper in a large salad bag.	
Step 10:	If the primary Certified Expediter leaves the area, they must appoint another Certified Expediter to take over.	

Expediter Training in Motion

Completely and accurately assemble 3 orders using proper methods. Inform guest of any delays. Check hold times and quality before serving. Be sure to check items off the expedite screen.

Order 1	Order 2	Order 3

Check for order accuracy and deliver 3 orders using proper methods. Give the guest what they need offering condiments, napkins, straws etc. Never walk away from your station without appointing another Certified Expediter to take over.

Order 1	Order 2	Order 3

EMPLOYEE NAME _____

START DATE: _____ STORE # _____








**KITCHEN LEADER
CERTIFICATION
(CHECKLIST)**







KITCHEN LEADER CERTIFICATION CHECKLIST

Use the checklist below to complete the required items for Kitchen Leader. These items are to be completed during the Kitchen Leader's two weeks of training period. The **RESTAURANT MANAGER** is responsible for the interaction and training of the Kitchen Leader.

COMPLETION CHECKLIST

		Emp Initial	Mgr Initial	DOT Initial	Date Comp
	SICOM Chef: <ul style="list-style-type: none"> - Does KL understand how to navigate the Chef? - Does KL demonstrate how to adjust product on Chef? - Does KL knows how to get the Traw/Prep/Condiment guide on Chef? - Does KL understand the PHC (Product Holding Chart)? 				
	BK Link Completion: <ul style="list-style-type: none"> - Serving Safe Food - Building Products - Fresh & Ready Products - Food Safety Basic Part I & II (12 Critical) - 4 Step Training Process - Regional Modules - Shift Control Modules 				
	12 Critical: <ul style="list-style-type: none"> - Does KL understand 12 Critical food safety? - Does KL know the 12 Critical? - 12 Critical Test! 				
	AM/PM Checklist: <ul style="list-style-type: none"> - Does KL demonstrate how to do AM/PM checklist? 				
	Zone Activities: <ul style="list-style-type: none"> - Is KL able to understand & demonstrate how the zone activities work? - Does KL have a zone activities on his/her shift? 				
	Fresh & Ready: <ul style="list-style-type: none"> - Does KL know all the products holding times & dates? - Does KL know how to read the Fresh & Read chart? 				
	Waste: <ul style="list-style-type: none"> - Is KL able to understand & demonstrate how to do waste on system? - Understanding the amount/count of the waste items. 				

COMPLETION CHECKLIST

		Emp Initial	Mgr Initial	DOT Initial	Date Comp
 <p>Hand Washing:</p> <ul style="list-style-type: none"> - Does KL demonstrate proper hand washing all the time? - Does KL ensures that everyone is train on how to wash their hands? 					
 <p>Cook Out:</p> <ul style="list-style-type: none"> - Does KL is able to demonstrate how to do the proper cook out procedure? - Cook Out Test! 					
 <p>ServSafe:</p> <ul style="list-style-type: none"> - Does KL understand the ServSafe? - ServSafe Certification/ Must obtain certificate. 					
 <p>Health Department:</p> <ul style="list-style-type: none"> - KL must obtain Health Department Certificate? 					

Kitchen Leader Job Description:

- The focus of this position is to maintain a high quality standard of food and food safety environment.
- Lead the kitchen team, assign them to their duties and guide them to run the kitchen smoothly.
- Is able to train new kitchen member in the correct of procedures preparing and cook the food items and how to maintain food safety environment.
- Responsive & able to take effective decision during their shift.



CFC Video



Face-To-Face Training & Hand On Experience



SERVSAFE



Document/Package



BK Link Training



Health Department Certification



Zone Activities Checklist



AM/PM Checklist Book



Fresh & Ready Chart