

SDG Cashier Training Agenda

First Day Training Agenda

GOALS:

1. Gain a familiarity with the Toast POS system for order taking.
2. Learn proper procedure for taking phone orders.
3. Learn proper procedure for running food.
4. Learn our Bowl and Spud Menus.

OBJECTIVES/TASKS FOR THE DAY:

1. New Team Member will shadow the Trainer everywhere.
2. Familiarize New Team Member with the area of work.
3. New Team Member will listen in any time a phone call is taken.
 - a. Show NTB how to read back order before giving total.
 - b. Tell them why it is important.
4. New Team Member will learn the bowl section of the menu:
 - a. Different bowls on menu
 - i. What each one is
 - ii. What ingredients comes on each one.
 - b. Major modifiers for bowls
 - c. Difference between Teriyaki, Thai, and Szechwan.
 - d. Gluten Free options
 - e. How to handle an allergen.
5. New Team Member will learn the spud section of the menu:
 - a. Different Spuds on menu
 - i. What each one is
 - ii. What ingredients comes on each one.
 - b. Major modifiers for bowls
 - c. Gluten Free options
 - d. How to handle an allergen
6. New Team Member will assist in conducting bag checks.
 - a. Show New Team Member what items get condiments.
 - b. Show NTB how many items com in a bag.
7. New Team Member will runn food with Trainer.

- a. Show New Team Member how to read off order to customer.
 - b. Tell them why it is important.
8. Teach appropriate phase work.
9. Teach how to count down drawer.

TIPS TO BE A GREAT CASHIER:

1. Always smile when taking a phone order, it will help you sound more friendly.
2. Never forget to read the order back, if there is a mistake, it is better to catch it on the phone than before the customer gets their food.
3. Speak calmly but clearly, customers cannot hear you just like you cannot hear them.
4. When checking a bag, count the amount of food items that are on the ticket, and make sure that many are in the bag, it will at least make sure they received all the food they were ordering.
5. When running food, double check with the customer always by reading off their ticket, this will save the hassle of having to remake their food for giving them the wrong order.
6. If you are ever presented with a question from a customer that you do not know the answer to, DO NOT be afraid to ask someone for help, it is better to tell a customer “I do not know, but let me find out real quick,” than telling them an answer that is not correct.

Second Day Training Agenda

GOALS:

1. Continue to gain an understanding of the Toast POS System.
2. Learn our Salad and Appetizer Menu
3. Take Care of customers to the best of your abilities.

OBJECTIVES/TASKS FOR THE DAY:

1. New Team Member will learn the salad section of the menu:
 - a. Different salads on menu
 - i. What each one is
 - ii. What ingredients comes on each one.
 - iii. Salads with a default dressing.
 - b. Salad Dressings we offer.
 - c. Gluten Free Options
 - d. How to handle an allergen.
2. New Team Member will learn the appetizers section of the menu:
 - a. Different appetizers on menu
 - i. What each on is
 - ii. What is the count/size of each one
 - iii. Condiments that come with each
 - iv. Which ones are made in house or hand battered
 - b. What oil we use in our fryer
3. Successfully take phone orders and run orders to customer with Trainer's assistance.
4. Do required phase work for position.

TIPS TO BE A GREAT CASHIER:

1. Do your best to always answer the phone and not put it on hold, but if you must make sure that you acknowledge there is a phone on hold, and when you finish the specific task in hand, ask if anyone has gotten it.
2. CUSTOMERS COME FIRST ALWAYS. Answering the phone or running food is more important than filling the ice bin or cleaning a restroom.

Third Day Training Agenda

GOALS:

1. Interact with dine in and walk-in customers in a new way.
2. Learn the closing process.
3. Learn steps of serving a dine-in customer

OBJECTIVE/TASKS FOR THE DAY:

1. Familiarize New Team Member the area of work.
2. NTM will learn steps of taking care of a dine-in/walk-in customer.
 - a. How to great someone entering the building.
 - b. How to take order at the counter.
 - c. Process for getting customer drinks.
3. NTM will learn steps of taking care of a dine-in customer while at the table.
 - a. Running food to table
 - i. Proper holding of plates
 - ii. Right condiments for table
 - iii. Silverware.
 - b. When to check on them.
 - c. When to pre-bus the table.
4. New Team Member will learn the desserts section of the menu:
 - a. Different Desserts on menu
 - i. What each one is.
 - ii. How much of each ingredient goes with items
 - iii. How to properly prepare each one fore dine-in and to-go.
5. New Team Member will learn the drinks section of the menu:
 - a. Types of drink on menu
 - i. Coke products
 - ii. 4 brewed teas
 1. How much sugar goes in each
 - iii. Flavored syrups
 1. How many pumps in each size of a soda
 2. How many pumps in each size of a tea
 - iv. How much ice in soda and tea products.
6. New team member will learn proper phase work.
7. New Team Member will learn how to close:
 - a. Making mop water
 - b. Which chairs to put up
 - c. Where to put floor mats
 - d. How to clean tea urns
 - e. How to break down soda machines
 - f. Sweep and mop floors

TIPS TO BE A GREAT CASHIER:

1. Always welcome someone in when they walk in, they will think this is the place they want to be.
2. When someone asks for your recommendation, be honest about what you like.
3. If some asks if a particular item is good, and you personally do not like it, say “I do not know, I’ve never tried it. But I really enjoy the ...” and then say what you like.
DO NOT SAY I DO NOT LIKE IT.
4. When checking on customers, you do not need to always interrupt their meal, sometimes just walking by and looking at the table will prompt them to ask for something.
5. Some customers want to be left alone, and that is ok. Understand when that is the case and do not force the issue of continually checking on them.
6. If a drink is below half full, ask if they need a refill, even if you asked them two minutes ago.
7. After they receive their food, I like to give them about three minutes before I check on them, this gives them time to taste their food and see if they need anything else, but also if their food is incorrect, it gets you to them quick enough, so they are not sitting around waiting for you with the wrong or bad tasting food in front of them.

Fourth Day Training Agenda

GOALS:

1. Understand how drive thru and APP Pickup Lane operate.
2. Learn steps of taking care of drive thru customers.
3. Learn new parts of the menu

OBJECTIVE/TASKS FOR THE DAY:

1. Follow Trainer around throughout the shift.
2. Understand how the drive through works:
 - a. Welcoming customers
 - b. Taking their order
 - c. When to pull them up
 - d. Taking care of takeout orders
 - e. When to pull up customers with takeout orders.
3. Understand how the APP Pickup Line works:
 - a. Calling out vehicles that are in the line
 - b. Knowing where to look on the ticket for care details.
4. Learn Menu section.
5. Learn relevant phase work.

TIPS TO BE A GREAT CASHIER:

1. If you have time while they are looking for payment, start making their drinks.
2. Learn quickly what you can pull up and not.
3. Look at the ticket number instead of the name when asking if a take-out order is ready, it is easier for the expo to find.
4. TAB NO MATTER WHAT.
5. If the order is green in Toast, it is ready, if it is yellow, it is not ready.

Fifth Day Training Agenda

GOALS:

1. Run drive thru effectively alone with trainer shadowing.
2. FINISH TRAINING!!!!!!!!!!!!!!

OBJECTIVES/TASKS FOR THE DAY:

3. Run Drive thru successfully with trainer's help.
4. Complete all required phase work

TIPS TO BE A GREAT CASHIER:

1. Always smile.
2. Welcome customers when they get to the drive thru and engage with them. Most customers enjoy it.