

Set it up...one bite at a time

1

Carefully remove the contents from the packaging and **check that all pieces are included.**

Read through each to familiarize how the program is designed.

- 5 sets of trainee books (27 cards in each set)
- 1 answer key booklet
- 1 training tracking chart
- 5 certificates of completion

2

Make sure you have easy access to these necessary resources. You will use these throughout training.

- FRESHnet
 - OESM
 - Welcome to the Team video
 - FOH video
 - BOH video
 - Customer Service video
 - Proofing video
 - Quick Reference Guide
- Job Aids
 - Dough
 - Cheese
 - Veggies
 - AOS
- Food Safety Manual
- NCR/POS User Manual
- Preventative Maintenance Guide

3



Create a designated area to display everything, easy to access and easy to see.

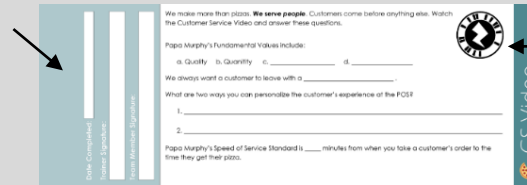
A bulletin board or magnetic white board are perfect for displaying and hanging material as shown. Designate a safe place in the office area where only trainers have access to the answer key.

Don't have space? Declutter. This is a great time to spring clean and eliminate paper you no longer need or use on your current boards and transform one into a learning center.

If you do not have room for a board setup like this, utilize some clean wall space in the back of house.

And start playing!

- ✓ Team members can choose any card and **practice the skills in any order**, but we recommend starting every employee off with the first 10 cards, regardless the position they were hired for. It doesn't matter how long a team member has been there or their age. Everyone can participate with using the cards.
- ✓ **To maintain accountability**, the trainer should sign off in the trainee's booklet *and* mark them off on the tracking sheet whenever they successfully demonstrate the skill or can explain it thoroughly.



Zappar icons link to videos!

Try your best to provide the trainee with a space where they can hear and/or provide earbuds.

- ✓ **After the trainee completes a section** (ALL employees, FOH, BOH) their trainer will fill in the appropriate star on their Certificate of Completion. Never underestimate the power of a gold star!

Name	ALL EMPLOYEES										FRONT OF HOUSE					BACK OF HOUSE				
	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9	Day 10	Customer Service	Food Safety	Food Quality	Food Safety	Food Quality	Food Safety	Food Quality	Food Safety	Food Quality	
Colleen W	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Matthew	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X



- ✓ **When someone completes Tier 1**, award them their completed certificate, celebrate, and file the booklet in their personnel file for training documentation.
- ✓ Each cards should only take **10-15 minutes** to complete. Please be sure to monitor your team member if it is taking them longer to complete each card.

We'd love to see how you set up your learning station.

Email us a picture and tell us what you think of the program

training@papamurphys.com

Good training helps keep good employees

150%

the average turnover rate in the quick service food industry as of 2018.

The average amount owners spend to replace each lost employee is

\$500

50%

of employees who receive poor training leave their jobs within the first 6 months.

72%

of employees would stay with their current company if they knew they knew they had a career path, not just a job.

Say their jobs are more fulfilling at work if they can help make a positive impact on others.

70%

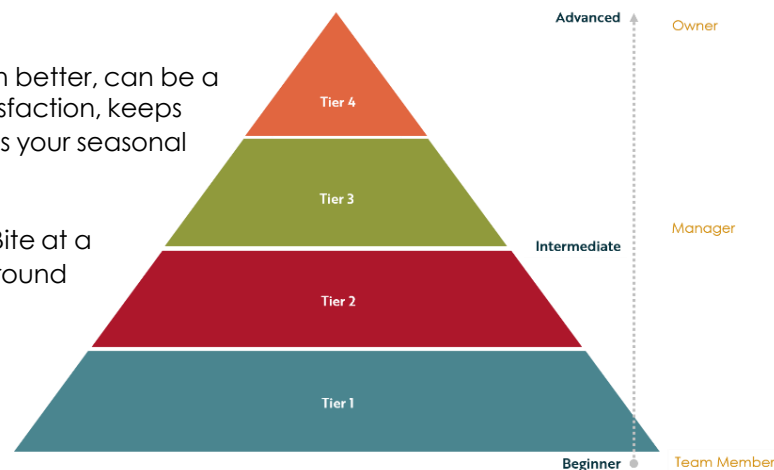
Employees are

3.5 x

more likely to stay at a job where people inspire them to be better.

GREAT TRAINING helps your business run better, can be a strong recruiting tool, promotes job satisfaction, keeps the good employees around, and gives your seasonal workers a reason to return.

MAKE IT A HABIT by providing this One Bite at a Time structure for them, create goals around it, and talk about it...all the time. Talk about development, talk about career goals, talk about skill sets and improvement. Make it a part of everyday conversation!



Train using these tips and tricks!

Keep in mind that learning should be fun, so **be patient**. People don't always get things on their first try and mistakes are your chance to coach them to improve. **Offer encouragement** and positive feedback as often as possible, especially when you notice someone is stressed or overwhelmed.

It may sound cliché, but **have some fun when you're training someone**. Laughing releases dopamine and endorphins which help reduce stress levels and it creates an environment where people want to be, not where they have to be.

Follow these steps for greatest success:

TELL
them what they'll be learning and why it's important

SHOW
them how it's properly done

Give them many opportunities to **PRACTICE**

Observe and provide honest, helpful **FEEDBACK**

Include the why's as much as you can during these steps. You'll get less push-back and your team will gain a better understanding of the business as a whole.

Train whenever there's time and remember, you don't need to spend hours and hours training. **Focus on developing others for 5-10 minutes at a time.**

Set goals for completing skill sets. For example, "If everyone can show mastery of three new skills by the end of this week, I'll clean the bathroom for a week".

Above all, model the behavior you want to see. They will be watching you and the habits you show them are the habits they will develop.