

ONE BITE AT A TIME: TIER 2

Set it up

1

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

- 3 sets of trainee books
- 1 answer key booklet
- 1 training tracking chart
- 3 certificates of completion

Read through each to familiarize how the program is designed.

2



Create a designated area to display your training materials that is easy to access and easy to see.

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

And start training!

- ✓ As a recommendation, team members should be identified as individuals with the skill set to be a Shift Supervisor and who have completed Tier 1 prior to starting Tier 2.
- ✓ Team members can choose any card and **practice skills in any order**. Depending on the topic and skill, each card can take 10-20 minutes to complete.
- ✓ **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. As the trainee completes sections, the trainer will fill in the appropriate star on their Certificate of Completion.
- ✓ **After the trainee completes the Operations, Sales, Profit, and People** sections, the trainee should:
 1. Attend a Shift Supervisor class (please reach out to your Field DBL if you have questions about the class.
 2. Complete the **Tier 2 Evaluation** with their trainer.
- ✓ **When someone completes Tier 2**, award them their completed certificate, celebrate and file the booklet in their personnel file for training documentation.

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