



Store:

Team Member:



## 0 Orientation Module

Total Time 2:45 Hrs	Course/Topic	Trainer initials	Trainee initials	Date	Passed/Completed
Forms <b>20 min</b>	<b>Competition of New Hire Paperwork</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Module Video <b>10 min</b>	<b>Shakey's Orientation Video</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Handbook Review <b>15 min</b>	<b>Employee Handbook Review</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Video Quiz <b>40 min</b>	<b>Non-Harassment Training Video (If applicable)</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	____ %
Training Tour <b>10 min</b>	<b>Introduction to The Team</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Training Tour <b>20 min</b>	<b>General Safety Tour</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Training Tour <b>10 min</b>	<b>Restaurant Tour</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Discussion <b>10 min</b>	<b>Shakey's Menu</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>
Discussion <b>10 min</b>	<b>What's Next</b>	<input type="text"/>	<input type="text"/>	<input type="text" value="/ /"/>	<input type="checkbox"/>

**General Comments** (Recommendations, areas for improvement, etc.)

**General Score**


%

**Passed**

Yes  No


**Description:** The Orientation Module contains the welcome message, safety training, and necessary training videos for the Team Members first day of employment. The new Team Member will also be given a safety tour of the restaurant and review other essential documents that are important for their first day of employment.

### Pre- Employment and Day 1 – 1 ½ hrs

	Pre-Hire Paperwork	Resource	Main goal
 Forms	<input type="checkbox"/> Application <i>*If applicable to your operations</i> <input type="checkbox"/> I-9 Form <input type="checkbox"/> W4 <input type="checkbox"/> Payroll Schedule <input type="checkbox"/> Team Member Meal & Discounted Purchase Benefit <i>*If applicable to your operations</i> <input type="checkbox"/> Alcohol Policy and Procedures <input type="checkbox"/> Arbitration Agreement <input type="checkbox"/> Food Handler Certificate <input type="checkbox"/> Direct Deposit Enrollment Form <input type="checkbox"/> Work Permit (If necessary)	Printed Forms or JobApp	All new hire forms must be completed prior to the employees first day of employment.



Comments:

Completed

15 min	2 Shakey's Orientation Video	Resource	Main goal
 Video	Shakey's Orientation Video	Video	Welcome message from the President.

Comments:

Completed

15 min	3 Employee Handbook Review	Resource	Main goal
 	<input type="checkbox"/> Clocking In and Out <input type="checkbox"/> Attendance and Punctuality <input type="checkbox"/> Absences and Sick Days <input type="checkbox"/> Meal and Break Overview <input type="checkbox"/> The Shakey's Look (uniforms and dress code) <input type="checkbox"/> Name Tag <input type="checkbox"/> Parking Rules <input type="checkbox"/> Personal Cell phones <input type="checkbox"/> Lockers <input type="checkbox"/> Benefits <input type="checkbox"/> Money Handling Policy <input type="checkbox"/> Position Certification Chart <input type="checkbox"/> Position Certification Pins <input type="checkbox"/> Hiring and Promotions	Handbook Discussion	The General Manager will review the Handbook with the Team Member so that the Team Member has a thorough understanding of important policies and procedures.

Comments:

Completed

10 min	5 The Team	Resource	Main Goal
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Introduction to The Team

Tour

The Team Member will meet the restaurant team.

Comments:

Completed

20 min	6 General Safety Tour	Resource	Main Goal
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- Safety Check List
- Tour



Check List

General Safety Tour

The new hire learns the main safety areas of the restaurant and discusses how to prevent workplace accidents.

Locate and review : Emergency Response Program, Alarm System, Gas Shut-off, Electrical Shut-off, Fire alarms and use of fire extinguishers, Medical Route, Emergency Exits, Back Door Exit, Emergency Phone Numbers, First aid kit, Accident Reporting, Illness Reporting, Hand Washing/Gloves/Hygiene, How to prevent a Guest or Employee injury, What to do during a robbery.

Comments:

Completed

20 min	7 Restaurant Tour	Tool Resource	Main Goal
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Tour of the Restaurant

Discussion

General Tour

**Review:** Parking Lot, Dumpsters/Waste, Hand Washing Sink, Proper hand washing, Dough Room, Mixer and Roller, Product Storage, Cookware, Personal Protective Equipment (PPE), Pizza Station, Prep table, Oven, Cut Table, Equipment review and Safety, Fry cook, Prep Table, Fry cook, Product Storage, Equipment review and Safety, Expo Table, Register, Buffet, Salad Bar, Dish Washer, Walk-in and Freezer, Team Member Area/Break Area, Lockers/Rules, Schedule, Lobby, Dining Room, Bar, Drink/Supplies/Condiments, Game Room, Dry Storage, Supplies, Restrooms.

Comments:

Completed

10 min	8 Shakey's Menu	Tool Resource	Main Goal
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Shakey's Menu

Shakey's Menu Discussion

The manager will review the Menu with the new hire. Discuss any specials or promotions.

Comments:

Completed

10 min	9 What's Next	Tool Resource	Main Goal
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Conclusions and feedback:

- Manager Expectations
- Guests Expectations
- Team Expectations

Discussion

The manager will discuss expectations of the new hire and what is next in the training process.

Comments:

Completed

<b>Module Quiz 10 min</b>	<b>Practice Quiz</b>	<b>0</b>
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▷ **Note:** The trainee should get at least 80% (8 of 10) as minimum score to pass the quiz

**1. Our Mission Statement is:**

- We serve Great Food in a fun gathering place!
- We serve Great Food with authentic hospitality in a fun gathering place!
- We create a fun gathering place with authentic hospitality while serving food!

**2. What are Shakey's® Values:**

- S=Service, H=Help, A=Attitude, K=Knowing, E=Enthusiastic, Y=Young, S=Shakey's® .
- S=Service, H=Hospitality, A=Attention to Detail, K=Knowing, E=Enthusiastic, Y=Youthful Outlook, S=Social Responsibility.
- S=Service, H=Honesty, A=Attention to Detail, K=Knowledgeable, E=Enthusiastic, Y=Youthful Outlook, S=Social Responsibility's .

**3. What year did Shakey's® open its doors?**

- 1954
- 1945
- 1854

**4. Where did the first Shakey's® open?**

- Los Angeles, CA
- Sacramento, CA
- San Francisco, CA

**5. What are the expectations of every Team Member?**

- Service, Inconsistency, Team Work
- Sales, Consistency, and Team Work
- Service, Consistency, Team Work, and Attitude

**6. What makes Shakey's® one of the best concepts in the US?**

- Menu, Bunch of Lunch, Salad Bar, and Game Room
- Bunch of Lunch, Salad Bar, and Game Room
- Bunch of Lunch and Game Room

**7. What does our Vision Statement Consist of?**

- Our Food, Our Guests, Our Environment, and Sports Teams
- Our Food, Our People, Our Environment, and Our Community
- None of the above

**8. What is our company culture based on?**

- Mission, Vision, and Values
- Vision and Values
- Our Mission

**9. Who started Shakey's®?**

- Sherwin "Shakey" Johnson
- Steve "Shakey" James
- Sherwood "Shakey" Johnson

**10. Shakey's® is about sincere hospitality, great food, and fun in a:**

- fast, friendly, and clean environment.
- fast and friendly environment.
- friendly and clean environment.



# Manager Certification Check List

Orientation



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<b>Employee</b>		<b>Store</b>		<b>Date</b>	/	/
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**Instructions:** Manager will verify information discussed during orientation

## Manager Verification Check List

The manager will review important information that was discussed during employee's orientation.

1. **General Knowledge**  Yes  No  
Has knowledge of description of work and Mission, Vision, & Values. Hand book and policies, if applicable.
2. **Team Member has a general knowledge of Team Members**  Yes  No  
Was introduced to team on first day of employment.
3. **Has general knowledge of restaurant safety.**  Yes  No  
Has basic knowledge of main safety areas of restaurant and has general knowledge of how to prevent workplace accidents.
4. **Team Member has a general knowledge of restaurant**  Yes  No
  - Exterior of restaurant
  - Interior of restaurant
  - Font of House and Back of House
5. **5 Team Member has a general knowledge of Menu**  Yes  No
  - Knows core product
  - Bunch of lunch
  - Salad bar
  - Specials and promotions
6. **6 Team Member is aware of expectations**  Yes  No
  - Manager expectations
  - Guest expectations
  - Team expectations



**Verification Review**  
20-30 min

Total Time	Name of Manager/Trainer Certifier	Trainee initials	Passed/ Completed
			_____ % <input type="checkbox"/> Yes <input type="checkbox"/> No

**General Comments about the trainee** (recommendations, suggestions for improvement, etc.)