



Store:

Trainer:



# Team Member

## Training Program



**2014**

Training Department

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2200 W Valley Blvd. Alhambra, CA 91803

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# Employee Certification

## Summary Form



<b>Team Member :</b>	
<b>Store:</b>	

Station Guide /Module	Goal Date	Certification/ Viewed Date	Training Hours	Team Member Initials	Managers /Trainer Initials
00 Orientation					
01 Restaurant Safety Standards					
02 Shakey's Signature Service					
<b>Work Station/Module</b>					
03 Cashier					
04 Food Runner					
05 Dining Room Attendant					
06 Game Room Attendant					
07 Bartender					
08 Dough					
09 Pizza					
10 Fry					
11 Salad Bar					
12 Buffet					
13 Dishwasher					
<b>Limited Time Offer Updates</b>					
<b>Restaurant Safety Standards Updates</b>					



**Note:** To be certified in each position, each Team Member must have completed all training hours, the certification check list, and pass each quiz assessment by at least 80%.



## Team Member Training Program (TMTP)

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## Welcome, Safety & Service

Orientation - Welcome Message	00
Restaurant Safety Standards	1
Shakey's Signature Service	2

## Station Guides/Modules

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	Food Runner	4
	Dining Room Attendant	5
	Game Room Attendant	6
	Bartender	7
	Dough*	8
	Pizza*	9
	Fry*	10
	Salad Bar*	11
	Buffet*	12
	Dishwasher*	13

\*Spanish version available

### 1.1 Shakey's Training

Shakey's Training consists of station guides, training modules, the certification process, videos specific to the position, and a quiz assessment. In addition to these training materials, other online or in class training may be assigned that are specific to your position. Management course specific to Communication, Coaching, Compliance, Customer Service, Harassment Prevention, Human Resources, Leadership and Management, Sales and Marketing may be assigned as well.

Shakey's Training is designed to facilitate the training process and certification of each Team Member.

### 1.2 Philosophy of training:

Each member of the organization plays a vital part in the learning process:

**U Team Member:** The Team Member will actively participate in the learning process by reviewing training materials, videos, assessments, and hands on training specific to their position.

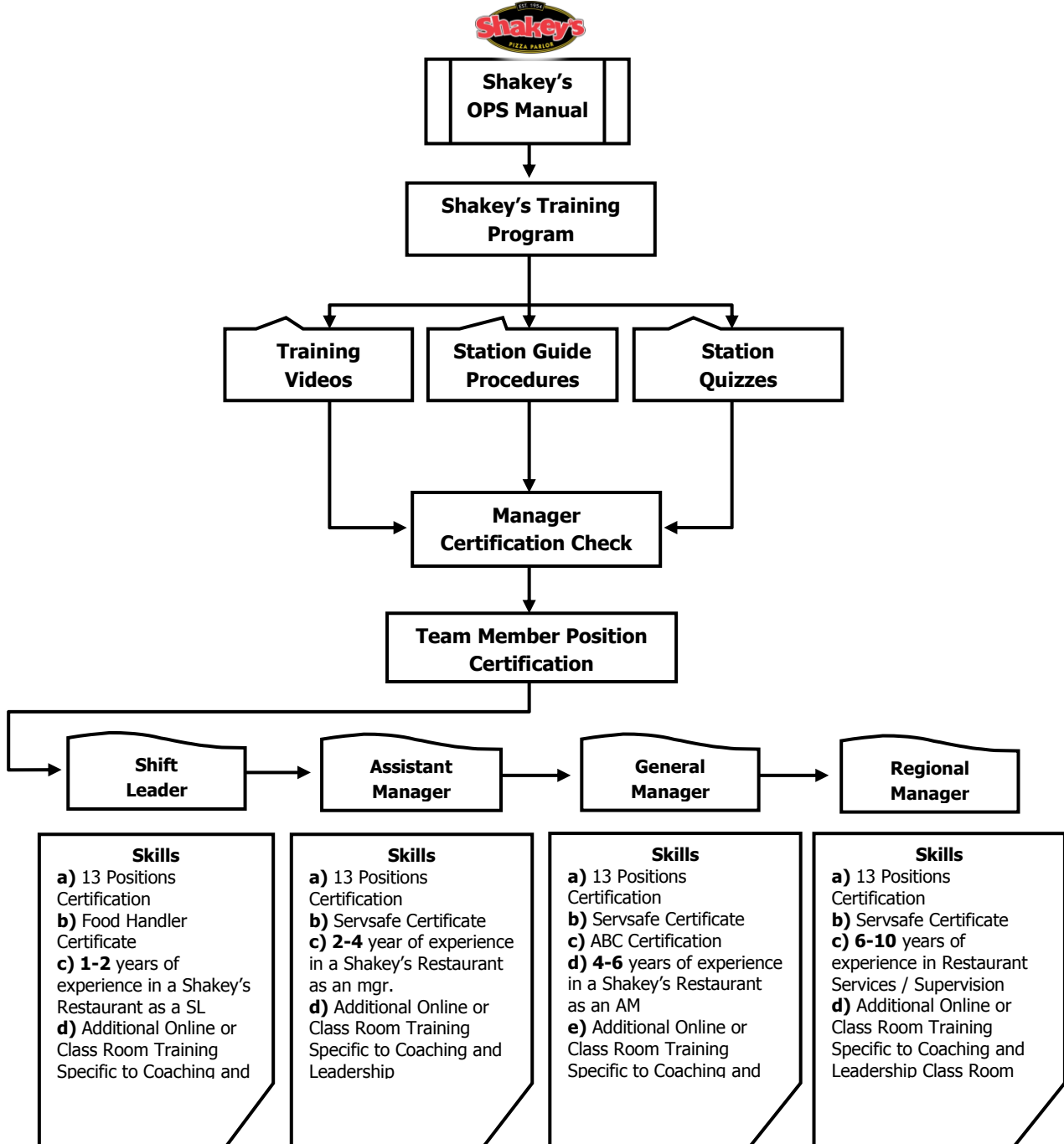
**U Trainer:** The "Trainer" can be a Certified Team Member, a Shift Lead, an Assistant Manager or a General Manager. The Trainer will be responsible for assessing the Team Member and providing feedback on improving those skills. They will review all training materials with the Team Member and provide necessary feedback.


**U General Manager:** The General Manager will evaluate the Team Member's progress within two weeks of the completion of their training. The General Manager will be responsible for completing the "Manager Verification Check List".





**2.1 Shakey's Training Development Structure**


The Shakey's Team Members Training Program had been designed to provide all Shakey's Team Members, Shift Leads, Assistant Managers and General Managers; all the necessary content and tools to facilitate the development, training and career path of each member through the Shakey's Training Development Structure.





 **1) Communication:** One of the main priorities of the Operations and Training Department is to have a consistent form of communication between all Restaurants; which can be utilized through the technological resources available to each location.


 **2) Certification:** To have a consistent standard of training and testing process at each location. The certification process is an essential component in developing each Team Member and preparing them for advancement of service skills and other positions within the Restaurant.

 **3) Facilitate Learning:** By facilitating the training and orientation process, we can reduce cost, training time, and prepare Team Members for potential promotions within the Restaurant.

 **4) Training Programs:** To train all Team Members according to Shakey's standards and have an accurate record of each Team Member's training history.

 **5) Operations Station Guide:** To create a written step by step process of each position within the restaurant.

 **6) Assessment:** To review all Team Members according to their position responsibilities and guidelines.

 **7) Training Environment:** To create and promote a friendly, open, and modern training environment that promotes the learning of new members and update training of our existing member as needed and on a periodic basis to all members of Shakey's team.

d)

# Certification Process

## How to obtain Position Certification?

- a) **Learning Process:** Each position certification requires the Team Member to complete the **Position Station Guide, View the Station Training Video** and **take the Quiz specific to their position**. One step in receiving certification is to pass the quiz assessment by at least 80%.
- b) **Training Process:** Each Team Member is responsible for completing a specific amount of hours of training that is relevant to the position they are training for.
- c) **Assessment Process:** Each Team Member must have their Manager Assessment completed within two weeks of completing their position training. Each Manager must complete the "Manager Verification Check List" in order to verify the Team Member has completed their training successfully.

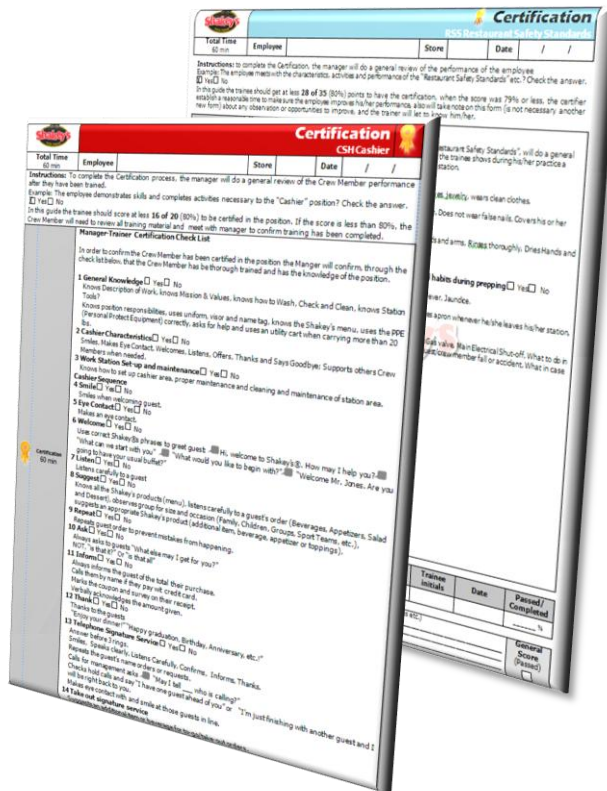
e)









# Manager Certification Check List

## 5.1 Ask, Check, Do!

Managers will verify that each Team Member has thorough knowledge of their position, within two weeks of training completion. Each manager must complete the "Manager Verification Check List" to verify that the training process was successfully.

If the manager completes the assessment and realizes the Team Member needs to improve a specific area, more time and training will be completed in order to verify the Team Member has a thorough understanding of their position. Once this has been completed the Manager can update the "Manager Verification Check List".



Learning Tools/ Training Activities	Description
 Station Guides and Training Materials	<p><b>Station Guide, Handbook, Policies and Procedures</b>            Each document can be found on Shakey's net and can be printed electronically.</p>
 Check Lists	<p><b>Certification Check Lists</b>            Used to confirm each Team Member has completed their training.</p>
 Training-Video	<p><b>Online Training Video</b>            All videos will be available on Shakey's U.</p>
 Discussion	<p><b>Discussion</b>            Conversation with trainer</p>
 Restaurant Training-Tour	<p><b>Tour</b></p>
 Quizzes	<p><b>Quiz Assessments</b>            Each quiz is available on Shakey's Net.</p>
 Hands on Training	<p><b>Hands on Training</b>            Trainer-Trainee</p>
 Certification	<p><b>Certification</b>            "Manager Verification Check List"</p>

## Mission Statement

We serve Great Food with authentic hospitality in a fun gathering place!

## Vision Statement

### **Our Food**

We satisfy our guests' need for fresh, craveable, affordable food. Our guests can choose from a wide variety of healthy options and indulgent favorites. Shakey's pizza, chicken and Mojo<sup>®</sup>s are in a class of their own.

### **Our People**

Other companies say their people are their greatest assets but at Shakey's we live it!. Our Team Members are friendly, energetic and aspire to create a truly enjoyable experience. We operate with pride and treat others with sincere respect, honesty and integrity.

### **Our Environment**

Shakey's is a fun place for our guests and Team Members; and, we work every day to provide a clean, contemporary and casual environment.

### **Our Community**

We are an active member of our community supporting local schools, sports team, and civic groups through fundraisers, recognition programs and sponsorship.

## Values

**S =SERVICE** - Our Team Members have a sincere appreciation of our guests and their needs.

**H=HONESTY** - Our Team Members act with integrity and do the right things.

**A=ATTENTION TO DETAIL** – We sweat the small stuff because it's important.

**K=KNOWLEDGEABLE** – Our people know their business.

**E=ENTHUSIASTIC** – Attitude is everything.

**Y=YOUTHFUL OUTLOOK** – We look at the world with fresh eyes every day and are open to new possibilities.

**S=SOCIAL RESPONSIBILITY** – We actively participate and serve our communities.

Whatever their job title, all Shakey's Team Members are friendly, energetic and work together to create a truly enjoyable Shakey's Experience for our guests.



# Modules Content

Type of Training: ■ Orientation ■ Restaurant Safety Standards ■ Station Guide/ Online Document ■ Training Video ■ Hands on Training ■ Classroom training

## 00 Orientation

Module

1 Day (2:45 hours)

- Employee Handbook Review
  - Introduce the team
  - General Safety Tour
  - Knowing the restaurant
  - Shakey's Menu
  - What's Next
- Orientation Video (President Welcome)
  - Paperwork Completion of new hire forms

## 02 Signature Service

Module

2 Days (4-8 hrs)

- Shakey's Guest Service Video
- The 9 Steps of Shakey's Service
- Guest situations Resolution L.A.S.T.
- Suggestive Selling
- Hands on Training
- Module Quiz
- Certification

## 03 Cashier

Module

2-4 Days (8-16 hrs)

- Cashier Station Guide Review
- Tools
- Point of Sale (POS)
- Cashier Sequence
- Suggestive Selling
- Telephone Signature Sequence
- Take Out Order Service
- Serving Alcohol
- Money Handling Policy and procedures.
- Guest Situation Resolution L.A.S.T.
- Cashier Video
- Hands on Training
- Module Quiz
- Certification

## 06 Game Room Attendant

Module

1-2 Days (4-8 hrs)

- Game Room Attendant Station Guide Review
- Game Room Attendant Sequence
- Tokens
- Tickets
- Redemption Area
- Money Handling Policy
- Guest Situation Resolution L.A.S.T.
- Game Room Attendant Video
- Hands on Training
- Module Quiz
- Certification

## 09 Pizza

Module

2-4 Days (8-16 hrs)

- Pizza Station Guide Review
- Pizza Station Tools
- Pizza Station Set-up
- Thin Crust
- Pan Crust
- Cutting and Serving Pizza
- Pizza station Quality Points
- Characteristics of the Best Pizza
- Shakey's Specialties Pizza
- Dessert Pizza
- Opening the Pizza Station
- Closing the Pizza Station
- Pizza Video
- Hands on Training
- Module Quiz
- Certification

## 10 Fry Cook

Module

2-3 Days (8-12 hrs)

- Fry Station Guide Review
- Fry Station Tools
- Fry Station Set-up
- Fried Chicken
- Mojo's Potatoes
- Serving Chicken, Mojo's and Appetizers
- Oil Care
- Opening the Fry Station
- Closing the Fry Station
- Fry Video
- Hands on Training
- Module Quiz
- Certification

## 01 Restaurant Safety Standards

Module

1 Day (2:30 hours)

- Restaurant Safety Standards Guide Review:
- a) Standards for Team Members
- b) Standards for Accident Prevention

- c) Standards for Food and Sanitation
- d) Standards for Guest Safety
- Shakey's Safety Video
- Hands on Training
- Module Quiz
- Certification

## 04 Food Runner

Module

2 Days (4-8 hrs)

- Food Runner Station Guide Review
- Food Runner Tools
- Food Runner Sequence
- Guest Situation Resolution L.A.S.T.
- Food Runner Video
- Hands on Training
- Module Quiz
- Certification

## 07 Bartender

Module

2 Days (4-8 hrs)

- Bartender Station Guide Review
- Bartender Tools
- Bartender Serving Sequence
  - Serving Beer
  - Serving Wine
  - Lime-A-Rita
- Serving Alcohol Policy
- Money Handling Policy
- Guest Situation Resolution L.A.S.T.
- Bartender Video
- Hands on Training
- Module Quiz
- Certification

## 11 Salad Bar

Module

1-2 Days (4-8 hrs)

- Salad Bar Station Guide Review
- Salad Bar Tools
- Salad Bar Set-Up
- Salad Bar Maintenance
- Opening Salad Bar Station
- Closing Salad Bar Station
- Salad Video
- Module Quiz
- Hands on Training
- Certification

## 13 Dishwasher

Module

3-6 Days (12-24 hrs)

- Thin Dough Procedure
- Pan Dough Procedure
- Dishwasher Video
- Hands on Training
- Module Quiz
- Certification

## 05 Dining Room Attendant

Module

1-2 Days (4-8 hrs)

- Dining Room Attendant Station Guide Review
- Dining Room Attendant Tools
- Outside Entrance
- Buffet and Salad Bar
- Drink Area
- Dining Room / Patio
- Restrooms
- Game Room
- Guest Situation Resolution L.A.S.T.
- Dining Room Attendant Video
- Hands on Training
- Module Quiz
- Certification

## 08 Dough

Module

3-6 Days (12-24 hrs)

- Dough Maker Station Guide Review
- Dough Maker Tools
- Thin Dough Procedure
- Pan Dough Procedure
- Storage
- Opening the Dough Station
- Closing the Dough Station
- Dough Video
- Hands on Training
- Module Quiz
- Certification

## 12 Buffet

Module

2-4 Days (8-16 hrs)

- Buffet Station Guide Review
- Buffet Tools
- Buffet Set-Up
- Buffet Maintenance
- Rice
- Baked Chicken
- Mash Potatoes
- Gravy
- Pasta
- Pasta Sauce
- Vegetables
- Garlic Bread
- Opening the Buffet Station
- Closing the Buffet Station
- Buffet Video
- Hands on Training
- Module Quiz
- Certification

Shakey's PIZZA BUFFET

Orientation Module Station Guide

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Restaurant Safety Standards Station Guide

1

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Signature Service Station Guide

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**Shakey's**

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Cashier Station Guide

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Food Runner Station Guide

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Dining Room Attendant Station Guide

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Game Room Attendant Station Guide

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Bar Attendant Station Guide

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Dough Station Guide

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Pizza Station Guide

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Fry Station Guide

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Salad Bar Station Guide

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Buffet Station Guide

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Dishwasher Station Guide

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