



Store:

Trainer:



Team Member

Training Program



2014

Training Department

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2200 W Valley Blvd. Alhambra, CA 91803

(626) 576-0616



Employee Certification

Summary Form



| | |
|----------------------|--|
| Team Member : | |
| Store: | |

| 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 | | | | | |
| Work Station/Module | | | | | |
| 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 | | | | | |
| Limited Time Offer Updates | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Restaurant Safety Standards Updates | | | | | |
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| | | | | | |
| | | | | | |



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)

| | |
|----------------------------------|---|
| Description | a |
| Structure | b |
| Objectives | c |
| Certification Process | d |
| Manager Certification Check List | e |
| Training Tools | f |
| Shakey's Values | g |
| Modules Content | h |

Welcome, Safety & Service

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

Station Guides/Modules

| | | |
|--|-----------------------|----|
|  | Cashier | 3 |
| | 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.

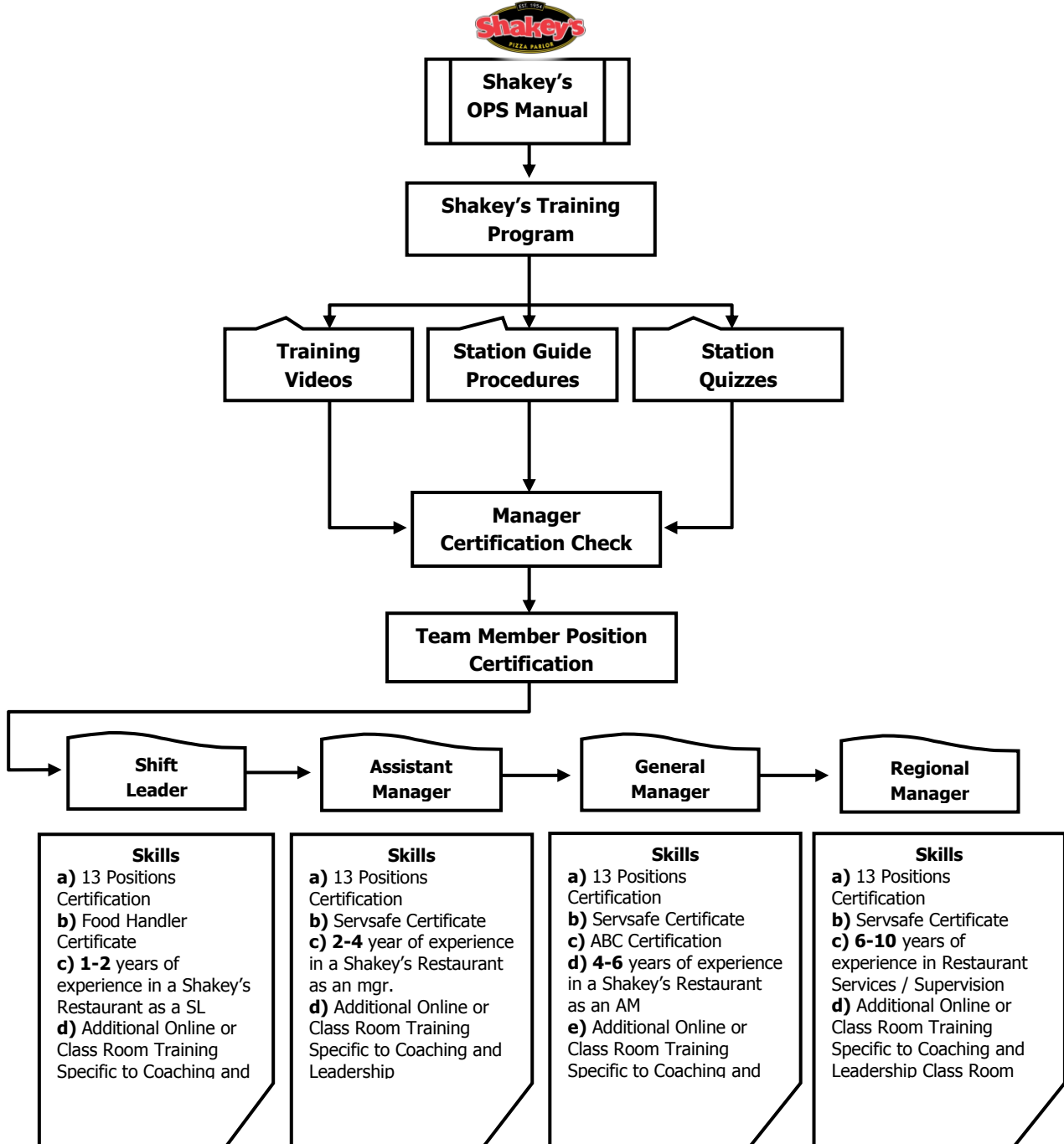
U Trainer: The "Trainer" can be a Certified Team Member, a Shift Lead, an Assistant Manager or a General Manager. The Trainer will be responsible for assessing the Team Member and providing feedback on improving those skills. They will review all training materials with the Team Member and provide necessary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

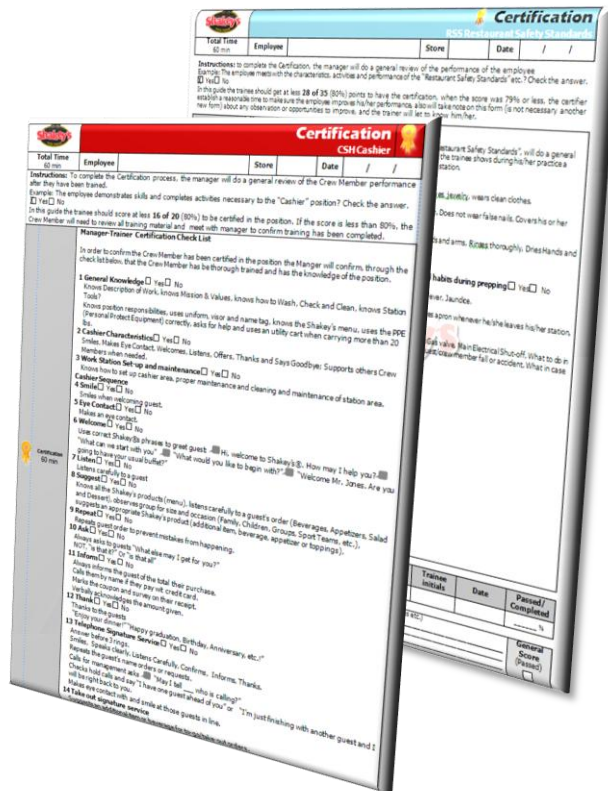
e)









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>Station Guide, Handbook, Policies and Procedures Each document can be found on Shakey's net and can be printed electronically.</p> |
|  Check Lists | <p>Certification Check Lists Used to confirm each Team Member has completed their training.</p> |
|  Training-Video | <p>Online Training Video All videos will be available on Shakey's U.</p> |
|  Discussion | <p>Discussion Conversation with trainer</p> |
|  Restaurant Training-Tour | <p>Tour</p> |
|  Quizzes | <p>Quiz Assessments Each quiz is available on Shakey's Net.</p> |
|  Hands on Training | <p>Hands on Training Trainer-Trainee</p> |
|  Certification | <p>Certification "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[®]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
Orientation Module
 Station Guide
0

Shakey's
Restaurant Safety Standards
 Station Guide
1




Shakey's
Signature Service
 Station Guide
2

Training that develops your Shakey's career!

2014




Shakey's

Shakey's
Cashier
 Station Guide
3




Shakey's
Food Runner
 Station Guide
4




Shakey's
Dining Room Attendant
 Station Guide
5






Shakey's
Game Room Attendant
 Station Guide
6




Shakey's
Bar Attendant
 Station Guide
7




Shakey's
Dough
 Station Guide
8



Shakey's
Pizza
 Station Guide
9






Shakey's
Fry
 Station Guide
10




Shakey's
Salad Bar
 Station Guide
11

Shakey's
Buffet
 Station Guide
12

Shakey's
Dishwasher
 Station Guide
13




Station Guides 2014

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Store:

Team Member:



0 Orientation Module

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



Introduction to The Team

Tour

The Team Member will meet the restaurant team.

Comments:

Completed

| 20 min | 6 General Safety Tour | Resource | Main Goal |
|--------|-----------------------|----------|-----------|
|--------|-----------------------|----------|-----------|



- 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 |
|--------|-------------------|---------------|-----------|
|--------|-------------------|---------------|-----------|



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 |
|--------|-----------------|---------------|-----------|
|--------|-----------------|---------------|-----------|



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 |
|--------|---------------|---------------|-----------|
|--------|---------------|---------------|-----------|



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

| | | |
|-----------------------------------|----------------------|----------|
| Module Quiz 10 min | Practice Quiz | 0 |
|-----------------------------------|----------------------|----------|

▷ **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



0

| | | | | | | |
|-----------------|--|--------------|--|-------------|---|---|
| Employee | | Store | | Date | / | / |
|-----------------|--|--------------|--|-------------|---|---|

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.)



Store: _____

Crew Member: _____



1 Restaurant Safety Standards Module

| Total Time 2:30 hrs | Course/Topic | Trainer/ Manager | Trainee initials | Date | Passed/ Completed |
|--------------------------------|--|---------------------|---------------------|------|--------------------------|
| 60 min | 1 Standards for Team Members | | | / / | <input type="checkbox"/> |
| | 2 Standards for Accident Prevention | | | / / | <input type="checkbox"/> |
| | 3 Standards for Food and Sanitation | | | / / | <input type="checkbox"/> |
| | 4 Standards for Guest Safety | | | / / | <input type="checkbox"/> |
| Module Video 20 min | 5 Shakey's Safety Video | | | / / | <input type="checkbox"/> |
| Practice 10 min | 6 Restaurant Safety Standards Hands on Training | | | / / | <input type="checkbox"/> |
| Module Quiz 20 min | 7 Restaurant Safety Standards Quiz | | | / / | ___ % |
| Certification 20 min | 8 Manager-Trainer Certification Check List | | | / / | ___ % |

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

General Score
 _____ %
Passed
 Yes No

1


Restaurant Safety Standards Module




Description: The Restaurant Safety Standards Module is part of the Shakey's Training Program. The training program includes all material necessary to facilitate the learning process; such as the Station Guide, Training Video and Quiz. The training also contains important restaurant safety and sanitation practices that will help you keep your work area and restaurant clean. The Crew Member will review good practices of safety and sanitation in order to ensure a safe workplace environment. Note: This module does not replace the Food Handlers Certificate.

**Day 1
2:30 hrs**


Training Program

| 80 min | Restaurant Safety Standards | Resource | Main Goal: |
|---|---|---------------|---|
|  | 1 Standards for Team Members | Station Guide | The Crew Member will review all basic standards and procedures required to maintain a safe work environment and learn how to prevent work place accidents. The Crew Member will also learn all sanitation procedures. |
| | 2 Standards for Accidents Prevention | | |
| | 3 Standards for Food and Sanitation | | |
| | 4 Standards for Guest Safety | | |

Comments:

| Module Video 10 min | Module Video | Resource | Main Goal: |
|---|------------------------------|----------------|---|
|  | Shakey's Safety Video | Training Video | The Crew Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job according with the safety and sanitation practices. |

Comments:

| Practice 40 min | Training | Main Goal: |
|---|--|---|
|  | Restaurant Safety Standards Hands On Training | The Crew Member will work with the trainer to review the opening and closing procedures and tools necessary to meet safety and sanitation requirements. |

- Prepare sani-buckets
- Check the concentration ppm of sani-bucket
- Proper hand washing
- Clean and sanitize a maketable and workstation tools
- Storing and labeling of products or ingredients. (FIFO)
- Checking product temperature (maketable, buffet, raw chicken, etc)
- Calibrating thermometer
- Thawing, cooling and reheating food

Comments:



▷ **Instructions:** Complete before taking Restaurant Safety Standards quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

1. **What is the correct hot and cold food temperature?**
 - 120°F Hot & 150°F Cold
 - 140°F Hot & 40°F Cold

2. **What is one way you can work on keeping food safe?**
 - Always wash your hands, cut your finger nails, and always wear clean clothing.
 - Do not cover your mouth when you sneeze.
 - Use clean shoes.

3. **What must you do before starting your?**
 - Sit down and take a break.
 - Start cooking the food for the buffet.
 - Wash your hands.

4. **What is considered cross contamination?**
 - Cooking corn and vegetables in the same pot.
 - Using the same workstation to prepare fried and baked chicken.
 - Cutting cucumber and sausage with the same knife and cutting board.
 - Mixing old and new product.

5. **What is considered a Biological Food Safety Hazard(s)?**
 - Sneezing properly when you are cooking.
 - Bacteria.
 - Bleach.

6. **What is considered a Physical Food safety Hazard(s)?**
 - Broken glass.
 - Bacteria.
 - Bleach.

7. **What is considered a Chemical Food Safety Hazard(s)?**
 - Broken glass.
 - Bacteria.
 - Bleach.

8. **What is the proper way to store food? (1st Top, 2nd Middle, 3rd Bottom)**
 - 1st Ready-to-eat, 2nd Vegetables, 3rd Raw Food.
 - 1st Ready-to-eat, 2nd Raw Food, 3rd Vegetables.
 - 1st Raw Chicken, 2nd Cake, 3rd Pizza and Mojo[®]s

9. **Which of the following is not considered a proper way to thaw food?**
 - Using a refrigerator.
 - Under running water.
 - As part of the cooking process.
 - A container sitting outside the refrigerator.

10. **What does FIFO mean?**
 - First In, First Out.
 - Using new product before old product.
 - Throwing away new product.

11. Only one of the following statements is correct:

- For cooling food you only need to place hot food under running water or into the refrigerator.
- For cooling food you must place the food container into ice and water, to minimize the time that spends in temperature danger zone.

12. What are considered bad personal habits when preparing food?

- Wiping or touching your nose
- Scratching your scalp
- Touching your face
- Wearing a dirty uniform
- All of the above

13. Which of the following illnesses should you never handle food:

- Diarrhea, Vomiting, Sore Throat and Fever, Jaundice
- Itching on the back or ingrown toenail

14. What are considered Major Food Allergens:

- Salad Bar, Cucumbers and Meat.
- Nuts, peanuts, milk, cheese.
- Beer.

15. What is the proper way to wash your hands?

- 1 Wet your hands with warm water; 2 Apply soap; 3 Vigorously scrub hands and arms (10-15sec); 4 Dry Hands and Arms with single use towel.
- 1 Vigorously scrub hands and arms (10-15sec); 2 Apply soap; 3 Wet your hands with warm water; 4 Dry Hands and Arms with single use towel.
- 1 Dry Hands and Arms with single use towel; 2 Apply soap; 3 Wet your hands with warm water; 4 Vigorously scrub hands and arms (10-15sec).

16. When cutting or opening cans you must always:

- Wear Hat and Name Tag
- Use a towel to prevent spills
- Use a safety cut gloves

17. What you should do when sneeze :

- Just cover your mouth with your t-shirt
- Cover your sneeze with your arm ("Dracula" approach) and wash your hands.

18. What is the proper way to lift and carry an item?

- Use a utility cart when carrying more than 20lbs. or ask for help.
- Lift with your legs, not your back.
- Look where you are going. Don't lift if you can't see over the load.
- All of the above

19. What is the proper way to confirm the sanitizer you are using will be effective:

- Temperature and odor
- Concentration (PPM: parts per million) and Temperature
- The color and odor.

20. Which of the following statements is not correct?

- The first sink's water must be at least 110°F
- The three sink system starts with the pre-rinse, wash, rinse, sanitize, and then air drying.
- The three sink procedure is not important when you have a dishwasher machine.



Manager Certification Check List

Restaurant Safety Standards



1

| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

Instructions: To complete the certification process, the manager will do a general review of the Crew Member's performance, after they have been trained. The trainee should score at least **28 out of 35** (80%) in order to be certified in the Restaurant Safety and Sanitation procedures. If their score is less than 80%, the Crew Member will need to review all training material and reschedule the certification process with the manager.

Manager Certification Check List

In order to confirm that the Crew Member has a thorough knowledge of the Restaurant Safety Standards the manager will confirm, through the check list below, that the Crew Member has been thoroughly trained on restaurant safety.

1. **Shows up to work in a clean and proper uniform** Yes No
Follows Shakey's standards when it comes to their uniform and appearance.
2. **Proper Hand Care** Yes No
Keeps fingers nails short and clean. Does not wear nail polish or wear false nails. Covers cuts and sores on hands with bandages and gloves.
3. **Proper Hand Washing** Yes No
Wets hands with water, applies soap, vigorously scrubs hands and arms, rinses thoroughly, and dries hands and arms.
4. **Proper Glove Use** Yes No
Uses the food handling gloves properly.
5. **Knows how food can become contaminated** Yes No
6. **Is aware of the different type of Employee Illness** Yes No
Knows not to handle food if they diarrhea, are vomiting, has a sore throat with fever, or jaundice.
7. **Emergency procedure** Yes No
Knows where the emergency exits are, extinguishers, fire alarm, main gas valve, main electrical shut-off, what to do in a robbery situation, guest/crew member accident.
8. **Safety Shoes – Slip Resistant Shoes** Yes No
Knows to always use slip resistant shoes
9. **Personal Protective Equipment (PPE)** Yes No
Uses the PPE when required, fry cook gloves, fry cook apron, slip resistant footwear, safety mask, knows the dos and don'ts of fryer safety.
10. **Cutting food and Opening cans** Yes No
Always uses safety cut gloves when using a knife or opening cans
11. **Knows the proper way to lift and carry an item** Yes No
Uses a utility cart or asks for help when carrying more than 20 lbs.
12. **Knows how to prevent falls** Yes No
Knows the four categories of falls: Trip-and-fall, stump-and-fall, step-and-fall, and slip-and-fall.
13. **Electrical Safety** Yes No
Knows the safety standards for electrical safety
14. **Fry cook Safety** Yes No
Knows how to properly work in the fry station
15. **Burn Injuries** Yes No
Knows how burns can be prevented.
16. **Clean vs. Sanitation** Yes No
Knows the difference between clean and sanitized
17. **Knows how to prevent Cross Contamination** Yes No
Storing and preparing, never stores food near of chemicals, stores food in appropriated containers, wraps food properly before storing, places properly in walk-in and storage
18. **Food Safety Hazards** Yes No
Knows examples of Biological Hazards, Physical Hazards, and Chemical Hazards.
19. **Knows Proper Temperature for Hot /Cold Food** Yes No

Certification

Shakey's ideal Frozen temp. 0°F, Cold temp. 40°F and Hot temp. 140°F.

- 20. Knows Minimum Internal Cooking Temperature** Yes No
Whole and ground poultry 165°F, ground meats and fish 155°F, pork and beef 145°F, fish 145°F.
- 21. Knows how to cool and reheating Food** Yes No
Cools in ice water baths at 40°F, reheats at 165°F.
- 22. Knows how to thaw food properly** Yes No
In refrigerator, under running water, in a microwave oven, as part of the cooking process.
- 23. Prepares Food Safely** Yes No
Prevents cross contamination, controls time and temperature, prepares small batches, etc.
- 24. Knows the major food allergens** Yes No
Milk, Eggs, Fish (e.g., bass, flounder, cod) Crustacean shellfish (e.g. crab, lobster, shrimp) Tree nuts (e.g., almonds, walnuts, pecans) Peanuts, Wheat, Soybeans
- 25. Knows how food can Become Unsafe?** Yes No
Time-Temperature, cross contamination, poor personal hygiene, improper cleaning and sanitized
- 26. Important Storage Practices** Yes No
Stores raw food below cooked and ready-to-eat food, labels and dates food properly, places six inches off the floor, never stores chemicals near food, regularly checks the temperature
- 27. Knows how to prevent Time-Temperature Abuse** Yes No
Stores quickly, does not overload, never places hot food in refrigerator etc.
- 28. Knows the Three Compartment Sink set up** Yes No
Pre-rinsing, scraping, first Sink 110°F, second sink 110°F, third sink 30 seconds temp depend of the sanitizer, air drying
- 29. Knows how to calibrate the Thermometer** Yes No
Container crushed ice & water, puts the thermometer, waits until the reading stays steady
- 30. Knows the basics aspects of the Shakey's Safety Check List.** Yes No
- 31. Knows Basic Guests Safety and Security** Yes No
Never allow entry guests back of the house, caution sign if floor is wet cover every electrical plug and cords, do not mop the floor during revenue hours
- 32. Has basic knowledge of "Counting Drinks" and "Who can handle one more drink"** Yes No

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

General Comments (Recommendations, suggestions for improvement, etc.)






Store: _____

Team Member: _____



2 Signature Service Module

| Total Time 1 days (2-4 hrs) | Course/Topic | Trainer/ Manager | Trainee initials | Date | Passed/ Completed |
|--|--|----------------------|----------------------|----------------------------------|--------------------------|
|  Module Guide Review 90 min | Signature Service Module Review | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
|  Module Video 10 min | Shakey's® Signature Service Video | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
|  Module Quiz 20 min | Signature Service Quiz | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ____ % |

| | |
|--|--|
| General Comments (Recommendations, areas for improvement, etc.) | General Score <input type="text" value=""/> % Passed <input type="checkbox"/> Yes <input type="checkbox"/> No |
|--|--|



Team Members are responsible for providing great guest service to each guest that enters a Shakey's® Restaurant. At Shakey's® our Team Members follow our Shakey's® Signature Service to provide a fun and welcoming environment to our guests.

Description of training: The Signature Service Module is part of the Shakey's® Training Program. The Training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to guest service. The training also contains a summary of the basic practices of Shakey's® Signature Service and Signature Service activities. The Signature Service Module has been designed to provide all Shakey's® members with tools and training materials to guarantee thorough training of Signature Service.

The Team Member will review the **9 basics skills** of Shakey's® Signature Service. This module will review how to welcome and greet a guest and guest resolution.

| | |
|------------------------------------|-------------------------|
| 2-4 Days (8-16 hrs) | Training Program |
|------------------------------------|-------------------------|

| 20 min | Signature Service Module Guide Review | Resource | Main Goal: |
|---|---|------------------|--|
| Review Training- Station Guide | 1 Shakey's® Signature Service Sequence 2 Suggestive Selling 3 Guest Resolution L.A.S.T. 4 Overview of positions responsibilities when it comes to Signature Service | Station Guide | The trainee will review all standards of the Shakey's® Signature Service process. |

Comments:

| Module Video 10 min | Module Video | Resource | Main Goal: |
|------------------------------------|-------------------------|-----------------|---|
| View Training- Video | Signature Service Video | Video | The Team Member will review the video to gain a better understanding of Shakey's® Signature Service. |

Comments:

▷ **Instructions:** Complete before taking Signature Service quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

1. Shakey's® Signature Service Outlines:

- The "touch points" for each guest interaction.
- The definition of guest service.
- What bad guest service is.

2. Who does Shakey's® Signature Services begin with?

- Busser
- Cashier
- Bartender

3. What is the order of the 9 steps of Signature Service?

- 1 Smile
- 8 Inform
- 9 Thanks
- 2 Make eye Contact
- 3 Welcome
- 4 Listen
- 5 Suggest
- 6 Repeat
- 7 Ask

4. Why is important make "Eye Contact" with the guest?

- Let's the guest know you are acknowledging them.
- Means that we are listening to them.
- Means we see them, but we are not acknowledging them.

5. What is an appropriate way to greet and welcome our guests?

- "Hi, how are you?"
- "Hi, how you doing?"
- "Hi. Welcome to Shakey's®, how may I help you?"

6. What is the 2nd step of Shakey's® Signature Service Sequence?

- "Thank"
- "Listen"
- "Repeat"

7. What does it mean to "Suggest"?

- Offer ideas to our guests for additional items or beverages.
- Giving the guest a take-out menu.

8. What does "Repeat" mean in the 6th step of the Signature Service Sequence?

- Repeating back the order to confirm accuracy.
- This step is not necessary
- Repeating back the guest's total.

9. How would a Team Member "ask" the guest if they would like additional items with their order?

- "May I get you anything else?"
- "Is that it?" or "Is that all."
- "Anything else?"

10. What does "Inform" mean in the 8th step of the Shakey's® Signature Service Sequence:

- Inform the guest of their total and ask how many plates they need.
- Inform the guest of the total their purchase and direct them to the next steps of the Shakey's® Signature

Service.

11. What does the Signature Service do in the 9th Step?

- Gives guest their food
- Thanks the guest for coming to Shakey's®
- Says What may I help for you?

12. How can a Team Member be successful when it comes to up-selling?

- Check the menu.
- Has knowledge of menu, listens to the guests order, and observes the groups size.
- Wait for the guest to order more items.

13. What are the three type of guests that visit Shakey's® each day?

- Regular guests and new to Shakey's® guest.
- Regular guest.
- Regular guests, occasional guests, and new to Shakey's® guest.

14. What does it mean to "up-sell"?

- Check the menu.
- Has knowledge of menu, listens to the guests order, and observes the groups size.
- Wait for the guest to order more items.

15. What should you do if you do not know the response to a guest's inquiry?

- Ignore them.
- Apologize and tell them you do not know the answer.
- Let them know you will find someone who can better help them with the answer.

16. What are some situations where a guest might become dissatisfied with their service? (Give 3 examples)

17. What should you do if you cannot handle a guest issue?

- Call the Manager on duty to help.
- Walk away from the guest.
- Tell the guest it is not your fault.

18. Write a short phrase or key words that you can use in each part of L.A.S.T.:

LISTEN _____

APOLOGIZE _____

SOLVE _____

THANK _____

19. True or False: Shakey's® Signature Service should be only be conducted during Bunch of Lunch Hours:

False Shakey's® Signature Service should be practiced at all times.

20. Who is responsible for providing Shakey's® Signature Service?

- Every Team Member in the restaurant.
- Mangers.
- The Cashiers.



Manager Certification Check List




2

Signature Service

| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

Instructions: Manager will review Team Members knowledge of Shakey's® Signature Service

| | |
|--|---|
|  Review 60 min | Manager Verification Check List |
| | <p>The manager will that the Team Member has a thoroughly understand and the expectations of Shakey's® Signature Service.</p> <ol style="list-style-type: none"> 1. Understands the expectations of Service <input type="checkbox"/> Yes <input type="checkbox"/> No 2. Has a complete understanding of the 9 Steps of Guest Service <input type="checkbox"/> Yes <input type="checkbox"/> No Smiles, makes eye contact, welcomes, listens, offers, thanks and says goodbye; supports others Team Members when needed. 3. Signature Service Sequence <ol style="list-style-type: none"> a. Smile <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to smiles when welcoming a guest. b. Eye Contact <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to always make an eye contact. c. Welcome <input type="checkbox"/> Yes <input type="checkbox"/> No Knows the correct Shakey's® phrases to greet guest: <input type="checkbox"/> "Hi, welcome to Shakey's®®. How may I help you?" <input type="checkbox"/> "What can we start with you" <input type="checkbox"/> "What would you like to begin with?" <input type="checkbox"/> "Welcome Mr. Jones. Are you going to have your usual buffet?" d. Listen <input type="checkbox"/> Yes <input type="checkbox"/> No Knows that they must listen carefully our guests e. Suggest <input type="checkbox"/> Yes <input type="checkbox"/> No Knows the proper way to suggest items to guest. f. Repeat <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to repeats guest in order to prevent mistakes from happening. g. Ask <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to always ask the guests "What else may I get for you?" NOT, "is that it?" Or "is that all" h. Inform <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to always inform the guest of the total their purchase. Calls them by name if they pay wit credit card. Marks the coupon and survey on their receipt. Verbally acknowledges the amount given. i. Thank <input type="checkbox"/> Yes <input type="checkbox"/> No Knows to always thank to the guests when leaving the restaurant j. Guest's Situations Resolution <input type="checkbox"/> Yes <input type="checkbox"/> No Knows the Shakey's® Problem Solving System (L.A.S.T.). |

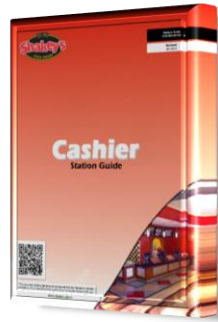
| Total Time | Name of Manager/Trainer Certifier | Trainee initials | Passed/ Completed |
|------------|-----------------------------------|------------------|---|
| | | | _____ % <input type="checkbox"/> Yes <input type="checkbox"/> No |

General Comments (Recommendations, suggestions for improvement, etc.):



Store: _____

Team Member: _____



3 Cashier Module

| Total Time 2-4 days (8-16 hrs) | Course/Topic | Trainer/ Manager | Trainee initials | Date | Passed/ Completed |
|--------------------------------------|---|----------------------|----------------------|----------------------------------|--------------------------|
| Guide Review 40 min | Cashier Station Guide Review | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Module Video 10 min | Cashier Video | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Practice 6 Hours | Cashier Hands on Training | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Module Quiz 20 min | Cashier Quiz | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___ % |
| Certification 40 min | Manager-Trainer Certification Check List | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___ % |

| | |
|--|---|
| General Comments (Recommendations, areas for improvement, etc.) | General Score <input type="text" value=""/> % |
| | Passed <input type="checkbox"/> Yes <input type="checkbox"/> No |


A Cashier is responsible for providing great guest service to each Guest that comes in to a Shakey's® Restaurant. The Cashier is also responsible for generating sales, maintaining cleanliness of work station, cash register operations, and maintaining accurate cash handling.


Description of training: The Cashier training Module is part of the Shakey's® Training Program. The Training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of Cashier Service Sequence. The Cashier Module has been designed to provide all Shakey's® members with tools and training materials to guarantee thorough training of the Cashier position.


This module will review how to welcome and greet a guest, the Telephone Service Sequence, completing Take-Out Orders, Serving Alcohol, and the Money Handling Policy. **The recommended hours per training day are 4hrs, and should be covered within 2-4 days or 8-16 hours.**

**2-4 Days
(8-16
hrs)**

Training Program

| 20 min | Cashier Station Guide Review | Resource | Main Goal: |
|---|---|---------------|--|
|  Review Training-Station Guide | 1 Cashier Tools 2 Point of Sale (POS) System 3 Cashier Sequence 4 Suggestive Selling 5 Telephone Service Sequence 6 Take Out Order Service 7 Serving Alcohol 8 Money Handling Policy and procedures. 9 Guest Situation Resolution L.A.S.T. | Station Guide | The trainee will review all basic standards required of the position. The trainee will review all procedures, policies, and responsibilities specific to their position. |
| Comments: | | | |

| Module Video 10 min | Module Video | Resource | Main Goal: |
|--|---------------|----------|--|
|  View Training-Video | Cashier Video | Video | The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job. |
| Comments: | | | |

| Practice 6 hrs | Practice | Resource | Main Goal: |
|---|------------------|-------------------|---|
|  | Cashier Practice | Hands On Training | The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools necessary to being successful in their station. |

Effective Training: We strongly recommend training the cashier at least one day (4hrs each day) during buffet hours (lunch) and during fundraisers or evening hours (diner).

Cashier Tools

Review, Practice and Feedback

▷ **Goal:** The Team Member will confirm they know the tools for their work station

- Review tools.
- Drawer, Sani-buckets, Table numbers, Calculator, Printer Paper Rolls, Boxes, Bags, etc.

Point of Sale System (P.O.S.)

Review, Practice and Feedback

▷ **Goal:** The Team Member will work using the POS system

- Review the POS (point of sale) distribution (Pizza, Chicken, Drinks, Mojo@s and More, PCM Combo etc.)
- Complete the following examples-practice on POS (without guests) :
 - a) Logging in
 - b) Pizza Order one topping (Thin and Pan)
 - c) Pizza Order Half and Half
 - d) Pizza Order multiple toppings
 - e) PCM order
 - f) Promo Code (coupon)
 - g) Reservation – Phone Order
 - h) Cash payment method
 - i) Card payment method
 - j) Payment (half credit half cash, using different cards)
 - k) Gift Card payment method
 - l) Promo Code
 - m) Discounts (senior, company, government, employee)

Cashier Sequence

Review, Practice and Feedback

▷ **Goal:** The Team Member will demonstrate that they have knowledge of the POS system, demonstrate knowledge of the menu using the POS system, review the process without guests present and then directly taking a guests' order.

Review, Practice and Feedback of the Cashier Sequence:

- How to greet (welcome), smile, eye contact, listen, suggest, repeat, ask, inform and thank.
- Practice completing an order with the trainer's help.
- Train (3-5 times) a full Cashier Sequence with guest present (feedback).
- How to complete the Food Safety and Sanitation Check List form
- How to reserve a party using the reservation book.

Suggestive Selling

Review, Practice and Feedback

▷ **Goal:** The Team Member will review how to suggest additional items; such as beverages, appetizers, or "up-selling" to our guests on their order:

- Knowing
- Listening
- Observing
- Suggesting



Telephone Service Sequence

Review, Practice and Feedback

▷ **Goal:** The Team Member will practice, using the POS system, taking a guest's phone order without the guest present.

- Practice completing a phone order

Take Out Order Service

Review, Practice and Feedback

▷ **Goal:** The Team Member will practice, using the POS system, taking a guest's to-go order without guest present.

Serving Alcohol

Review, Practice and Feedback

▷ **Goal:** The Team Member will demonstrate knowledge of serving alcohol; how to check valid ID, calculate the age of guest, serve guest, signs of intoxication, and how to promote responsible alcohol consumption.

- Demonstrate and practice selling Alcohol

Money Handling Policy and Procedures

Review, Practice and Feedback

▷ **Goal:** The Team Member will practicing counting money, completing the Till Count form, detecting a counterfeit, and confirm they have knowledge of the Money Handling Policy.

- Demonstrate and practice the money handling activities: Counting their cash, getting change and making drops.
- How to fill a Till Count form.

Guest Situation Resolution

Review, Practice and Feedback

▷ **Goal:** The Team Member will review the 5 most common examples of complaints of guest, how to use L.A.S.T., and solving the situation before calling a manager.

- Shakey's® Problem Solving System (L.A.S.T.) Listen, Apologize, Solve, Thank.
- Guest Situation Resolution (examples/practice).

Open/Close the station

Review, Practice and Feedback

▷ **Goal:** The Team Member will show the trainee they know how to open and close their station at various times of business.

- Review and practice how to Open/Close the station.
- Review and practice how to maintain cleanliness and stocking work area.
- Preparing for Buffet Hours
- Preparing for a Fundraiser Event
- Preparing for a Event or Party
- Buffet Closing (if necessary).

General feedback and comments

▷ **Goal:** Team Member will receive feedback in regards to their progress and understanding of their station.

Important: It may be necessary to repeat the training, in detail, two or three times prior to completing the certification process:

- How to complete a **Takeout Order**
- How to **Suggest** and **Up-Selling** on an order.
- How to take a **Phone Order** and the **Telephone Service Sequence**.
- How to complete **Guest Situation Resolution** and common examples.
- How to **Serve Alcohol**, common examples and mistakes.
- Completing **Cash Counts/Drops/Receiving Change**, and how complete **Till Counts**.

Comments:

▷ **Instructions:** Complete before taking Cashier quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

1. You must wash your hands ...

- After you go to the restroom.
- Count your register.
- Every time you change work stations.
- All of the Above

2. What are the Cashier's primary responsibilities? (check one)

- They are responsible for greeting the guest.
- They are the first point of sales for our guests.
- They provide a friendly Shakey's® Service to each guest, generating sales, maintain cleanliness of work area, cash register operations, and accurate cash handling.

3. What is the order of the Cashier's Sequence?

- 6 Inform
- 7 Thanks
- 1 Welcome
- 2 Listen
- 3 Suggest
- 4 Repeat
- 5 Ask

4. Why is it important to make "Eye Contact" with our guests?

- Let's the guest know you are acknowledging them.
- Means that we are listening to them.
- Means we see them, but we are not acknowledging them.

5. In the 1st step "Welcome", what is the appropriate phrase to welcome the guests?

- "Hi, how are you?"
- "Hi, how you doing?"
- "Hi. Welcome to Shakey's, how may I help you?"

6. What is the 2nd step of Shakey's® Cashier Sequence?

- "Thank"
- "Listen"
- "Repeat"

7. In the 3rd Step "Suggest", what does the Cashier do to offer the appropriate items to the guest?

- Offer ideas to our guests for additional items or beverages.
- Gives the guest a printed menu.

8. What does "Repeat" mean in the 4th Step of the Shakey's® Cashier Sequence?

- Repeating back the order to confirm accuracy.
- This step is not necessary
- The Cashier gives the guest the total of their order.

9. In the 5th Step of the Shakey's® Cashier Sequence, how does the Cashier "Ask" the guest if they would like additional items?

- "May I get you anything else?"
- "Is that it?" or "Is that all."
- "Anything else?"

10. "Inform" in the 6th Step of the Shakey's® Cashier Sequence means:

- Inform the guest of their total and ask how many plates they need.

Inform the guest of the total of their purchase, mark the coupon on the receipt or circles the survey.

11. What does the Cashier do in the 7th Step?

- Gives guest their food
- Thanks the guest for coming to Shakey's
- Says What may I help for you?

12. After how many rings should we answer the telephone in the restaurant?

- Let the phone continuously ring.
- After 1 ring.
- 3 rings or less.

13. What is the order of the "20 Seconds Washing Hands Procedure"? (1- first , 4 – last)

- 3 Vigorously scrub hands and arms (10-15sec)
- 1 Wet your hands with warm water
- 2 Apply soap
- 4 Dry Hands and Arms with single use towel

14. How does the Cashier know what other items to suggest?

- Checks the menu.
- Knows menu, has listened to the guests order, and has observed the size of the group.
- Waits until the guests returns to order additional items.

15. What you should do when you sneeze:

- Cover your mouth with your t-shirt.
- Cover your mouth with a towel.
- Cover your sneeze with you arm ("Dracula" approach) and wash your hands.

16. What are considered good practices when it comes to money handling?: (check all that apply)

- Leave your till unattended/allow others use it.
- Do not check bills and do not count change back.
- Count your register in the office with manager on duty present, check bills, and always count money back to the guest.

17. True or False:

FALSE It is okay to count your register in front of the guest.

18. Write a short phrase or key words that you can use in each part of L.A.S.T.:

LISTEN _____
APOLOGIZE _____
SOLVE _____
THANK _____

19. True or False: The alcohol Policy says:

TRUE You must ask for ID and verify age before serving alcohol.

20. True or False: The alcohol Policy says:

TRUE The Team Member must be **18 years old** to **Sell or Serve** alcohol if the Bar Station is next to the cashier counter; but must be **21 years old** to **Sell and Serve** in a separate Bar Station area.



Manager Certification Check List

Cashier



3

| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

Instructions: To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least **9 out of 11** (80%) to be certified in their position. If their score is less than 80% the Team Member will need to review all training material and reschedule the certification process with their manager.

Manager-Trainer Certification Check List

In order to confirm the Team Member has been certified as a Cashier the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has knowledge of the position.

1. General Knowledge Yes No

- Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
- Has knowledge of position responsibilities, has correct uniform, visor and name tag, knows the Shakey's® menu, uses the PPE (Personal Protect Equipment) correctly.

2. Cashier Characteristics Yes No

- Smiles, makes eye contact, welcomes, listens, offers, thanks and says goodbye; supports others Team Members when needed.

3. Work Station Set-up and maintenance Yes No

- Has knowledge of how to set up cashier area, proper cleaning and maintenance of work area.

4. Cashier Sequence

- **Smile** Yes No
 - Smiles when welcoming guest.
- **Eye Contact** Yes No
 - Makes an eye contact.
- **Welcome** Yes No
 - Uses correct Shakey's® phrases to greet guest:
 - ☑ "Hi, welcome to Shakey's®. How may I help you?"
 - ☑ "What can we start with you?"
 - ☑ "What would you like to begin with?"
 - ☑ "Welcome Mr. Jones. Are you going to have your usual buffet?"
- **Listen** Yes No
 - Listens carefully to guest
- **Suggest** Yes No
 - Has knowledge of all Shakey's® products (menu), listens carefully to a guest's order (Beverages, Appetizers, Salad and Dessert), observes group for size and occasion (Family, Children, Groups, Sport Teams, etc.), and suggests appropriate Shakey's® product (additional item, beverage, appetizer or toppings).
- **Repeat** Yes No
 - Repeats guest order to prevent mistakes from happening.
- **Ask** Yes No
 - Always asks the guests "What else may I get for you?"
 - NOT, "is that it?" Or "is that all"
- **Inform** Yes No
 - Always informs the guest of the total their purchase.
 - Calls them by name if they pay wit credit card.
 - Marks the coupon and survey on their receipt.
 - Verbally acknowledges the amount given.
- **Thank** Yes No
 - "Enjoy your dinner!" "Happy graduation, Birthday, Anniversary, etc.!"



60 min

5. Telephone Service Sequence Yes No

- Answer before 3 rings.
- Smiles, speaks clearly, listens carefully, confirms order and information, informs, and thanks guest.
- Repeats the guest's name.
- Calls for management asks "May I tell ___ who is calling?"
- Checks hold calls and say "I have one guest ahead of you" or "I'm just finishing with another guest and I will be right back to you."
- Makes eye contact with and smile at those guests in line.

6. Take Out Service Sequence

- Suggests additional items or beverages for to-go/take-out orders.
- When giving the guests their order, repeats the item, and gives time to guest to confirm it.
- Lifts the lid of all items of an order to confirm the correct items.
- Calls the guest by name (the name is on the order).
- Thanks the guest.

7. Money Handling Policy Yes No

- Knows the money handling policy.
- Always verifies (counts) money that is assigned to them, with manager present.
- Never leaves money unattended.
- Always verifies the large bills over \$20.00 by counterfeit detection pen/Manager.
- Never allows another Team Member to access his/her drawer or process an order.
- Verbally acknowledge the amount given and keep the bill(s) visible until the transaction is complete.
- Never counts the drawer in front of the guests.

8. Serving Alcohol Yes No

- Asks for I.D.s for anyone who appears younger than 35.
- Never serves to anyone who cannot prove age.
- Watches where multiple drinks/glasses go (1 per I.D.).
- Notifies manager on duty when somebody has signs of intoxication.

9. Guest's Situations Resolution Yes No

- Knows the Shakey's® Problem Solving System (L.A.S.T.).
- Listens, Apologizes, Solves, Thanks.

10. Cashier Forms Yes No

- Knows how to complete a Till Count form.
- Knows how to complete the Food Safety and Sanitation Check List forms.
- Knows how to reserve a party using the Party Reservation Book.

11. Open and Close (shift /close) Yes No

- Knows how to Open and Close their work station.

| Total Time | Name of Manager/Trainer Certifier | Trainee Initials | Passed/ Completed |
|------------|-----------------------------------|------------------|--|
| | | | <hr style="width: 50px; margin-left: auto; margin-right: 0;"/> % <input type="checkbox"/> Yes <input type="checkbox"/> No |

General Comments (recommendations, suggestions for improvement, etc.):



Store:

Team Member:



4 Food Runner Module

| Total Time 2 days (4-8 hrs) | Course/Topic | Trainer/ Manager | Trainee initials | Date | Passed/ Completed |
|--------------------------------|---|----------------------|----------------------|----------------------------------|--------------------------|
| Guide Review 30 min | 1 Food Runner Tools 2 Table Set-Up 3 Food Runner Sequence 4 Guest Situation Resolution | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Module Video 10 min | 5 Food Runner Training Video | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Practice 3 Hrs | 6 Food Runner Hands On Training | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Module Quiz 20 min | 7 Food Runner Quiz | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___ % |
| Certification 60 min | 8 Manager-Trainer Certification Check List | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___ % |

| | |
|--|---|
| General Comments (recommendations, areas for improvement, etc.) <input type="text"/> | General Score |
| | <input type="text" value=""/> % |
| | Passed <input type="checkbox"/> Yes <input type="checkbox"/> No |


The Food Runner provides guests with superior customer service. The Food Runner is thoroughly familiar with Shakey's® product and proper table service. The Food Runner maintains a pleasant and upbeat personality, while interacting with guests in a friendly and professional manner.


Description of training: The Food Runner Training Program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of the Food Runner Sequence. The Food Runner Training Module has been designed to provide all Shakey's® Team Members with tools and training material to guarantee thorough training of the Food Runner position.


The Team Member will review the Food Runner Sequence, what phrases to use when greeting guests, how to deliver food, and offering recommendations to the guest. **The recommended training hours per day is 4 hours and the module program should be covered between 2 days or 4-8 hours.**

**2 Days
(4-8 hrs)**

Training Program

| Station Guide 20 min | Food Runner Station Guide | Resource | Main Goal: |
|--|---|---------------|--|
|  Review Training-Station Guide | 1 Food Runner Tools 2 Table Set-Up 3 Food Runner Sequence 4 Guest Situation Resolution | Station Guide | The trainee will review all basic standards required of the position. The trainee will review all procedures, policies, and responsibilities specific to their position. |
| Comments: | | | |

| Module Video 10 min | Module Video | Resource | Main Goal: |
|--|-------------------------------------|----------|--|
|  Video | 5 Food Runner Training Video | Video | The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job. |
| Comments: | | | |

| Practice 40 min | Training | Main Goal: |
|---|--------------------------------------|--|
|  | Food Runner Hands On Training | The Team Member will work with the trainee to review the opening and closing procedures and tools necessary to be successful in their station. |

Effective Training: We strongly recommend training the Food Runner at least one day (2 hrs each day) during buffet hours (lunch/open) and one day during evening hours (diner/close) or during fundraisers.

6 Food Runner Training

- Review station guide tools.
- Set-Up a condiments Expo-Table (feedback)
- Set-Up a Dine-In Table (feedback)
- Complete a full Food Runner Sequence (feedback):

Review, Practice and Feedback

- Greeting guests, offering plates, dressings, condiments. Offering appetizers.
- Delivering plates, condiments, and appetizers.
- Delivering orders.

-
- Ask, Suggest-refill, pre-bussing, and clean.
 - Guest Situation Resolution** (examples/practice)
 - (L.A.S.T.) Listen, Apologize, Solve, Thank.
 - Open/Close station.
 - General feedback and comments***

Comments:



▷ **Instructions:** Complete before taking Food Runner.

Note: The trainee should get at least an 80% (16 of 20) to pass the quiz.

1. You must wash your hands ...

- Before starting your work and after using the restroom.
- Cleaning tables.
- Every time you start a new activity.
- All of the above.

2. Which of the following are the Food Runner's responsibilities?

- Offer.
- Suggest Refill.
- Deliver: Food, Plates, and Condiments to guests.
- All of the Above.

3. What is the correct order of the Food Runners Sequence?

- 1** Welcome and Offer; **2** Deliver Plates, Condiments and Appetizers; **3** The Food is Ready; **4** Ask, Clean, Suggest-Refill
- 1** Ask, Clean, Suggest-Refill; **2** Deliver Plates, Condiments and Appetizers; **3** The Food is Ready; **4** Welcome and Offer
- 1** Deliver Plates, Condiments and Appetizers; **2** Welcome and Offer; **3** The Food is Ready; **4** Ask, Clean, Suggest-Refill

4. What is the correct way to greet a guest when seated at the table?

- "Hi, how are you?"
- "I'll be right back with your food"
- Welcome to Shakey's®. My name is _____. How is everyone doing this evening? I will be here to help you with anything you need.

5. What is the targeted time to deliver food to a guest?

- 15 minutes.
- 20 minutes.
- 30 minutes.

6. What is the Expo Table function?

- Houses condiments (sauces, dressing, etc.), plates, and spatulas.
- Guests are able to service themselves sauces.
- To display the sauces we have available.

7. Why is important to suggest an appetizer when greeting a guest?

- To increase sales.
- To give the guest a better experience by suggesting items to go with their order.
- "Suggest" is a cashier responsibility.

8. What does the Food Runner do during the first 1st Step "Welcome and Offer"?

- Greets the guest, asks them if they are celebrating a special occasion, offers plates and condiments, and offers any appetizers if they have not already placed an order.
- Offers appetizers to guests.
- Introduces themselves and only returns to deliver the food.

9. A Food Runner should...

- Be a friendly person.
- Maintain a pleasant and upbeat personality, while interacting with guests in a friendly and professional manner.
- Be fast.

10. What are the responsibilities of a Food Runner in the 2nd step of service?

- Deliver the food.
- Deliver plates, silverware condiments & appetizers.
- Suggest refill.

11. According to Shakey's® standards, what are two phrases to use when delivering food to a guest?

- "Here is your large Fire House pizza" / "This is a favorite!"
- "Here you go" / "Thanks"

12. What are considered bad habits when serving food?

- Wiping or touching your nose.
- Touching the food.
- Touching your face or scalp.
- Wearing a dirty uniform.
- All of the Above

13. In the 3rd Step of service "The food is ready", what are the Food Runner responsibilities?

- Review the order ticket, inspect food quality, deliver food, and give a positive comment.
- Check if the food is ready
- Check the order on Expo Table.

14. What does L.A.S.T. mean?

- Always deliver food as fast as you can.
- A Shakey's® Guests Problem Solving System (Listen, Apologize, Solve, and Thank).
- Is an acronym referring to guest complaints.

15. What is the proper way to wash your hands?

- 1** Wet your hands with warm water; **2** Apply soap; **3** Vigorously scrub hands and arms (10-15sec); **4** Dry Hands and Arms with single use towel.
- 1** Vigorously scrub hands and arms (10-15sec); **2** Apply soap; **3** Wet your hands with warm water; **4** Dry Hands and Arms with single use towel.
- 1** Dry Hands and Arms with single use towel; **2** Apply soap; **3** Wet your hands with warm water; **4** Vigorously scrub hands and arms (10-15sec).

16. In the 4th Step "Ask, Clean, Suggest-Refill", what are the Food Runner responsibilities?

- Clean and Refill
- Pre-buss any unused dishes, suggest dessert, offer "to go" boxes, and thank guest.

17. What you should do when sneeze :

- Cover your mouth with your t-shirt.
- Cover your sneeze with your arm ("Dracula" approach) and wash your hands.
- Cover your sneeze with your hands.

18. What should a Food Runner do when a guest is unhappy with their service?

- Get the manager immediately and ignore the guest.
- Give the guest the corporate number to file a complaint.
- Handle the problem using L.A.S.T. and call the manager if necessary.

19. How do you confirm the sanitizer will be effective?

- Color
- Concentration (PPM: parts per million) and temperature.
- The color and odor.

20. What are the 4 parts of the Shakey's® Problem Solving System?

- LISTEN Do not interrupt, let them talk / APOLOGIZE "I'm sorry" / SOLVE "How can I fix it for you?" / THANK "We appreciate your attention".
 - LISTEN "I can't fix it now" / APOLOGIZE "I don't know what happened" / SOLVE "The Manager is not here, please call later" / THANK "Thanks"
-



Manager Certification Check List



4

Food Runner

| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

Instructions: To complete the Certification process, the manager will do a general review of the Team Member performance after they have been trained. The trainee should score at least **5 out of 6** (80%) to be certified in their position. If their score is less than 80%, the Team Member will need to review all training material and reschedule the certification process with manager.

Manager Certification Check List

In order to confirm the Team Member has been certified as a Food Runner the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has satisfactory knowledge of the position.

- 1. General Knowledge** Yes No
 - Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
 - Has knowledge of position responsibilities, has correct uniform, visor and name tag, knows the Shakey's menu.
- 2. 2 Food Runner Characteristics** Yes No
 - Smiles, makes eye contact, welcomes, listens, offers, thanks and says goodbye; supports others Team Members when needed.
- 3. Work Station set-up and maintenance** Yes No
 - Sets up Condiment Expo-Table and Dine-in Table correctly. Maintains a clean work area.
- 4. Food Runner Sequence**
 - **Initial Food Runner Guest Contact "Welcome and Offer"** Yes No
 - Always greets the guest in a friendly manor.
 - Asks about plates, silverware, and condiments.
 - Asks to see if they have ordered appetizers, and offers suggestions if they have not.
 - **Second Food Runner Guest Contact "Deliver Plates, Condiments, Appetizers"** Yes No
 - Returns with plates, silverware etc. and communicates the time the order will take.
 - Delivers appetizer as soon as it is ready.
 - **Third Food Runner Guest Contact "The Food is Ready"** Yes No
 - Reviews the order ticket.
 - Inspects food quality.
 - Identifies the food when placing and gives a positive comment.
 - Does not touch food directly with their hands.
 - Knows how deliver and serve the pizza.
 - Knows how to deliver and serve Mojo@s and appetizers.
 - If guests are consuming beer, offers re-fill.
 - Takes the order and bring it to Cashier.
 - **Fourth Food Runner Guest Contact "Ask, Clean, Suggest-Refill"** Yes No
 - Pre-busses any unused dishes correctly.
 - Returns to table and suggest dessert.
 - Takes the order and brings it to Cashier.
 - Checks on status of their visit. Offer "to go" boxes.
 - Thanks the Guest for joining us and make appropriate good bye statement.
 - After Guests leave, buses and thoroughly cleans table. Ensures that table setting is re-organized.



60 min

5. Guest's Situations Resolution Yes No

- Knows the Shakey's Problem Solving System (L.A.S.T.).
 - Listens, Apologizes, Solves, Thanks
- 6. Open and Close** Yes No
- Knows how to Open and Close their position.

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

General Comments (recommendations, suggestions for improvement, etc.)








Store: _____

Team Member: _____



5 Dining Room Attendant Module

| Total Time 2 days (4-8 hrs) | Course/Topic | Trainer/ Manager | Trainee initials | Date | Passed/ Completed |
|--|--|----------------------|----------------------|----------------------------------|--------------------------|
| | 1 Dining Room Attendant Tools | | | | |
| | 2 Outside Entrance | | | | |
|  Guide Review 30 min | 3 Buffet and Salad Bar | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| | 4 Drink Area | | | | |
| | 5 Dining Room / Patio | | | | |
| | 6 Restrooms | | | | |
| | 7 Game Room | | | | |
| | 8 Guest Situation Resolution | | | | |
|  Module Video 10 min | 9 Dining Room Attendant Training Video | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
|  Practice 3 Hrs | 10 Dining Room Attendant Hands On Training | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
|  Module Quiz 20 min | 11 Dining Room Attendant Quiz | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___ % |
|  Certification 60 min | 12 Manager-Trainer Certification Check List | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___ % |

General Comments (recommendations, areas for improvement, etc.)

General Score
 %
 Passed
 Yes No


Module

A Dining Room Attendant provide our guests with a clean, welcoming restaurant environment by greeting guests, and removing dishes, glassware and silverware from tables. Secondary responsibilities include proper maintenance and cleaning of side stations, floors, furniture, booths, tableware, restrooms and performing other duties as assigned.


Description of training: The Dining Room Attendant Module is part of the Shakey's Training Program. The training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz. The training also contains a summary of the Dining Room Attendant responsibilities. The Dining Room Attendant Module has been designed to provide all Shakey's® Team Members tools and training material to guarantee thorough training of the Dining Room Attendant position.

The module will review the Dining Room Attendants responsibilities phrases used to greet and serve, how to clean and set-up a table, bussing, and maintaining entrance, restrooms, dining room, game room, salad bar and buffet according with the Shakey's® standards of quality and cleaning.


| | |
|---------------------------------|-------------------------|
| 2 Days (4-8 hrs) | Training Program |
|---------------------------------|-------------------------|

| Station Guide 20 min | Dining Room Attendant Station Guide | Resource | Main Goal: |
|---|--|---------------|--|
|  | 1 Dining Room Attendant Tools 2 Outside Entrance 3 Buffet and Salad Bar 4 Drink Area 5 Dining Room / Patio 6 Restrooms 7 Game Room 8 Guest Situation Resolution | Station Guide | The trainee will review all basic standards required of the position. The trainee will review all procedures, policies, and responsibilities specific to their position. |

Comments:

| Module Video 10 min | Module Video | Resource | Main Goal: |
|---|---|----------|--|
|  | Dining Room Attendant Training Video | Video | The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job. |

Comments:

| Practice 40 min | Training | Main Goal: |
|--|--|---|
|  | Dining Room Attendant Hands On Training | The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools necessary to being successful in their station. |
| Effective Training: We strongly recommend training the Dining Room Attendant at least one day (4 hours each day) in buffet hours (lunch/open) and one day in fundraiser or evening hours (diner/close). | | |

- Review tools.
- Set-Up a Dine-In Table (feedback)
- Train a full Dining Room Attendant practices (feedback):
 - Review, Practice and Feedback on greeting guests.
 - Review, Practice and Feedback on maintaining cleanliness of restaurant exterior. (parking lot and windows)
 - Review, Practice and Feedback on maintaining cleanliness of Buffet and Salad Bar, Drink Area and Game Room.
 - Review, Practice and Feedback on how to bus and pre-bus tables, maintaining a clean Dining Room/Patio (floors) and Restrooms, Sweep, Mop and Vacuum.
- Guest Situation Resolution**
 - Review (L.A.S.T.) Listen, Apologize, Solve, Thank.
- Opening and Closing of station.
- General feedback and comments**

Comments:



▷ **Instructions:** Complete before taking Dining Room Attendant quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

1. You must wash your hands ...

- After using the restroom.
- After clearing a table.
- Every time you change work stations.
- All of the Above

2. What are some of the Dining Room Attendant responsibilities?

- Greeting guests.
- Maintaining a clean restaurant environment
- Maintaining a clean restaurant exterior.
- All of the above

3. What are the Dining Room Attendants restaurant exterior responsibilities?

- Maintenance of the parking lot, cleaning doors and windows, and greeting guests.
- Vacuuming and washing floors.
- Basic maintenance.

4. What is the proper way to greet a guest?

- "Hi, how are you?"
- "Hi, how you doing?"
- Smile/Eye contact "Hi. Welcome to Shakey's"

5. When necessary, the Dining Room Attendant should clean the following areas:

- The Walk-in and Oven.
- Buffet and Salad Bar.
- Dishwasher Station and Entrance.

6. What are the Dining Room Attendant's responsibilities at the beverage station?

- Checks beverages, stock supplies, checks and refills ice, and cleans and sanitizes work area.
- Check the soda, sweet tea and beers.
- Clean and sanitizes.

7. What does the Dining Room Attendant do in the pre-bussing step of service?

- Remove all unnecessary clean glasses and clean plates from the table.
- Politely asks the guests and removes trash, unnecessary plates, cups and trays from tables.
- That does not his/her responsibility.

8. All table set ups must have:

- Clean Plates, Pizza Tray Stand and Spatulas
- Food and Beverages
- Pizza Tray Stand, Parmesan Cheese, Crush Chili Peppers, Napkins, Pepper, Salt and Ketchup.

9. What does it mean to pre-bus tables?

- Remove remains from tables and floor.
- Cleans table, wipe and sanitizes table, re-sets the table set-up, and wipes down seats.

10. True or False: It's the guest's responsibility to throw away their trash before they leave.

False

11. A clean restroom:

- Has clean and dry floors, a clean sink, and urinal/toilet, free from odor; stocked supplies, clean mirrors, and no graffiti.
- Smells nice.
- Has a clean urinal and toilet and is free of odor.

12. What are considered bad habits when it comes to serving food?

- Wiping or touching your nose.
- Touching the food.
- Touching your face or scalp.
- Wearing a dirty uniform.
- All of the above.

13. The Dining Room Attendant's responsibilities in the game room is/are:

- To make sure there is no trash on floors; clean glass and windows; sanitize all game seats, handles and controllers.
- They are not responsible for anything in the game room.
- To make sure the games are fully stocked.

14. How often should the restrooms be checked by an employee?

- Every hour
- Every 2 hours
- Every 20 minutes.

15. What is the correct way to wash your hands?

- 1 Wet your hands with warm water; 2 Apply soap; 3 Vigorously scrub hands and arms (10-15sec); 4 Dry Hands and Arms with single use towel.
- 1 Vigorously scrub hands and arms (10-15sec); 2 Apply soap; 3 Wet your hands with warm water; 4 Dry Hands and Arms with single use towel.
- 1 Dry Hands and Arms with single use towel; 2 Apply soap; 3 Wet your hands with warm water; 4 Vigorously scrub hands and arms (10-15sec).

16. Why is important suggest a refill while bussing the table?

- To increase sales.
- To give the guest a better experience.
- "Suggest" is a cashier responsibility.

17. What you should do when sneeze?

- Cover your mouth with your t-shirt.
- Cover your sneeze with your arm ("Dracula" approach) and wash your hands.
- Nothing.

18. What should you do when you have a guest who might be unhappy with their service or product?

- Ask the manager for help immediately.
- Give to guest the number to corporate.
- Use L.A.S.T. and call the manager if necessary.

19. What is the proper way to check that sanitizer will be effective?

- Concentration (PPM: parts per million)
- The color and odor.

20. What does L.A.S.T. stand for?

- LISTEN Do not interrupt, let them talk / APOLOGIZE "I'm sorry" / SOLVE "How can I fix it for you?" / THANK "We appreciate your attention".
- LISTEN "I can't fix it now" / APOLOGIZE "I don't know what happened" / SOLVE "The Manager is not here, please call later" / THANK "Thanks"



Certification 5

Dining Room Attendant



| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

Instructions: To complete the Certification, the manager will do a general review of the Team Member's performance.

The trainee score at least 7 of 8 (80%) to be certified in their position. If their score is less than 80%, the Team Member will need to review all training material and reschedule the certification process with the manager.

Manager Certification Check List

In order to confirm the Team Member has been certified as a Dining Room Attendant the Manager will confirm, through the check list below, that the Team Member has been thoroughly trained and has the knowledge of the position.

1. **General Knowledge** Yes No
 - Has an understanding of position responsibilities and is knowledgeable of our Mission & Values. Knows how to wash, check and clean work area, and knows their work station tools.
 - Has knowledge of position responsibilities. Uses correct uniform, visor and name tag. Knows the Shakey's menu.
2. **Dining Room Attendant Characteristics** Yes No
 - Smiles, makes eye contact, welcomes, listens, offers, thanks and says goodbye. Supports others members when necessary.
3. **Work Station Set-up and maintenance** Yes No
 - Knows how to set up bussing station or cart. Knows how to set-up drink area, utensil area, and dine-in table. Maintains proper maintenance and cleanliness of stations.
4. **Outside/Entrance** Yes No
 - Maintains proper cleanliness of restaurant exterior.
 - Cleans walkways, landscaping, trash cans, curbs, and parking blocks.
 - Observes for graffiti, cleans doors and windows, smudges and fingerprints.
 - Cleans door frames, and handles.
5. **Drink Area** Yes No
 - Confirms that works station is thoroughly stocked.
 - Confirms that napkins, straws, and cup tops always available.
 - Checks soda bags and replace when necessary; checks ice dispenser and refills.
 - Wipe down surfaces with sani-towel.
6. **Dining Room/Patio** Yes No
 - **Pre-Bussing**
 - Clear the table; removes utensils, plates, cups, pans and trash. Wipes table with a clean, sanitized damp towel
 - **Bussing**
 - Re-sets the table set-up and re-stock when needed. Wipes chairs, sweep floors and removes paper and debris from the floor.
 - **Restrooms**
 - Sweep and/or mop floor, places "wet floor" sign near the restroom when wet.
 - Sinks, urinals and toilets should be clean and odor free.
 - Cleans sinks, urinals and toilets with rubber gloves; uses the correct brushes and chemicals.
 - Re-stock all paper products (tissue, paper towels, etc.).
 - Cleans mirrors and confirms they are free of water spots and smudges.
 - Removes trash cans, observe for graffiti and always checks and refills soap dispensers.
 - **Game room**
 - Remove trash from the floor.
 - Cleans games to remove smudges and fingerprints.
 - Clean game seats, handles, and controllers with the sanitized towel.



60 min

7. Guest's Situations Resolution Yes No

Knows the Shakey's Problem Solving System.

Listens, Apologize s, Solves, Thanks.

8. Open and Close Yes No

- Has thorough knowledge of opening and closing procedures.

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

General Comments (recommendations, suggestions for improvement, etc.):



Store: _____

Team Member: _____



6 Game Room Attendant Module

| Total Time 1-2 days (4-8 hrs) | Course/Topic | Trainer/ Manager | Trainee initials | Date | Passed/ Completed |
|----------------------------------|---|---------------------|---------------------|------|--------------------------|
| | 1 Game Room Attendant Tools 2 Game Room Attendant Sequence 3 Tokens 4 Tickets 5 Redemption Area 6 Money Handling Policy and Procedures 7 Guests Situations Resolution (L.A.S.T.) | | | / / | <input type="checkbox"/> |
| Guide Review 30 min | | | | | |
| Module Video 10 min | 8 Game Room Attendant Training Video | | | / / | <input type="checkbox"/> |
| Practice 3 Hrs | 9 Game Room Attendant Hands On Training | | | / / | <input type="checkbox"/> |
| Module Quiz 20 min | 10 Game Room Attendant Quiz | | | / / | ___% |
| Certification 60 min | 11 Manager-Trainer Certification Check List | | | / / | ___% |

| | |
|---|--|
| General Comments (recommendations, areas for improvement, etc.) _____ _____ _____ | General Score _____ % Passed <input type="checkbox"/> Yes <input type="checkbox"/> No |
|---|--|

6

Game Room Attendant




Module

The Game Room Attendant actively assists our guest by demonstrating games when needed and helps guest choose prizes at the Redemption Center. The game room attendant also helps with routine game/ticket maintenance and repairs. They ensure that all games, Redemption Center and game room are clean and free of litter.


Description of training: The Game Room Attendant Training Program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of the Game Room Attendant responsibilities. The Game Room Attendant Training Module has been designed to provide all Shakey's Team Members with tool and training material to guarantee thorough training of the Game Room Attendant position.

The Team Member will review the role and responsibilities of a Game Room Attendant: how to assist guests in redeeming prizes, basics rules of the game area, troubleshooting. **The recommended training hours per day is 4hrs, and the module program should be covered between 2 days or 4-8 hrs.**


| | |
|-----------------------------|-------------------------|
| 2 Days (4-8 hrs) | Training Program |
|-----------------------------|-------------------------|

| Station Guide 30 min | Game Room Attendant Station Guide | Resource | Main Goal: |
|---|---|---------------|--|
|  | 1 Game Room Attendant Tools 2 Game Room Attendant Set-Up 3 Game Room Attendant Sequence 4 Tickets 5 Tokens 6 Redemption Area 7 Money Handling Policy and procedures. 8 Guests Situations Resolution (L.A.S.T.) | Station Guide | The trainee will review all basic standards required of the position. The trainee will review all procedures, policies, and responsibilities specific to their position. |

Comments:

| Module Video 10 min | Module Video | Resource | Main Goal: |
|---|----------------------------------|----------|--|
|  | Game Room Attendant Video | Video | The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job. |

Comments:

| Practice 2 hrs | Training | Main Goal: |
|---|--|---|
|  | Game Room Attendant Hands On Training | The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities and tools necessary to being successful in their station. |
| Effective Training: We strongly recommend training the Game Room Attendant at least one day (4hrs each day) during buffet hours (lunch/open) and one day during evening hours and during a fundraiser (diner/close). | | |

Game Room Attendant Tools

Review, Practice and Feedback

- Game Room Attendant Tools.

Game Room Attendant Set-Up

Review, Practice and Feedback

- Setting up Work Station.

- Fill Tickets
- Stock Prizes
- Tokens, tickets, and bags.
- Sani-Bucket, towels, and wipes.
- Clean Game Room area, floor, display area, remove trash and tickets out of ticket eater.
- Check for hazards (plug-in, cords, floors, glasses etc.)
- Overall Game Room Appearance
- Game Room Rules

The Game Room Attendant Sequence

Review, Practice and Feedback

- Game Room Sequence

- How to greet (welcoming the guest).
- Show and Help. Show guest prizes and help or answer questions when needed.
- Assist the guest in redeeming prizes.
- Offering a bag when needed.
- Thank you and good bye.

Tickets

Review, Practice and Feedback

- Refilling tickets holder.
- Solving quick fixes.
- Place an "Out of Order" sign when game or ticket eater is not properly working.

Tokens

Review, Practice and Feedback

- Solve quick fixes in coin slot.

Redemption Area

Review, Practice and Feedback

- Organize and clean redemption area.
- Make sure merchandise is attractively displayed in a neat fashion.
- Make sure all prizes have the correct pricing tags.

Money Handling Policy

Review, Practice and Feedback

- Always verify (count) tokens that are assigned to them, with manager present.
- Never leave tokens unattended.

Guest Situation Resolution

Review, Practice and Feedback

- Shakey's Problem Solving System (L.A.S.T.) Listen, Apologize, Solve, Thank.
- How to solve a Guest Situation Resolution and common examples

Opening/Closing Procedure

Review, Practice and Feedback

- Opening and closing the station.

- Train (3-5 times) a full Game Room Attendant Sequence with guest present (feedback)

General feedback and comments

Comments:

| | | |
|-------------------------------|----------------------|----------|
| Module Quiz 20 min | Practice Quiz | 6 |
|-------------------------------|----------------------|----------|



▷ **Instructions:** Complete before taking Game Room Attendant quiz.
Note: The trainee should get at least an 80% (16 of 20) to pass the quiz.

1. **When must you wash your hands?**
 - Before starting your work and after using the restroom.
 - After counting tokens.
 - Every time you start a new activity.
 - All of the above.

2. **Which of the statement below describes a Game Room Attendant?**
 - They are a team member that redeems prizes and keeps the game room clean.
 - They actively and enthusiastically promote a fun atmosphere and excitement among our "kid" guests. Help with the games, serve our guests at the Redemption Center and demonstrate game play.

3. **What are some of the essential duties of a Game Room Attendant?**
 - Greet the guest upon arrival in the room.
 - Assist guests on how to operate games.
 - Respond to guest complaints of games not working
 - All of the above

4. **What are three basic rules of the Game Room?**
 - No drinks allowed, no running, no climbing.
 - No laughs, no smiles, no food.

5. **How often should the games be wiped down and sanitized?**
 - At the end of the day.
 - Every 4 hours.
 - Every 2 hours.

6. **Why is it important to turn off and disconnect games before cleaning?**
 - Because you save energy.
 - Is important to remove all dirt behind the game.
 - Is important to prevent an electric shock risk.

7. **True or False:** The Game Room attendant should model or demonstrate to guest the selection of prizes they can purchase.
 - False
 - True

8. **True or False:** The Game Room attendant should remove the coin jam from the game, clears, and replace token if necessary.
 - False
 - True

9. **True or False:** The Game Room attendant should places a Shakey's "Out of Order" sign if they are unable to fix the game right away.
 - False
 - True

10. **True or False:** It's okay for guest to rough house or horse play in game room area.
 - False
 - True

11. **True or False:** It's okay for kids to climb on games.
 - False
 - True

12. What should you do if a guest gets hurt in the game room area?

- Inform your manager on duty.
- Nothing.
- Inform the guest to call corporate.

13. What should you do if you cannot fix a game?

- Nothing.
- Inform your manager on duty.
- Try to fix it until you can figure it out.

14. What should you do if a guest needs help with a ticket or coin jam?

- Nothing.
- Inform your manager on duty.
- Be available to assist them.

15. The game room should always be:

- Clean, filled and operating so that each guest is guaranteed to have fun.
- In good condition.
- There are no standards for the game room.

16. What are considered situations that a guest may need immediate assistance?

- They've won and their tickets are not coming out of the machine.
- They've inserted a token but the game is not starting.
- The ticket eater is not working.
- All of the above.

17. How should the redemption area look?

- Clean and free of finger prints; area should be organized and clean.
- Full of clutter and empty plants and cups.
- There is no standard.

18. What you should do when sneeze :

- Cover your mouth with your t-shirt.
- Cover your sneeze with you arm ("Dracula" approach) and wash your hands.

19. True or False: Tokens are not real money, but they have the same value as real money.

- False
- True

20. What does L.A.S.T. stand for?

- LISTEN Do not interrupt, let them talk / APOLOGIZE "I'm sorry" / SOLVE "How can I fix it for you?" / THANK "We appreciate your attention".
- LISTEN "I can't fix it now" / APOLOGIZE "I don't know what happened" / SOLVE "The Manager is not here, please call later" / THANK "Thanks"



Certification 6

Game Room Attendant



| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

Instructions: To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least **8 out of 10** (80%) to be certified in their position. If their score is less than 80% the Team Member will need to review all training material and reschedule the certification process with their manager.

Manager-Trainer Certification Check List

In order to confirm the Team Member has been certified as a Game Room Attendant the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has knowledge of the position.

1. **General Knowledge** Yes No
 - Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
 - Knows his or her Responsibilities, uses uniform, visor and name tag.
2. **Game Room Attendant Characteristics** Yes No
 - Smiles, Makes Eye Contact, Welcomes/Friendly, Listens Patiently, Offers/Show and Help, Thanks, Says Goodbye
3. **Work Station Set-up and maintenance** Yes No
 - Fill tickets correctly, stock prizes, clean Game Room area, floor, display area glass, remove trash and tickets, check for hazards (plug-ins, cords, floors, glasses etc.), and follow Game Room rules.
4. **The Game Room Attendant Sequence** Yes No
 - Greets (welcomes), sincere smile, eye contact and listen, shows and Help, shows guest prizes and helps or answers questions when needed, redeems prizes correctly and quickly, brings a bag, says thank you and good bye.
5. **Tickets** Yes No
 - Knows how to fill the tickets holder, quickly solves issues with the ticket eater, and places an out of order sign if game is not working.
6. **Tokens** Yes No
 - Quickly solves issues with coin slots.
7. **Redemption Area** Yes No
 - Kept organized, guests are able to see prizes.
8. **Game Room Attendant Forms** (If applicable) Yes No
 - Count their cashier/Drops/change, and fill a Till Counts correctly
9. **Guest's Situations Resolution** Yes No
 - Knows the Shakey's Problem Solving System (L.A.S.T.)
 - Listens, Apologize s, Solves, Thanks
10. **Open and Close** (shift /close) Yes No
 - Knows how to Open and Close his/her position



60 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.)








Store: _____

Team Member: _____



7 Bartender Module

| Total Time | Course/Topic | Trainer/Manager | Trainee initials | Date | Passed/Completed |
|--|---|----------------------|----------------------|----------------------------------|--------------------------|
| 2 days (4-8 hrs) | | | | | |
| | 1 Bartender Tools | | | | |
| | 2 Bartender Sequence | | | | |
| | 3 Serving Alcohol | | | | |
|  Guide Review 30 min | 4 Money Handling Policy and procedures. | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| | 5 Guests Situations Resolution (L.A.S.T.) | | | | |
|  Module Video 10 min | 6 Bar Attendant Training Video | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
|  Practice 3 Hrs | 7 Bar Attendant Hands on Training | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
|  Module Quiz 20 min | 8 Bar Attendant Quiz | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___% |
|  Certification 60 min | 9 Manager-Trainer Certification Check List | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___% |


| | |
|---|--|
| General Comments (recommendations, areas for improvement, etc.) _____ _____ _____ | General Score <input type="text" value=""/> % Passed <input type="checkbox"/> Yes <input type="checkbox"/> No |
|---|--|

A Bartender provides our guests with beverages in a fast-paced, high energy environment. Bartenders are thoroughly familiar with Shakey's® products, suggestive selling and service. They project a pleasant and upbeat personality, interacting with guests in a friendly, fun and professional manner.


Description of training: The Bar Attendant Training Program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of the Bar Attendants responsibilities. The Bar Attendant Training Module has been designed to provide all Shakey's Team Members with tool and training material to guarantee thorough training of the Bar Attendant position.

This module will review how to welcome and greet a guest, the Telephone Service Sequence, completing Take-Out Orders, Serving Alcohol, and the Money Handling Policy. **The recommended hours per training day are 4hrs, and should be covered within 2-4 days or 8-16 hours.**


| | |
|-----------------------------|-------------------------|
| 2 Days (4-8 hrs) | Training Program |
|-----------------------------|-------------------------|

| 20 min | Bartender Station Guide | Tool Resource | Main Goal: |
|---|--|---------------|--|
|  | 1 Bartender Tools 2 Money Handling Policy and procedures. 3 Serving Alcohol 4 Bartender Sequence 5 Telephone Signature Sequence 6 Guests Situations Resolution (L.A.S.T.) | Station Guide | The trainee will review all basic standards required of the position. The trainee will review all procedures, policies, and responsibilities specific to their position. |

Comments:

| Module Video 10 min | Module Video | Tool Resource | Main Goal: |
|---|------------------------|---------------|--|
|  | Bartender Video | Video | The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job. |

Comments:

| Practice 3 hrs | Training | Main Goal: |
|---|------------------------------------|---|
|  | Bartender Hands On Training | The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools necessary to being successful in their station. |

Effective Training: We strongly recommend training the Bartender at least one day (4hrs each day) in buffet hours (lunch/open) and one day in fundraiser or evening hours (diner/close).

- Review tools.
- Explain the money handling policy and procedures
- Explain serving Alcohol procedures, consequences, laws and regulation.
- Review, Practice and Feedback the POS (point of sale) distribution (Beer, Wine, Lime-A-Rita, including ...

food Pizza, Chicken, Mojo®s and More, PCM Combo etc.) and feedback

Review, Practice and Feedback the following examples-practice on POS (without guests) :

- Beer order
- Wine order
- Lime-A-Rita Order
- Pizza Order one topping (Thin and Pan)
- Pizza Order Half and Half
- Pizza Order multiple toppings
- PCM order
- Promo Code (coupon)
- Reservation-Phone Order
- Cash payment method
- Card payment method
- Check (half credit half cash, different cards)
- Gift Card payment method
- Promo Code
- Discounts (senior, company, government, employee)

Review, Practice and Feedback The Bar Attendant Serving Sequence:

- How to greet (welcome), how to have a sincere smile, eye contact, listen, ask for ID, suggest, repeat, Serve, ask and inform, thank.
- Train (3-5 times) a full Bar Attendant Sequence with guest present (feedback)

Review, Practice and Feedback how to Sell Alcohol, Check valid ID, verify the guest age and number of glasses/cups for order.

Review, Practice and Feedback how to suggest a refill, up-selling (appetizers/pizza)

Review, Practice and Feedback what to do in case of intoxicated guest.

Review, Practice and Feedback how to serve and prepare:

- Beer (Pitcher, Super Mug and Glass)
- Wine
- Lime-A-Rita.

Review, Practice and Feedback how to maintain clean and stocked the Station area.

Review, Practice and Feedback the money handling policy

- How to fill a Till Counts.

Guest Situation Resolution (examples/practice)

- Shakey's Problem Solving System (L.A.S.T.) Listen, Apologize, Solve, Thank.

Important: will be necessary to repeat the training in detail two or three times previous to the certification process:

- How to Suggest and Up-Selling and order.
- How to take a Phone Order and the Telephone Signature Service.
- How to solve a Guest Situation Resolution and common examples.
- How to Serve Alcohol, common examples and mistakes.
- Count their cashier/Drops/change, how to fill a Till Counts.

Review, Practice and Feedback how to Open/Close the station.

General feedback and comments

Comments:

| | | |
|-------------------------------|----------------------|----------|
| Module Quiz 20 min | Practice Quiz | 7 |
|-------------------------------|----------------------|----------|



▷ **Instructions:** Complete before taking Bartender quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

- 1. You must wash your hands...**
 - Before starting your work and after using the restroom.
 - Prepare or serve a drink.
 - Every Time you change of Work Station
 - All of the above

- 2. A bartender is a:**
 - Team Member who stands behind the bar area.
 - Provides our guest with beverages in a fast-paced, high energy environment.
 - Shakey's® restaurants do not have bartenders.

- 3. What is the bartender sequence?**
 - 1 Welcome, 2 Ask for ID, 3 Suggest, 4 Repeat, 5 Ask, 6 Inform, 7 Serve, and 8 Thank.
 - 1 Serve, 2 Welcome, 3 Ask, 4 Suggest, 5 Repeat, 6 Ask, and 7 Thank.

- 4. What is the 1st step in the "Bartender Serving Sequence"?**
 - Welcome
 - Suggest
 - Smile

- 5. What is the proper phrase to welcome a guest?**
 - "Hi, how are you?"
 - "Hi, how you doing?"
 - "Hi. Welcome to Shakey's, How may I help you?"

- 6. What is the second step in the "Bartender Serving Sequence"?**
 - "Welcome"
 - "Ask for ID"
 - "Smile"

- 7. What does "suggest" mean?**
 - Offers additional items or beverages to our guest for a better overall experience.
 - A bartender does not need to suggest additional items or beverages.

- 8. What does mean "Repeat" mean?**
 - Repeating back a guest's order to show that you are listening.
 - This step is not necessary.
 - Repeating the guest's total.

- 9. What does it mean to "ask"?**
 - The bartender asks, "What else may I get for you?"
 - The bartender asks, "Is that it?" or "Is that all."

- 10. What does it mean to suggest a refill?**
 - Ask they guest if they would like a refill while promoting legal and responsible alcohol consumption.
 - Ask the guest if they would like another fountain drink.

- 11. True or False:** The alcohol Policy says that you must ask for ID and check the age before serve alcohol, if the guest looks younger than 35.
 - False
 - True

12. True or False: The alcohol Policy says you must be 18 years or older to sell and serve alcohol. If your restaurant has a separate bar area with its own cashier, the law requires that you are 21 years or older to serve alcohol.

- False
 True

13. True or False: One glass per valid ID.

- False
 True

14. As a restaurant, violating the law when it comes to alcohol can result in:

- A fine, suspension, or revocation of the ABC license.
 A damaged reputation in the restaurant.
 A loss of guests.
 All of the above.

15. Which statement is incorrect?

- You should never serve alcohol to the point of intoxication.
 It is not your responsibility to monitor the amount of alcohol you serve to a guest.
 You should never serve alcohol to an intoxicated person.

16. True or False: You can serve alcohol to a guest if they have an expired ID.

- False
 True

17. True or False: You can serve alcohol to someone who cannot prove age, if they look like they are 35.

- False
 True

18. What you should do when sneeze :

- Just cover your mouth your with t-shirt.
 Cover your sneeze with your arm ("Dracula" approach) and wash your hands.

19. Select what of the following answers is not a Money Handling good practice(s):

- Leave your register unattended/allow others use it.
 Check bills over \$20.00/always count back the guests' change in front them.
 Count your cash drawer in the office with the Manager on duty.

20. What does L.A.S.T. stand for?

- LISTEN Do not interrupt, let them talk / APOLOGIZE "I'm sorry" / SOLVE "How can I fix it for you?" / THANK "We appreciate your attention".
 LISTEN "I can't fix it now" / APOLOGIZE "I don't know what happened" / SOLVE "The Manager is not here, please call later" / THANK "Thanks"



Certification



7

Bartender

| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

Instructions: To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least **8 out of 10** (80%) to be certified in their position. If their score is less than 80% the Team Member will need to review all training material and reschedule the certification process with their manager.

Manager-Trainer Certification Check List

In order to confirm the Team Member has been certified as a Bartender the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has knowledge of the position.

- 1. General Knowledge** Yes No
 - Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
 - Knows his or her Responsibilities, uses uniform, visor and name tag.
- 2. Bar Attendant Characteristics** Yes No
 - Smiles, Makes Eye Contact, Welcomes, Listens, Offers, Thanks and Says Goodbye, assists other team members when necessary
- 3. Work Station Set-up and maintenance** Yes No
 - Knows how to set up bar area, proper maintenance and cleanliness, maintains a stocked work station.
- 4. Bar Attendant Serving Sequence**
 - **Smile** Yes No
 - Upbeats.
 - **Eye Contact** Yes No
 - Makes an eye contact.
 - **Welcome** Yes No
 - Upbeat, uses the correct Shakey's® phrases to greeting "Hi, welcome to Shakey's®. How may I help you?" "What can we start with you" "What would you like to begin with?" "Welcome Mr. Jones. Are you going to have your usual order?"
 - **Welcome and Listen** Yes No
 - Listens carefully to a guest
 - Identifies the three types of Shakey's guests: Regular Guests, Occasional Guests, and New Guests.
 - **Ask for I.D. and Serve** Yes No
 - Requests one I.D per Glass and checks the age carefully.
 - **Suggest** Yes No
 - Knows all the Shakey's products (menu), Listening carefully to a guest's order (Beverages, Appetizers, Salad and Dessert), Observing the group for size and occasion (Family, Children, Groups, Sport Teams, etc?), Suggests an appropriate Shakey's product (additional item, beverage, appetizer or toppings)
 - **Repeat** Yes No
 - Repeats back a guest's order.
 - **Ask** Yes No
 - Always asks to guests "What else may I get for you?"
 - NOT, "is that it?" Or "is that all"
 - **Inform** Yes No
 - Always informs the guest of the total their purchase
 - Calls them by name if they pay wit credit card
 - Marks the coupon on their receipt.



60 min

- Verbally acknowledge the amount given
- **Thank** Yes No
 - Thanks to the guests
 - "Enjoy your dinner!" "Happy graduation, Birthday, Anniversary, etc.!" "Have Fun" etc.
- 5. Telephone Signature Service** Yes No
 - Smiles, Upbeat, Speaks clearly, Listens Carefully, Confirms, Informs, Thanks
 - Repeats the guest's name orders or requests
 - Calls for management asks "May I tell ___ who is calling?"
 - Checks hold calls and say "I have one guest ahead of you" or "I'm just finishing with another guest and I will be right back to you."
 - Makes eye contact with and smile at those guests in line counter.
- 6. Take out signature service** Yes No
 - Suggests a additional item or beverage in to-go/take-out orders
 - When giving the guests their order repeats the item and gives time to guest to confirm it.
 - Lifts the lid of all items of an order to confirm the correct items
 - Makes a positive comment about the specific food
 - Calls the guest by name (the name is on the order)
 - Says a Shakey's statement
- 7. Money Handling Policy** Yes No
 - Knows the money handling policy
 - Always verifies (count) money that is assigned to you, with manager present.
 - Never leaves money unattended
 - Always verifies the large bills over \$20.00 by counterfeit detection pen / Manager
 - Never allows another team member to access his/her drawer or process a order
 - When a guest presents cash for payment, verbally acknowledge the amount given, and keep the bill(s) visible to the guest until the transaction is complete
 - Never count the drawer in front the guests
- 8. Serving Alcohol** Yes No
 - Asks for I.D.s for anyone who appears younger than 35
 - Never serve anyone who cannot prove age
 - Watches where multiple drinks/glasses go (1 per I.D.)
 - Notify to the manager on duty when somebody has signs of intoxication.
- 9. Guest's Situations Resolution** Yes No
 - Knows the Shakey's Problem Solving System (L.A.S.T.)
 - Listens, Apologize s, Solves, Thanks
- 10. Open and Close** (shift /close) Yes No
 - Knows how to Open and Close his/her position

| 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.)



Store: _____

Team Member: _____



8 Dough Maker Module

| Total Time | Course/Topic | Trainer/Manager | Trainee initials | Date | Passed/Completed |
|--------------------------------|---|-----------------|------------------|------|--------------------------|
| 2-4 days (8-16 hrs) | | | | | |
| | 1 Dough Maker Tools 2 Thin Dough Procedure 3 Pan Dough Procedure 4 Storage | | | / / | <input type="checkbox"/> |
| Guide Review 30 min | | | | | |
| | 5 Opening the Dough Station 6 Closing the Dough Station | | | / / | <input type="checkbox"/> |
| Module Video 10 min | 7 Dough Training Video | | | / / | <input type="checkbox"/> |
| Practice 6 Hrs | 8 Dough Hands on training | | | / / | <input type="checkbox"/> |
| Module Quiz 20 min | 9 Dough Quiz | | | / / | ___ % |
| Certification 60 min | Manager Certification Check List | | | / / | ___ % |


| | |
|--|---|
| General Comments about the trainee (recommendations, areas for improvement, etc.) | General Score <div style="border: 1px dashed black; width: 40px; height: 20px; margin: 0 auto; text-align: right; padding-right: 5px;">%</div> Passed <input type="checkbox"/> Yes <input type="checkbox"/> No |
|--|---|

A Dough Maker is responsible for providing our guests the freshest dough according to Shakey's® Standards, ensuring proper proofing, labeling, dating, and product rotation. Opens and closes station, and properly stores all products accordingly. Ensures proper maintenance and cleaning of equipment and dough area.


Description of training: The Dough Maker training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of the Dough Maker Sequence. The Dough Maker Training Module has been designed to provide all Shakey's® Team Members with tools and training material to guarantee thorough training of the Dough Maker position. **The recommended training hours per day is 4 hours and the module program should be covered between 2 days or 4-8 hours.**

**2 Days
(4-8 hrs)**


Training Program

| 20 min | Dough Station Guide | Resource | Main Goal: |
|---|---|---------------|---|
|  | 1 Dough Maker Tools 2 Thin Dough Procedure 3 Pan Dough Procedure 4 Storage 5 Opening the Dough Station 6 Closing the Dough Station | Station Guide | The trainee will review all basic standards required of the position. The trainee will review all procedures, specs charts, recipes, and responsibilities specific to their position. |

Comments:

| Module Video 10 min | Module Video | Resource | Main Goal: |
|---|--------------------|----------|--|
|  | Dough Video | Video | The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job. |

Comments:

| Practice 6 hrs | Training | Main Goal: |
|---|--------------------------------|---|
|  | Dough Hands On Training | The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools necessary to being successful in their station. |

Effective Training: We strongly recommend training the Dough Maker at least one day (4hrs each day) in buffet hours (lunch/open) and one day in fundraiser or evening hours (diner/close).

Dough Tools

Review, Practice and Feedback

☞ **Goal:** The Team Member will confirm they know the tools for their work station

- Review tools.
- Mixer Bowl, Roller, Make Table, Pans, Scale, Graduated Container, Scales, Sani-buckets, Cutting Rings, etc.

Dough Ingredients

Review, Practice and Feedback

▷ **Goal:** The Team Member will confirm they know the ingredients for their work station

- Reviews Ingredients.
- Shakey's Flour Mix, Rice Flour, Oil, Yeast, etc.

Review the critical points of the Dough Station

Review, Practice and Feedback

▷ **Goal:** The Team Member will learn and practice about the critical points of the Dough station, temperature, weigh, time, proper proofing, starter, etc.

- The amount of water is a critical ingredient in achieving quality dough.
- The temperature of the water.
- Yeast, as other critical factor in making consistently high quality dough.
- Shakey's® Dough Mixes.
- Follow a set routine for making and rolling dough at the same time each day to maintain consistency of product.
- The importance of the Dough Usage Chart
- First In, first out (FIFO) Method.

Mixing a Batch of Thin Crust

Review, Practice and Feedback

▷ **Goal:** The Team Member will practice and prepare a full Batch of dough, Mixing, Rolling, Proofing, Cutting and Staking procedures, also will understand the importance of follow the same routine during the dough making process.

- The Team Member will prepare a full Mix of Thin Crust Pizza, with help of trainer.
- Together with trainer, the Team Member will learn how to identify the proper proof of the dough at room temperature.
- The Team Member will perform the rolling process of the dough and make the third fold method and the correct thickness of the dough following the Dough Spec Chart.
- The trainee will practice the cutting process of the Dough according to the Dough Spec Chart, using the correct amount, ring, and size of pizza.
- The Team Member will review the stacking procedures together with trainer.

Proofing Thin Crust Dough

Review, Practice and Feedback

▷ **Goal:** The Team Member will practice how to proof a Thin Crust at room temperature, and how to recognize when it reaches the proper size and the flavor unique to Shakey's Dough.

- The Team Member places the dough into a clean gray bust-tub and covers with a food safety bag, labels and lets it sit until the dough reaches the appropriate proofing characteristic of Shakey's Thin Crust Pizza.

Rolling Thin Crust Dough

Review, Practice and Feedback

▷ **Goal:** The Team Member will performance (together with trainer) the full process of Rolling Dough.

- The trainee will learn and practice how to divide the batch into two loads, how to weigh it, how to press down, the amount of rice flour necessary.

Cutting Thin Crust Dough

Review, Practice and Feedback

▷ **Goal:** The Team Member will practice how to cut dough pizza according to needs of the restaurant.

- The dough maker trainee will learn how to cut the dough according with the Shakey's needs, size etc.

Stacking and Storing Thin Crust Dough

Review, Practice and Feedback

▷ **Goal:** The Team Member will learn the proper stacking and storing procedures to maintain the consistency of the dough, wrapping, shelf times, labeling, and the right temperature before use.

- The dough maker trainee will learn how to the dough properly.
-

-
- Learn to stack the correct amount of wrapped dough and storing, following the FIFO procedures.

Mixing the Starter.

Review, Practice and Feedback

▷ **Goal:** The Team Member will practice and prepare a Starter to prepare Pan Dough, also will performance a batch of Starter with the characteristic sour flavor of Shakey's Pan Dough.

- The Team Member will prepare a full Mix of Starter, with help of trainer.
- The team member will learn the proofing process.
- The trainee will discuss together with trainer about the alternative method of starter.

Mixing a Batch of Pan Crust.

Review, Practice and Feedback

▷ **Goal:** The Team Member will practice and prepare a full Batch of dough, Mixing, Rolling, Proofing, Cutting and Staking procedures, also will understand the importance of follow the same routine during the dough making process.

- The Team Member will prepare a full Mix of Pan Crust Pizza, with help of trainer.
- Together with trainer, the Team Member will learn how to identify the proper proof of the dough at the right temperature.
- The Team Member will perform the rolling process.
- The trainee will practice cutting the Dough according to the Dough Spec Chart, using the correct amount, ring, and size of pizza.
- The Team Member will review the stacking procedure.

Rolling Pan Crust Dough

Review, Practice and Feedback

▷ **Goal:** The Team Member will performance (together with trainer) the full process of Rolling Pan Dough, also will learn about how to get the standards of texture unique of Shakey's Pizza Pan Dough.

- The trainee will review and practice how to divide the batch into two loads, how to weigh, how to press down, the proper quantity of rice in the roller and dough.
- The dough maker trainee will develop a rolling sequence of the pan dough, will learn and practice how to weigh and check the size/thickness of dough.
- The dough maker will learn how to create the Pan Dough Balls, the importance of cover them, and the right weigh as important factor of consistency.

Oiling Deep Dish Pans

Review, Practice and Feedback

▷ **Goal:** The Team Member will practice how to oil the pans and get ready for stacking Pan Dough.

- The dough maker trainee will learn how properly oil the pans depending of the size of the dough.
- The trainer will teach the Team Member how to fold the dough and place into oiled pans.

Proofing Pan Crust Dough

Review, Practice and Feedback

▷ **Goal:** The Team Member will practice how to proof Pan Crust in the Proffer Cabinet, and how to check the proofing time and recognize when it reaches the correct size and texture unique of Shakey's Fresh Home Made Pan Dough:

- The Dough maker places the Dough into the Proofer, set up the timer, and checks on the dough 1-2 times during the process.
- Will review how to fill a form "Pan Dough Proofing Time Chart".
- Remove when dough reaches the proper proofing.

Stacking and Storing Pan Crust Dough

Review, Practice and Feedback

▷ **Goal:** The Team Member will learn the proper stacking and storing procedures to maintain the consistency of the dough, shelf times, labeling, and the right temperature before use it.

- The dough maker trainee will learn how to stack properly the dough.
 - Also will stack and storing, following the FIFO procedures.
 - Review Shelf Time and Discard time of the dough.
-

Open/Close the station

Review, Practice and Feedback

Σ **Goal:** The Team Member will show the trainee they know how to open and close their station at various times of business.

- Review and practice how to Open/Close the station.
- Review and practice how to maintain cleanliness and stocking work area.
- Preparing for Buffet Hours
- Preparing for a Fundraiser Event
- Preparing for a Event or Party

General feedback and comments (previous the quiz)

Σ **Goal:** Team Member will receive feedback in regards to their progress and understanding of their position.

Important: It may be necessary to repeat the training, in detail, two or three times prior to completing the certification process:

- How to performing a **Thin Crust Batch**
- How to performing a **Pan Crust Batch**
- How to develop the Third Fold.
- How to complete a Dough Usage Chart and Pan Dough Proofing Chart.

Comments:

▷ **Instructions:** Complete before taking Dough quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

1. You must wash your hands when you...

- Starting your work and after using the restroom.
- Clean your work station.
- Every time you change your work station.
- All of the above

2. What are the responsibilities of a Dough Maker?

- Provides best pan and thin pizza dough.
- Prepares dough according to Shakey's® standards, ensuring proper proofing, labeling, dating, and product rotation.
- Maintains proper stock of pizza for revenue periods.

3. What is the correct order of making Thin Crust Dough 1st 2nd...11th

- 1 Anticipate your needs
- 2 Weigh, check temperature, and add water.
- 3 Add Fresh Yeast
- 4 Stir the water and yeast.
- 5 Add the bag of Shakey's® Thin Crust and mix.
- 6 Remove Dough and divide into two batches.
- 7 Keep in dough room until dough expands.
- 8 Store and label in the walk-in.
- 10 Cut according to the thin crust chart.
- 9 Roll the next day.
- 11 Stack, label and store.

4. What is considered a critical point in the dough making process?

- Water quantity and temperature.
- Proofing time and Yeast quantity.
- All of the above.

5. What does FIFO mean?

- The First In, First Out method of stock rotation.
- You can use new product before older product.
- Throw away old product.

6. How many times per day should you roll pizza dough?

- One
- Two
- Four

7. Why is necessary to add 2 lb of scraps to the Thin Crust Dough during rolling the third fold?

- This helps to bring texture to the dough.
- Adding scraps are not necessary.

8. In the Cutting Process, what is the correct Diameter of the Thin Crust Pizza?

- Individual 7" / Small 9" / Medium 12" / Large 15"
- Individual 6" / Small 10" / Medium 12" / Large 15"

9. In the Stocking Thin Crust process, how many cut pizza dough should be stack for each wrap?

- 20 per each wrap.
- 10 per each wrap.

10. What is the shelf life of prepared dough?

- The dough can be stored for at least two meal periods.
- Two days (48 hrs).

11. What are considered bad personal habits while rolling dough?

- Wiping or touching your nose.
- Touching your face or scalp.
- Wearing a dirty uniform.
- All of the above.

12. Why is important to follow the same routine every day when preparing dough?

- So you do not forget how to roll the dough.
- To maintain consistency of product.

13. What is the difference between Pan and Thin Dough mixing process?

- The Starter Process (Sponge) and Proofing method.
- It's the same process for both.
- The Starter Process (Sponge).

14. What is the proper order to wash your hands?

- 3 Vigorously scrub hands and arms (10-15sec)
- 1 Wet your hands with warm water
- 2 Apply soap
- 4 Dry Hands and Arms with single use towel

15. Which are the characteristics that the Starter (Sponge) must have when you mix Pan Dough?

- Sourdough (flavor), 24 hours at room temperature.
- The color.
- The shape and flavor.

16. How many times, approximately, should Thin Dough be rolled?

- 12
- 24
- 6

17. True or False: It is okay to lift 20lbs or more by yourself.

FALSE

18. What should you do when you sneeze?

- Cover your mouth your with t-shirt.
- Cover your sneeze with your arm ("Dracula" approach) and wash your hands.

19. Why is important to regularly check the proofer when you are proofing pan dough?

- To let air get in the dough.
- The proofing process can be longer or shorter, depending on the weather and temperature of the room.
- This is not a necessary step.

20. What is the proper way to check if the sanitizer will be effective?

- Temperature
- Concentration (PPM: parts per million)
- The color and odor.



MANAGER CERTIFICATION CHECK LIST

Dough Maker

8



| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

Instructions: To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least **11 out of 13** (80%) to be certified in their position. If their score is less than 80% the Team Member will need to review all training material and reschedule the certification process with their manager.

Manager-Trainer Certification Check List

In order to confirm the Team Member has been certified as a Dough Maker the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has knowledge of the position.

1. General Knowledge Yes No

- Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
- Has knowledge of position responsibilities, has correct uniform, visor and name tag, knows the Shakey's® menu, uses the PPE (Personal Protect Equipment) correctly.

2. Work Station Set-up and maintenance Yes No

- Maintains Sani-Bucket
- Maintains proper maintenance and cleaning
- Maintains a stocked station
- Follows the FIFO method to use to rolling and storage dough
- Labels all containers and batches, stores properly
- Cleans the mixer and utensils after using them
- Maintains only necessary tools on table
- Always ready for revenue (fundraiser, buffet, parties etc.)
- Completes dough usage chart
- Uses the proofing chart and timer when proof pan dough

3. Mixing Thin Crust Dough Yes No

- Weighs 9 ¼ lb. water at 68-72 °F and adds to mixing bowl
- Adds yeast to bowl (8 oz. fresh). Stirs with whisk and let sit for 1 minute
- Pours thin crust dough bag into mixing bowl. Mixes 7 minutes on speed No1
- Takes dough out of mixing bowl Divides it into two separate batches (17lbs)
- Places and cover each batch into a clean, sanitized bus-tub
- Ties each bag at the ends leaving room for the dough to expand.
- Labels the time and date

4. Proofs Thin Crust Dough Yes No

- Proofs at room temperature until double size
- Presses the dough back down to original size. Place the dough in the walk-in
- Never leaves dough out of the walk-in overnight

5. Rolling Thin Crust Yes No

- Removes the bus-tub of dough from the walk-in ½ hour before rolling and cut it in half.
- Presses the load of dough down enough to pass under the safety bar of the dough roller
- Lightly dust the load with rice flour and adjust the roller until the dough sheet is approximately ½" in thickness
- Adds 2 pounds of scraps to the dough sheet and makes the third fold
- Rolls a second time and adjusts the roller



60 min

- Folds half lengthwise.
- Rolls a final time and adjusts the roller

6. Cutting Thin Dough Yes No

- Spreads rice flour on dough to prevent sticking
- Cuts Dough following the Dough Portioning Chart (Diameter and Measurement)

7. Mix Started Pan Crust Pizza Yes No

- Weighs 11 lb. water at 85°F and adds to mixing bowl
- Adds yeast to bowl (4 oz. fresh)
- Stirs with whisk and let's sit for 1 minute
- Add one 24 lb. bag of Shakey's Starter Pan Doug Mix. Mixes for 8 minutes on speed No1
- Dough must be between 75°F. and 85°F. after mixing
- Remove the dough from mixer bowl weighing out three even batches, approximately 11 to 12 pounds,
- Labels and lets Starter/sponge sit at room temperature for 24 hours.

8. Mixing Pan Crust Doug Yes No

- Preheat proofer to 85°F
- Check starter/sponge temperature and use the chart for correct water temperature.
- Weigh 11 lbs of water and add to mixing bowl
- Adds yeast to bowl (4 oz. fresh). Stirs with whisk and let's sit for 1 minute
- Pours thin crust dough bag into mixing bowl. Mixes 7 minutes on speed No1
- Add starter/sponge to mixer bowl
- Mixes 8 minutes on speed No1
- Dough must be between 75°F and 85°F after mixing
- Portion dough into dough balls according to Shakey's Doug Portioning Chart and cover.

9. Oiling Pans Yes No

- Oiling pan according to Shakey's Portioning Chart
- Rolling Pan Crust Dough
- Press down dough ball to form a flattened circle of dough
- Dust dough ball lightly with rice flour
- Pass dough ball thorough the roller lengthwise
- Placing the Dough into the Pan
- Place correctly and "burp" air

10. Proofing Pan Dough Yes No

- Cover with pan separator
- Proofer double size Do not overproof/underproof dough

11. Stack Yes No

- Label, date and place time on each stack

12. Open Dough Station Yes No

- Knows how to Open his/her station
 - Clean and Sanitizes tools and maketable before starting
 - Sets-up and stocks Pizza maketable (appropriate amount of insert pans, distribution and use the FIFO)
 - Stocks/uses Dough following the FIFO method.

13. Close Dough Station Yes No

- Knows how to Close his/her position
 - Cleans and sanitizes tools
 - Sweeps Floors
 - Mops Floors

| | |
|--|---|
| | <ul style="list-style-type: none"> ○ Cleans and sanitizes make table ○ Cleans and sanitizes mixer bowl. ○ Discards all lapsed product. |
|--|---|

| Total Time | Name of Manager/Trainer Certifier | Trainee initials | Passed/ Completed |
|------------|-----------------------------------|------------------|--|
| | | | <div style="text-align: right;">_____ %</div> <input type="checkbox"/> Yes <input type="checkbox"/> No |

| |
|---|
| <p>General Comments (recommendations, suggestions for improvement, etc.)</p> |
|---|








Store: _____

Team Member: _____



9 Pizza Cook Module

| Total Time | Course/Topic | Trainer/Manager | Trainee initials | Date | Passed/Completed |
|--|---|----------------------|----------------------|----------------------------------|--------------------------|
| | 1 Pizza Cook Tools 2 Pizza Station Set-up 3 Thin Crust Pizza 4 Pan Crust Pizza 5 Cutting and Serving Pizza | | | | |
|  Guide Review 30 min | 6 Pizza Station Quality Points 7 Characteristics of the Best Pizza 8 Shakey@s Specialties Pizzas 9 Dessert Pizza 10 Opening the Pizza Station 11 Closing the Pizza Station | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
|  Module Video 10 min | 12 Pizza Cook Training Video | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
|  Practice 3 Hrs | 13 Pizza Cook Hands on Training | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
|  Module Quiz 20 min | 14 Pizza Cook Quiz | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___% |
|  Certification 60 min | Manager Certification Check List | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___% |

| | |
|--|---|
| General Comments (recommendations, opportunities, points that needs to improve, abilities etc.) | General Score <input type="text" value=""/> % |
| | Passed <input type="checkbox"/> Yes <input type="checkbox"/> No |

Pizza Cook

Module




A Pizza Cook is responsible for providing our guest with the best Pizza according to Shakey's® standards. Pizza Cooks are familiar with all pizza recipes and are thoroughly knowledgeable when it comes to preparing thin crust, pan crust, and dessert pizzas.


Description of training: The Pizza Cook training Module is part of the Shakey's® Training Program. The Training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of Pizza Cook Sequence. The Pizza Cook Module has been designed to provide all Shakey's® members with tools and training materials to guarantee thorough training of the Pizza Cook position. **The recommended hours per training day are 4hrs, and should be covered within 2-4 days or 8-16 hours.**

**2-4 days
(8-16
hrs)**


Training Program

| 60 min | Pizza Cook Station Guide Review | Resource | Main Goal: |
|--|---|---------------|---|
|  Review | 1 Pizza Cook Tools 2 Pizza Station Set-up 3 Thin Crust Pizza 4 Pan Crust Pizza 5 Cutting and Serving Pizza 6 Pizza Station Quality Points 7 Characteristics of the Best Pizza 8 Shakey's® Specialties Pizzas 9 Open the Pizza Station 10 Close the Pizza Station | Station Guide | The trainee will review all basic standards required of the position. The trainee will review all procedures, specs charts, recipes, and responsibilities specific to their position. |


Comments:

| Module Video 10 min | Module Video | Resource | Main Goal: |
|--|-------------------------------------|----------|--|
|  View | Pizza Station Training Video | Video | The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job. |

Comments:

| Practice 6 hrs | Training | Main Goal: |
|---|-------------------------------------|---|
|  | Pizza Cook Hands On Training | The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools necessary to being successful in their station. |

Effective Training: We strongly recommend training the Dough Maker at least one day (4hrs each day) in buffet hours (lunch/open) and one day in fundraiser or evening hours (diner/close).

-  **Practice**
- Pizza Cook Tools.**
Review, Practice and Feedback
 - The different tools of the station and maketable.

☐ **Pizza Station Set-up**

Review, Practice and Feedback

- How to **Set-Up the Work Station:**
 - Make Table Distribution
 - Proper maintenance and cleaning
 - Maintain the station stoked
 - Follow the FIFO method to use, prepare and storage preps/toppings
 - Maintain all maketable inserts pans.
 - Clean utensils after work.
 - Always ready for revenue (fundraiser, buffet, parties etc.)
 - Follow the same routine everyday

☐ **Pizza Station Critical Points**

Review, Practice and Feedback

- Cheese measurement
- Sauce measurement
- Cook time for Thin Crust and Pan Crust pizza.
- Weighs all toppings and use the appropriate tools.

Thin Crust Pizza

☐ Review, Practice and Feedback (We recommended making about 5-10 pepperoni thin crust pizzas during training)

- **Prep a Thin Crust Pizza**
 - Add necessary corn meal on pan
 - Places the dough on pan.
 - Spread sauce evenly to the edge of the dough
 - Use the white bowl to measure cheese.
 - Leave 1/2" Sauce ring of the edge.
 - Check the Shakey's Portioning Chart
 - Uses the Clear Bowl to measure Vegetables.
 - Uses the Red Bowl to measure Meats
- **How to Identify the Special orders:**
 - Half and half pizza, Extra-toppings, Extra-sauce Extra-cheese, Extra Crispy.
- **Cooking Process**
 - Pop the bubbles in the first half of the baking process
 - Identify the characteristics of cooked Pizza (golden brown, melted cheese and crunches when cut it)

Pan Pizza

☐ Review, Practice and Feedback (We recommend prepping 3-6 pepperoni pan crust pizzas during training).

- **Prep a Pan Pizza**
 - Spreads sauce evenly to the edge of the dough
 - Uses the white bowl to measure cheese.
 - Leaves a 1/2" Sauce ring of the edge.
 - Checks the Shakey's Portioning Chart
 - Uses the Clear Bowl to measure Vegetables.
 - Uses the Red Bowl to measure Meats.
- **How to Identify the Special orders:**
 - Identifies the Special orders: Half toppings pizza, Extra-toppings, Extra-sauce, Extra-cheese, Extra Crispy, No cheese, No Sauce, etc.
- **Cooking Process**
 - Identifies the characteristics of cooked Pizza (golden brown, melted cheese and crunches when cut it)
 - Brush lightly with olive oil the edge after cut

Cutting and Serving Pizza

Review, Practice and Feedback (We recommend cutting 10-15 pizzas during training)

- **Knows how to cut a pizza**
 - Clean and Sanitize Cutting Board/Pizza Knife
 - Knows how many slices to cut
 - The Shelf time of Pizza (Buffet Line, Warmer Cabinet etc)
 - Use the right boxes in to-go orders.

Pizza Characteristics

Review, Practice and Feedback

- Sauce is properly portioned and spread evenly
- Cheese is properly portioned and spread evenly
- All ingredients are portioned appropriately using the ingredients portioning chart.
- Bottom Crust Pizza and top inner crust are a rich golden "fried" brown with a "breadlike" texture throughout.
- Pizza is cooked thoroughly and "center" is checked before cutting.
- Pizza is cut completely through in even slices according to the appropriate size.

Shakey®'s Specialties Pizzas

Review, Practice and Feedback

We recommended prep one or two of each variety of pizzas during training, depending of the number of orders that store has.

- Shakey's Special Pizza
- Garden Veggie Pizza
- Firehouse Pizza
- Texas BBQ Chicken Pizza
- Hawaiian Pizza
- Rustic Garlic Chicken Pizza
- Dessert Pizza (only in buffet hours)

Open Pizza Station

Review, Practice and Feedback

- Clean and Sanitize tools and maketable before
- Set-up and Stock correctly (appropriate amount in insert pans, distribution and use the FIFO)
- Stock Dough (FIFO)
- Sauce Set-up (labeled and filled)
- Mojo® Supreme Toppings Set-up (labeled and filled)
- Fresh Condiments Set-up (labeled filled)
- Check cold food temperature (40°F)

Close Pizza Station

Review, Practice and Feedback

- Clean
- Sweep Floors
- Mop Floors
- Clean Maketable
- Clean Cooler
- Removes Insert Pans from maketable, cover and label.
- Discard all product that cannot be restored.

Important: will be necessary to repeat the training in detail two or three times previous to the certification process

Making pre items (Optional Training)

Review, Practice and Feedback

- Sliced Yellow Onions, Sliced Red Onions, Sliced Green Bell Peppers, Diced Roma Tomatoes, Basil Leaves, Cilantro, Mojo® Supreme Condiments, Chopped Green Onions, 50/50 Cheese Blend, Pre-cooked Bacon, Sour Cream, Sliced Hot Sausage, Mozzarella

Cheese, Pepperoni, Ham, Salami, Sausage, Mushrooms, Beef, Black olives, Spicy
Sausage, Pineapple, Chicken, Jalapenos, Chorizo and Garlic Parmesan Mix.
 General feedback and comments

Comments:



▷ **Instructions:** Complete before taking Pizza quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

1. **You must wash your hands when...**
 - Starting your work and after using the restroom.
 - You clean your work station.
 - Every time you change your work station.
 - All of the above.
2. **What are the main responsibilities of a Pizza Cook?**
 - Maintain work area cleanliness and sanitation standards.
 - Provides our guest with the best Pizza according to Shakey's® standards.
 - Support other work stations, as needed.
 - All of above
3. **What is the correct order of the Thin Crust Pizza Sequence 1st 2nd...11th**
 - 1 Anticipate your needs
 - 2 Check the monitor for orders.
 - 3 Communicates with fryer cook.
 - 4 Determines if pizza Thin or Pan.
 - 5 Adds Sauce.
 - 6 Adds Cheese.
 - 7 Adds Toppings.
 - 8 Places into the oven.
 - 9 Pops the bubbles.
 - 10 Checks if done.
 - 11 Cuts and adds fresh condiments.
4. **Why is important to sprinkle a light amount of corn meal onto the aluminum tray when making a Thin pizza?**
 - To prevent dough from sticking on the pan.
 - The corn meal is not necessary when cooking pizza.
5. **What does FIFO mean?**
 - The First In, First Out method of stock rotation.
 - It's okay to use new product before older product.
 - Throw away the older product.
6. **Why is important to follow the spec chart/portioning chart?**
 - To maintain consistency of our products.
 - To reduce costs
 - To maintain quality of our products.
 - All of above
7. **True or false:** A Thin Crust pizza should be sauced evenly to the edge, but no over the edge.
 - True
 - False
8. **What color bowl should the Pizza Cook use when weighing cheese?**
 - Red
 - Clear
 - White
9. **Why is important to leave a 1/2" ring of sauce at edge of the pizza, without cheese ?**
 - To keep the cheese from running over the edge of the pizza.
 - The sauce ring is not important.
 - Looks more visually appealing.

10. What must you use when handling raw product?

- Use Food Handle Gloves.
- Label prep ingredients.
- Clean and sanitize their tools
- All of above

11. What is ideal temperature for cold food, such as vegetables in make-table, cheese and sauces?

- 40°F
- 140°F
- 0°F

12. What are considered bad habits when preparing food?

- Wiping or touching your nose.
- Touching your face or scalp.
- Wearing a dirty uniform.
- All of above.

13. What is the ideal temperature for hot food, such as pizza?

- 140°F
- 0°F

14. What does cross contamination mean?

- When disease-cause microorganisms are transferred from one food or surface to another.
- Cross contamination never happens at the restaurant.
- When you cut different vegetables using the same cutting board.

15. Order the following steps of "20 Seconds Washing Hands procedure":

- 1** Wet your hands with warm water; **2** Apply soap; **3** Vigorously scrub hands and arms (10-15sec); **4** Dry Hands and Arms with single use towel.
- 1** Vigorously scrub hands and arms (10-15sec); **2** Apply soap; **3** Wet your hands with warm water; **4** Dry Hands and Arms with single use towel.
- 1** Dry Hands and Arms with single use towel; **2** Apply soap; **3** Wet your hands with warm water; **4** Vigorously scrub hands and arms (10-15sec).

16. Why is necessary to pop the bubbles on the pizza during the cooking process?

- To keep the cheese and toppings from falling of the pizza.
- It's not necessary to pop the bubbles.
- To prevent the pizza from burning

17. What should you do when you sneeze?:

- Cover your mouth with your t-shirt.
- Cover your sneeze with arm ("Dracula" approach) and wash your hands.

18. How many slices each pizza size have?

- Individual 4; Small 8; Medium 10; Large 12.
- Individual 2; Small 8; Medium 10; Large 10.

19. What is one way to tell that the sanitizer will be effective?

- Temperature
- Concentration (PPM: parts per million)
- The color and odor.

20. What are characteristics of a good Shakey's® pizza??

- Pizza is cut completely through in even slices according to the appropriate size.
- Sauce is properly portioned and spread evenly to the lip.
- Cheese is properly portioned and spread evenly to the lip.
- Bottom Crust Pizza and top inner crust are a rich golden "fried" brown with a "breadlike" structure throughout.
- All of above



Manager Certification Check List

9



Pizza Cook

| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

Instructions: To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least **10 out of 12 (80%)** to be certified in their position. If their score is less than 80% the Team Member will need to review all training material and reschedule the certification process with their manager.

Manager-Trainer Certification Check List

In order to confirm the Team Member has been certified as a Pizza Cook the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has knowledge of the position.

1. General Knowledge Yes No

- Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
- Knows his or her Responsibilities, uses uniform, visor and name tag.

2. Work Station Set-up and maintenance Yes No

- Maintains Sani-Bucket, towels Stocked boxes, trash cans half fill
- Make Table Distribution,
- Does the proper maintenance and cleaning
- Maintains the station stoked,
- Follows the FIFO method to use,
- prepares and storages preps/toppings,
- Maintains all make-table inserts pans filled properly and with the right temperature,
- Cleans the utensils after work
- Maintains table only necessary tools,
- Maintains walls and floors cleans,
- Always gets ready to revenue periods (fundraiser, buffet, parties etc.),
- Schedules his/her activities,
- Follows the same routine every day

3. Thin Crust Pizza Yes No

- Knows Shakey[®]'s portioning chart,
- Adds necessary corn meal on pan,
- Places the dough on pan and don't allow that the dough change its shape,
- Spreads sauce evenly to the edge of the dough,
- Uses the white bowl to measure cheese and adds it uniformly,
- Leaves 1/2" Sauce ring of the edge,
- Checks the Shakey's Portioning Chart,
- Uses the Clear Bowl to measure Vegetables,
- Uses the Red Bowl to measure Meats,
- Identifies the Special orders: Half and half pizza, Extra-toppings, Extra-sauce Extra-cheese, Extra Crispy.
- Cooks the pizza correctly, Pops the bubbles in the first half baking process,
- Identifies the characteristics of cooked Pizza (golden brown, melted cheese and crunches when cut it)

4. Pan Pizza Yes No

- Knows Shakey[®]'s portioning chart, releases the air by pressing lightly on the dough,
- Spreads sauce evenly to the edge of the dough
- Uses the white bowl to measure cheese and adds it uniformly.
- Leaves a 1/2" Sauce ring of the edge.



60 min

- Checks the Shakey's Portioning Chart
- Uses the Clear Bowl to measure Vegetables.
- Uses the Red Bowl to measure Meats.
- Identifies the Special orders: Half toppings pizza, Extra-toppings, Extra-sauce, Extra-cheese, Extra Crispy, No cheese, No Sauce, etc.

5. Cooking Process

- Identifies the characteristics of cooked Pizza (golden brown, melted cheese and crunches when cut it)
- Brush lightly with olive oil the edge after cut

6. Cutting and Serving Pizza Yes No

- Knows how to cut the pizza
 - Clean and Sanitize Cutting Board/Pizza Knife
 - Knows the amount of slices
 - The Shelf time of Pizza (Buffet Line, Warmer Cabinet etc)
 - Use the right boxes in to-go orders.

7. Pizza Station Quality Points Yes No

- Knows the Pizza Station Quality Points: Stocks ingredients and tools, makes the pizza with Accuracy and Quality, preps Variety, maintains Consistency / Measuring, does his/her/ work with Speed, Cleans and Maintenance, is ready for business (Pizzas), Sets-Up Pizza Buffet correctly.

8. Characteristics of the Best Pizza Yes No

- Knows the Characteristics of the best pizza:
 - Sauce is properly portioned and spread evenly
 - Cheese is properly portioned and spread evenly
 - All ingredients are portioned appropriately using the ingredients portioning chart and distributed evenly
 - Bottom Crust Pizza and top inner crust are a rich golden "fried" brown with a "breadlike" structure throughout.
 - Pizza is cooked thoroughly and "center" is checked before cutting.
 - Pizza is cut completely through in even slices according to the appropriate size.

9. Shakey®s Specialties Pizzas Yes No

- Knows how to prepare:
 - Shakey's Special Pizza
 - Garden Veggie Pizza
 - Firehouse Pizza
 - Texas BBQ Chicken Pizza
 - Hawaiian Pizza
 - Rustic Garlic Chicken Pizza
 - Dessert Pizza (only in buffet hours)

10. Open Pizza Station Yes No

- Knows how to Open his/her position
 - Clean and Sanitize tools and make table before start
 - Set-up and Stock correctly the Pizza make table (appropriate amount in insert pans, distribution and use the FIFO)
 - Stock Dough (FIFO)
 - Sauce Set-up (labeled and filled)
 - Mojo® Supreme Toppings Set-up (labeled and filled)
 - Fresh Condiments Set-up (labeled filled)
 - Check cold food temperature (40°F)

11. Close Pizza Station Yes No

- Knows how to Close his/her position
 - Clean
 - Sweep Floors
 - Mop Floors
 - Clean Make Table
 - Clean Cooler
 - Close
 - Removes Insert Pans from make table, cover and label to store in

freezer.

- Discard all lapsed product.

12. Knows how to make preps items Yes No

- Knows how to prepare: Sliced Yellow Onions, Sliced Red Onions, Sliced Green Bell Peppers, Diced Roma Tomatoes, Basil Leaves, Cilantro, Mojo® Supreme Condiments, Chopped Green Onions, 50/50 Cheese Blend, Pre-cooked Bacon, Sour Cream, Sliced Hot Sausage, Mozzarella Cheese, Pepperoni, Ham, Salami, Sausage, Mushrooms, Beef, Black olives, Spicy Sausage, Pineapple, Chicken, Jalapenos, Chorizo and Garlic Parmesan Mix.

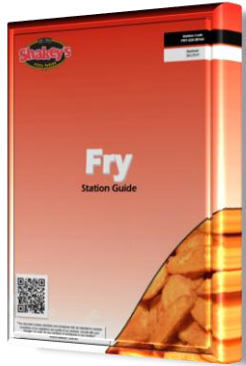
| Total Time | Name of Manager/Trainer Certifier | Trainee initials | Passed/ Completed |
|------------|-----------------------------------|------------------|--|
| | | | _____% <input type="checkbox"/> Yes <input type="checkbox"/> No |

General Comments (recommendations, suggestions for improvement, etc.)



Store:

Team Member:



10 Fry Module

| Total Time | Course/Topic | Trainer/Manager | Trainee initials | Date | Passed/Completed |
|--------------------------------|--|----------------------|----------------------|----------------------------------|--------------------------|
| 2-3 days (8-12 hrs) | 1 Fry cook Tools 2 Fry Station Set-up 3 Fried Chicken 4 Mojo[®]s Potatoes 5 Appetizers 6 Serving Chicken, Mojo[®]s and Appetizers 7 Fry Station maintenance 8 Oil Care 9 Opening the Fry Station 10 Closing the Fry Station | | | | |
| Guide Review 30 min | | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Module Video 10 min | 10 Fry cook Training Video | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Practice 3 Hrs | 11 Fry Cook Hands on Training | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Module Quiz 20 min | 12 Fry cook Quiz | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___% |
| Certification 60 min | Manager Certification Check List | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___% |

| | |
|--|--|
| General Comments about the trainee (recommendations, opportunities, points that needs to improve, abilities etc.) | General Score <input type="text" value=""/> % Passed |
|--|--|

10

Fry Cook Module



A Fry cook is responsible for providing our guests the best Fried Chicken and Original Mojo[®]s Potatoes, Wings and Appetizers according to Shakey's[®] Standards.

Description of training: The Fry Cook training Module is part of the Shakey's[®] Training Program. The Training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of Fry Cook cooking Sequence. The Fry Cook Module has been designed to provide all Shakey's[®] members with tools and training materials to guarantee thorough training of the Fry Cook position. **The recommended hours per training day are 4hrs, and should be covered within 2-4 days or 8-16 hours.**

| | |
|--------------------------------|-------------------------|
| 2-4 days (8-16 hrs) | Training Program |
|--------------------------------|-------------------------|

| 60 min | Fry Station Guide Review | Resource | Main Goal: |
|--------|---|---------------|---|
| | 1 Fry cook Tools 2 Fry Station Set-up 3 Fried Chicken 4 Mojo[®]s Potatoes 5 Appetizers 6 Serving Chicken, Mojo[®]s and Appetizers 7 Fry Station maintenance 8 Oil Care 9 Open the Fry Station 10 Close the Fry Station | Station Guide | The trainee will review all basic standards required of the position. The trainee will review all procedures, specs charts, recipes, and responsibilities specific to their position. |

Comments:

| Module Video 10 min | Module Video | Resource | Main Goal: |
|------------------------|-----------------------------------|----------|--|
| | Fry Station Training Video | Video | The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job. |

Comments:

| Practice 3 hrs | Training | Main Goal: |
|-------------------|-----------------------------------|---|
| | Fry Cook Hands on Training | The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools necessary to being successful in their station. |

Effective Training: We strongly recommend training the Fry cook at least one day (2hrs) in fundraiser/party event as possible and open/close the station according with his/her performance.

| | |
|--|--|
| | <input type="checkbox"/> Fry Cook Tools. Review, Practice and Feedback Goal: The Team Member will learn the tools and station area for their position. |
|--|--|

Practice

Fry Station Set-up

Review, Practice and Feedback

Goal: The Team Member will practice setting up their work station

- Stocked Shakey's Light Breeding.
- Stock Mojo®s, Chicken, Appetizers as necessary for revenue hours.
- Follow the FIFO method to use, prepare and storage products.
- Ready for revenue (fundraiser, buffet, parties etc.).
- Follow the same routine every day.
- Maintain only necessary tools on maketable.

Safety

Review, Practice and Feedback

- Allow only one person at the time in the Fry station to prevent accidents
- Uses the PPE (Personal Protect Equipment) correctly.
- Follows safety procedures to prevent accidents(burns, falls, etc)

Food Quality

Review, Practice and Feedback

- Maintains communication with Pizza cook when PCM order
- Helps other station as necessary to complete a order
- Cooks for to a temperature of >140°F
- Learns the correct oil level and temperature
- Learns proper Oil Care: Removes foreign particles in oil regularly / filtering
- Cook Time
- Does not overload fry cook's basket
- Shakes regularly basket while fry to prevent sticking.

Preparing Fried Chicken

Review, Practice and Feedback

Goal: The Team Member will learn/practice breading and frying chicken, cook times and quality of product. We recommended Breading and Frying 2-3 times during training.

- How to prepare a order and follow the recipe/procedure

Preparing Mojo®s Potatoes

Review, Practice and Feedback

Goal: The Team Member will prepare Mojo®s Potatoes, will know the cook times and quality of the product. We recommended making 2-3 orders during training.

- How to prepare a order and follow the recipe/procedure
 - Never use raw, unfrozen Mojo®s.

Preparing Appetizers

Review, Practice and Feedback

Goal: The Team Member will learn to prepare Mojo® Supreme, Boneless Chicken, Mozzarella Cheese Sticks, Chicken Wings and Sampler Platter. We recommended making 1-2 orders of each during training.

- Learns to prepare
 - Mojo® Supreme
 - Boneless chicken
 - Mozzarella Cheese Sticks
 - Wings
 - Sample Platter

Serving Chicken, Mojo®s and Appetizers

Review, Practice and Feedback

Goal: The Team Member will serve Mojo® Supreme, Boneless Chicken, Mozzarella Cheese Sticks, Chicken Wings and Sampler Platter according to order

- Serve Chicken Dine-In (8,4 pcs)
- Serve Chicken To-Go (8,4 pcs)

- Serve Mojo®s Potatoes Dine-In (full order and ½ order)
- Serve Mojo®s Potatoes To-Go (full order and ½ order)
- Serve Mojo®s Supreme Dine-In
- Serve Mojo®s Supreme To-Go
- Serve Wings Dine-In (6, 12, 18)
- Serve Wings To-Go
- Serve Boneless Dine-In
- Serve Boneless To-Go
- Serve Mozzarella Sticks Dine-In
- Serve Mozzarella Sticks To-Go
- Serve Sampler Platter Dine-In
- Serve Sampler Platter To-Go

Fry Station Maintenance

Review, Practice and Feedback

Goal: The Team Member learn how to maintain the fryer:

- Proper cleaning and sanitizing.
- Cleans utensils.
- Turn standby mode on (200°F) when slow business hours

Open Fry Station

Review, Practice and Feedback

Goal: The Team Member learn how to open and maintain work station:

- Clean and Sanitize tools and maketable before starting
- Cleans and sanitize his/her utensils, tools and work station before work
- Check frozen food temperature (0°F)
- Follows the same routine everyday
Follow the FIFO method to use, prepare and store food
- Knows the Fry Station organization (fryers, chicken make-table)
- Stocks Mojo®s, Chicken, Appetizers as necessary for revenue hours.

Oil Care

Review, Practice and Feedback

Goal: The Team Member will know and practice how to maintain and care properly oil in the fry station including following the safety procedures to prevent accidents:

- Uses the PPE: Fryer Hot Resistant Gloves, Hot Resistant Apron, Slip Resistant footwear.
- Does not allow excessive breading to fall into the hot oil.
- Identifies oil in bad conditions (Oil breakdown).
- Turn off standby mode 30 minutes before Filtering.
- Filtering process.
- Clean the fryer.
- Replace the oil.

Close Fry Station

Review, Practice and Feedback

Goal: The Team Member will know and practice how to close the station, organization and subsequent activities after business hours:

- Clean
- Sweep Floors
- Mop Floors
- Clean Make Table
- Clean Cooler
- Removes Insert Pans with chicken from make table, cover and label to store in freezer.
- Discard all lapsed product.

Comments



▷ **Instructions:** Complete before taking Fry Cook quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

1. You must wash your hands when you...

- Start your work and after using the restroom.
- Clean your work station.
- Every time you change work stations.
- All of the above.

2. What are the Fry Cooks responsibilities?

- Provides our guests the best chicken and Original Mojo®s Potatoes, wings and appetizers according to Shakey's® Standards.
- Storing fry cook items.
- Maintaining proper stock during revenue hours.
- All of the above

3. What is the Fry Cook Sequence 1st 2nd...9th

- 1 Anticipate your needs
- 2 Looks out for special orders from Pizza cook.
- 3 Check monitor to see what the guest has ordered.
- 4 Check to see if there is any Chicken or Mojo®s on Expo Table.
- 5 Determine how many pieces of Chicken, Mojo®s or Appetizers are needed to complete the order.
- 6 Using gloves, breads the chicken and remove excess breading.
- 7 Frys the order.
- 8 Using tongs, remove chicken or appetizers from the fryer.
- 9 Take Order to person in charge of expo or place chicken onto expo table or warming cabinet.

4. Why is important to have different fryer/basket to place raw and pre-cooked food:

- To keep the quality of the product and quality of the oil.
- To conserve the temperature.

5. What does FIFO mean?

- The First In, First Out method of stock rotation.
- It's okay to only use new product.
- Throw away the older product.

6. Why it is important to shake the pieces of chicken during the breading procedure?

- To remove the excess of light breading.
- Make the breading process fast.

7. True or false: You never should touch raw chicken without food handling gloves.

- True
- False

8. Why is important to cover the chicken on make-table with ice?

- Raw chicken must be at 0°F.
- Because of health code requirements.
- All of the above.

9. Why it is important to shake the basket during the frying process?

- To prevent chicken from sticking together and not cooking evenly.
- To reduce cooking time of chicken breast.
- It is not necessary.

10. What is the minimum internal temperature of cooked chicken?

- 40°F.
- 165°F

11. What is the shelf life for chicken?

- 45 minutes in warmer cabinet and 60 minutes on the buffet line.
- 1 meal period.

12. What is considered bad personal habit when prepping chicken?

- Wiping or touching your nose.
- Touching your face or scalp.
- Wearing a dirty uniform.
- All of the above.

13. How does the fryer drain excesses oil on the fryer?

- Hook the basket on the inside edge of the fryer.
- Use a tongs.

14. Why it is essential that the Pizza Cook and Fry Cook maintain communication when preparing an order?

- To deliver PCM orders on time.
- It is not necessary.
- The fry cook covers their break.

15. What is the proper way to wash your hands?

- 1 Wet your hands with warm water; 2 Apply soap; 3 Vigorously scrub hands and arms (10-15sec); 4 Dry Hands and Arms with single use towel.
- 1 Vigorously scrub hands and arms (10-15sec); 2 Apply soap; 3 Wet your hands with warm water; 4 Dry Hands and Arms with single use towel.
- 1 Dry Hands and Arms with single use towel; 2 Apply soap; 3 Wet your hands with warm water; 4 Vigorously scrub hands and arms (10-15sec).

16. What is the purpose of the PPE (Personal Protective Equipment)?

- PPE is protective equipment that every Team Member must to use in the Fry Station to prevent and protect yourself from burns, injuries, etc.
- To sanitize equipment.

17. What you can do when sneeze:

- Cover your mouth your with t-shirt.
- Cover your sneeze with your arm ("Dracula" approach) and wash your hands.

18. Why is important to remove the foreign particles of oil frequently?

- To maintain the longest possible frying life.
- To maintain the quality of our products.
- To conserve the best flavor of fried products.
- All of above

19. How can you tell if the sanitizer is effective?

- Temperature
- Concentration (PPM: parts per million)
- The color and odor.

20. What are characteristics of low quality oil?

- Smoking.
- Objectionable "off" flavor or smell.
- Excessive foaming.
- Dark color oil
- All of above



Manager Certification Check List

10



Fry cook

| | | | | | | | |
|-----------------------------|--------------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Team Member | | Store | | Date | / | / |
|-----------------------------|--------------------|--|--------------|--|-------------|---|---|

Instructions: To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least **8 out of 10** (80%) to be certified in their position. If their score is less than 80% the Team Member will need to review all training material and reschedule the certification process with their manager.

Manager-Trainer Certification Check List

In order to confirm the Team Member has been certified as a Fry Cook the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has knowledge of the position.

1. **General Knowledge** Yes No
 - Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
 - Has knowledge of position responsibilities, has correct uniform, visor and name tag, knows the Shakey's® menu, uses the PPE (Personal Protect Equipment) correctly.
2. **Work Station Set-up and maintenance** Yes No
 - Knows and uses the proper tools.
 - Maintains Sani-Bucket and towels
 - Sets the Maketable Distribution correctly.
 - Maintains a stocked station.
 - Follows the FIFO method.
 - Maintains all make-table inserts pans filled properly and with the right temperature.
 - Cleans utensils after work.
 - Always ready for revenue (fundraiser, buffet, parties etc.),
 - Follows the same routine every day.
 - Turn fryer on standby mode (200°F) when slow business hours.
3. **Safety** Yes No
 - Only one person at the time in the Fry area.
 - Uses the PPE (Personal Protect Equipment) correctly.
 - Follow the safety procedures to prevent accidents(burns, falls, etc)
4. **Maintains proper food quality** Yes No
 - Cooks food at >140°F
 - Makes sure the oil levels are correct
 - Maintains correct oil temperature
 - Removes foreign particles in oil regularly/filtering
 - Does not overload fry cook's basket
 - Shakes basket regularly to prevent sticking.
5. **Knows how to prepare Fried Chicken** Yes No
 - Knows recipe/procedure
 - Knows how to properly serve for buffet, order in, and take out.
6. **Knows how to prepare Mojo[®]s Potatoes** Yes No
 - Knows recipe/procedure
 - Knows how to properly serve for buffet, order in, and take out.
7. **Knows how to prepare Appetizers** Yes No
 - Knows recipe/procedure
 - Mojo Supreme
 - Boneless Chicken
 - Mozzarella Sticks
 - Wings



Certification
60 min

- Sample Platter

8. Knows how to Open Fry Station Yes No

- Clean and Sanitize tools and make table before start
- Cleans and sanitizes his/her utensils, tools and work station before work
- Check frozen food temperature (0°F)
- Follows the same routine everyday.
- Follow the FIFO method to use, prepare and store food.
- Maintain on maketable only necessary tools and organized
- Stocks Mojo[®]s, Chicken, Appetizers as necessary for revenue hours

9. Maintains proper Oil Care Yes No

- Uses the PPE: Fryer Hot Resistant Gloves, Hot Resistant Apron, Slip Resistant footwear.
- Does not allow excessive breading to fall into the hot oil.
- Knows when it's time to clean/replace oil.
- Knows filtering process.

10. Knows how to Close Fry Station Yes No

- Clean
- Sweep Floors
- Mop Floors
- Clean Make Table
- Clean Cooler
- Removes Insert Pans with chicken from make table, cover and label to store in freezer.
- Discard all unused product that cannot be store or reused

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

General Comments (recommendations, suggestions for improvement, etc.)



Store:

Team Member:



11 Salad Bar Attendant Module

| Total Time 1-2 days (4-8 hrs) | Course/Topic | Trainer/ Manager | Trainee initials | Date | Passed/ Completed |
|----------------------------------|---|----------------------|----------------------|----------------------------------|--------------------------|
| | 1 Salad Bar Tools 2 Salad Bar Station Set-up 3 Salad Bar Maintenance 4 Opening the Salad Bar Station 5 Closing the Salad Bar Station | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Guide Review 30 min | | | | | |
| Module Video 10 min | 6 Salad Bar Training Video | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Practice 3 Hrs | 7 Salad Bar Hands on Training | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Module Quiz 20 min | 8 Salad Bar Quiz | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___% |
| Certification 60 min | Manager Certification Check List | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___% |

| | |
|---|---|
| General Comments (recommendations, opportunities, points that needs to improve, abilities etc.) <input style="width: 100%; height: 40px;" type="text"/> | General Score <input type="text" value=""/> % |
| | Passed <input type="checkbox"/> Yes <input type="checkbox"/> No |




Module


A Salad Bar Attendant is responsible for providing guests with the finest quality food possible. A salad bar attendant prepares and sets-up the salad bar according to Shakey's® Standards.

Description of training: The Salad Bar Attendant training Module is part of the Shakey's® Training Program. The Training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of Salad Bar Attendant Service Sequence. The Salad Bar Attendant Module has been designed to provide all Shakey's® members with tools and training materials to guarantee thorough training of the Salad Bar Attendant position. **The recommended hours per training day are 4hrs, and should be covered within 2-4 days or 8-16 hours.**


| | |
|--------------------------------|-------------------------|
| 2-4 days (8-16 hrs) | Training Program |
|--------------------------------|-------------------------|

| 60 min | Fry Station Guide Review | Resource | Main Goal: |
|---|---|---------------|---|
|  Station Guide Review | 1 Salad Bar Tools 2 Salad Bar Station Set-up 3 Salad Bar Maintenance 4 Opening the Salad Bar Station 5 Closing the Salad Bar Station | Station Guide | The trainee will review all basic standards required of the position. The trainee will review all procedures, specs charts, recipes, and responsibilities specific to their position. |

Comments:

| Module Video 10 min | Module Video | Resource | Main Goal: |
|--|---|----------|--|
|  View Training Video | Salad Bar Station Training Video | Video | The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job. |

Comments:

| Practice 3 hrs | Training | Main Goal: |
|---|------------------------------------|---|
|  | Salad Bar Hands on Training | The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools necessary to being successful in their station. |

Salad Bar Station Set-up

Review, Practice and Feedback

The Team Member will learn how to set up the salad bar station

- Show to the Team Member The Salad Bar Distribution
- Review together with Team Member the FIFO method to prepare and storage preps/toppings
- How to clean and sanitize tools and salad bar
- Review the importance of follow the same routine every day



Practice

- Check preps back-ups in the walk-in
- The trainee will learn how to insert the crocks into the salad bar properly and fill with ice if necessary.
- The Team Member will learn the different serve-ware of the station (tongs, ladles, spoons etc.)
- Will review how to maintain all marketable inserts pans.

Salad Bar Station Preparations

Review, Practice and Feedback

The Team Member will learn how to make the Preparation of ingredients (preps), using a peeler, slicer, knife and the safety tools properly.

- Review process.
- Maintain only necessary tools on marketable.
- Preparing, labeling and stocking ingredients for the day.
- The trainee will show the Team Member the importance of using the cut safe gloves and food handling gloves.
- Cutting boards.
- The trainer will discuss with the trainee about the safety procedures to use the slicer, knife and peeler.

Salad Bar Station Maintenance

Review, Practice and Feedback

The trainee will learn how to properly maintain the Salad Bar during business hours.

- All Salad Bar Crocks properly filled
- Cleanliness of floors and sneeze guard
- Always ready for revenue (fundraiser, buffet, parties etc.)
- Checks the correct temperature of each product regularly (<40°)
- Uses a sanitizing wipes to sanitize the thermometer before checking each product
- Always uses single use Gloves to refill and set-up the Salad Bar
- Cleans spills on the sides of the salad as need it
- Does not place older product on to new product
- Checks the shelf life of each product and discard it when necessary
- Replace any items that are not visually appealing
- Stir and Flip all salad bar ingredients regularly to maintain the right temperature
- Organizes and labels remaining ingredients

Closing Salad Bar Station

Review, Practice and Feedback

The Team Member will practice and review a full closing procedure of the salad bar.

- Cover and remove crock inserts from salad bar
- Cover and label the remaining products to store in freezer/walk-in properly.
- Discard all lapsed product.
- Clean/sanitize Make Table
- Clean/sanitize Cooler
- Sweep Floors
- Mop Floors
- Close

Important: It may be necessary to repeat the training in detail two or three times before beginning the certification process.

Show and make preps- Toppings (Optional Training)

- Review Consistence/Quality/Temperature

General feedback and comments

Comments:

▷ **Instructions:** Complete the practice quiz before taking Salad Bar quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

1. You must wash your hands when you...

- After you go to the restroom.
- Count your register.
- Every time you change work stations.
- All of the Above

2. What are the Salad Bar Attendant responsibilities?

- Maintain the appearance and consistency of salad bar.
- Ensure proper storage, labeling, and rotation of product in the salad bar (FIFO)
- Maintains proper stock of the salad bar for revenue periods.
- All of above

3. What is the Salad Bar Attendant Sequence 1st 2nd...9th

- _1_ Anticipate your needs
- _2_ Prepare all ingredients (Preps).
- _3_ Clean and Sanitize Bar Station.
- _4_ Add Ice into Salad Bar.
- _5_ Stock each ingredient and place the lid.
- _6_ Place into the salad bar and add ice between inserts.
- _7_ Remove the lids and check temperature.
- _8_ Place utensils.
- _9_ Refill as needed.

4. What is the most important part of maintaining the Salad Bar?

- Ensure that all product on the line are the freshest available, rotate the product (FIFO) and check temperature
- Change the olive oil
- Stock jalapenos every two hours.

5. What does FIFO mean?

- The First In, First Out method of stock rotation.
- Always use new product.
- Throw away the older product.

6. Which of the following activities requires you to wear food handler's gloves?

- Every time you refill product on the Salad Bar.
- When opening a bag of vegetables
- When labeling a pre container.

7. Which of the following activities requires you to wear Cut Safety Gloves?

- Using a peeler
- Using a knife
- Using a slicer
- All of above

8. What is required temperature for items on the Salad Bar?

- 40°F
- 140°F
- 100°F

9. What is the correct way to greet and speak to the guests when refilling the Salad Bar?

- "Hi Welcome" when the guests are coming; and "Excuse me" when stocking the salad bar.
- The Salad Bar Attendant is not required to say anything.
- Tell the guest to move.

10. Which of the following is/are not considered good practice(s) of Salad Bar maintenance?

- Let the product levels go below half full
- Leave any product on the line that is not fresh.
- Reuse any utensil that have fallen on the floor.
- All of above

11. What of the following is/are good practice(s) in the Salad Bar area?

- Ensure product is stocked appropriately for current business needs.
- Ensure that all product on the line are the freshest available.
- All utensils must be clean and sanitized.
- All of above

12. What are considered bad hygiene practices when refilling the Salad Bar.

- Wiping or touching your nose
- Touching your face or scalp
- Wearing a dirty uniform
- All of above

13. Why is it important to prepare the Salad Bar the same way every day?

- Because every day you need prep the same quantity of product/ingredients.
- Because it maintains consistence of the product.

14. What is considered cross contamination?

- Mix old and new product.
- Using a knife to cut cucumbers and peppers.
- Cutting sausage and cucumber on the same cutting board.
- All of above

15. What is the proper way to wash your hands?

- 1 Wet your hands with warm water; 2 Apply soap; 3 Vigorously scrub hands and arms (10-15sec); 4 Dry Hands and Arms with single use towel.
- 1 Vigorously scrub hands and arms (10-15sec); 2 Apply soap; 3 Wet your hands with warm water; 4 Dry Hands and Arms with single use towel.
- 1 Dry Hands and Arms with single use towel; 2 Apply soap; 3 Wet your hands with warm water; 4 Vigorously scrub hands and arms (10-15sec).

16. Why is it important to change and clean the inserts crocks every day ?

- To keep the ingredient fresh and to reduce the growth microorganisms that may cause illnesses.
- You can clean the crocks every week.
- Looks more presentable.

17. What you can do when sneeze :

- Cover your mouth with your t-shirt
- Cover your sneeze with your arm ("Dracula" approach) and wash your hands.

18. Why is important to rotate each product of the salad bar?

- To maintain the freshest product available (first in, first out)
- It is not necessary.
- Looks more presentable.

19. How can you check if the Sanitizer will be effective?

- Temperature and Concentration (PPM: parts per million)
- The color and odor.

20. When prepping the Salad Bar why is it important to use any food in the walk-in?

- First In, First Out: We must use previously prepared food before using new product.
 - To reduce costs of food.
 - All of above.
-



Manager Certification Check List

11



Salad Bar

| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

Instructions: To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least **8 out of 10** (80%) to be certified in their position. If their score is less than 80% the Team Member will need to review all training material and reschedule the certification process with their manager.

Manager-Trainer Certification Check List

In order to confirm the Team Member has been certified as a Salad Bar Attendant the Manager will confirm, through the check list below, that the Team Member has been thoroughly trained and has knowledge of the position.

1. General Knowledge Yes No

- Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
- Has knowledge of position responsibilities, has correct uniform, visor and name tag, knows the Shakey's® menu, uses the PPE (Personal Protect Equipment) correctly.

2. Work Station Set-up Yes No

- Maintains Sani-Bucket
- Knows Shakey's portioning chart
- Knows and follows the Salad Bar Distribution
- Cleans and Sanitizes The Salad Bar Before starter his/her shift.
- Cleans and Sanitizes the inserts crocks
- Does the proper maintenance and cleaning during business hours
- Station stoking
- Follows the FIFO method to use ingredients and stock
- Cleans the utensils after work
- Always gets ready to revenue periods (fundraiser, buffet, parties etc.)
- Schedules his/her activities
- Follows the same routine every day.

3. Knows how to set up Sliced Ingredients: Yes No

- Green Bell Peppers
- Red Onion
- Cucumber

4. Knows how to set up Canned Ingredients: Yes No

- Jalapeno
- Peaches
- Beets
- Black Olives
- Garbanzo Beans or Kidney

5. Knows how to set up Bottled Ingredients: Yes No

- Ranch
- 1000 Island
- Italian
- Caesar
- Catalina
- Blue Cheese
- Asian or Raspberry Dressing
- Giardiniera
- Peperoncini

6. Knows how to set up Packaged Ingredients: Yes No

- Lettuce with Carrots (2%)
- Romaine Lettuce with Parmesan Cheese (2%)



Certification
60 min

- Parfait
- Mac Salad or Pot Salad
- Cottage Cheese
- Grape Tomatoes
- Broccoli
- Cheese

7. Knows how to set up Add-ons Ingredients: Yes No

- Olive Oil
- Vinegar
- Banana Chips
- Croutons
- Sunflower Seeds
- Raisins

8. Salad Bar Station Maintenance Yes No

- Maintains Salad Bar Crocks properly and with the correct temperature
- Maintains cleanliness of floor and sneeze guard
- Always ready for revenue (fundraiser, buffet, parties etc.)
- Checks the right temperature of each product regularly (<40°)
- Uses a sanitizing wipe to sanitize the thermometer before checking each product
- Always Food Handlers Gloves to refill and set-up the Salad Bar
- Cleans spills on the sides of the salad as need it
- Does not dump new food on top of previous food in Crocks
- Check the shelf life of each product and discard when necessary
- Replace any items that are not visually appealing
- Stir all salad bar ingredients regularly to maintain the right temperature

9. Salad Bar Station Yes No

- No Carts outside
- Organized Appearance
- Cleaness
- No mix food
- Remove all spilled Crocks
- Remove all spilled Utensils
- Non excess of food

10. Knows how to Close Salad Bar Station Yes No

- Knows how to Close his/her position
- Places lids on Crocks
- Removes Crocks from the Salad Bar
- Discards all unused product that cannot be stored or reused.
- Stores and labels in the walk-in immediately
- Removes ice properly from Salad Bar
- Adds warm water to the Salad Bar Line until ice melts
- Remove all debris
- Uses a towel with Sanitizer to clean & sanitize the Bar
- Cleans & sanitize Sneeze guard
- Removes the debris in the salad bar drain
- Cleans the walls and Sweeps and Mops the floor
- Sweep Floors
- Mop Floors.

| Total Time | Name of Manager/Trainer Certifier | Trainee initials | Passed / Completed |
|--|-----------------------------------|------------------|--|
| | | | _____ % <input type="checkbox"/> Yes <input type="checkbox"/> No No |
| General Comments (recommendations, suggestions for improvement, etc.) | | | |








Store: _____

Team Member: _____



12 Buffet Attendant Module

| Total Time | Course/Topic | Trainer/Manager | Trainee initials | Date | Passed/Completed |
|--|---|----------------------|----------------------|----------------------------------|--------------------------|
| 2-4 days (8-16 hrs) | | | | | |
| | 1 Buffet Tools 2 Buffet Station Set-up 4 Buffet Station Maintenance 4 Rice 5 Baked Chicken 6 Mash Potatoes 7 Gravy 8 Pasta 9 Pasta Sauce 10 Vegetables 11 Garlic Bread 12 Opening the Buffet Station 13 Closing the Buffet Station | | | | |
|  Guide Review 30 min | | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
|  Module Video 10 min | 14 Buffet Training Video | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
|  Practice 3 Hrs | 15 Buffet Hands on Training | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
|  Module Quiz 20 min | 16 Buffet Quiz | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___ % |
|  Certification 60 min | Manager Certification Check List | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___ % |

| | |
|--|---|
| General Comments about the trainee (recommendations, opportunities, points that needs to improve, abilities etc.) | General Score <input type="text" value="___"/> % Passed |
|--|---|

12


Buffet Attendant Module





A Buffet Attendant is responsible for providing our guests with the highest quality in Bunch of Lunch™ buffet according to the Shakey's® standards, Consistency and Speed. Secondary responsibilities include proper maintenance and cleaning of the station and performing other duties as assigned. May also assist the Pizza Cook or Fry Cook

Description of training: The Buffet Attendant training Module is part of the Shakey's® Training Program. The Training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The training also contains a summary of Buffet Attendant Service Sequence. The Buffet Attendant Module has been designed to provide all Shakey's® members with tools and training materials to guarantee thorough training of the Buffet Attendant position. **The recommended hours per training day are 4hrs, and should be covered within 2-4 days or 8-16 hours.**

| | |
|--------------------------------|-------------------------|
| 2-4 days (8-16 hrs) | Training Program |
|--------------------------------|-------------------------|

| 60 min | Buffet Station Guide Review | Resource | Main Goal: |
|--|---|---------------|---|
|  Station Guide Review | 1 Buffet Tools 2 Buffet Station Set-up 4 Buffet Station Maintenance 4 Rice 5 Baked Chicken 6 Mash Potatoes 7 Gravy 8 Pasta 9 Pasta Sauce 10 Vegetables 11 Garlic Bread 12 Opening the Buffet Station 13 Closing the Buffet Station | Station Guide | The trainee will review all basic standards required of the position. The trainee will review all procedures, specs charts, recipes, and responsibilities specific to their position. |
| | Comments: | | |

| Module Video 10 min | Module Video | Resource | Main Goal: |
|--|--------------------------------------|----------|--|
|  View Training Video | Buffet Station Training Video | Video | The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job. |
| | Comments: | | |

| Practice 6 hrs | Training | Main Goal: |
|---|---|---|
|  | Buffet Attendant Hands On Training | The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools |
| | Comments: | |

We strongly recommend training the Buffet Attendant at least one day (3hrs) opening the station and (3hrs) closing the station according with his/her performance.

Buffet Attendant Tools.

Review, Practice and Feedback

The Team Member will learn their tools to prepare, set-up and maintain his/her station

Buffet Station Set-up

Review, Practice and Feedback

The Team Member will learn how to set up their work station.

- Learn Buffet Distribution
- Review food storage and recipes
- How to clean and sanitize tools and Buffet Line before starting
- Review the importance of following the same routine every day
- Checks preps back-ups in the walk-in
- The trainer will explain how to fill the steam line of the buffet with water.
- The trainee will learn how to place the insert pan into the Buffet.
- The Team Member will learn the different serve-ware of the station (tongs, ladles, spoons etc.)
- Will review how to maintain all maketable inserts pans filled properly and with the right temperature during business hour.
- Will review the importance of use the Hot Pads Gloves to prevent Burns.

Buffet Menu and Recipes

Review, Practice and Feedback

The Team Member will learn the buffet menu and the proper way to prepare each item.

- Pizza
- Chicken
- Mojo's
- Rice
- Baked Chicken
- Mashed Potatoes
- Gravy
- Pasta
- Pasta Sauce
- Vegetables
- Corn
- Garlic Bread
- Dessert Pizza



Practice

Maintaining Buffet Station

Review, Practice and Feedback

The Team Member will practice buffet maintenance procedures

- Check cold food temperature on maketable (40°F) and Frozen food temperature in freezer (0°F)
- Verifies all inserts pans are properly filled and with the correct temperature.
- Uses a sanitizing wipes to sanitize the thermometer before check each product
- Check the hot temperature of the buffet (140°F)
- Cleans spills on the sides of the insert pans regularly and when need it
- Uses a Hot Pad Glove to fill the buffet station
- Properly fills containers (do not over fill)
- Never lets the product go below half full
- Stirs each product regularly (every 15 minutes)
- Changes utensils as need it
- Checks the shelf life of each product and discards it when necessary
- Replaces any items that are not visually appealing

- Change the inserts pans and replaces the Gird of the chicken and Mojo®s
- Does not place new product on top of older product

Close Buffet Station

Review, Practice and Feedback

- Removes Insert Pans from Buffet Line, covers and labels and Cooling the remaining products properly following the Food Safety procedures.
- Discard all lapsed product.
- Cleans and Sanitizes the buffet line and drains the water of the Buffet Line.
- Clean and Sanitize make table
- Sweep Floors
- Mop Floors

Proper Food Cooling

Review, Practice and Feedback

The Team Member will discuss the importance of Cooling hot food and the Food Safety Regulations.

- Removes Insert Pans from Buffet Line
- Covers and labels the remaining food.
- Cooling the food into a sanitized bus-tub with ice
- Wait until the temp is 70°F.
- Store in walk-in
- Food must be cooled from 135°F to 70°F (50°C to 21°C) within 2 hours. And from 70°F to 41°F (21°C to 5°C)

Important: It may be necessary to repeat the training in detail two or three times before beginning the certification process.

Buffet Prepping and Set Up

- Buffet Closing
- Cooling Food.

General feedback and comments

Comments:

▷ **Instructions:** Complete before taking Buffet Attendant quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

1. You must wash your hands when you...

- After you go to the restroom.
- Count your register.
- Every time you change work stations.
- All of the Above

2. What are the responsibilities of a Buffet Attendant?

- Coordinates and performs daily food preparation for the buffet.
- Coordinates and perform closing procedures for breaking down and cleaning the buffet area.
- Set up and restocking the buffet line
- All of the above.

3. What does FIFO mean?

- The First In, First Out method of stock rotation.
- Always use newer product.
- Throw away older product.

4. During the buffet what product should you concentrate on when you see a larger group of people waiting in line?

- One topping Pizzas
- Gravy
- Mojo's Potatoes

5. Why it is necessary to stir each product in the Buffet Line at least every 15 min?

- To conserve the temperature and consistency.
- It is not necessary to stir each product
- To conserve the flavor of food.

6. True or false: You can consolidate partial pizzas and place at the front of the buffet to maintain a fresh buffet?

- True.
- False.

7. True or false: As the Buffet Attendant you should start cooking pizzas before you starting cooking other items, such as rice and mash potatoes.

- True.
- False.

8. True or false: Pizza, chicken and Mojo's® are not items on the buffet.

- True.
- False.

9. In the cooling process, you have to place container of food into a bust-stub with ice, until temperature reaches 70°F within 2 hours ?

- True
- False

10. What must you always stock new product under older product?

- Because the old product should go out first (FIFO).
- Because the old product does not have the right temperature.

11. What are considered bad habits when prepping food?

-
- Wiping or touching your nose
 - Touching your face or scalp
 - Wearing a dirty uniform
 - All of above

12. Why must you follow the same routine every day when preparing the buffet?

- To reduce time and keep consistency of product.
- You do not need to follow the same routine every day.

13. What is the proper phrase to use when refilling the buffet?

- Politely say, "excuse me".
- "Sorry".

14. What is the proper way to wash your hands?

- 1 Wet your hands with warm water; 2 Apply soap; 3 Vigorously scrub hands and arms (10-15sec); 4 Dry Hands and Arms with single use towel.
- 1 Vigorously scrub hands and arms (10-15sec); 2 Apply soap; 3 Wet your hands with warm water; 4 Dry Hands and Arms with single use towel.
- 1 Dry Hands and Arms with single use towel; 2 Apply soap; 3 Wet your hands with warm water; 4 Vigorously scrub hands and arms (10-15sec).

15. Why is important to have back-ups of ingredients and utensils during high business hours?

- To prevent cross contamination
- To reduce time of making new ingredients.

16. What should you do when you sneeze?

- Cover your mouth with your t-shirt
- Cover your sneeze with your arm ("Dracula" approach) and wash your hands.

17. What does cross contamination mean?

- When disease-cause microorganisms are transferred from one food or surface to another.
- Cross contamination never happens at restaurant.
- When you use the same cutting board to cut different types of vegetables.

18. How can you confirm the sanitizer will be effective?

- Temperature and Concentration (PPM: parts per million)
- The color and odor.

19. Why is necessary to keep your face and arms away from steam?

- To prevent burns; the steam on stove and Buffet line and hot liquids and may cause burns.
- It is not necessary.

20. True or false: It is okay to use a towel when removing hot items from the buffet.

- True.
- False.



Manager Certification Check List

12



Buffet Attendant

| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

Instructions: To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least **8 out of 10** (80%) to be certified in their position. If their score is less than 80% the Team Member will need to review all training material and reschedule the certification process with their manager.

Manager-Trainer Certification Check List

In order to confirm the Team Member has been certified as a Buffet Attendant the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has knowledge of the position.

1. General Knowledge Yes No

- Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
- Has knowledge of position responsibilities, has correct uniform, visor and name tag, knows the Shakey's® menu, uses the PPE (Personal Protect Equipment) correctly.

2. Knows work station set-up Yes No

- Maintains Sani-Bucket
- Maketable Distribution
- Does the proper maintenance and cleaning
- Follows the FIFO method to use
- Prepares and stores preps/toppings
- Maintains all maketable inserts pans filled properly and at the correct temperature
- Cleans the utensils after work
- Always ready for revenue (fundraiser, buffet, parties etc.),
- Follows the same routine every day
- Knows how to fill the steam line of the buffet with water.
- Knows how to place the insert pan into the Buffet.
- Knows the different serve-ware of the station (tongs, ladles, spoons etc.)
- Wears Hot Pads Gloves to prevent Burns.

3. Buffet Menu and Recipes Yes No

- Knows Buffet Recipes:
 - Pizza
 - Chicken
 - Mojo's
 - Rice
 - Backed Chicken
 - Mashed Potatoes
 - Gravy
 - Pasta
 - Pasta Sauce
 - Vegetables
 - Corn
 - Garlic Bread
 - Dessert Pizza

4. Maintaining Buffet Station Yes No

- Knows how to maintain the Buffet Station during Business Hours
- Check cold food temperature on make table (40°F) and Frozen food temperature in freezer (0°F)
- Maintains all inserts pans are filled properly and at the correct temperature.
- Uses a sanitizing wipes to sanitize the thermometer before checking each product



60 min

| | |
|--|--|
| | <ul style="list-style-type: none"> • Checks the hot temperature of the buffet (140°F) • Cleans spills on the sides of the insert pans regularly and when need it • Uses a Hot Pad Glove to fill the buffet station • Properly fills pan containers (does not over fill) • Never lets the product go below half full • Stirs each product regularly (every 15 minutes) • Changes the utensils as need it • Checks the shelf life of each product and discards when necessary • Replaces any items that are not visually appealing • Change the inserts pans and replaces the Gird of the chicken and Mojo®s • Does not dump new product on top of older product <p>5. Knows how to Close Buffet Station</p> <ul style="list-style-type: none"> • Removes Insert Pans from Buffet Line, covers and labels. Cools remaining products properly, following the Food Safety procedures. • Discard all unused product. • Cleans and Sanitizes the buffet line and drains the water of the Buffet Line. • Clean and Sanitize maketable • Sweep Floors • Mop Floors <p>6. Know how to Properly Cool Food</p> <ul style="list-style-type: none"> • Knows how to cooling the food following the Food Safety Procedures <ul style="list-style-type: none"> ○ Removes Insert Pans from Buffet Line ○ Covers and labels the remaining food. ○ Cools food using a sanitized bus-tub with ice ○ Waits until the temp is 70°F. ○ Stores in walk-in ○ Food must be cooled from 135°F to 70°F (50°C to 21°C) within 2 hours. And from 70°F to 41°F (21°C to 5°C) |
|--|--|

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

| |
|---|
| <p>General Comments (recommendations, suggestions for improvement, etc.)</p> |
|---|



Store: _____

Team Member: _____



13 Dishwasher Module


| Total Time 1-2 days (4-8 hrs) | Course/Topic | Trainer/ Manager | Trainee initials | Date | Passed/ Completed |
|----------------------------------|---|----------------------|----------------------|----------------------------------|--------------------------|
| 30 min | 1 Dishwasher Station Set-up 2 Three sink compartment 3 Dishwashing Machine 4 Storing | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Module Video 10 min | 4 Dishwasher Training Video | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Practice 4 Hrs | 5 Dishwasher Hands on Training | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | <input type="checkbox"/> |
| Module Quiz 20 min | 6 Dishwasher Quiz | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___% |
| Certification 60 min | Manager Certification Check List | <input type="text"/> | <input type="text"/> | <input type="text" value="/ /"/> | ___% |


| | |
|--|--|
| General Comments (recommendations, opportunities, points that needs to improve, abilities etc.) | General Score <input type="text" value=""/> % Passed <input type="checkbox"/> Yes <input type="checkbox"/> No |
|--|--|


A Dishwasher is responsible for providing guests with the cleanest serveware possible. The Dishwasher is responsible for washing all pots and pans. Additional jobs may include general cleaning of the food perorations areas and stations, picking up and sweeping the main parking lot, dining area, or restrooms.

Description of training: The Dishwasher training Module is part of the Shakey's® Training Program. The Training program includes all material necessary to facilitate the learning process; such as Station Guide, Training Video and Quiz specific to the position. The Dishwasher Module has been designed to provide all Shakey's® members with tools and training materials to guarantee thorough training of the Dishwasher position. **The recommended hours per training day are 4hrs, and should be covered within 2-4 days or 8-16 hours.**

| | |
|-------------------------------|-------------------------|
| 1-2 days (4-8 hrs) | Training Program |
|-------------------------------|-------------------------|

| 60 min | Station Guide Review | Resource | Main Goal: |
|---|---|---------------|---|
|  Station Guide Review | 1 Dishwasher Station Set-up 2 Three sink compartment 3 Dishwashing Machine 4 Storing | Station Guide | The trainee will review all basic standards required of the position. The trainee will review all procedures, specs charts, recipes, and responsibilities specific to their position. |
| Comments: | | | |

| Module Video 10 min | Module Video | Resource | Main Goal: |
|--|--|----------|--|
|  View Training Video | Dishwasher Station Training Video | Video | The Team Member will review the video to gain a better understanding of the station guide and will be provided examples of how to perform their job. |
| Comments: | | | |

| Practice 4 hrs | Training | Main Goal: |
|---|--------------------------|---|
|  | Hands on Training | The Team Member will work with the trainee, in the station area, to review the opening and closing responsibilities, taking guest orders, and tools necessary to being successful in their station. |

Effective Training: We strongly recommend training the cashier at least one day (4hrs each day) during buffet hours (lunch) and during fundraisers or evening hours (diner).

Dishwasher Tools.

Review, Practice and Feedback

- Review Tools
- What is clean vs. sanitized



Training

Dishwasher Set up

Review, Practice and Feedback

- Pre-Rinsing
 - Soaking dishes

- Scrapping
- Wash – First Sink
 - How to put together first sink
 - Water should be 110°F
- Rinse – Second Sink
 - Clear, hot water
- Sanitize
 - Sanitizer solution
 - Submerging dishes in sanitizer for 30 seconds
- Air Dry
 - Never use a towel

Dishwasher Set up

Review, Practice and Feedback

- Dishwashing Machine
 - Check and Fill
 - Confirm all chemical levels are correct and have the correct ppm
 - Pre-rinsing and Scraping
 - Remove all debris or food from dishes
 - Wash
 - Load the dishwasher and start the dishwashing process
 - Dry
 - Place dishes in designated dry area
 - Never use towel to dry

Storing Clean Dishware

Review, Practice and Feedback

- Store everything 6" off the floor
- Clean and sanitize drawers, shelving, and anywhere items are stored.
- Store all glassware with the bottom facing up.
- Store flatware/utensils with handles up.
- Cover equipment food contact surfaces until they are ready to use.
- Make sure all pans are completely dry and stored with the bottoms up

Important: It may be necessary to repeat the training in detail two or three times before beginning the certification process.

General feedback and comments

Comments:



▷ **Instructions:** Complete before taking Dishwasher quiz.

Note: The trainee should get at least 80% (16 of 20) as minimum score to pass the quiz

1. You must wash your hands ...

- After you go to the restroom.
- Count your register.
- Every time you change work stations.
- All of the Above

2. What are the Dishwashers primary responsibilities? (check one)

- In charge of maintaining the dishwashing machine.
- Remove dishes from the tables.
- Provide guests with the cleanest serveware possible.

3. True or False:

FALSE There isn't a difference between clean and sanitized.

4. Sanitizing is the:

- Process of reducing the number or microorganism on a clean surface to a safe level.
- Process of removing dirt.

5. What is the flow of the dishwashing process?

- Scraping, pre-rising, wash, rinse, sanitized, and air dry.
- Pre-rising, scraping, wash, rinse, sanitized, and air dry.
- Pre-rising, wash, rinse, and air dry.

6. True or False:

FALSE It is okay to place knives, peelers, or sharp utensils in the sink.

7. What is the secret to dish washing quickly and effectively?

- "Scraping"
- "Pre-rinsing"
- "Sanitizing"

8. True or False:

TRUE Even if your restaurant has a dishwashing machine, you are still required to have a three-sink set up filled and ready at all times.

9. True or False:

FALSE The three sink system must run from left to right.

10. The First Sink must have a minimum temperature of:

- 110°F
- 140°F
- 165°F

11. The Second Sink must have a minimum temperature of:

- 165°F
- 110°F
- 140°F

12. How long does the NRA recommend that dishes are submerged sanitizer solution?

- 1 minute.
- 30 Minutes
- At least 30 seconds.

13. True or False:

FALSE Its okay to use a towel when drying dishes

14. What is the order of the "20 Seconds Washing Hands Procedure"? (1- first , 4 – last)

- 3 Vigorously scrub hands and arms (10-15sec)
- 1 Wet your hands with warm water
- 2 Apply soap
- 4 Dry Hands and Arms with single use towel

15. How many Team Members does it take to run a dishwashing machine?

- We do not use dishwashing machines in the restraint
- 2
- 1

16. What is the correct order of using a dishwashing machine?

- 3 Wash
- 1 Check all chemical levels and fill
- 2 Pre-risening and scraping
- 4 Dry

17. How can you tell if Sanitizer will be effective?

- Temperature and Concentration (PPM: parts per million)
- The color and odor.

18. True or False:

TRUE Placing food debris into a trash container rather than the dish water will keep drain lines clean, avoiding costly repairing and plumbing services.

19. When storing clean and sanitized tableware and equipment, it is important to remember to:

- Store everything 6" off the floor
- Store all glassware with the bottom facing up.
- Make sure all pans are completely dry and stored with the bottoms up.
- All of the Above

20. True or False: The alcohol Policy says:

TRUE You must dry dishes in a designated drying area.



Manager Certification Check List

Dishwasher

| | | | | | | | |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|
| Total Time 60 min | Employee | | Store | | Date | / | / |
|-----------------------------|-----------------|--|--------------|--|-------------|---|---|

Instructions: To complete the Certification process, the manager will do a general review of the Team Member's performance, after they have been trained. The trainee should score at least 3 **out of 4** (80%) to be certified in their position. If their score is less than 80% the Team Member will need to review all training material and reschedule the certification process with their manager.

Manager-Trainer Certification Check List

In order to confirm the Team Member has been certified as a Dishwasher the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has knowledge of the position.

1. General Knowledge Yes No

- Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
- Has knowledge of position responsibilities, has correct uniform, visor and name tag, knows the Shakey's® menu, uses the PPE (Personal Protect Equipment) correctly.

2. Dishwasher Set up

- Pre-Rinsing
- Soaking dishes
 - Scrapping
- Wash – First Sink
 - How to put together first sink
 - Water should be 110°F
- Rinse – Second Sink
 - Clear, hot water
- Sanitize
 - Sanitizer solution
 - Submerging dishes in sanitizer for 30 seconds
- Air Dry
 - Never use a towel

3. Dishwasher Set up

- Check and Fill
 - Confirm all chemical levels are correct and have the correct ppm
- Pre-rinsing and Scrapping
 - Remove all debris or food from dishes
- Wash
 - Load the dishwasher and start the dishwashing process
- Dry
 - Place dishes in designated dry area
 - Never use towel to dry

4. Storing Clean Dishware

- Store everything 6" off the floor
- Clean and sanitize drawers, shelving, and anywhere items are stored.
- Store all glassware with the bottom facing up.
- Store flatware/utensils with handles up.
- Cover equipment food contact surfaces until they are ready to use.
- Make sure all pans are completely dry and stored with the bottoms up



60 min

| Total Time | Name of Manager/Trainer Certifier | Trainer Initials | Trainee initials | Date | Passed/ Completed |
|------------|-----------------------------------|------------------|------------------|------|-------------------|
| | | | | | _____ % |

| | |
|---|--|
| <p>General Comments (recommendations, opportunities, points that needs to improve, abilities etc.)</p> <hr/> <hr/> <hr/> | <p>General Score (Passed)</p> <p><input type="checkbox"/></p> |
|---|--|