

TRAINING CHECKLIST

Name: _____ Store# _____ Due Date: _____

This checklist is to be completed on the new employee's first five days of working in the store. All University of Subway courses must be complete within two weeks of being hired. Store Manager and new employee must initial all topics.

(All Training should take place with the Store Manager during non-peak hours)

DAY ONE (4 hour shift, non peak hours)

Basic Orientation

Store Manager: _____ Employee: _____

- o Uniform Policy
- o Meal Policy (To include drink policy)
- o Cell Phone Policy
- o How to clock in/out on register
- o Employee parking- not in front of store unless you are a closer
- o Introduction to staff
- o Tour of store
- o Work schedule- where to find and when it is posted
- o Wage policies- explain timing
- o Uniform requirements- review employee manual
- o Termination policies- review employee manual
- o Store policies- smoking, phone calls, calling out sick, etc.
- o Security procedures
- o Emergency phone numbers- location and who to call
- o How and when to use the wet floor sign. Stress the importance of cleaning up spills immediately.

Safety Overview

Store Manager: _____ Employee: _____

- o Shoes – Must be closed toe and heel, non-slip sole. Every single day you come to work, no exceptions
- o Use scissors whenever opening bags or during any other task whenever possible instead of using a knife.
- o When using sharp objects (knives, tomato slicer, veggie slicer) during prep, the yellow safety gloves MUST be worn underneath the plastic gloves.
- o In case of a spill in the store place a wet floor sign over the spill and clean it up immediately. If you are unable to clean it up or it is a continual leak, leave the wet floor sign on spill and place paper towels on it until able to clean. Inform Store Manager or District Manager immediately if there is a leak.
- o Rubber safety mats should always be placed in front of the dish washing sink. Ensure they are placed down with the flat side down. Brown mats should be used in front of drink station in some stores.
- o Always use common sense when using a ladder. Keep both feet on the ladder at all times, keep one hand on ladder at all times, do not climb to the top 2 steps, always have another employee hold the ladder steady.

o If you experience an injury or see someone else, employee or customer, experience an injury you must report this to your Store Manager or District Manager immediately. First Aid kit is in backroom if needed.

Sandwich Unit & Serving Area **Store Manager: _____ Employee: _____**

- o Importance of visual appeal of sub, keeping sandwich unit clean
- o Quality ingredients- check dates, appearance, when not to serve
- o What makes up a Kids Fresh Fit Meal?
- o Detailed tour of serving area- location of cups, napkins, etc.
- o How to clean area to keep it appealing to customers

Backroom Area **Store Manager: _____ Employee: _____**

- o Detailed tour of backroom area- where everything is
- o Food prep area- organization, cleanliness, and safety gloves required
- o 3-compartment sink- setup and usage
- o Vegetable/Mop sinks - when to use and how to clean.
- o Dry storage shelves- explain organization & FIFO
- o Chemical storage- when to use each chemical
- o Freezer/Cooler- organization, cleanliness, FIFO, leave door closed
- o Trash cans- where & when to take out trash (not after dark)
- o Playbook- show folder and explain
- o Store evaluations- briefly tell about different evaluations (Health, DM, Fire, etc.)
- o Bulletin board- location and what goes on it
- o Office area- explain your policies for usage, etc.
- o Location of fire extinguishers and first aid kit

Dining Room Area **Store Manager: _____ Employee: _____**

- o Beverage center- location of items to re-stock, how to clean, how to clean coke machine.
- o Bathrooms- how to clean, location of items to re-stock, keys needed
- o Importance of keeping clean- this is the first thing customers' see.

Subway University **Store Manager: _____ Employee: _____**

- o Back of Restaurant Equipment Overview
- o Front Line Food Safety
- o How the Front Line Operates
- o How to Build Sandwiches

DAY TWO (4 hours, non peak hours)

How to Build **Store Manager: _____ Employee: _____**

- o Explain Formula Charts taped on your sneeze-guard
- o Demonstrate proper way to cut bread
- o Demonstrate how to build all Subs
- o Demonstrate how to build Kids Subs
- o Demonstrate how to build Flatbread sandwiches
- o Demonstrate how to build Chopped Salads

- o Explain what side items we have for Salads
- o Stress importance of following proper formulas
- o Demonstrate how to wrap and bag
- o Explain all Toaster Oven settings and how to use
- o Explain Microwave Oven settings and how to use

Thru-put

Store Manager: _____ Employee: _____

- o Explain Thru-put procedures
- o Explain that they should always look to their left and right to see who needs help
- o Discuss what to do when customer rush ends

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Store Manager: _____ Employee: _____

- o Chopped Salad
- o Cleaning the Back of the Restaurant
- o Engaging the Customer
- o Service and Customer Area Equipment

Working The Line

Store Manager: _____ Employee: _____

- o Trainee to spend the remaining time working on the front line making subs, etc. (no cash register duties at all). Occasionally observe for proper techniques.

DAY THREE (5 hours, lunch or dinner shift)

Product Preparation

Store Manager: _____ Employee: _____

- o Accomplishment chart- explain how it works
- o Wear Safety Gloves when appropriate
- o Onions- peel, core, slice, date
- o Lettuce- date
- o Tomatoes- rinse, core, slice, date
- o Bell Peppers- cut off top, rinse, slice, and date
- o Cucumbers- rinse, slice, date
- o Pickles- drain juice from bag, date
- o Olives- drain juice from bag, date
- o Jalapeño & Banana Peppers- drain juice from bag, date
- o Bread dough- keep frozen, how to pan, how to re-position
- o Meatballs- how to prepare, date
- o Steak- how to prepare, date
- o Chicken products - how to prepare, date
- o Tuna- how to prepare, date
- o Rotisserie Chicken- how to prepare, date
- o Carved Turkey- how to prepare, date
- o Deli Meats- place in cambro & date
- o Cold Cut Trio- place in cambro & date
- o Bacon- how to prepare, date
- o Cookies & Deserts- how to pan or thaw

- o Condiments- location & how to refill bottles, etc.
- o Chips- location & flavors.

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Store Manager: _____ Employee: _____

- o Baking Great Bread
- o Cleaning the Customer Area and Restrooms
- o Food Preparation
- o The Customer Experience

Working The Line

Store Manager: _____ Employee: _____

Trainee to spend the remaining time working on the front line making subs, etc. (no cash register duties at all). Occasionally observe for proper techniques.

DAY FOUR (4 hours, lunch or dinner shift)

Equipment

Store Manager: _____ Employee: _____

- o Sandwich Unit- how to turn on & off, keep water in hot well, keep clean
- o Oven/Proofer- correct temps, safety, cleaning, water in proofer, timers
- o Microwave- settings, cleaning, keep paper in bottom
- o Food Scales- how to use and clean.
- o Tomato Slicer- safety, gloves, cleaning
- o Vegetable Slicer- safety, gloves, cleaning
- o Tea- location
- o Power failure- what to do
- o Robbery- cooperate, move slowly, observe closely, give money, who to call

Baking/Proofing

Store Manager: _____ Employee: _____

- o Bread- steps for perfect bread
- o Cookies- steps for perfect cookies

Other

Store Manager: _____ Employee: _____

- o Taking phone in orders- call in pads, working the order in when long line, etc.
- o Giant Subs/ Platters- review sheet explaining prices, etc.
- o Customer complaints- goal is to make each and every customer happy.

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Store Manager: _____ Employee: _____

- o Cleaning the Beverage Station
- o How to Build a Breakfast Sandwich
- o The Perfect Cookie
- o Through the Eyes of the Customer

Working The Line

Store Manager: _____ Employee: _____

Trainee to spend the remaining time working on the front line making subs, etc. (no cash register duties at all). Occasionally observe for proper techniques.

DAY FIVE (5 hours, non peak hours)

Register Operations

Store Manager: _____ *Employee:* _____

- o Overall tour of screens, layouts, moving from screen to screen, etc.
- o Ringing up the sale
- o Giving proper change- how to count back change, leave customer money on till
- o Coupons- ringing in, what to do with the coupon, staple to receipt
- o Item correct- explain cashier tracks these
- o Adjustments
- o Changing receipt paper
- o Gift/Cash Cards - how to both sell and redeem
- o Hourly deposits- how to and how often (hourly)
- o Safe- location and operation
- o Cash Ins- how to and when
- o Cash shortage policies
- o Thru-put techniques for cashier- stay on register but help out when possible
- o Customer interaction- do not confuse customer while they are still with veggie person
- o Customer greeting- what to say, eye contact, smile, suggestive selling techniques
- o Customer farewell- what to say, eye contact, smile
- o How to turn register on and off
- o Power outage- turn off while back-up battery is working

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Store Manager: _____ *Employee:* _____

- o Baking Giant Bread
- o Store Security and Safety Procedures
- o Subway POS Cashier
- o Suggestive Selling
- o Thru Put Combined

Working The Line

Store Manager: _____ *Employee:* _____

Trainee to spend the remaining time working on the register and making subs, etc. Their first responsibility however is to operate the register. Do not have them operate the register during a busy lunch or dinner period yet. Occasionally observe for proper techniques.

TRAINING CHECKLIST AND SUBWAY UNIVERSITY SIGNATURE PAGE

STORE # _____

By signing below, I agree that I have completed all items listed on the RKJ & Sons, LLC Training Checklist dated 09/01/2016. I have been fully trained in all areas listed and have no questions about proper procedures or policies listed on this Training Checklist.

Sandwich Artist Name- Printed

Sandwich Artist Signature

____/____/____
Date

Store Manager Signature

____/____/____
Date

By signing below, I agree that I have completed all Subway University required courses as part of my training. I fully understand everything taught on these courses and have no questions about proper procedures or policies discussed in these courses.

Sandwich Artist Name- Printed

Sandwich Artist Signature

____/____/____
Date

Store Manager Signature

____/____/____
Date



NEW EMPLOYEE TRAINING HOURS GUIDELINE

Recommended: Start all new employee's Monday, Tuesday, Thursday, or Friday 1:30pm-5:30pm. The first five days the Store Manager should train the new employee to insure they are taught the correct way. Each new employee has a copy of the training checklist with them on their 1st day. This checklist is to assist the Store Manager in the new employee's training so that nothing is ignored during the training process. You will see on the checklist that the new employee is to do the computer training each day at the end of their shift. After they do each section of the University of Subway the Store Manager should take 5-10 minutes to discuss the day with the trainee. During this time the new employee can ask questions and the Store Manager can also tell the trainee how they felt the day went.

All New Employees

Day 1: 4 hours – New Employee is to work with the Store Manager to insure quality training. The last 30-45 minutes the new employee is to work on the University of Subway.

Day 2: 4 hours - New employee to work with the Store Manager. (Not during lunch or dinner) The last 30-45 minutes the new employee is to work on the University of Subway.

Day 3: 5 hours – New Employee can work either lunch or dinner with the Store Manager. The last 30-45 minutes the new employee is to work on the University of Subway.

Day 4: 4 hours – New Employee can once again work either lunch or dinner with the Store Manager. The last 30-45 minutes the new employee is to work on the University of Subway.

Day 5: 5 hours – New Employee should work during non-peak hours to do the register training. Before putting the new employee on the register please pull out the “Employee Handbook” and go over the cash register operations, policies and procedures. While the new employee is on the register no one can touch the cash. Remember this is one of our main rules concerning the register (Only **ONE** person on the register at a time!) The last 30-45 minutes the new employee should finish their University of Subway courses.

Openers

Openers must be **WELL** trained employees before they learn to open. Once an employee is well trained the Store Manager is to work at least 3 openings with the employee to insure proper training to become an opener.

Closers

Closers must be **WELL** trained employees before they become a primary closer. Once an employee is ready to become a primary closer they should work with a **well** trained closer for two days and then on their third day of closer training the Store Manager or Assistant Manager works with the trainee to insure they are responsible to be a primary closer.

Please remember our employees are only going to be as good as we train them.