

# Ice Cream Dispenser

Welcome to Leatherby's!! We are so pleased to have you join our team. So that you are aware, we have hundreds of applicants each year trying to work for our establishment. We chose you because we believe that you are the "cream of the crop" and look forward to you helping us to continue in our traditions of excellence! As a dispenser of ice cream, you are the heart of our restaurant and we literally could not function without you! While you may not be directly interacting with guests at the table, you are just as important as our servers. Our Managers constantly receive compliments on your warm greetings, your smiles behind the sundaes, the urgency in your step, and the joy that you continually exude. These are some of the most important things that our customers see each day from you which help to define who we are as a business.

If you are still up for the challenge, we would like to give you a few pointers, so that you can be helpful right from the start.

## 1. Prepare!

- Although you do not know how to make anything yet, the best employees are always the ones who have studied their sundae diagrams.
- Before you begin you will need to study the material.
- We encourage you learn what is in each of our homemade ice cream flavors, how to make each of the sundae creations, and memorize the weights of each item.
- The individuals who know the material are always the employees to succeed!

## 2. Greet our guests!

- Proudly and joyfully greet our guests!
- "Hello folks, welcome to Leatherby's!" should be a central part of your vocabulary right from the start.
- We are counting on you to be attentive and aware of our customers, welcoming them to Leatherby's and acknowledging their presence.
- You may be busy making a sundae or working at the register, however it only takes a second to give a warm greeting.
- Acknowledging the guest gives them a deeper sense that we truly care about their time.
- While you may be brand new and not sure how to assist a customer at takeout or register, there is nothing wrong with telling them you are new. A simple "Hello, this is my first week of training. Let me get someone to assist you" is much better than leaving a guest feeling ignored.

## 3. Have fun!

- The last and most important thing we want you to know before diving in is to make sure to have fun.
- The number one reason people want to work at Leatherby's is because they see the fun our employees are having. Therefore, we sincerely ask you to work hard but always remember to have fun in doing so.

# **Dispensing Training Schedule**

**Day 1 – Trainer:**\_\_\_\_\_ **Date:** \_\_\_\_\_

**Day 2 – Trainer:**\_\_\_\_\_ **Date:** \_\_\_\_\_

**Day 3 – Trainer:**\_\_\_\_\_ **Date:** \_\_\_\_\_

## **Dispensing Test**

**Date:** \_\_\_\_\_

- Trainee must pass with a score of 90% or better.
- Trainee is responsible for scheduling one week prior to their 3<sup>rd</sup> training shift)

Score\_\_%

## **Day1: Dispenser Training**

Trainee Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Arrived in uniform and on time for shift  
Attire/Grooming 100%  
Clock in Procedures & Break Procedure  
Paperwork 100%

pass	fail
pass	fail
pass	fail
pass	fail

Welcome to Dispensing training!

- Today you will be learning the ropes and be shown how to make our original creations.
- You will be responsible for producing our “one of a kind” creations as fast as you can!
- The best way to learn is by doing, so we expect you to dive in and get your hands dirty.
- You will not know everything right away, as it takes about two weeks for you to be comfortable with dispensing.
- We cannot stress enough how important it is to study the items and learn how to make each of them as fast as possible.
- Please ask questions if you are unsure about how to make something, or do not understand a ticket.

### **Dispensing sit-down discussion points:**

Once your “hands on training” is complete we will expect you to know and understand the following guidelines. **So that you are aware, you will be tested on any and all the information you receive in the next few days.**  
Good luck.

#### **1. The “Leatherby’s Effect”:**

- If you’ve ever been to Leatherby’s, you can attest to the fact that it’s impossible to have a bad time!
- It is unusual that you will find a staff member that isn’t putting every bit of energy and joy into their job.
- The Leatherby’s effect is truly what we try to capture in the heart of every individual who walks into our creameries.

#### **2. Be Joyful!**

- You must find a way of exuding joy while working.
- This begins with your warm & proud greeting when our guests enter the door.
- Smiling is so important!
- Always acknowledge customers waiting to be seated and let customers waiting at takeout or register know we will be right with them.

#### **3. Role of the Captain:**

- Our captains are the manager behind the counter and have worked hard to receive this promotion!
- They help direct the staff, see the needs of the store, delegate, and keep everyone organized.
- They should be easily approachable, please come to them when you need help!

#### 4. **Stay clean!**

- Like any restaurant, things can get messy fast. You'll need to learn how to "work clean".
- When you are finished making sundaes you should be cleaning.
- You should always be checking to make sure your counters and floor is clean, clean towel supply is adequate, paper towels and soap are restocked, and so on.
- There is nothing worse than a customer looking behind the counter to see pieces of trash on the ground or sauce all over the counter.

#### 5. **Our creations should look picturesque!**

- Aside from our sundaes weighing correctly, they will also need to look right!
- When scooping our homemade ice cream, it should appear light and "airy".
- We don't want to pack it down making it look smashed or condensed. This will take some practice.
- Your fellow dispensers will refer to this as the art of "fluffing."
  - Two sundaes can appear extremely different if you "fluff" one and pack the other.

#### 6. **Portion control / Controlling costs:**

##### ✓ **Weigh the sundaes**

- It is crucial that the weight of our sundaes is the same every time the customer comes in.
- There are a few reasons behind this:
  - The customer should receive exactly what he/she is paying for.
    - We would never want to give someone less than what they should have.
    - Furthermore, if you are to give a customer more than what they paid for, they will most definitely be disappointed the next time they come in for ice cream.
  - Weighing each sundae helps to ensure that we stay profitable.
    - While every restaurant is different across the globe, what each one has in common is the need to control food costs.
    - We must keep our food costs in line as it is one of the few ways that we can ensure Leatherby's is around for the next thirty years.
- Before adding any toppings to the ice cream, we have you weigh them. We do it this way to make sure that if the weight is over you can still correct it.
- If a sundae is overweight you **must** scrape the ice cream back into the appropriate flavor, and make sure that it meets the accurate weight requirement.
- If a sundae is under the correct weight, you will also need to add ice cream so that each of our customers is getting exactly what they paid for.

##### ✓ **Scrape your ladles:**

- Our sauce is messy! You will need to learn to scrape your ladles.
- This helps to keep the creamery clean, as well as keep us from losing our product.
- Using care while topping our sundaes minimizes waste and time spent cleaning.

##### ✓ **Consistency is everything:**

- Our sauces need to have the perfect consistency: not too thick and not too thin.
- You can thin chocolate with milk and caramel with hot water.
- Our homemade whipped cream should look fluffy and not runny or deflated.
- Appropriate amount of sauce:
  - Customers expect the portions at Leatherby's to be generous and spilling over the glass, and this is exactly what we want to give them.

## Orientation and Tour with your Trainer / Captain

- Before starting hands on training, the two of you will take a quick trip around the store to get to know your new home and learn where everything is.
  - Dry Storage
  - Prep Fridge
  - Temp Freezer
- In each area of the store, make sure you ask questions! Our employees frequently receive questions about our ice cream, why freezers are kept at different temperatures, and so on. There are no silly questions here, we will expect you to know!
- Lastly and most importantly, please remember to have fun and strive to go **“Above and Beyond”** the bare minimum. I guarantee the more you put into this job, the more fun you will have and the better you’ll be for having done so.

## Our Menu: Sundae Diagrams

(Refer to diagram booklet)

- Go over diagrams and glassware
- With your trainer the two of you will now go through each ice cream creation, with pictures and the appropriate glassware, the weight of each item, and so forth.
- Once again, you will need to study as we will expect you to be sufficient on your own by the third or fourth shift! Good luck.

### Large Sundae 32 oz

Cherry

Whipped Cream

½ ladle Sauce

6 oz scoop Vanilla  
ice cream

1 ladle sauce

6 oz scoop Vanilla  
ice cream

½ ladle sauce

Tall glass



## **Opening Dispensing Procedures:**

We essentially have 2 shifts per day within our store: Day and night shift. Below you will find what is necessary to properly “open” for your new position.

### **Refill all sauces:**

Caramel	_____
Strawberry	_____
Pineapple	_____
Marshmallow	_____
Peanut butter	_____
Chocolate	_____
Hot Fudge	_____

### **Refill Syrups:**

Coffee	_____
Vanilla	_____
Thin chocolate	_____

### **Assemble and place utensils properly**

Spoon for whip	_____
Ladles	_____
Rubber spatulas	_____
Scooper/ Scraper	_____
Knives for Bananas	_____
Tongs for cherries, and cookies	_____
Tongs for brownies and cake	_____

### **Restock properly:**

Takeout/ Door Dash items	_____
Bananas	_____
Malt Powder	_____
Cookies	_____
Nuts/ Cherries	_____
Brownies	_____
Cakes	_____
sprinkles	_____

### Misc TO DO:

- Inventory, rotate, restock ice-cream \_\_\_\_\_
- Assemble, clean and sanitize the shake machine properly \_\_\_\_\_
- Set up clean bus tubs for dirty dishware \_\_\_\_\_
- Replenish towels and take dirty towels to washing machine \_\_\_\_\_
- Thin chocolate and caramel sauce to proper consistency \_\_\_\_\_
- Check cleanliness behind the counter \_\_\_\_\_

## **Day to day operations:**

You and your trainer will now go through each item and discuss the importance and/or understanding of each.

- How to restock our product! \_\_\_\_\_
  - On your first day you will learn where all the ice cream and sauces are located.
  - Because you don't know how to make things quite yet, you can still be extremely useful if you keep the ice cream, sauces, and other products/supplies full for your fellow employees.
  - This will include ice cream, sauces, glassware, to-go containers, straws, bags, and anything else that you and your peers will need to perform your job.
- How to read a ticket: \_\_\_\_\_
  - You should always read the entire check before making the sundaes.
  - Largest item to smallest (by weight)
  - Always double check a ticket.
  - If you have any questions, ask!
- Order of priority once dispensing is caught up \_\_\_\_\_  
(Order of importance: Stock first, clean, etc.)
- Display the appropriate portion for each shake \_\_\_\_\_
- Scrapping low ice cream throughout shift \_\_\_\_\_
- Operation of the shake machine \_\_\_\_\_
- Proper procedure and/or re-use of mistakes \_\_\_\_\_
- Display how to appropriately scoop a 6-ounce scoop \_\_\_\_\_  
(Needs to complete 50-100 six-ounce scoops)
- Shown how to run ice cream to table when caught up \_\_\_\_\_  
(Importance of everything getting to the table)
- Familiarize with prep, storage, dish room (utensils, etc.) \_\_\_\_\_
- Importance of communication \_\_\_\_\_
  - Between you and the waiter
  - You and your captain
  - You and your fellow dispensers

## **Review of Day 1:**

- Questions from Day 1
- Review Restaurant “Need to know” test  
(Answers are in Manual)
- Made all the most popular sundaes
  - Petite Dish/Sundae, Small Dish/Sundae, Large Sundae
  - BT, BW, RBS

Had a pleasant demeanor towards coworkers	pass	fail
Works quickly, but without hurrying	pass	fail
Understands the “Leatherby’s mentality”	pass	fail
Showed genuine friendliness	pass	fail
Smile present always	pass	fail
Understands opening procedures	pass	fail
Understands rules & expectations	pass	fail
Can efficiently read a ticket	pass	fail
Processed items on check in proper order	pass	fail
Understands the need for teamwork	pass	fail

## **Final Remarks from Day 1**

### **Strengths:**

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### **Opportunities:**

Are there any areas of improvement that need to be addressed in the following training days?

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Trainer: \_\_\_\_\_ Trainee: \_\_\_\_\_ Manager: \_\_\_\_\_

Can trainee progress to Day Two? Yes / No

If No, Why Not: \_\_\_\_\_



## **Day 2: Dispensing Training**

Trainee Name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Arrived in uniform and on time for shift

pass

fail

Attire/Grooming 100%

pass

fail

Clock in Procedures & Break Procedure

pass

fail

### **Health Code Compliance:**

At Leatherby's we do our absolute best to be the cleanest restaurant in the industry! We have been told by many of our health advisors that we do an exceptional job of adhering to all food safety regulations, as well as going above the standards that are in place. The following are some of the ways you can help us to make sure we continue.

- Clean uniform \_\_\_\_\_
- No Fake Nails / Nail Polish = neutral color only \_\_\_\_\_
- Fresh bleach bucket \_\_\_\_\_
- Bleached towels on their appropriate shelf (No towels on counters, shelves or in pockets) \_\_\_\_\_
- All sanitizer bottles labelled correctly \_\_\_\_\_
- All sanitizer bottles on the appropriate shelf \_\_\_\_\_
- Hands to be washed with soap after handling money \_\_\_\_\_
- Hands to be washed after picking up trash / dirty dishes \_\_\_\_\_
- Hands to be washed after touching face or hair \_\_\_\_\_
- Hands to be washed after using the restroom \_\_\_\_\_
- Apron should always be removed when using the restroom \_\_\_\_\_
- No cross contamination between food items \_\_\_\_\_
- Drinks should be on the appropriate shelf with lid \_\_\_\_\_
- Paper towels to be stocked at all times \_\_\_\_\_
- Soap to be stocked at all times \_\_\_\_\_
- Shake machine to be cleaned / sanitized each evening \_\_\_\_\_
- Shake machine to be cleaned / sanitized after making shakes with nuts \_\_\_\_\_
- Hair to be pulled back in tight braid or bun with visor or headband on \_\_\_\_\_
- Refrigerators should always be at 32 – 41°F \_\_\_\_\_  
(If higher or lower please let manager know immediately)

## **Promotions & the Role of your Captain**

Throughout your time as an employee at Leatherby's your effort and dedication will determine when and how you are promoted. We recognize hard work with raises and promoting employees to other positions that earn tips. All our employees start either dispensing or working the grill. This is so that everyone has a basic understanding of our products and how to make our sundaes/food. If you want to get promoted quickly, learning both positions is essential. The training you will receive as a dispenser will be your foundation for success at Leatherby's. Your management team will notify you when they believe that you are ready to be promoted. The general order of promotion is:

### **Cashier:**

- Cashiers are selected for promotion by the management team.
- The role of cashier requires an outgoing personality, the ability to freely talk to customers and an understanding of counting money.
- As a cashier you are being given a high level of trust by our ownership and we expect that you value the trust that has been given to you.
- You are responsible for your register and its contents and will be held accountable for any misuse of this position.

### **Takeout:**

- Takeout is a tipped position and requires that you have an outgoing and joyful personality with customers.
- Your personality as the takeout dispenser sets the tone for the guest's experience at our creamery.
- You will need to know the grill menu as some customers will order food through takeout.
- Additionally, you will need the ability to make sundaes rather quickly.

### **Captain:**

- This is a tipped position.
- Your captain(s) are basically your direct boss.
- They are a level of manager in training and have high standards placed upon them by our upper management.
- The captains are our top employees who have demonstrated leadership ability and the skills to manage the dispensing area and staff.
- Additionally, they have mastered the positions of dispensing, takeout and cashier.
- As a dispenser you are expected to report to and follow the instruction of your captain.

### **Review of Daily Procedures:**

Weighs every sundae	pass	fail
Can read tickets on their own	pass	fail
Communicated with waiter on their own	pass	fail
All portions were made correctly	pass	fail
Operates the shake machine safely and properly	pass	fail
Continuously cleaning machines and counters	pass	fail
Records mistakes	pass	fail
Disposes of mistakes properly	pass	fail
Knows how to re-use mistake sundaes	pass	fail
Restocks, rotates ice cream and sauce properly	pass	fail
Can locate all dishware needed for efficient dispensing	pass	fail
Had a pleasant demeanor towards coworkers	pass	fail
Understands the Leatherby's Mentality	pass	fail
Showed genuine friendliness	pass	fail
Smile present always	pass	fail
Understands Opening Procedures	pass	fail
Understands Closing Procedures	pass	fail
Can efficiently read a ticket	pass	fail

### **Discuss with Trainee:**

Review any questions from Day 1 or 2

Strengths:

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Opportunities:

Are there any areas of improvement that need to be addressed in the following training days?

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Trainer:\_\_\_\_\_ Trainee:\_\_\_\_\_ Manager:\_\_\_\_\_

Can trainee progress to Solo Dispensing?

Yes / No

If No, Why Not: \_\_\_\_\_

## **Day 3 Dispensing Training:**

### **Closing Procedures:**

- Has cleaned hot fudge and shake machines properly \_\_\_\_\_  
(Unplug, disassemble, and send appropriate parts to dishwasher)
- Has transferred syrups and cleaned white containers properly \_\_\_\_\_
- Has cleaned syrup wells and syrup pumps properly \_\_\_\_\_  
(Including white containers)
- Has cleaned each shelf \_\_\_\_\_
  - Plates and dishware
  - Glassware
  - Under shake machines
  - Any and all other product shelving
- Has cleaned refrigerators properly \_\_\_\_\_
- Has wrapped all product or placed into containers \_\_\_\_\_
- Has stored whipped cream topping properly \_\_\_\_\_

### **Final Conversation:**

In the next few days, you will start working primarily on your own. On each shift, there will be a “Captain on duty” to assist you with questions or help with anything you may need. By your third or fourth day you should know how to make our sundaes and have most of the information needed. Although your speed will take a bit of time to completely develop, your sundae knowledge (weight, look, etc.) should be on par. Within the next week or so; your speed should be similar or equivalent to your trainer.

Once again, we expect you to study this manual and your notes as much as possible. As stated above, **following your formal training you will be tested on the material from this manual**. We want to know that you are serious about this job and will put forward the effort required to be a valuable team member. Please note that test will not be limited to the dispensing section alone. You also need to understand all of the information within the “Employee Handbook” which includes information regarding our rules, policies, uniform and Leatherby family history. We wish you luck and look forward to seeing your growth.

**\* If you study this manual and the Employee Handbook you will do well on the test.**

**\* Remember to print out the Diagrams of each sundae, and study their weights, and so on. It is crucial that you learn this information as quickly as you can.**