

Captain Training Manual / Checklist:

Trainee _____ Trainer: _____ Date: _____

Congratulations on being selected to the position of Captain! Though you may not realize it, you are now in charge of multiple people at a time and they look to you to set the tone of the store. It is our expectation that you take this opportunity and “run with it.” We are hopeful that the next group of individuals you oversee exceed our expectations because you are now their boss!

Before the shift begins:

- Do you personally look top notch?
 - Correct uniform?
 - Piercings, tattoos, etc. covered?
 - Is your hair combed and/or in a tight braid or bun?
 - Is your makeup appropriate? Are you well groomed? Facial hair well kept?
- Are you happy and excited and ready to set the tone for the crew?

Your job is more than just a glorified dispenser!

- What does this mean?
- When things get busy, how can you help?
- At all times you need to be aware of surroundings:
 - Do servers need help?
 - Does food need to be run?
 - Is takeout slammed?

Captains attitude / presence in the store:

- You “set the tone!”
 - You can make or break the shift
 - Your attitude dictates the outcome of the shift
 - Greeting
 - Are we energetic?
 - Eager to serve?
- Harder you work, the harder the staff around you works.
- People should “want” to work for you, not feel like they must...
- Compliment goes further than a complaint.

Get the “monkey of your back”

- Work hard to do less!
 - We want you working your tail off, but you need to work hard to make sure everyone is doing their tasks... so that your job is easy!

- How to delegate responsibilities
 - Put people where they succeed
 - Happy person = Register / Takeout
- You are here to direct / manage / orchestrate

Importance of a checklist:

- Assigning jobs
 - Put people where they succeed.
 - Happy person = Register / Takeout

Training:

- Training never stops
- The faster your crew, the easier your job becomes
- If people are struggling, you should...?

Priorities:

- Tags
- Stocking
- Cleaning

Food Costs

- Our products are extremely expensive!
- Importance of portion control / weights
- You should be actively:
 - checking weights (sundaes / meat portions)
 - teaching people how/why to scrape their ladles at dispensing
 - making sure the appropriate amount of product is within each sundae / sandwich, basket of fries, etc.

Quality control

- It may weigh, but does it look right?
- Does the product look “picturesque”?
- Importance of thinning sauce each shift
 - Needs to be consistent. Can’t be too thin.

Breaks:

- Can they get done faster?
- Can you send 2 people instead of 1?
- Do you need 4 people to close, or can you get away with 3?
- Less people on usually work twice as fast / hard

Things you need to proactively look to do:

- Takeout freezer appearance
- Stock the bulk pack freezer
- Trash on the floor
- What to do when it is slow?
 - Assign projects
 - Learn other areas of the store

Communication:

- Necessity of communicating with crew
 - Pull aside each shift and compliment.
- Necessity of communicating with managers

Health code enforcement:

- You need to know our procedures!
- You should know temperatures of the fridge and be checking them each shift.
- Cooking temps of meat, chili, etc.

Cleanliness:

- Takeout
 - In front & behind
- Trash cans
- Empty trash cans when full
- Trash on the floor?
- Countertops

Sanitation:

- Are we checking off our chart each hour?
- Bathroom checks
- Table / counter wipe downs

Checkouts:

- What to look for?
- Stocking
- Rotating
- Everything in the proper place

Miscellaneous:

- Mistakes - What to do...
- Nut allergies