

# FOOD STATION

TRAINEE NAME & DATE \_\_\_\_\_

ON-TOP  
TRAINING

PRACTICE  
SHIFTS

VALIDATION  
SHIFT

POSITION	PRACTICAL	ON-TOP	VALIDATION
OVERVIEW	Knows and uses station utilities correct (knives, grills, spoons etc.)		
HYGIENE	Follows personal hygiene procedures (wash hands, gloves, hairnet, juicer wear etc.)		
	Fills up canteens using FIFO (First In, First Out)		
BREAD PROVIDER	Makes a Crispy & Thin Bread with Signature Roast everytime		
	Follows GF procedures everytime (new gloves, correct cutting board & knife)		
	Cuts breads correctly and in time (all the way through)		
FOOD MAKER	Makes all sandwiches according to IMS (quality over speed, build speed slowly)		
	Executes clean on the go after every batch and activates on the go		
FOOD WRAPPER	Wraps sandwiches tight		
	Packs in To-Go boxes and marks correctly		
	Taps out on The List		
SHIFT CHANGE	Fill up all canteens, Pesto, dressings, dry stock etc. using FIFO according to DCWF		
	Disinfect all surface areas, cutting boards and utensils etc.		
BRAND BEHAVIOR	(Execute at least 2 out of 3 to check off) Hands out Food products with a smile/comment to the guests Says hello to guests coming in Initiates conversation with guest		
ATTENSI	Has passed all relevant Attensi for the module		
STM/BM	Store Manager quality check & WP2 registration		

JOE-SLANGS

- "Signature Roast" The squared diagonal pattern in the bread when it is grilled to perfection
- "Crispy & Thin is the way to begin" Is our saying for how we want the bread to be grilled for the sandwich. We have the best sandwich in the world but only if we grill the bread correctly. The crispy bread is the foundation for a good sandwich.
- "DCWF": Daily Concept Workflow is our entire procedures carried out from Open to Close in the store
- "Finish one ingredient at a time": Grab enough of the ingredient, so you don't have to go back and grab more
- "Slow is smooth and smooth is fast" Always work in a smooth pace doing things the right way
- "Snake Pesto" The technique used to apply pesto on the bread making sure every bite has pesto in it
- "Wrap tight" Is how we wrap our sandwiches to make sure it's tight and ingredients don't fall out

# FOOD CHECKLIST GUIDE

## ON-TOP SHIFT

1. Do a quick rundown of checklist with trainee to set the expectations for the On-Top Shift.
2. Trains the trainee according to checklist
3. At middle and/or end of shift, cross off together with trainee Using **Teach The Teacher**:
  1. Let the trainee **explain** the procedures back to you (theory)
  2. Let the trainee **show** you that they can do it (practical)
4. Final step of the shift: Set expectations for the coming practice shifts with trainee

Tip: Use the slow periods to recap teach the teacher and practice more advanced procedures

## PRACTICE SHIFTS

During all the Practice Shifts, trainer and trainee crosses off **VALIDATION** checkboxes when the trainee is comfortably and perfectly executing the tasks. That means, the trainee can **show and explain** the procedures/joe slangs back to the trainer, without direction, guidance or support.

**Use remaining time on practice shifts to build speed, maintain quality and gain confidence**

## VALIDATION SHIFT

Use the validation shift to recap the full training. When the trainee can both explain and execute all the checklist points without directions, guidance and support, the trainee is ready for the final validation.

BM/STM acts as validator and does a quality check of the validation:

- Observes the trainee working on the station for as long as the validator needs to, to know if the trainee can execute all the procedures without direction, guidance or support.
- Asks the juicer to explain certain procedures and JOE-Slangs back to the validator using Teach The Teacher.
- Finally, the validator tells trainee and trainer, if the validation is passed, or they need more time/work to be validated.

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