

BE Employee Onboarding Process Guide

Objective: The onboarding process at Burrito Express is designed to welcome new employees into our team. It's vital to approach this process with patience and thoroughness, ensuring all new members fully understand their roles, responsibilities, and the culture of BE. Regular check-ins and clarifications throughout the process will reinforce their understanding and integration into the team.

Day 1 Overview:

First thing you need to do is add them to the POS system and show them how to clock in and out. Make sure they understand the importance of clocking in and out in order to get paid properly and on time. Load employee into Clover, first & last name starting with **Capital** letter. Then show them how to clock in and out of the system. Explain that it is their responsibility to clock in & out each shift.

1. Uniform Distribution: After 2 weeks of training

- Provide the new employee with the following uniform items at no initial cost:
 - BE hat
 - 2 BE shirts
 - Non-slip shoes

2. Employee Packet:

- Hand out an employee packet containing:
 - Manuals specific to their position
 - Payroll and other administrative forms, Bizsmart Employee Profile
 1. W-4 Employee Withholding Allowance Certificate
 2. Employee's Arizona Withholding Election
 3. Take a picture of a valid ID, ensure that it matches their ID.
 4. Have them provide a VOIDED check or a screenshot of their bank routing number and account number.
- Assist the new member in filling out all forms on Day 1 to ensure timely payment processing. All forms need to be legible and all information must match their ID.
- Once forms are completely filled out, use the genius scan app to take pictures of the documents and email them to diane@bizsmartbs.com.
- Talk about how they will receive their schedule from the Deputy. Send a text to Mark with the new employees First and last name, phone number, and days of availability

3. Team and Environment Introduction:

- Introduce them to the team and give a comprehensive tour of the restaurant, including:
 - Work areas
 - Equipment
 - Cleaning supplies and protocols
 - Food storage and inventory management
 - Restroom locations and maintenance
 - Give new employee Managers phone numbers

4. Standards and Expectations Briefing:

- Sit down with the new employee to review the Burrito Express standards, covering:
 - BE Mission Statement
 - Core Values
 - Breaks and free meal guidelines
 - Communication guidelines
 - Use of cell phones or ear buds during work hours
 - Expectations for the first week of work
 - Be sure to cover pay periods, clocking in and out, on time policy, use of cell phones or ear buds while on the clock, requesting time off, and attitude
- Engage in a dialogue, asking questions to gauge their understanding.

5. Initial Training Session:

- The new employee will shadow the person or people at the position they will be working, most of the day. They will not be doing anything other than observing the processes and procedures for that position for the 1st 3 to 4 hours.
- The manager will maintain a close eye on the new hire, explaining in more detail what is happening during the work day.
- Communicating and asking questions during the observation day will help clarify things

- After the trainee takes a lunch break, they will return to their position and start doing some light work.

6. End-of-Day Review:

- Spend 15 minutes reviewing the day's activities, addressing any concerns or questions, and clarifying future expectations and shift schedules.
- Assess the new employee's willingness, attitude, and suitability for the role. Contact BE corporate management if there are concerns about their fit or performance.

Important Notes:

- The success of the onboarding process depends on clear communication, patience, and supportive guidance.
- Regular feedback and open lines of communication are essential to integrate new members into the BE culture effectively.
- Adjustments to the onboarding process should be made as necessary to accommodate individual needs and learning paces.

This guide outlines a structured approach to welcoming and training new employees, ensuring they start their journey at BE with a solid foundation and clear understanding of their role and our values.