

## Introduction Summary:

Welcome to Tier -1 Burrito Express 45-Day Manager Training Program, a comprehensive journey designed to prepare you for a managerial role within our team. This program is structured to equip you with the essential skills and knowledge needed to excel in the fast-paced environment of Burrito Express. From mastering the art of food preparation to navigating the complexities of customer service and operational management, this booklet serves as your roadmap to success. Embrace this opportunity to grow, learn, and become an integral part of the Burrito Express family.

## Program Overview:

This 45-Day Manager Training Program is divided into weekly segments, each focusing on different aspects of the managerial role, ensuring a well-rounded training experience. You will start by familiarizing yourself with our menu and recipes, gradually moving on to more advanced operational tasks, including food prep, line management, and cashier duties. Alongside hands-on practice, you'll receive guidance and feedback from experienced managers, enabling you to refine your skills and address areas for improvement.

- **Weeks 1-3:** Lay the foundation with an emphasis on understanding the menu, improving food prep skills, and beginning to handle basic managerial duties.
- **Weeks 4-5:** Transition into more specialized roles, focusing on cashiering, completing daily prep lists, and mastering the art of cooking various menu items.
- **Weeks 6-7:** Enhance your skills in cooking, burrito assembly, and operating the cash register, aiming for efficiency and proficiency in managing busy shifts.
- **Week 8:** Solidify your understanding of all three core roles—cooking, prepping, and cashiering—with a focus on independence and skill mastery.
- **Week 9:** The final week is dedicated to refining skills across all areas, focusing on strengthening any weaknesses and ensuring readiness to take on managerial responsibilities.

This booklet provides detailed outlines for each week's objectives, daily tasks, and expectations. By the end of this program, you should be well-equipped to lead with confidence, embody the values of Burrito Express, and contribute to our mission of delivering exceptional service and delicious food to our customers. Welcome to the challenge and the opportunity to grow as part of the Burrito Express leadership team.

# 45-Day Manager Training Program: Week 1 Overview

## Objective for Week 1:

- Gain a foundational understanding of daily operations, with a focus on food preparation, line management, and basic managerial duties.
- Study burrito recipes, codes, ingredients, and measurements for 20 minutes during each shift.

## Day 1: Introduction to Prep and Line Opening

1. **Observation:** Watch a trainer open the line, utilizing the opening checklist.
2. **Prep Work (5 hours):** Make beans from scratch. Cook chips, bacon, cook potatoes, and make rice. Cut cilantro, tomatoes, and onions for salsas, burritos, and chicken. Learn how to make rolled tacos (1 package). Cook steak and chorizo. Make both red and green salsa. Strain lettuce for the line and backup
3. **Line Work (2 hours):** Learn to assemble lunch burritos. Spend 20 to 30 minutes going over the ingredients and measurements for each lunch burrito. It is important to learn the proper order in which ingredients are put on the tortilla. Watch all lunch burritos be made then you make
4. Towards the end of the day, learn to prep chilies of Green salsa for the next day.

## Day 2: Advancing Prep Skills and Line Work

1. **Practice:** Open the line with assistance from the store trainer, using the opening checklist. After opening put on beans to cook
2. **Prep Work (5 hours):** Repeat chips, bacon, rice, and potato preparation. Learn how to make red and green salsas again. Learn how to assemble the machine to cut potatoes. Cut 1 box of potatoes, wash and store. Cut meat for shredded beef (2 bags) and for green/red chili (1 bag) Learn the Ham cutting process, cut 1 block. Proper cleaning of the potato machine and ham slicer. Make chili for chicken and red chili
3. **Line Work (2 hours):** Continue improving lunch burrito assembly skills, reading tickets, and wrapping/marking the burritos.

## Day 3: Comprehensive Cooking and Prep

1. **Cooking Start:** Begin the day by putting on chicken and green chili to cook.
2. **Line Opening:** Open the line with supervision, focusing on food quality.
3. **Line Work (2 hours):** Continue to focus on how to read tickets, warm tortillas and roll breakfast burritos, assembling lunch burritos, and wrapping and labeling correctly

4. **Continued Prep (3.5 hours):** Cut tomatoes and onions for burritos. Make chicken from start to finish. Learn to measure and store the cooked green chili meat. Make Machaca chili. Learn to make Chorizo from scratch. Refill all food needed on the line for the day.

#### **Day 4: Independent Line Opening and Advanced Prep**

1. **Line Opening:** Independently open the line with minimal supervision, ensuring timeliness and quality. Put on Shredded Beef to cook.
2. **Prep Mastery:** Continue mastering prep tasks including making red and green salsa, and preparing chorizo, managing line items, and making green and red chili. Prepare the Shredded Beef from start to finish. Make one batch of green chili and red chili
3. **Lunch Burritos (2 hours):** Advanced learning in lunch burritos the Burrito Express way, focusing on quality, combining, wrapping, labeling and measurements.
4. **Closing to Open:** Learn and talk about the importance of closing to open

#### **Day 5: Managerial Duties Introduction**

1. **Manager Opening Duties:** Introduced to the manager's responsibilities for the opening checklist and responsibilities for opening the entire store.
2. **Lead Prep Role:** Take charge of all prep work for the day with minimal assistance.
3. **Dishwashing Process:** Learn the end-of-day dishwashing process. Which materials wash which items (towel, green scrub pad, and metal scrub pad). Always using hot water to wash

#### **End-of-Week Assessment:**

Sit down with the training manager for a test on all burritos, covering codes, ingredients, and measurements.

Get people analyzed and understand the impact of the process

Learn about closing to open

#### **Week 1 Benchmark: Introduction to the Menu**

- **Goal:** Pass the menu test with a score of 75 or higher, including knowledge of codes, measurements, and ingredients for all burritos

# 45-Day Manager Training Program: Week 2 Overview

## Objective for Week 2:

### NEW CONCEPT DAY 3 - CHANGING THE OIL AND DOING TAPIA AND TORTILLAS

- Master daily opening procedures and refine prep skills, focusing on quality, cleanliness, and efficiency.
- Gain proficiency in specific kitchen tasks, including cooking, cleaning, and managing inventory, with an emphasis on improving speed without sacrificing quality.

## General Expectations:

- Open the line the Burrito Express way at 90% efficiency by end of week
- Begin timing on prep tasks, prioritizing quality, cleanliness, and then speed.

## Day 1: Advanced Prep and Closing Procedures

1. **Lead Prep Role:** Oversee all prep duties throughout the shift, ensuring tasks are completed efficiently.
2. **Inventory Management:** Learn to refill the breakfast station using the First In, First Out (FIFO) method.
3. **Closing to Open:** Understand the closing processes, including cleaning, food storage, and restocking for the next day.

## Day 2: Cooking, Line Work, and Closing

1. **Cooking (Half Day):** Focus on quality burrito preparation, pan preparation, and combining breakfast burrito recipes.
2. **Line Work (Half Day):** Practice reading ticket boards, calling out orders, and mastering the Burrito Express method for rolling and wrapping burritos.
3. **Closing to Open:** Participate in the cleaning and restocking process, preparing the store for the next shift at around 1:00 PM.

## Day 3: Lead Prep and Timing

1. **Oil Change:** Start the day by learning how to change the fryer oil.
2. **Timed Lead Prep:** Lead the prep work for the shift with added emphasis on timing for production efficiency.

3. **Dishwashing:** End the day with dishwashing duties.

#### **Day 4: Oil Change Practice and Cooking**

1. **Oil Change Practice:** Gain additional experience changing fryer oil.
2. **Cooking (First 2 Hours):** Work at the stove under the supervision of an experienced cook, focusing on pan preparation, cleanliness, and managing multiple burritos simultaneously.
3. **Continued Prep Work:** Complete any outstanding prep tasks.

#### **Day 5: Prepping, Refilling, Batching and Ordering**

1. **Opening and Prep Work:** After opening the restaurant, focus on prepping for the remainder of shift, refilling the line, and restocking as needed.
2. **Batching:** Complete 8 BSB batches (eggs cracked and ham/potatoes measured)
3. **Ordering Processes:** Learn how to make a Tapia order, place a tortilla order, and complete the prep list for the next day's shift.

#### **Week 2 Goals:**

- Achieve proficiency and meet or exceed expected timing for cutting tomatoes, preparing all styles of onions, making bacon, cutting cilantro, making rice, cutting and cooking potatoes, and making salsas.

#### **Week 2 Benchmark: Mastery of Prep Tasks**

**Goal:** Perform all prep tasks with minimal supervision, focusing on quality and cleanliness rather than speed.

## 45-Day Manager Training Program: Week 3 Overview

### Objective for Week 3:

#### NEW CONCEPT - MANAGERS' ROLE FOR OPENING THE STORE

- Solidify knowledge of the full menu, focusing on the stove, including ingredient identification, measurements, combining breakfast burritos and codes.
- Assume responsibility for completing daily tortilla orders, Tapia orders and preparing the prep list for the following shift.

### General Expectations:

- Continue daily opening routines using the manager's opening checklist.
- Undergo testing to assess menu item knowledge, including ingredients, measurements, and item codes.

### Day 1 & Day 2: Focused Cooking Experience

- **Morning Routine:** Begin the day by learning the manager's opening checklist to ensure the store is ready for service, along with opening the food line.
- **Cooking Emphasis (All Day):** Dedicate the day to cooking, including making breakfast burritos, warming tortillas on the comal, and assembling various burritos on the line. Ensure to maintain high standards of quality and cleanliness while keeping the breakfast station well-stocked.

### Day 3: Change the Oil and work the stove

- **Morning Task:** Start with changing the fryer oil, applying the skills learned in previous weeks.
- **Cooking Focus (STOVE ALL DAY):** Spend the rest of the cooking breakfast burritos, ensuring all ingredients and items are correct, emphasizing quality, correctness and efficiency.

### Day 4: Opening, Prep, and Cooking

- **Store Opening:** Perform store opening procedures with the aid of the checklist to ensure readiness.
- **Prep Work (First 3 Hours):** Begin the day with focused prep work, applying timing and quality skills.
- **Cooking and Line Work (Last 3 Hours):** Transition to cooking and line work, applying your skills in making breakfast and lunch burritos with attention to detail and cleanliness.

#### Day 5: Cooking, Line Work, and Test Preparation

- **Store opening:** Open the store the burrito express way with very little assistance
- **Prep Testing (First 4 Hours):** Time and knowledge tests on bacon, chips, cutting cilantro, cutting all onions, making salsas, cutting tomatoes, rolled tacos, cooking chorizo, and cutting potatoes. Emphasizing quality, cleanliness, and time.
- **Line Assembly (After Lunch):** Move to the line to assemble burritos, practicing speed and accuracy.
- **Review:** Use any available time to review menu items, codes, and measurements in preparation for the testing phase.

#### End-of-Week Assessment:

- Take a comprehensive test covering the entire menu, focusing on burrito measurements, codes, ingredients, and the measurements of each item used in burritos.

#### Week 3 Goals:

- Should be able to open the restaurant from start to finish with little to no supervision
- Achieve full familiarity with the menu, demonstrating proficiency in preparing all menu items to Burrito Express standards. Past 80% of the prep test
- Successfully manage daily responsibilities such as Tapia, the tortilla order and prep list completion with minimal supervision.

#### Week 3 Benchmarks: Advancing Menu Knowledge and Prep Efficiency

**Menu Test:** Achieve 90% or better.

**Breakfast Burrito Process:** Understand pan prep, order of items, and egg quality.

**Prep Test:** Achieve 100% efficiency in preparing bacon chips, potatoes, cutting onions, tomatoes, making rolled tacos, cooking chorizo, and cutting potatoes, emphasizing time, quality, and cleanliness.

**Opening the Restaurant:** Be capable of opening the restaurant according to Burrito Express standards

## 45-Day Manager Training Program: Week 4 Overview

### Objective for Week 4:

#### NEW CONCEPT ON DAY 1: Cashiering

- Focus on developing proficiency as a cashier, learning to handle transactions, customer service, and issue resolution effectively.
- Continue with managerial duties including opening the restaurant, managing tortilla orders, completing daily prep lists, and making inventory orders as needed.

### General Expectations:

- Begin each day by following the opening manager's checklist to ensure the restaurant is ready for service.
- Read the cashier manual thoroughly at the start of Day 1 to understand expectations and procedures.
- Engage in daily tasks including making tortilla orders and completing the prep list at the end of each shift.

### Daily Focus Areas:

#### Day 1: Introduction to Cashier Role

- **Manual Review:** Start with reading and understanding Day 1 of the cashier manual.
- **Practical Application:** Apply the learned concepts under supervision, focusing on basic transactions and customer greetings.

#### Day 2: Advancing Cashier Skills

- **Manual Review:** Continue with Day 2 of the cashier manual, focusing on handling more complex transactions and order customization.
- **Practice:** Execute transactions with increased speed and accuracy, under less supervision.

### **Day 3: Handling Special Situations**

- **Manual Review:** Follow Day 3 of the cashier manual, which covers handling special situations and customer requests.
- **Simulation:** Engage in role-play or simulated scenarios to practice resolving issues and fulfilling unique customer needs.

### **Day 4: Efficiency and Multitasking**

- **Manual Review:** Study Day 4 of the cashier manual, emphasizing efficiency and multitasking at the register.
- **Practical Application:** Practice multitasking by taking orders, processing transactions, and engaging with customers simultaneously.

### **Day 5: Mastery and Cashing Out**

- **Manual Review:** Complete Day 5 of the cashier manual, focusing on mastering all cashier duties.
- **Cashing Out:** Learn and practice the process of cashing out at the end of the shift, including counting the cash drawer and reporting.

### **End-of-Week Assessment:**

- Demonstrate self-sufficiency at the register, handling a variety of transactions and customer interactions confidently.
- Successfully perform the cashing out process with accuracy.

### **Week 4 Goals:**

- Achieve competence and confidence in the cashier role, able to handle daily transactions, resolve issues, and provide excellent customer service.
- Continue to fulfill managerial responsibilities efficiently, ensuring the restaurant operates smoothly.

### **Week 4 Benchmarks: Lunch and Breakfast Burrito Assembly**

**Goal:** Correctly assemble all lunch and breakfast burritos, manage two pans at a time, achieve 100% efficiency at the cash register, order Tapia tortillas, and complete the daily prep list flawlessly.

### **Support System:**

- Rely on managers or trainers for guidance and resolution of any issues that arise, understanding that learning is a continuous process.

By the end of Week 4, you should be well-equipped to manage the front of the house as a cashier while maintaining oversight of key opening and closing procedures, demonstrating significant growth in both operational and customer service skills.

## 45-Day Manager Training Program: Week 5 Overview

### Objective for Week 5:

- Focus on refining and mastering prep work skills, with an emphasis on quality, cleanliness, and efficiency.
- Act as the primary prep for all shifts, with scheduled assessments to evaluate prep work proficiency in terms of quality and speed.

### General Expectations:

- Assume full responsibility for prep duties throughout the week, applying knowledge and skills acquired in previous training.
- Engage in proactive learning by asking questions and seeking clarification as needed to avoid mistakes.

### Daily Focus Areas:

#### Prep Work Mastery: At Gilbert or Higley

- Throughout the week, you will lead the prep work for each shift, focusing on producing high-quality food items efficiently and maintaining cleanliness in the prep area.

### Skills Enhancement:

- Concentrate on improving speed without compromising the quality of the items you are prepping. Efficiency in prep work is crucial for the smooth operation of the restaurant.

### Testing and Evaluation:

- Prepare for a comprehensive test on your prep work towards the end of the week. This assessment will cover both the quality of the prep items and the speed at which you can complete tasks.

### End-of-Shift Responsibilities:

- In the last 30 to 45 minutes of each shift, focus on administrative and closing duties including:
  - **Placing the Tortilla Order:** Ensure that tortilla inventory levels are adequate for upcoming shifts.
  - **Completing the Daily Prep List:** Prepare a list of prep tasks for the next shift, ensuring a smooth transition and continuity in operations.
  - **Placing the Tapia Order:** Manage inventory by ordering necessary items, keeping in mind the usage rates and upcoming needs.
  - **Cashing Out:** Learn and practice the process of cashing out at the end of each shift, ensuring accuracy in cash handling and reporting.

#### **Week 5 Goals:**

- Demonstrate proficiency in prep work, achieving a passing score on the prep test by meeting established standards for quality and speed.
- Efficiently manage end-of-shift responsibilities, ensuring that the restaurant is well-prepared for the next day's operations.

#### **Week 5 Benchmarks:** Menu Test and Shift Management

**Menu Test:** Score 100%.

**Understanding Policies:** Know the "do not do" list.

**Shift Management:** Handle a slow shift as the lead cook on the stove and be 100% efficient at the register, including passing the Practical POS test.

#### **Support and Guidance:**

- Utilize this week as an opportunity to solidify your skills and ask for feedback or assistance as needed. The goal is to ensure that you are fully prepared and confident in your ability to manage prep work and contribute effectively to the restaurant's success.

By the end of Week 5, you should be well-versed in all aspects of prep work, capable of maintaining high standards of quality and cleanliness, and adept at managing closing duties efficiently. This week is critical for demonstrating your readiness to take on greater responsibilities within the restaurant.

## 45-Day Manager Training Program: Week 6 Overview

### Objective for Week 6:

- Enhance skills in cooking, burrito assembly, and operating the cash register, with a goal of reaching 90% efficiency by week's end.
- Prepare for testing on knowledge of burrito items, including ingredients and measurements.

### General Expectations:

- Balance hands-on experience between cooking, assembly, and cashier duties throughout the week.
- Maintain responsibility for essential operational tasks including tortilla ordering, Tapia orders, and preparing the daily prep list.

### Daily Focus Areas:

#### Day 1: Cooking and Cashier Duties

- **Morning:** Start by completing the restaurant's opening procedures.
- **Cooking (First 3 Hours):** Focus on cooking breakfast burritos at the stove, applying quality and speed learned in previous weeks.
- **Cash Register (Remainder of Shift):** Switch to cashier duties, practicing transaction processing and customer service.

#### Day 2: Register and Line Work

- **Register (First 3 Hours):** Begin the day operating the cash register, focusing on efficiency and accuracy.

- **Line Work (Next 4 Hours):** Move to the line for rolling and wrapping burritos, reading and calling out tickets. Focus on precision and pace.
- **Closing:** Assist with kitchen closing tasks, ensuring everything is prepared for the next day.

### **Day 3: Cooking and Line Work**

- **All Day:** Alternate between cooking at the stove and rolling/wrapping burritos on the line. The goal is to integrate cooking and assembly skills seamlessly.

### **Day 4 & Day 5: Cashier Focus**

- **All Day:** Spend the entire shift at the register, perfecting the duties and functions of a cashier. This includes engaging with customers, managing transactions, and cashing out at the end of the shift.
- **Cashing Out:** Learn and practice cashing out procedures, emphasizing accuracy and security.

### **End-of-Week Assessment:**

- Undergo testing on burrito items, ingredients, and measurements to evaluate retention and understanding.
- Demonstrate 90% efficiency in cooking, burrito assembly, and cashier operations.

### **Week 6 Goals:**

- Achieve a high level of proficiency across cooking, assembly, and cashier roles, ensuring readiness to handle peak times and diverse customer requests.
- Solidify operational responsibilities, including inventory ordering and shift preparation, to support the restaurant's daily needs.

### **Week 6 Benchmarks: Full Menu Proficiency**

**Goal:** Achieve 100% efficiency in menu knowledge, including codes, ingredients, measurements, preparation of bulk items, understanding the "do not do" list, and accommodating customer requests.

### **Support and Progress Tracking:**

- Seek feedback from trainers and managers to identify areas for improvement or additional practice.
- Utilize downtime effectively to review procedures, ingredients, and measurements to ensure success in the end-of-week assessment.

By the conclusion of Week 6, you should be well-prepared to perform efficiently in the kitchen and at the front of the house, with a comprehensive understanding of the menu and operational tasks, setting a strong foundation for the remaining weeks of the training program.

## 45-Day Manager Training Program: Week 7 Overview

### Objective for Week 7:

- Demonstrate comprehensive knowledge of the menu, including all codes, ingredients, and measurements for each burrito offered.
- Successfully complete tests on register operations, handling customer complaints, adherence to the "do not do list," and ensuring all processes and procedures at the register are correctly followed.

### General Expectations:

- Exhibit proficiency in various restaurant roles, including register operation, prep work, cooking, and line management.
- Engage with testing and evaluation processes to validate knowledge and skills acquired throughout the training program.

### Daily Focus Areas:

#### Day 1: Register Focus and Opening Duties

- **Morning:** Open the restaurant following the established opening checklist.
- **Register Duty:** Spend the entire day at the register, fulfilling all front counter duties and responsibilities. Focus on customer service excellence and efficient transaction handling.
- **Cashing Out:** Complete the cashing-out process at the end of the shift, ensuring accuracy and adherence to procedures.

#### Day 2 & Day 3: Lead Prep Role

- **Opening:** Start both days by opening the store using the opening checklist.
- **Lead Prep:** Assume the role of lead prep for the remainder of the shift, focusing on the quality, cleanliness, and efficiency of prep work. Ensure all ingredients are prepared to Burrito Express standards.

#### **Day 4: Lead Cook at the Stove**

- **Cooking Duties:** Serve as the lead cook, focusing on breakfast and lunch items. Apply cooking techniques learned during training to ensure all dishes meet quality standards.

#### **Day 5: Line Management and Assembly**

- **Line Leader:** Take charge of the line, focusing on rolling, wrapping burritos, and managing the ticket board. Ensure orders are completed accurately and efficiently, maintaining high standards of food presentation and customer satisfaction.

#### **Week 7 Goals:**

- Pass all scheduled tests covering menu knowledge, register operations, customer complaint resolution, and procedural adherence.
- Display leadership and competence in assigned roles, contributing effectively to the restaurant's operations.

#### **End-of-Week Assessment:**

- Complete evaluations to confirm understanding of the menu, including codes, ingredients, and measurements.
- Demonstrate proficiency in operational roles, including register management, prep work, cooking, and line assembly.

#### **Week 7 Benchmarks: Managing Busy Shifts**

**Goal:** Successfully run the ticket board and the stove during medium to busy shifts, approximating a \$2,000 day.

#### **Support and Review:**

- Seek feedback from trainers and managers to identify areas for improvement or additional practice.
- Utilize this week to solidify your understanding and skills, preparing for the final stages of the training program.

By the end of Week 7, you should be fully equipped to handle a variety of roles within the restaurant, with a deep understanding of the menu and operational excellence, ready to tackle the final challenges of the training program.

## 45-Day Manager Training Program: Week 8 Overview

### Week 8 Training Plan Overview

#### Day 1 - Mastering Cashier Role:

- **Morning:** Open the line "The Burrito Express Way."
- **Throughout the Day:** Focus on cashier duties—customer service, multitasking, handing out orders, interacting with third-party delivery personnel.
- **Responsibilities:**
  - Complete daily cashier punch list.
  - Cash out and reconcile the drawer.
  - Order tortillas and prepare the daily punch list for the next shift.

#### Day 2 - Lead Prep Work:

- **Early Morning (6:00 AM):** Start the day with the prep list. Aim to complete all prep work independently.
- **Primary Task:** Execute the full range of prep responsibilities, including additional tasks typically assigned to the prep position during the shift.

#### Day 3 - Lead Cook and Opening:

- **Opening:** Follow the manager's opening guide to start the day.
- **Day's Focus:** Serve as the lead cook—manage the line, ensure ticket accuracy, food stock levels, and quality.

- **Cleanliness:** Oversee and maintain kitchen area cleanliness.
- **Closing Tasks:**
  - Place a tortilla order (Tapia).
  - Complete the daily prep list for the next day.
  - Cash out the drawer.

#### **Day 4 - Cooking and Closing:**

- **Opening:** Use the opening checklist to start the day.
- **Main Activities:** Work on the line and stove, focusing on cooking duties.
- **Closing:** Assist in closing the kitchen, ensuring everything is set for the following day.

#### **Day 5 - Lead Cashier Duties:**

- **Opening:** Ensure the restaurant opens correctly.
- **Day's Role:** Assume the lead cashier position—focus on customer service, upselling, greeting guests, and managing order distribution.
- **Cleanliness:** Maintain cleanliness in the front of the restaurant.

#### **Key Objectives for Week 8:**

- **Skill Mastery:** By the end of the week, you should have a solid grasp of all three core positions, demonstrating efficiency and competence in each role.
- **Independence:** Show that you can handle each position's responsibilities without assistance, showcasing your readiness to take on any role as needed.
- **Team Contribution:** While mastering individual skills, continue to contribute positively to the team, offering help where needed and ensuring smooth operations.

#### **Week 9: Final Week of the 45-Day Training Program**

**Objective:** The final week is dedicated to refining skills across the three main pillars of your role at Burrito Express: Cooking, Prepping, and Cashiering. This week is crucial for addressing any areas of weakness and solidifying your overall proficiency in operations.

#### **Day 1: Assessment and Planning**

- **Morning Meeting:** Start the week with a one-on-one meeting between the manager and the trainee. This is an opportunity to reflect on the training program's progress, discuss areas of strength, and identify specific areas that require further improvement.
- **Personal Reflection:** Ask the trainee to share their thoughts on:
  - Their overall experience of the training program.

- Aspects of the job they feel most comfortable with.
- Areas they believe need more attention or improvement.
- **Setting Goals:** Based on this discussion, set clear objectives for the week focusing on:
  - Achieving 100% efficiency in food prep.
  - Mastering the menu and cashier operations.
  - Enhancing cooking skills, particularly using the stove effectively.

### Throughout the Week: Focused Training

- **Customized Practice Sessions:** Design daily practice sessions targeting the identified areas of improvement. This could involve:
  - **Cooking:** More hands-on stove usage, experimenting with different menu items, or speed trials in preparing popular dishes.
  - **Prepping:** Streamlining the prep process, focusing on speed and accuracy, and managing prep station organization.
  - **Cashiering:** Role-playing customer interactions, practicing menu knowledge quizzes, and simulating high-pressure order situations.
- **Feedback Loops:** Implement immediate feedback after each session. Use constructive criticism to guide improvements and positive feedback to reinforce strengths.
- **Peer Support:** Encourage collaboration with more experienced staff who can share tips, offer advice, and provide support based on their expertise.

### End of Week: Final Review

- **Performance Evaluation:** Conduct a comprehensive review of the trainee's performance across all three pillars. Assess improvement in previously identified weak areas.
- **Self-Assessment:** Allow the trainee to evaluate their own progress, discussing how they overcame challenges and areas they feel confident in versus areas they believe could use ongoing practice.
- **Certification of Completion:** If the trainee meets all the required standards, officially recognize their completion of the training program. Discuss the next steps in their journey with Burrito Express, including any additional responsibilities or advancement opportunities.
- **Feedback on Program:** Solicit feedback on the training program itself. What worked well? What could be improved? This insight is invaluable for refining the training process for future participants.

**Conclusion:** The final week is not just about addressing weaknesses but also celebrating the progress and hard work of the trainee. It's important to ensure they feel confident, competent, and ready to contribute to the team at full capacity.

## Benchmarks

- **Opening Process:** Be able to open the restaurant 100%, using the Manager's Opening Checklist by the end of Week 3
- **Ingredients Test:** Must pass this test with a 90% or better by the end of the Week 2 and 100% at the end of Week 3
- **Prep Test:** Must pass the prep test with an 80% by the end of Week 4
- **Cashiering:** Must be able to complete the daily punchlist on time. Have full knowledge of the POS. Pass the Menu test by 2nd week of working on the register
- **Closing and Ordering:** Must have a detailed understanding of how to cash out, close to open, do the prep list, and order product