

## New Hire Training Plan

### Overview

The following document is intended to help managers provide an organized training plan for new employees. The purpose of this is to create a structured learning environment during training and to send the message that management is both organized and competent.

Since not all stores are the same, this document has been written to be as universal as possible. Managers may need to edit certain parts of the admin and orientation sections to meet the needs of their specific organization.

### Pre-training Admin and Orientation

The General Manager should schedule an additional manager to be on shift to cover duties during this time. Employee should be notified in advance of orientation start time, where to park, what to wear, non-slip shoes, etc.

### Paperwork to be filled out by employee<sup>1</sup>

- Application (be sure it is completely filled out, signed, and dated)
- I-9 (section 1 for employees)
- W-4 (Top portion is a worksheet, bottom portion must be submitted by employee. DO NOT GIVE TAX ADVICE.)
- State withholding form (if applicable)
- Work opportunity tax credit
- Pay selection form
- EEO Self Identification form
- Evaluation Period
- Employee Handbook – Acknowledge of receipt

### Paperwork to be completed by General Manager<sup>1</sup>

[If employee is present have them review the new employee handbook while completing GM paperwork.]

All documentation below must be submitted on date of hire:

- New Employee Form (Excel version must be emailed, handwritten copy is for reference)
- Employer portion of I-9 (Read all details and follow instructions completely)
- Copy of identification documents (Refer to page 9 of the I-9 for complete list of acceptable documents for employment)
- Review all employee documents and check every line for accuracy. If anything is incomplete, have the employee complete or redo paperwork as needed. Remember, these are government documents and must be correct.
- Keep ALL documents in safe or locked filing cabinet until they are moved to final location.

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<sup>1</sup> Required items will vary from location to location. Edit this list as necessary.

## Orientation

1. Provide employee with uniform
  - a. Explain non-slip shoe requirement and where to buy them
  - b. Allow employee time to change into uniform
2. Provide employee with copy of job description and review it
3. Go over expectations for energy, attitude, and performance (set the bar high)
4. Go over parking policies
5. Discuss scheduling process. Review availability, how to request off, and where to find schedule.
  - a. Pay and hours are earned based on performance
6. Review payroll process and pay periods. Discuss acceptable times of day to pick up pay check if direct deposit is not set up.
7. Review Secret Shopper program in full
  - a. How it works
  - b. How to win
  - c. Review previous shop reports
8. Review highlights from Employee Handbook in addition to store-specific rules/regulations
  - a. Uniform policy, including grooming and appearance expectations
  - b. Media policy and social media guidelines
  - c. Standards of conduct section in full
  - d. Attendance policy
  - e. Cell phone policy
  - f. Break and smoking policy
  - g. Employee meal policy
  - h. Tip jar policy
  - i. Review harassment policy (zero tolerance)
  - j. Review Arbitration Agreement
9. Show employee where and how to clock-in
  - a. Review: employee must be in uniform with apron on before clocking in
10. Give employee tour of store:
  - a. Introduce them to everyone on staff, make them feel welcome and part of the team!
  - b. Show how to put on an apron and discuss apron policies
  - c. Demonstrate proper handwashing procedure and glove policies
  - d. Explain different types of towels and their use
  - e. Explain store floor plan, touch on cleanliness expectations for each area
  - f. Storage of personal items and employee food
  - g. Briefly describe each position, cover functions and importance
  - h. Overview of line communication
  - i. Highlights safety considerations from employee handbook
    - i. General safety (importance of non-slip shoes, sharp knives, hot equipment, how to lift potatoes, etc.)
    - ii. Location of first aid kit
    - iii. Red safety binder
    - iv. Fire extinguisher use/locations
    - v. Ansul system pull handle

- vi. Gas shutoff
  - vii. Electric shutoff
  - j. Provide overview of Food safety audit program, health inspections, and time and temperature control systems
11. Provide employee with Five Guys University login
    - a. Username: email address
    - b. Password: 123456
    - c. Account will go live 1 – 2 days after being entered into the back of house
    - d. Encourage use of schooX app for mobile learning
  12. End of shift – review performance and discuss expectations for next shift. At this point the shift can either be ended or the employee can begin the formal training process.

## **Training**

### **Strategy**

For training to be most effective it is important that managers provide trainees with adequate time to absorb Five Guys’ operational standards and culture. On the first day, employees should watch only the core courses needed for onboarding, such as Food Safety and Customer Service, then take one job skills course such as Dressing. *Do not allow employees to watch all FGU courses in one sitting.*

After completing the skills course, the trainee should then move to the kitchen and begin hands on training on that particular station with the manager. The next few days should be spent practicing and reinforcing what they just learned before moving on to a new station. Some employees may require more practice than others so be prepared to be flexible. Once the employee shows proficiency and can work without supervision they should move on to learn the next station.

### **Completion Expectations**

Managers have the flexibility to start employees on any station they see best fit. However, once the training process is complete it is expected that trainees will be able to operate each station with a basic level of proficiency.

New trainees are given 31 days to complete all their FGU courses and hands-on training. During this period they will be considered “On Time”. If they do not complete their training within this period they will be flagged as “Overdue”. Stores will be monitored based on their percentage of employees that are overdue, with the standard being 0%.

### **Scheduling**

Standard training shifts are typically 5 – 7 hours in length and should include one rush period and either prep or closing. For schedule planning purposes, new red shirts should be considered as extras during their first two days on each position. Once the employee is proficient enough to set up, operate, and shut down their station without supervision they may be scheduled to work alone. When the employee moves on to a new station they should be considered again as extras until proficiency is reached.

### **Training Plans**

The following plans are organized to train a crew member that can effectively work all stations. Managers should work directly with the employee during initial hands-on training sessions. Schedule additional managers to be on the shift where necessary.

## Day Shift Schedule Handout

Print and provide to new hire.

### Pre-training

Complete at beginning of first shift or at home at discretion of manager.

1. Complete Food Safety course (10 minutes)
2. Complete Allergens course (5 minutes)
3. Complete Customer Service course (40 minutes)

### Day 1: Prep and Dressing Training

Schedule trainee to arrive 30 minutes early prior to start of prep.

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Complete produce prep videos (25 minutes)
2. Hands-on: produce prep training
3. Complete Bakery Operations course (10 minutes)
4. Complete Dressing course (10 minutes)
5. Complete Other Sandwiches course (10 minutes)
6. Hands-on: train dressing station
7. Hands-on: train shift change

### Day 2: Prep and Dressing Practice

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: produce prep
2. Hands-on: work dressing station and shift change

### Day 3: Prep and Dressing Practice

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: produce prep
2. Hands-on: work dressing station and shift change
3. Complete Grill Side Chat course when time allows

### Day 4: Meat Prep and Grill Training

Schedule trainee to arrive 30 minutes early prior to start of prep.

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Complete meat and hot dog prep videos (8 minutes)
2. Hands-on: prep meat, assist with other prep activities
3. Complete Cooking Burgers course (10 minutes)

4. Hands-on: train grill and shift change

### **Day 5: Prep and Grill Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: meat prep, assist with other prep activities
2. Hands-on: work grill and shift change

### **Day 6: Prep and Grill Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: meat prep, assist with prep
2. Hands-on: work grill and shift change

### **Day 7: Potato Prep and Fry Station Training**

Schedule trainee to arrive 15 minutes prior to start of prep.

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Complete fry prep video (10 minutes)
2. Hands-on: prep fries, assist with other prep
3. Complete Cooking Fries course (10 minutes)
4. Hands-on: Observe fry calibration
5. Hands-on: train cooking fries and shift change

### **Day 8: Prep and Fry Station Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: prep potatoes, assist with other prep activities
2. Hands-on: observe fry calibration
3. Hands-on: work fry station and shift change
4. Study Fry Certification course documents (30 minutes)

### **Day 9: Prep and Fry Station Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: prep potatoes, assist with other prep activities
2. Hands-on: work fry station and shift change
3. Complete Fry Certification process/course<sup>2</sup>

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<sup>2</sup> Move to later date if additional practice needed.

### **Day 10: Register, Milkshake<sup>3</sup>, and Front of House Training**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Complete PCI Compliance course (5 minutes)
2. Complete Cleaning Course (40 minutes)
3. Complete Coke Freestyle Essentials course (15 minutes)<sup>4</sup>
4. Complete Milkshake course (30 minutes)
5. Hands-on: train on register, all front of house duties, and shift change
  - a. Special emphasis on customer service

### **Day 11: Register & Lobby Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: work register
2. Hands-on: perform all front of house duties (clean lobby, stock condiment station, etc.) and shift change

### **Day 12: Register & Lobby Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: work register
2. Hands-on: perform front of house duties and shift change

### **Day 13: Bacon Prep and Quality Control Training**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

Schedule trainee to arrive 30 minutes early prior to prep.

1. Complete Bacon, Grilled Onions, and Grilled Mushrooms videos (20 minutes)
2. Hands-on: prep bacon, grilled onions, and grilled mushrooms
3. Complete Watch Quality Control course (12 minutes)
4. Hands-on: teach basics of quality control station
5. Hands-on: Work quality control station under manager supervision

### **Day 14: Bacon Prep and Station Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: prep bacon, grilled onions, and grilled mushrooms, assist with prep
2. Hands-on: work any station

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<sup>3</sup> Shake stores only.

<sup>4</sup> Freestyle stores only.

### **Day 15: Bacon Prep and Station Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: prep bacon, grilled onions, and grilled mushrooms, assist with prep
2. Hands-on: work any station

### **Continued Training: Closing**

Schedule employee to work closing shifts where possible.

1. Hands-on: Review hour prior and closing checklists
2. Hands-on: Train closing for all stations

## Night Shift Schedule Handout

Print and provide to new hire.

### Pre-training

Complete at beginning of first shift or at home at discretion of manager.

1. Complete Food Safety course (10 minutes)
2. Complete Allergens course (10 minutes)
3. Complete First Aid – Choking course (8 minutes)
4. Complete Customer Service course (40 minutes)

### Day 1: Dressing Station Training

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Complete Bakery Operations course (10 minutes)
2. Complete Dressing course (30 minutes)
3. Complete Other Sandwiches course (30 minutes)
4. Hands-on: train dressing station
5. Hands-on: pre-closing training - review hour prior and closing checklists
6. Hands-on: close dressing station, assist with dishes

### Day 2: Dressing Station Practice.

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: produce prep
2. Hands-on: work dressing station
3. Hands-on: review closing procedures
4. Hands-on: close dressing station, assist with closing

### Day 3: Dressing Station Practice

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: produce prep
2. Hands-on: work dressing station
3. Complete Grill Side Chat when time allows
4. Hands-on: close dressing station, assist with closing

### Day 4: Grill Training

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Complete Cooking Burgers course (25 minutes)
2. Hands-on: train grill
3. Hands-on: close grill station, assist with closing



**Day 5: Grill Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

- 1. Hands-on: work grill
- 2. Hands-on: close grill station, assist with closing

**Day 6: Grill Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

- 1. Hands-on: work grill
- 2. Hands-on: close grill station, assist with closing

**Day 7: Potato Prep and Fry Station Training**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

- 1. Complete Fry Prep videos (10 minutes)
- 2. Hands-on: prep potatoes
- 3. Watch cooking fries (25 minutes)
- 4. Hands-on: observe fry calibration
- 5. Hands-on: train cooking fries
- 6. Hands-on: close fry station, assist with closing

**Day 8: Fry Station Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

- 1. Hands-on: prep potatoes
- 2. Hands-on: observe fry calibration
- 3. Hands-on: work fry station
- 4. Study Fry Certification course documents (30 minutes)
- 5. Hands-on: close fry station, assist with closing

**Day 9: Fry Station Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

- 1. Hands-on: prep potatoes
- 2. Hands-on: work fry station
- 3. Complete Fry certification process/course<sup>5</sup>
- 4. Hands-on: close fry station, assist with closing

<sup>5</sup> Move to later date if additional practice needed.

### **Day 10: Register, Milkshake<sup>6</sup>, and Front of House Training**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Complete PCI Compliance course (5 minutes)
2. Complete Cleaning course (40 minutes)
3. Complete Coke Freestyle Essentials course (15 minutes)<sup>7</sup>
4. Complete Milkshake course (30 minutes)
5. Hands-on: train on register and all front of house duties
  - a. Special emphasis on customer service
6. Hands-on: close front of house, assist with closing

### **Day 11: Register & Lobby Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: work register
2. Hands-on: perform front of house duties (keep lobby clean, stock condiment station, etc.)
3. Hands-on: close front of house, assist with closing

### **Day 12: Register & Lobby Practice**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Hands-on: work register
2. Hands-on: perform front of house duties (keep lobby clean, stock condiment station, etc.)
3. Hands-on: close front of house, assist with closing

### **Day 13: Quality Control Training**

Shift start time \_\_\_\_\_

Shift end time \_\_\_\_\_

1. Complete Quality Control (12 minutes)
2. Hands-on: teach basics of quality control station
3. Hands-on: Work quality control station under supervision of manager
4. Hands-on: close any station

### **Continued Training: Prep**

Schedule employee to come in for morning shifts where possible.

1. Complete all prep videos
2. Hands-on: train prep for all items

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<sup>6</sup> Shake stores only.

<sup>7</sup> Freestyle stores only.