



## Shift #3 – Expo & Curbside

(Needs to be scheduled on a high-volume shift.  
Classroom & OTJ – done by a Trainer – approx. 3 hrs)

- Read Expo Info
- Cover Common Complaints, Common Menu Issues, & Commonly Used Phrases
- Cover Curbside Info & how the expo helps this area
- Cover Pizzas, Desserts, Drinks – use pics & cover descriptions
- Show where all the tools they need for expo – have trainee work expo & answer phones for the first ½ of shift
- Show where all the tools they need for curbside – have trainee work curbside for last ½ of shift
- Do follow up questions/situational training at end of shift

\*\*\*Trainer – fill in progress tracking report for this shift\*\*\*