



## Shift #1 – POS & Phone

(Classroom - done by a Manager – approx. 3 hrs)

- Provide t-shirt and nametag
- Teach trainee how to clock in & out
- Cover Safety & Sanitation – demonstrate proper hand washing and have trainee repeat
- Read Suggestive Selling, Phone Info, Mock Phone calls
- Cover all aspects of Kid's Menu – use pics & cover descriptions
- Show trainee the how-to's on the POS – trainee inputs training tickets on training tablet, NOT in POS (Make sure all tickets get cashed out)
- Do follow up questions at the end of shift

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