

FRANCHISEE ORIENTATION & INTRO

Please make sure that each new owner/employee has a copy of the most current Chronic Tacos Employee Hand Book, Chronic Tacos Store Operating systems & To Go Menu before beginning the training. Also Franchisee must sign all release agreements before starting training.

1. Sign Release Agreements

- ☐ a. Training Release
- ☐ b. Training Agreement
- ☐ c. Confidentiality Agreement

2. The Franchise Agreement

- ☐ a. Franchisor/Franchisee Obligations
- ☐ b. New Store Opening & Training

3. Chronic Tacos Background

- ☐ a. Discuss Chronic Tacos History
- ☐ b. Discuss Chronic Tacos Mission Statement Customer Focus (smile, greeting, farewell, calling out food orders when ready, resolving concerns)
- ☐ c. Discuss Chronic Tacos Commitment, Expectations, Difference, Attitude
- ☐ d. Discuss Chronic Taco Life Principles
- ☐ e. Cleanliness, Freshness and Quality of Food (safety and freshness)
- ☐ f. Discuss expectations and outline Standards of Operations for: Service Product- Cleanliness

4. Branding

- ☐ a. Discuss Branding Statement
- ☐ b. Discuss Brand Essence
- ☐ c. The employee Card

5. Store Tour & Layout

- ☐ a. "Stage area": Dining room & Hot/Cold Table, Kitchen areas
 - ☐ 1. Equipment: how to turn off and on, dangers, temperature ranges
 - ☐ 2. Fire Extinguishers (how to use)
 - ☐ 3. Panic Buttons (how to use if installed)
 - ☐ 4. Locks to front and back doors
 - ☐ 5. Alarm

- ☐ 6. First aid Kit
- ☐ 7. Legal postings
- ☐ 8. Wet floor sign
- ☐ 9. Chemical storage
- ☐ 10. HAZCOM book
- ☐ 11. Emergency phone numbers
- ☐ 12. Schedule/Communication boards
- ☐ 13. Employee Break area
- ☐ 14. Smoking Area Outside
- ☐ 15. Hand washing sink/sanitizer
- ☐ 16. Phones
- ☐ 17. Office Area

6. Orientation/Employee Handbook

- ☐ a. EEOC
- ☐ b. California at-will state
- ☐ c. Harassment in the workplace (visual, physical, verbal) (race, religion, creed, color, national origin, physical/mental disability, marital status, age, sexual orientation) (Examples, what to do, your rights)
- ☐ d. Drug Free Workplace (Alcohol, drugs, Random testing when injured, search anytime)
- ☐ e. Workers Compensation
- ☐ h. Overtime (laws)
- ☐ i. Breaks/Meal periods (laws)
- ☐ j. Leave of Absence (medical, family, personal, military, notice to return)
- ☐ k. Introductory period. Evaluations (90 day period)

7. Store Policies & Regulations

- ☐ a. How we work together (customer focus, respect, integrity and trust)
- ☐ b. Conflict of Interest
- ☐ c. Confidentiality
- ☐ d. Outside Employment
- ☐ e. Guest injuries (report immediately-get information)
- ☐ f. Employee Injury (report immediately)
- ☐ g. HAZCOM book and sign off (chemical and MSDS)

CHRONIC TACOS

- ☐ h. Safety (reporting hazards, meetings, spills, slips, burns, fire, earthquake)
- ☐ i. Security (robbery, panic buttons, money deposits, back door, trash, friends, off duty, entering and exiting building at opening and closing, personal valuables)
- ☐ j. Emergency numbers
- ☐ k. Firearms and Weapons (not allowed)
- ☐ l. Employee injuries
- ☐ m. Work schedules policy (posted, switching shifts, no shows, late, absence, holidays, weekends, special events, employee availability, hours)
- ☐ n. Special time off request policy (timing, written)
- ☐ o. Timecards or review time clock procedures with the POS system
- ☐ p. Paydays (day and time, advances) (Termination Checks)
- ☐ q. Telephone policy
- ☐ r. Soliciting
- ☐ s. Employment Records
- ☐ t. Employee Concerns (resolution process)
- ☐ u. Handling Customer Concerns (how to, never do...)
- ☐ v. Smoking (prohibited, designated area out of view of customers)
- ☐ w. Uniform and Grooming (refer to handbook)
- ☐ x. Hand Washing (refer to handbook)
- ☐ y. Parking
- ☐ z. Required meetings
- ☐ aa. Disciplinary process (coaching, written, termination)
- ☐ bb. Coaching
- ☐ cc. Warning – Written (1 x)
- ☐ dd. Violation – Written (1-3 x)
- ☐ ee. Complete Termination Form
- ☐ ff. Termination due to violation of company policy
- ☐ gg. Employee breaks (where and when)
- ☐ hh. Employee meals and discounts (decide meal plans before orientation)
- ☐ ii. Employee performance evaluations and merit incentives (when and how often)
- ☐ jj. Open door policy (resolving concerns)

8. Menu Explanation

- ☐ a. Review all menu panels/categories
- ☐ b. Combo Meals – How they work
- ☐ c. Kids Menu
- ☐ d. Type of tortilla/bread we use
 - ☐ 1. Corn/Flour Tortillas
- ☐ e. Menu item modifiers – What we can do for our guests

9. Food Safety Training

- ☐ a. Most important aspect of a restaurant!
- ☐ b. Cleanliness and Sanitation Setup (keep it clean and sanitized)
- ☐ c. Hand Washing (when and how often)
- ☐ d. Glove Usage (why and when)
- ☐ e. Temperature danger zone (41-135)
- ☐ f. Product Temperatures (cold) (32-40)
- ☐ g. Product Temperatures (hot) (heat to 165°F, hold between 145°-155°F)
- ☐ h. Product temperatures (frozen) (+/-10)
- ☐ i. Discard expired product
- ☐ j. Food storage (6” off floor, keep cold foods refrigerated, never leave out)
- ☐ k. FIFO – Product rotation
- ☐ l. FIFO - Product Labeling
- ☐ m. Serve Safe
- ☐ n. Sanitation & Cleaning (Chemicals)

10. Product Identification & Shelf Life

- ☐ a. Proteins
- ☐ b. Tortillas
- ☐ c. Rice/Beans
- ☐ d. Cheeses
- ☐ e. Vegetables
- ☐ f. Sauces
- ☐ g. Paper
- ☐ h. Dry Goods

11. Finalize all new hire forms and documents

- ☐ a. Paperwork
- ☐ b. New Hire Packets
- ☐ c. New Hire Checklist
- ☐ d. Required Handouts
- ☐ e. I-9 Identification check
- ☐ f. Uniform Loan Agreement
- ☐ g. Serve Safe
- ☐ h. Employee Handbook Receipt
- ☐ i. Employee Handbook Receipt All Inclusive

12. Operating Standards Overview

- ☐ a. Terms & Conditions
- ☐ b. Product Specifications
- ☐ c. Hours of Operation
- ☐ d. Uniforms
- ☐ e. Products & Packaging
- ☐ f. Sales Reports
- ☐ g. Food Products
- ☐ h. New Menu Items
- ☐ i. Marketing

13. Action Plan (Next 30/60/90 Days)

To benefit the most from your experience and direction, we strongly recommend that you prioritize time with your Trainer to review the key aspects of your position that are listed above. As your Trainer goes over each of these areas with you, please check them in the space provided to verify that this has been covered.

If any areas have not been reviewed and/or there are additional topics in which you would like training, please list that in the space provided below. Your Trainer will then follow up on those areas in the weeks following the transfer.

Below are the areas that either were not covered and/or I would like additional assistance

- 1. _____
- 2. _____

CHRONIC TACOS

3.

4.

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I verify that the areas that I have checked above have been reviewed with me.
Sign below to indicate the trainee has completed and understands each of the areas listed above.

Employee / New Owner Signature Date

Manager / Trainer Signature Date

BOH FRANCHISEE KITCHEN COOK/PREP TRAINING CHECKLIST

(Please check off after completion of each item)

Please make sure that each new employee has a copy of the most current Chronic Tacos Employee Hand Book, Chronic Tacos To-Go Menu before starting training.

1. Operational Checklists

- ☐ a. BOH Opening Checklist – Review
- ☐ b. Conduct restaurant opening
- ☐ c. BOH Closing Checklist – Review
- ☐ d. Conduct restaurant closing
- ☐ e. Cleaning Checklists
 - ☐ 1. Kitchen Appearance & Atmosphere Standards
 - ☐ a. Daily
 - ☐ b. Weekly
- ☐ f. Prep Sheet
- ☐ g. Prep Task
- ☐ h. Critical Limits Monitoring

2. Dress Code

- ☐ a. Uniform
- ☐ b. Appearance
- ☐ c. Grooming

3. Menu Knowledge

- ☐ a. Menu Item Assembly
- ☐ b. Combos and Modifiers

4. Product Identification

- ☐ a. Tortillas
- ☐ b. Proteins
- ☐ c. Cheeses
- ☐ d. Vegetables
- ☐ e. Prepped Fried Items
- ☐ f. Dry Goods
- ☐ g. Paper
- ☐ h. Chemicals

5. Receiving Food Orders

- ☐ a. Who is the purveyor?
- ☐ b. When do we get deliveries?
- ☐ c. How are they checked in?
- ☐ d. Food quality check
- ☐ e. Labeling with date
- ☐ f. Disposal of boxes

6. Proper Product Storage

- ☐ a. Dry Food
- ☐ b. Perishables
- ☐ c. Raw Product
- ☐ d. Frozen
- ☐ e. Paper

7. Recipe Manual

- ☐ a. Chapters
- ☐ b. Recipe Review
- ☐ c. Always have in front of you when preparing recipe.
- ☐ d. Updates
- ☐ e. Always follow the recipe

8. Equipment

- ☐ a. Hot Table
- ☐ b. Cold Table
- ☐ c. Panini Press
- ☐ d. Fryer
- ☐ e. Flat Grill
- ☐ f. Burners
- ☐ g. Hood
- ☐ h. Refrigeration
- ☐ i. Prep Area
- ☐ j. Sinks
- ☐ k. Combi Oven & steamer (Cheese Melter)
- ☐ l. Cambros
- ☐ m. backup warmer 3
- ☐ n. Stock Pot Burner

- ☐ o. Storage
- ☐ p. Mop Sink/Chemicals

9. Sanitation & Cleaning

- ☐ a. Procedures
- ☐ b. Chemicals
 - Sanitizer
 - Bleach
 - All purpose cleaner
 - Floor degreaser
 - Glass cleaner
- ☐ c. Equipment Cleaning Procedures
- ☐ d. Equipment Maintenance Procedures
- ☐ e. Hood, Refrigeration, HVAC
- ☐ f. Grease Disposal, Grease Trap/Interceptor Cleaning
- ☐ g. Recycle Program

10. Prep

- ☐ a. Gloves must be worn at all times
- ☐ b. How to calibrate scales
- ☐ c. Cutting boards color difference for each product. Always follow safe food handling chart in respect to which cutting board is for (protein, produce, etc.)
- ☐ d. Proper use of knives
- ☐ e. Proper use of equipment
- ☐ f. Clear understanding of recipe items and ingredients
- ☐ g. Clean and sanitize area after completing each prep task (Clean as you go)
- ☐ h. Proper labeling procedures (Product name, date, time, initials)
- ☐ i. Prep and cook the following items. Product Quality:
 - ☐ Carne Asada marinate and cook
 - ☐ Pollo Asado marinate and cook
 - ☐ Carnitas prep and cook
 - ☐ Al Pastor marinate and cook
 - ☐ Shredded Beef
 - ☐ White Chicken

CHRONIC TACOS

- ☐ Pinto Beans

☐ Black beans

☐ Refried beans

☐ Spanish Rice

☐ White Lime Rice

☐ Tortilla Soup

☐ Flautas & Taquitos

☐ Hard Shell Tacos

☐ Potato Tacos

☐ Red Salsa

☐ Green Salsa

☐ Pico de Gallo

☐ Guacamole

☐ Beer Batter

☐ Baja Sauce

☐ Enchilada Sauce

☐ Tortilla Chips & Strips

☐ Bowls & Shells

☐ Fries

☐ Fajita Veges Prep

☐ Fajita Veges Cook

☐ Fish Prep

☐ Fish Cook

☐ Shrimp

☐ Breakfast Ingredients

☐ Vegetable Prep
- ☐ Diablo Sauce

☐ Cilantro Creme Sauce

☐ Pineapple Habanero

☐ Impossible Ground Beef

☐ Queso Blanco

☐ Ground Beef (if applicable)

☐ Tater tots.

CHRONIC TACOS

- ☐ j. Communication system with unit manager.
- ☐ k. Ability to prepare all menu items.
- ☐ l. Proven product prep identification skills, including the ability to determine quality and freshness for all Chronic Tacos products.
- ☐ m. Using knowledge of food and kitchen safety as they relate to sanitation, preparation and storage of all food items.
- ☐ n. Complete all assigned cleaning duties.
- ☐ o. Ensure proper food/product rotation FIFO
- ☐ p. Maintain a well-stocked, clean and organized station throughout the shift.
- ☐ q. Clean as you go.
- ☐ r. Preparation of made to order items as requested from FOH
- ☐ s. Proper sanitation of all kitchen utensils and equipment.
- ☐ t. Assist front of house employees with any reasonable request.
- ☐ u. Learn all methods of preparing a high quality, consistent food product every time.
- ☐ v. Reheating procedures
- ☐ w. Product cool down procedures

B. Line Food Assembly

- ☐ 1. Gloves must be worn at all times.
- ☐ 2. Portioning Control for all hot and cold items.
- ☐ 3. Shelf Life chart review for all hot & cold items.
- ☐ 4. Heating tortillas.
- ☐ 5. Ability to prepare all menu items.
- ☐ 6. Ability to work each station (Hot, Cold, Cashier).
- ☐ 7. Proven product identification skills, including the ability to determine quality and freshness.
- ☐ 8. Using knowledge of food and kitchen safety as they relate to sanitation, preparation and storage of all food
- ☐ 9. Set up the line with appropriate utensils, equipment and product.
- ☐ 10. Complete all assigned cleaning duties and Task List.
- ☐ 11. Ensure proper food/product rotation and FIFO for re-stocking.
- ☐ 12. Responsible for prepping, portion control and assembly of all Chronic Tacos menu items.
- ☐ 13. Maintain a well-stocked, clean and organized station throughout the shift.
- ☐ 14. Execute effectively the Chronic Tacos Steps of Service.
- ☐ 15. Clean as you go.
- ☐ 16. Preparation of made to order items as requested.
- ☐ 17. Proper sanitation of all kitchen utensils and equipment.
- ☐ 18. Monitor and log any waste on waste log sheet.
- ☐ 19. Calling for fresh cooked items to BOH.
- ☐ 20. Assist BOH employees with any reasonable request. TEAMWORK

b. Trash Removal

- ☐ 1. Following building policy

c. Prep List

- ☐ 1. Review all items
- ☐ 2. Management
- ☐ 3. Record keeping Requirements
- ☐ 4. Finished Product
- ☐ 5. Discarded Product
- ☐ 6. Labeling Procedures

d. Critical Limits Monitoring

- ☐ 1. Daily Critical Limits Monitoring
 - ☐ a. Shelf Lives
- ☐ 2. Record keeping Requirements
- ☐ 3. File Daily

11. Food Quality

- ☐ Ensure all food items and ingredients are up to Chronic Tacos food safety & quality standards

12. Gas and Power Switches

- ☐ a. Kitchen Equipment Controls

13. Power Failure

- ☐ a. What to do.

14. Action Plan (Next 30/60/90 Days)

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Below are the areas that either were not covered and/or I would like additional assistance

1.
2.

I verify that the areas that I have checked above have been reviewed with me.
Sign below to indicate the trainee has completed and understands each of the areas listed above.

Employee Signature

Manager Signature

Date

FOH FRANCHISEE TRAINING CHECKLIST

Please make sure that each new owner/employee has a copy of the most current Chronic Tacos Employee Hand Book, Chronic Tacos To Go Menu before beginning the training.

(Please check off after completion of each item)

1. Store Operational Checklists

- ☐ a. FOH Opening Checklist – Review
- ☐ b. FOH Closing Checklist – Review
- ☐ c. Cleaning Checklists
- ☐ d. Customer Area Appearance & Atmosphere Standard
- ☐ e. Portion Control
- ☐ f. Packaging Standards
- ☐ g. Shelf Life
- ☐ h. Prep Sheet Assistance
- ☐ i. Task Lists/Restocking

2. Dress Code

- ☐ a. Uniform
- ☐ b. Appearance
- ☐ c. Grooming

3. Steps Of Service

- ☐ a. Review Steps of Service
- ☐ b. Friendly Initial Greeting
- ☐ c. Eye Contact
- ☐ d. Smiles
- ☐ e. Courtesy
- ☐ f. Sparkle & Energy
- ☐ g. Communication Skills
- ☐ h. Understanding of Menu
- ☐ i. Suggestive Selling
- ☐ j. Gift Cards
- ☐ k. Service Time
- ☐ l. Line Time

CHRONIC TACOS

- ☐ m. Phone Greeting
- ☐ n. Phone Knowledge
- ☐ o. Phone Speed
- ☐ p. Thank You, Come Again
- ☐ q. Current Campaign Suggestions
- ☐ r. Gloves/Hand Washing

4. Equipment

- ☐ a. Hot Table
- ☐ b. Cold Table
- ☐ c. Panini Press
- ☐ d. Fryer
- ☐ e. Flat Grill
- ☐ f. Burners
- ☐ g. Combi Oven
- ☐ h. Steamer (Cheese Melter)
- ☐ i. Cambros
- ☐ j. Back Up Warmer 3
- ☐ k. Hood
- ☐ n. Refrigeration
- ☐ l. Prep Area
- ☐ m. Sinks
- ☐ o. Storage
- ☐ p. Mop Sink/Chemicals

5. Sanitation & Cleaning

- ☐ a. Procedures
- ☐ b. Chemicals

6. Menu Item Build

- ☐ a. Review Portion Chart
- ☐ b. Preparation
- ☐ c. 3rd Generation Recipes

- ☐ d. Prepare all Menu Items

- Tacos

- Burritos

- Handheld Burrito

- Chronic Salad

- Tostada Bowl

CHRONIC TACOS

- ☐ • Tortas
- ☐ • Potato Taco
- ☐ • Flautas & Taquitos
- ☐ • Chronic Fries
- ☐ • Chronis Nachos
- ☐ • Quesadilla
- ☐ • Queso
- ☐ • Enchilada Sauce
- ☐ • Fajita Veggies

- ☐ • Breakfast
- ☐ • Kids Meals

- ☐ • Churros
- ☐ e. Cleanliness
- ☐ f. Packaging

7. Line Food Assembly

- ☐ 1. Gloves must be worn at all times.
- ☐ 2. Portioning Control for all hot and cold items.
- ☐ 3. Shelf Life chart review for all hot & cold items.
- ☐ 4. Heating tortillas.
- ☐ 5. Ability to prepare all menu items.
- ☐ 6. Ability to work each station (Hot, Cold, Cashier).
- ☐ 7. Proven product identification skills, including the ability to determine quality and freshness.
- ☐ 8. Using knowledge of food and kitchen safety as they relate to sanitation, preparation and storage of all food items.
- ☐ 9. Set up the line with appropriate utensils, equipment and product.
- ☐ 10. Complete all assigned cleaning duties and Task List.
- ☐ 11. Ensure proper food/product rotation and FIFO for re-stocking.
- ☐ 12. Responsible for prepping, portion control and assembly of all Chronic Tacos menu
- ☐ 13. Maintain a well-stocked, clean and organized station throughout the shift.
- ☐ 14. Execute effectively the Chronic Tacos Steps of Service.
- ☐ 15. Preparation of made to order items as requested.
- ☐ 16. Proper sanitation of all kitchen utensils and equipment.
- ☐ 17. Calling for fresh cooked items to BOH.
- ☐ 18. Assist BOH employees with any reasonable request. TEAMWORK

8. BOH Prep/Cook Help

- ☐ a. Cooking and bagging chips
- ☐ b. Slicing/shredding lettuce
- ☐ c. Cutting Limes
- ☐ d. Prep pico de gallo & prep guacamole
- ☐ e. Refill/prep all sauce bottles
- ☐ f. Assist with cooking fish & shrimp or any call back items if needed

9. Critical Limits Log

- ☐ a. Daily Critical Limits Temperature Log
- ☐ b. Adjusting Thermometer
- ☐ d. File Daily and keep on record for at least 6-months

10. Food Quality

- | | | |
|---|---|---|
| ☐ a. Carne Asada | ☐ j. Rice | ☐ s. Impossible beef |
| ☐ b. Pollo Asado | ☐ k. beans | ☐ t. Potato tacos |
| ☐ c. Al Pastor | ☐ l. queso | |
| ☐ d. Carnitas | ☐ m. enchilada sauce | |
| ☐ e. Shrimp | ☐ n. fajita veggies | |
| ☐ f. Fish | ☐ o. tortillas | |
| ☐ g. Produce | ☐ p. cheese | |
| ☐ h. Fried items | ☐ q. chorizo | |
| ☐ i. Sauces | ☐ r. bacon | |

11. Cash Register Operations

- ☐ a. Overview of the touch screen system - how it works
- ☐ b. Ringing in orders
 - 1. Menu Categories
 - 2. Menu Items
 - 3. Menu Options
 - 4. Upgrades
 - 5. Out of Menu
 - 6. Modifiers
 - 7. Online Ordering POS Input
- ☐ c. Giving proper change
- ☐ d. Amount tendered key
- ☐ e. Incorrect sale transaction or order entry
- ☐ f. Coupon redemption
- ☐ g. Discounts – Management approval

- ☐ h. Changing register tape
- ☐ i. Loyalty Program Review

12. Cash Handling Procedures

- ☐ a. Overview
- ☐ b. Opening Cash Drawer Procedures
- ☐ c. Closing Cash Drawer Procedures
- ☐ d. Daily Paperwork
- ☐ e. Safe Procedures
- ☐ f. Banking Procedures

13. Freestyle/BIB Coke Machine

- ☐ a. Ordering
- ☐ b. Changing Cartridges & BIB
- ☐ c. CO2

14. Music and TV

- ☐ a. Overview
- ☐ b. Turn on/off/adjust

15. Credit Card/Debit Card Acceptance & Procedures

- ☐ a. Discover, Visa, MasterCard and American Express
- ☐ b. How to ring in a Gift Card
- ☐ c. Carefully follow operational steps to charge customer card
- ☐ d. Ring in under “Close —> Debit/Credit/ —> swipe or tap card

16. Personal Check Acceptance & Procedures

- ☐ a. We do not accept personal checks
- ☐ b. For catering, checks made payable to “Chronic Tacos _____” for exact amount due

17. Customer Complaints

- ☐ a. Call manager or crew leader on duty or
- ☐ b. step solution
 1. Listen
 2. Apologize

3. Correct the problem

4. Follow up

18. Catering & Order Taking

- ☐ a. See Catering Menu
- ☐ b. Review package options
- ☐ c. Review Pricing
- ☐ d. Review Catering Spread Sheet - How to fill in
- ☐ e. How to place the order on the POS

19. Phone Order Procedures

- ☐ a. Phone Order forms
 - 1. Answering the Phone
 - 2. Pick up the phone within three (3) rings
- ☐ b. Greet the caller
 - 1. At Chronic Tacos, we have set a standard greeting, "Thank you for calling Chronic Tacos in (city and/or location)! This is (employee's first name) speaking. Can I help you?"
- ☐ c. He/she who takes the order, must notify the Manager if it is a catering order
- ☐ d. Carefully take down order, name, phone number and time due request
- ☐ e. Verify our location or their location if order is for a delivery

20. Customer Service with the “WOW” Factor

- ☐ a. Open doors for customers
- ☐ b. Offer to assist with large orders for customers when appropriate
- ☐ c. Offer to refill soda
- ☐ d. Offer to remove tray from table or bus table for customers
- ☐ e. Always wishing well
- ☐ f. Providing cup holders and assembling holder for customer

21. Action Plan (Next 30/60/90 Days)

To benefit the most from your experience and direction, we strongly recommend that you prioritize time with your Trainer to review the key aspects of your position that are listed above. As your Trainer goes over each of these areas with you, please check them in the space provided to verify that this has been covered.

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1.
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I verify that the areas that I have checked above have been reviewed with me.
Sign below to indicate the trainee has completed and understands each of the areas listed above.

Employee Signature

Manager Signature

Date

FINANCIAL TRAINING CHECKLIST

(Please check off after completion of each item)

Please make sure that each new employee has a copy of the most current Chronic Tacos Employee Hand Book, Chronic Tacos To-Go Menu before starting training.

Name: _____ Date: _____

1. Your Financial Expectations

- ☐ a. Your Financial Role
- ☐ b. Unit Economics
- ☐ c. Costs
- ☐ d. Break Even Analysis
- ☐ e. Chart of Accounts

1. Your Financial Expectations

- ☐ a. Food = Money
- ☐ b. Daily
- ☐ c. Weekly
- ☐ d. Monthly
- ☐ e. Inventory

3. Profit & Loss Management

- ☐ a. Definition of Terms
- ☐ b. Net Sales
- ☐ c. Cost of Goods
- ☐ d. Gross Margin
- ☐ e. Fixed Costs
- ☐ f. Controllable Costs
- ☐ g. Variable Costs
- ☐ h. Debt Service
- ☐ i. EBITDA

4. Cost of Goods Management

- ☐ a. Benchmarks
- ☐ b. Product Prices
- ☐ c. Menu Prices
- ☐ d. Menu Mix
- ☐ e. Causes of High Food Cost
- ☐ f. Waste
- ☐ g. Theft
- ☐ h. Over-portioning
- ☐ i. Unhappy Employees

5. Cost of Good Incentives

- ☐ a. Train Employees
- ☐ b. Food = Money
- ☐ c. Portioning
- ☐ d. Motivation

6. Waste Management

- ☐ a. Check Deliveries
- ☐ b. Prep Build-to's
- ☐ c. Maximize Yields
- ☐ d. Shelf Life Management
- ☐ e. Check Trash

7. Portion Control Management

- ☐ a. Pre-Portion
- ☐ b. Inspect
- ☐ c. Reward Performance

8. Theft Management

- ☐ a. Prevalence
- ☐ b. Importance

9. Red Flags

- ☐ a. High Product Costs
- ☐ b. Declining Sales
- ☐ c. Cash Overages or Exact Balance
- ☐ d. Declining Sales
- ☐ e. Cash Shortages
- ☐ f. Excessive Overings, No Sales, Voids
- ☐ g. Perfect Cash Reconciliations

1. Your Financial Expectations

- ☐ a. Minimize the Motive
- ☐ b. Minimize the Opportunity

11. Labor Management

- ☐ a. Shift Leaders/Manager
- ☐ b. Employee Scheduling & Sales Forecasting
- ☐ c. Projected Labor Hours
- ☐ d. Employee Wages
- ☐ e. Overtime
- ☐ f. Productivity
- ☐ g. Adjust to Sales Volume
- ☐ h. Send them Home when slow
- ☐ i. Cross Train
- ☐ j. Check them Out
- ☐ k. Clean as You Go

21. Action Plan (Next 30/60/90 Days)

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I verify that the areas that I have checked above have been reviewed with me.
Sign below to indicate the trainee has completed and understands each of the areas listed above.

Employee / New Owner Signature

Manager/Corporate Trainer Signature

Date

OPERATIONS TRAINING CHECKLIST

(Please check off after completion of each item)

Name: _____ Date: _____

1. Owners Responsibilities

- ☐ a. Organizational Structure
- ☐ b. Job Description
- ☐ c. Owner
- ☐ d. Health Inspector
- ☐ e. Examiner
- ☐ f. Controller
- ☐ g. Human Resource Director
- ☐ h. Director Operations
- ☐ i. Marketing Director
- ☐ j. Partner
- ☐ k. Student
- ☐ l. Leader
- ☐ m. Manager

2. Product Order Guides

- ☐ a. Supplier Order guides
 - Food
 - Paper
 - Beverage
- ☐ b. Account Application
- ☐ c. Contract Pricing
- ☐ d. Par Levels
- ☐ e. Receiving
- ☐ f. Storage
- ☐ g. Labeling
- ☐ h. FIFO
- ☐ i. On-Line Ordering

CHRONIC TACOS

- ☐ j. Shortages
- ☐ k. Credits
- ☐ n. Proprietary Items (Recipes, Seasonings, etc. they can not distribute)
- ☐ l. Delivery dates and times

4. Office Organization

- ☐ a. Files Organized
- ☐ b. Clipboards
- ☐ c. Binders
- ☐ d. MSDS
- ☐ e. Safety & Security Checklist (UPDATE SAFETY CHECKLIST AND REMOVE MICROWAVE)
- ☐ f. Illness & Protection Program
- ☐ g. Tip Procedures
- ☐ h. Sanitation & Hood Cleaning Records

5. Finding and Keeping Good People

- ☐ a. Hiring for Heart
- ☐ b. Hiring for Fit
- ☐ b. Job Descriptions
- ☐ c. Recruiting
- ☐ d. Hiring Techniques
- ☐ e. The Interview
- ☐ f. The Interview Questions
- ☐ g. The Legalities
- ☐ h. Good Fit

6. Compensation System

- ☐ a. Wages by Position
- ☐ b. Wage Ranges
- ☐ c. Wage Increases
- ☐ d. Wage Increase Frequency
- ☐ e. Always be Hiring

7. Training Employees

- ☐ a. FOH Skills Checklist
- ☐ b. BOH Skills Checklist
- ☐ c. Identify Employee Trainers
- ☐ d. Tell, Show, Watch, Evaluate, Document

8. Retaining Good Employees

- ☐ a. Motivation
- ☐ b. Meetings
- ☐ c. Communication
- ☐ d. Recognition
- ☐ e. Employee Development
- ☐ f. People Management

9. Catering

- ☐ a. Targets
- ☐ b. Sales Leads
- ☐ c. Menu
- ☐ d. Sales Pitch
- ☐ e. Response
- ☐ f. Incentives
- ☐ g. Effort

10. Marketing

- ☐ a. Local Store Marketing Guide
- ☐ b. Yelp Reviews & Responses
- ☐ c. Social Media

11. Emergencies

- ☐ a. Food Borne Illness
- ☐ b. Robberies
- ☐ c. Burglaries
- ☐ d. Personal Injury
- ☐ e. Power Failures
- ☐ f. Preventing Fires
- ☐ g. Natural Disasters

12. Store Evaluation

- ☐ a. Review Evaluation Form
- ☐ b. Compliance
- ☐ c. Goals & Objectives
- ☐ d. Standards

13. Maintenance

- ☐ a. Equipment
- ☐ b. Service Contracts
- ☐ c. Service contractors
- ☐ d. Grease traps/Interceptors
- ☐ e. Hot Tables & Wells Units
- ☐ f. Hood
- ☐ g. Ice Machine
- ☐ h. Refrigeration
- ☐ i. Blenders
- ☐ j. Water Filters
- ☐ k. Prep sink

CHRONIC TACOS

- ☐ n. Mop Sink & Bucket
- ☐ l. Fire Extinguishers
- ☐ m. Soda Machine
- ☐ n. Beer Lines & Taps
- ☐ o. Scales/Slicers/Knives
- ☐ p. Can Openers/Cutting Boards
- ☐ q. Metro Shelving
- ☐ r. POS
- ☐ s. Fryers
- ☐ t. Grill
- ☐ u. Cheese Melter
- ☐ v. Burners
- ☐ w. Heat Lamps
- ☐ x. Panini Grills
- ☐ y. Warming Drawers

14. People Management

- ☐ a. Evaluations
- ☐ b. Constructive Feedback & Coaching
- ☐ c. Skills Development
- ☐ d. Skills Assessment Forms
- ☐ e. Becoming a Great Manager

15. Action Plan (Next 30/60/90 Days)

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