

New Franchisee Training Program Outline Short (3-Week)

Week 1

Day 1 (10:00 am - 5:00 pm) Orientation & Intros

Location for all in-store training will take place at:

Chronic Tacos Menifee 27599 Newport Rd, Menifee Suite 104, CA 92584

Introduction

- ☐ Trainee Introductions
- ☐ Corporate Introductions
- ☐ Preview of Training Program
- ☐ Goals of Training Program
- ☐ Sign Release & Agreements

Welcome to the “Taco Life” (CTE Employee Handbook)

- ☐ The Company Story
 - ☐ The Mission
 - ☐ The Commitment
 - ☐ The Expectations.
 - ☐ The Attitude
- ☐ The History
- ☐ The Business Partners
- ☐ The Future

The Brand

- ☐ The Employee Card
- ☐ The Brand Statement
- ☐ Who We Are
- ☐ The Vision
- ☐ Taco Life Principles
- ☐ What We Do for
 - ☐ Team
 - ☐ Guests
 - ☐ Vendors
 - ☐ FOH
 - ☐ BOH
 - ☐ Management

The Agreement

- ☐ Franchisee Obligations
- ☐ Franchisor Obligations

The New Store Opening

- ☐ The Marketing Plan
- ☐ The Construction Progress

The New Store Training

- ☐ The Process & Outline
- ☐ The Timing
- ☐ The Rules

The Post Opening Support

- ☐ Food Purchase Monitoring
- ☐ Scheduling/Labor Cost
- ☐ P&L Evaluation

Operating Standards Overview (CTE OPS Manual Chapter 2)

- ☐ Terms & Definition
- ☐ Product Specifications
- ☐ Hours of Operation
- ☐ Uniforms
- ☐ Products & Packaging
- ☐ Sales Reports
- ☐ Food Products
- ☐ New Menu Items
- ☐ Marketing

The Employee Handbook

- ☐ The Welcome
- ☐ The Orientation
- ☐ The Consequences

Food Safety (CTE OPS Manual Chapter 3)

- ☐ Your Responsibility
- ☐ How Foods Become Unsafe
- ☐ Conditions for Bacteria Growth

CHRONIC TACOS

- ☐ Foodborne Illness
- ☐ Flow of Food
- ☐ Danger Zone
- ☐ Holding Temperatures
 - ☐ Hot Food
 - ☐ Cold Food
- ☐ Food Storage
 - ☐ Dry Food
 - ☐ Raw Protein Product
 - ☐ Vegetables
 - ☐ Groceries
 - ☐ Dairy
 - ☐ Frozen
- ☐ Proper Practices
 - ☐ PHF for Hot & Cold
 - ☐ Proper Cooling Procedures
 - ☐ Proper Re-Heating Procedures
 - ☐ Approved Sources
 - ☐ Healthy Team Members
 - ☐ Proper Handwashing
 - ☐ Dish Sinks Always Set Up
 - ☐ Pest Management
 - ☐ Proper Food Storage
 - ☐ Eat, Swim, Walk, Fly
 - ☐ Proper Labeling
 - ☐ Shelf Life
 - ☐ Gloves
 - ☐ Sani Buckets
 - ☐ Sani Strips
 - ☐ Thermometers

CHRONIC TACOS

- ☐ Food Inspection & Rejection
- ☐ Hot Water
- ☐ Safety
- ☐ Wet Floor Signs

The Menu (CTE OPS Manual Chapter 1)

- ☐ Review all Menu Items
- ☐ Know ingredients
- ☐ Nutritional Analysis Review

Lunch (Observe Process In-store)

PM Chronic Tacos Designated Store

Discuss In-Store Training

- ☐ Food Handling
- ☐ Commitment to food safety and cleanliness
- ☐ Review Basics
- ☐ Terminology
- ☐ Technique and protocols
- ☐ Discuss recipe manual
- ☐ Prep sheet review

Kitchen Tour

- ☐ Kitchen Equipment Design
- ☐ Kitchen Equipment Functions
- ☐ Walk through Kitchen
- ☐ Discuss all kitchen design elements for service and food safety. Also discuss changes to equipment and the way we have evolved.

Cold Table

- ☐ Product Layout
- ☐ Cleanliness
- ☐ Equipment efficiency
- ☐ Temperatures
- ☐ Product rotation
- ☐ Product storage

CHRONIC TACOS

- ☐ Product set up and efficiency
- ☐ Type of containers to store product in
- ☐ Labeling

Hot Table

- ☐ Product Layout
- ☐ Cleanliness
- ☐ Equipment efficiency
- ☐ Temperatures
- ☐ Product rotation
- ☐ Product Storage

Beverage Station

- ☐ Beverage Dispensers/Freestyle
- ☐ Beverage Products
- ☐ CO2 storage
- ☐ BIB storage and maintenance

Cook Line

- ☐ Equipment
- ☐ Temperatures
- ☐ Maintenance
- ☐ Hood

Walk-In Cooler/Refrigeration Storage

- ☐ Proper Storage
- ☐ Temperatures
- ☐ Product Rotation
- ☐ Labeling

Freezer

- ☐ Proper Storage
- ☐ Temperatures
- ☐ Product Rotation
- ☐ Labeling

Dry Storage

- ☐ Shelving Space
- ☐ Product rotation
- ☐ Labeling

Additional Equipment & areas

- ☐ Hot holding cabinets
- ☐ First aid kit
- ☐ Fire extinguisher
- ☐ Knives & maintenance
- ☐ Dish Area

Equipment Function Details

- ☐ Equipment
- ☐ High Volume
- ☐ Storage

Store Operating Systems

- ☐ The Opening/Afternoon/Closing Checklists
- ☐ The BOH Opening/Closing Checklists
- ☐ The FOH Opening/Closing Checklists
- ☐ Prep Sheet
- ☐ The Cleaning Checklists
- ☐ Weekly Cleaning Checklist
- ☐ Critical Limits

Homework: Steps of Service

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Day 2 (9:00 am - 5:00 pm)

Location for all in-store training will take place at:

Chronic Tacos Menifee 27599 Newport Rd, Menifee Suite 104, CA 92584

In-Store Training (Opening Prep/Cook)

Opening Prep

- ☐ Review BOH Opening Procedures
- ☐ Review Prep Sheet
- ☐ Complete Prep/Cook Task List

Reheat Procedures

Food Preparation Systems

- ☐ Prep List Procedures
- ☐ Prepare prep priorities
- ☐ Complete the 1st and 2nd critical limit check for the day
- ☐ Review procedures for all cooked items
- ☐ Reheat items with trainer as needed for hot table
- ☐ Demonstrate ability to complete Prep/Cook Task List

The Prep

- ☐ Chronic Tacos Recipe Book
- ☐ Work with trainer to complete needed prep items
- ☐ Check off items prepped from Skills Checklist

Cooking Procedures

- ☐ Grilling Proteins
- ☐ Cooking Carnitas
- ☐ Cooking all fish and shrimp
- ☐ Cooking fried items
- ☐ Cooking breakfast items
- ☐ Cooking rice
- ☐ Cooking beans

Cooking Techniques

- ☐ Demonstrate proper cooking techniques
- ☐ Station Set Up
- ☐ Holding Hot Food
- ☐ Complete any prep/cook items needing more practice or not done yet

Clean & Sanitize as You Go!

CHRONIC TACOS

Place Product Orders for the Day

Work Lunch (Prep/Cook)

Order Lunch as a Customer

PM Classroom (Designated Store)

Cleaning & Sanitation

- ☐ Cleaning Process
- ☐ Wash, Rinse, Sanitize
- ☐ Sanitizer Types
- ☐ Cleaning Tools
- ☐ MSDS
- ☐ Cleaning Checklists
- ☐ Sinks & Sani Buckets
- ☐ Equipment
- ☐ Windows & Ledges
- ☐ Floors and Doors
- ☐ Tables & Chairs
- ☐ Trashcans
- ☐ Mats
- ☐ Baseboards
- ☐ Fans, vents, pictures
- ☐ Drains

Homework: Review Recipe Book (mytacolifestore.com & go to operations tab and find recipe book)

Day 3 (9:00 am - 5:00 pm)

In-Store Training (Opening Prep/Cook)

- ☐ Opening Prep
- ☐ Reheat Procedures
- ☐ Food Preparation Systems
- ☐ The Prep
- ☐ Cooking Procedures
- ☐ Cooking Techniques
- ☐ Clean & Sanitize as You Go!
- ☐ Place Product Orders for the Day
- ☐ Work Lunch (Prep/Cook)

CHRONIC TACOS

Day 4 (2:00 pm - 9:30 pm)

In-Store Training (Closing Prep/Cook)

- ☐ Closing Prep
- ☐ Reheat/Cooling Procedures
- ☐ Food Preparation Systems
- ☐ The Prep
- ☐ Cooking Procedures
- ☐ Cooking Techniques
- ☐ Review BOH Closing Checklists

Work Dinner (Prep/Cook)

Cleaning & Sanitation

- ☐ Cleaning Process
- ☐ Wash, Rinse, Sanitize
- ☐ Sanitizer Types
- ☐ Cleaning Tools
- ☐ MSDS
- ☐ Cleaning Checklists
- ☐ Sinks & Sani Buckets
- ☐ Equipment
- ☐ Windows & Ledges
- ☐ Floors and Doors
- ☐ Tables & Chairs
- ☐ Trashcans
- ☐ Mats
- ☐ Baseboards
- ☐ Fans, vents, pictures
- ☐ Drains

Day 5 (9:00 am - 5:00 pm)

- ☐ In-Store Training (Opening Prep/Cook)
 - ☐ Opening Prep
 - ☐ Reheat Procedures
 - ☐ Food Preparation Systems
 - ☐ The Prep
 - ☐ Cooking Procedures
 - ☐ Cooking Techniques
 - ☐ Place Product Orders for the Day

CHRONIC TACOS

PM Classroom (Office)

- ☐ Work Lunch (Prep/Cook)

Discussing Food Suppliers

- ☐ Introduction to Suppliers
- ☐ Food & Paper
- ☐ Proprietary Products
- ☐ Special Order Products
- ☐ On Line Ordering

Supplier Order Guides

- ☐ Ordering Process
- ☐ Online Ordering
- ☐ Invoices
- ☐ Receiving Product
- ☐ Shortages
- ☐ Product Quality Guarantee
- ☐ Sending Product Back/Credits
- ☐ Drop Times and Windows

Supply Management

- ☐ Review Process
- ☐ Proper Purchasing
- ☐ Approved Brands
- ☐ Order Quantities
- ☐ Suppliers
- ☐ Par levels
- ☐ Receiving
- ☐ Storage
- ☐ Labeling
- ☐ FIFO

Food Cost Management

- | | |
|---|--|
| ☐ What is Food Cost | ☐ Over-portioning |
| ☐ Rotation | ☐ Theft |
| ☐ Prep Sheet | ☐ Unmotivated Employees |
| ☐ High Product Prices | |
| ☐ Menu Mix | |
| ☐ Menu Prices | |
|
☐ Enjoy your Weekend! | |

CHRONIC TACOS

Week 2

Day 1 (9:00 am - 5:00 pm)

In-Store Training (Opening FOH Hot Table)

Opening FOH

- ☐ Review Opening Checklist
- ☐ Set up Restaurant for Opening FOH
- ☐ Complete opening cash count

Hot/Cold Table Organization

- ☐ Prepare prep worksheet for the day
- ☐ Complete the 1st and 2nd critical limit check for the day
- ☐ Set up hot/cold table with trainer
- ☐ Identify with trainer when to fill (using FIFO), make new or discard product as needed
- ☐ Review with trainer the portioning guide and proper portions for hot/cold table
- ☐ Review with trainer the importance of establishing a connection with each customer
- ☐ Review importance of suggestive sell at hot table
- ☐ Make each menu item with trainer
- ☐ Review Hot/Cold Table Task List
- ☐ Review Hot Table Skills Assessment

Menu Preparation

- ☐ Check off items from Skills checklist

Customer Service & Packaging

- ☐ Review Service Standards
- ☐ Management Duties & Observation
- ☐ Review Packaging Standards

Place Product Orders for the Day

Work Lunch (FOH for the Day)

Homework: Review POS MANUAL need to get updated one POS Manual on the portal)

Day 2 (9:00 am - 5:00 pm)

In-Store Training (Opening FOH Hot Table)

Opening FOH

Hot/Cold Table Organization

CHRONIC TACOS

Menu Preparation

- ☐ Check off items from Skills Checklist
- ☐ Customer Service & Packaging
- ☐ Work Lunch (FOH for the Day)

The POS

- ☐ Review POS Manual
- ☐ Logging In
- ☐ Employee Files
- ☐ Simple Management
- ☐ Daily Operations
- ☐ Discounts
 - ☐ Finding Reports
 - ☐ Sales Analysis
 - ☐ Labor
 - ☐ Discount Performance
 - ☐ Daily & Weekly Sales
- ☐ Utilizing Reports
- ☐ Watch Videos

Day 3 (2:00 pm - 9:30 pm)

In-Store Training (Closing FOH/Cashier)

Opening FOH

- ☐ Review Closing Checklist
- ☐ Set up Restaurant for Closing FOH
- ☐ Complete closing cash count

Work Dinner as Cashier

- ☐ Review Cashier Skills Checklist
- ☐ Review Cashier Skills Assessment

Review POS Systems & functions

Review Phone Procedures and Orders

Customer Service & Packaging Cashier

- ☐ Review Service Standards
- ☐ Cashier Duties & Observation
- ☐ Review Packaging Standards
- ☐ Review procedures
- ☐ Cashier Operational Checklists

Homework: Review Hot/Cold Table Portion Guides

CHRONIC TACOS

Day 4 (9:00 am - 5:00 pm)

In-Store Training (Opening FOH Cold Table)

- ☐ Opening FOH
- ☐ Hot/Cold Table Organization
- ☐ Menu Preparation
- ☐ Check off items from Skills Checklist
- ☐ Customer Service & Packaging
- ☐ Work Lunch (FOH for the Day)

Catering Program

- ☐ Review Catering Training Outline
- ☐ Review entire order taking process
- ☐ Review Preparation Procedures
- ☐ Review Catering Marketing

Manager Checklists

- ☐ Opening
- ☐ Afternoon
- ☐ Closing

Day 5 (9:00 am - 5:00 pm)

In-Store Training (Opening FOH/Cashier)

Opening FOH

- ☐ Review Opening Checklist
- ☐ Set up Restaurant for Opening FOH
- ☐ Complete opening cash count

Work as Cashier

- ☐ Review Cashier Skills Checklist
- ☐ Review Cashier Skills Assessment

Review POS Systems & functions

Review Phone Procedures and Orders

Customer Service & Packaging Cashier

- ☐ Review Service Standards
- ☐ Cashier Duties & Observation
- ☐ Review Packaging Standards
- ☐ Review procedures
- ☐ Cashier Operational Checklists

Work Lunch (Cashier for the Day)

Homework: Review Hot/Cold Table Portion Guides

CHRONIC TACOS

Week 3

Day 1 (9:00 am - 5:00 pm)

In-Store Training (FOH Opening on your own)

Manager Checklists

- ☐ Opening
- ☐ Afternoon
- ☐ Closing

Store Opening

Opening FOH

Hot/Cold Table Organization

Menu Preparation

Check off items from Skills checklist

Customer Service & Packaging

Place Product Orders for the Day

The POS

Continue to review procedures

Review management procedures

Review Franchisee Training Checklist

Work Lunch (FOH for the Day)

Day 2 (2:00 pm – 9:30 pm)

In-Store Training (FOH Closing/Management)

Closing FOH

- ☐ Review Closing Checklist
- ☐ Close down restaurant for FOH

Hot/Cold Table Organization Continued

- ☐ Complete the 1st and 2nd critical limit check for the night
- ☐ Make each menu item
- ☐ Re-stock cold line for closing
- ☐ Work both hot and cold stations
- ☐ Demonstrate ability to complete Hot/Cold Table Task List

- ☐ Demonstrate ability to complete Cold Table Skills Assessment

Menu Preparation Continued

- ☐ Check off items from Skills checklist

Customer Service Continued

- ☐ Order taking
- ☐ Management Duties
- ☐ Service
- ☐ Operational Checklists

The POS

- ☐ Review closing procedures
- ☐ Review cash counting and safe procedures
- ☐ Review management procedures

Day 3 (2:00 pm - 9:30 pm)

In-Store Training (BOH Closing/Management)

Closing Prep

- ☐ Review Prep Sheet
- ☐ Review BOH Closing Procedures

Food Preparation Systems

- ☐ Prep List Procedures
- ☐ Critical Limits
- ☐ Prepare prep worksheet for the night
- ☐ Complete the 1st and 2nd critical limit check for the night
- ☐ Review closing procedures for all cooked items
- ☐ Demonstrate ability to complete Prep/Cook Task List
- ☐ Complete Prep/Cook Skills Assessment

Cooking Techniques

- ☐ Demonstrate proper cooking techniques
- ☐ Grill all meats with trainer for hot table for the night
- ☐ Cook all fish, shrimp, and fried items with trainer for night
- ☐ Station Close
- ☐ 3 comp Sink closing

Closing Cook Procedures

- ☐ Demonstrate proper cleaning of all equipment
- ☐ Station Close
- ☐ Prep & communication for the AM shift

Catering Program

- ☐ Review Catering Training Outline
- ☐ Review entire order taking process
- ☐ Review Preparation Procedures
- ☐ Review Catering Marketing

Office Organization

- ☐ File Organization
- ☐ Clipboard Organization
- ☐ Binders
- ☐ MSDS
- ☐ Safety Program
- ☐ II&P Program
- ☐ Sanitation Records

Day 4 (12:00 pm - 8:00 pm)

In-Store Training (Management)

Store Swing Shift

Classroom Training (Designated Training Store)

The Store Evaluation

- ☐ Restaurant Evaluation & Compliance Report
- ☐ Compliance
- ☐ Goals & Objectives
- ☐ Operating Standards
- ☐ Accountability

CHRONIC TACOS

Management Checklist Review

Managers Tasks

- ☐ Dining Room
- ☐ Prep/Cook
- ☐ Cashier
- ☐ FOH
- ☐ Management Duties
- ☐ Operational Checklists

Customer Service

- ☐ Interacting with guests
- ☐ Ticket time Management

Product Quality

- ☐ Hot table
- ☐ Cold Table
- ☐ Protein shelf life

Prep/Dish

- ☐ Manage Prep List
- ☐ Produce Recipes
- ☐ Quality Control Checklist

Manager Checklist

- ☐ Review and check all areas

Homework: Review Manager Checklists

Day 5 (10:00 pm - 3:00 pm)

Chronic Tacos Menifee 27599 Newport Rd, Menifee Suite 104, CA 92584

The New Store Opening Revisited

- ☐ Tasks to be accomplished before trainers arrive
 - ☐ CO received
 - ☐ Shelving installed
 - ☐ Cleaning chemicals installed
 - ☐ Restaurant cleaned thoroughly

CHRONIC TACOS

- ☐ Refrigeration and all equipment installed and functioning
- ☐ Smallwares received, verified and cleaned
- ☐ Hiring complete and verified
- ☐ Worker’s Compensation Insurance validated

The Marketing

- ☐ The Definition
- ☐ The Importance
- ☐ Goals & Objectives
- ☐ Social Media
- ☐ PR
- ☐ Process for Design & Artwork

Final Review

- ☐ Ensure training checklist is completely checked off and signed off by all parties
- ☐ Review taco life portal again to recap.
- ☐ Any final questions from the franchisee.

Manager / Franchisee Name (print)

CTE Trainer’s Name (print)

Signature

Signature

Date

Chronic Tacos Location