

New Store Training Playbook (Weeks 1–3, Detailed)

Week 1 — Store Launch Training (Foundations)

Day 1 – All Staff Orientation (10:00 AM – 5:00 PM)

10:00 – 10:30 AM — Welcome & Orientation (All Staff)

- ☐ Company story (#TACOLIFE, history, vision)
- ☐ Trainer introductions, week overview, expectations

10:30 – 11:15 AM — Restaurant Walkthrough (All Staff)

- ☐ FOH: Guest flow, POS, beverage station, dining area
- ☐ BOH: Kitchen layout, prep areas, storage, dish, hot/cold lines
- ☐ Flow of food: receiving storage prep service

11:15 – 12:15 PM — Equipment Overview (All Staff)

- ☐ BOH: Grill, deep fryer, combi oven, refrigeration, range, smallwares
- ☐ FOH: POS overview, beverage station, ice machine, lobby overview
- ☐ Trainer demo only: power on/off, preheat, clean, basic troubleshoot

12:15 – 12:45 PM — Break

12:45 – 1:30 PM — Food Safety Training (All Staff)

- ☐ Handwashing demo (when/how)
- ☐ Glove use (when/why)
- ☐ Thermometer calibration
- ☐ Temperature danger zones & product storage
- ☐ FIFO & rotation practices

1:30 – 2:15 PM — Chemical Safety Training (All Staff)

- ☐ Approved cleaning chemicals & dispensers
- ☐ Labeling & storage; PPE requirements
- ☐ MSDS/SDS binder overview
- ☐ Trainer demo of dilution/dispensing

2:15 – 3:15 PM — Cleaning Systems (All Staff)

- ☐ Review opening/mid/closing cleaning checklists
- ☐ Trainer demo: BOH line close-down; FOH dining close

CHRONIC TACOS

3:15 – 4:15 PM — FOH/BOH Breakouts

- ☐ FOH: Opening & closing checklists; service counter setup & breakdown
- ☐ BOH: Opening & closing checklists; prep & shutdown walkthrough

4:15 – 4:45 PM — Menu & Kitchen Intro

- ☐ FOH: Menu basics — categories, proteins, toppings, portion sizes
- ☐ BOH: Recipe book intro (how to read recipes)

4:45 – 5:00 PM — Recap & Wrap-Up (All Staff)

- ☐ Key takeaways
- ☐ Preview Day 2 focus
- ☐ Distribute Day 2 shift assignments (10–3 & 4–9)

Day 2 – Hot Recipes & FOH Foundations (10:00 AM – 3:00 PM) BOH (Cooks) — Split & Swap

10:00 – 10:15 AM — Huddle

- ☐ Recap Day 1 (equipment, safety, checklists)
- ☐ Outline: proteins + rice/beans (split groups)

10:15 – 12:15 PM — Split Block #1

Group A — Proteins (Chicken, Carnitas, Steak) — prep, cook, portion, label, hot-holding

- ☐ Chicken — cook-through temps; holding & replenishment
- ☐ Carnitas — prepping carnitas, cooking & retherm best practices
- ☐ Steak — sear, doneness checks, slice/hold

Group B — Rice & Beans — prep, cook, holding, labeling

- ☐ Spanish/White rice — rinse, cook ratios, seasoning, hot hold
- ☐ Pinto/Black beans — soak/cook, portioning, hot hold
- ☐ Labeling & safe storage

12:15 – 12:45 PM — Break

CHRONIC TACOS

12:45 – 2:45 PM — Split Block #2 (Swap Groups)

Group A — Rice & Beans — prep, cook, holding, labeling

- ☐ Spanish/White rice — rinse, cook ratios, seasoning, hot hold
- ☐ Pinto/Black beans — soak/cook, portioning, hot hold
- ☐ Labeling & safe storage

Group B — Proteins (Chicken, Carnitas, Steak) — cook, portion, label, hot-holding

- ☐ Chicken — cook-through temps; holding & replenishment
- ☐ Carnitas — retherm best practices; portion standards
- ☐ Steak — sear, doneness checks, slice/hold

2:45 – 3:00 PM — Recap

- ☐ Trainer Q&A
- ☐ Preview Day 3: salsas, guac, cold prep

Night Shift — Night Shift Mirrored (4:00 – 9:00 PM)

- ☐ This entire BOH schedule is mirrored for the second half of staff

FOH (Cashiers/Servers)

10:00 – 10:15 AM — Huddle

- ☐ Recap Day 1 (menu basics, checklists)
- ☐ Outline: menu knowledge, builds, POS, service

10:15 – 11:15 AM — Menu Knowledge Review

- ☐ Full menu: categories, proteins, toppings, portion sizes
- ☐ Guest Q&A: salsa ingredients & protein flavor profiles

11:15 – 12:15 PM — Menu Build Training

- ☐ Taco builds
- ☐ Burrito builds
- ☐ Bowl builds
- ☐ Portion & wrapping drills

12:15 – 12:45 PM — Break

CHRONIC TACOS

12:45 – 1:45 PM — POS Basics

- ☐ Simple orders (tacos, burritos, bowls)
- ☐ Accuracy & speed practice

1:45 – 2:30 PM — Service Roleplay

- ☐ Greeting guests
- ☐ Upselling sides & drinks
- ☐ Handling guest questions

2:30 – 3:00 PM — POS Speed Drill

- ☐ 5 random practice orders per trainee

Night Shift — Night Shift Mirrored (4:00 – 9:00 PM)

- ☐ This entire BOH schedule is mirrored for the second half of staff

Day 3 – Cold Prep, Salsas & Online Orders (10:00 AM – 3:00 PM)

BOH (Cooks) — Split & Swap

10:00 – 10:15 AM — Huddle

- ☐ Recap Day 2 (proteins, rice/beans)
- ☐ Outline: salsas & guac vs cold prep (split groups)

10:15 – 12:15 PM — Split Block #1

Group A — Salsas & Guac — prep & storage

- ☐ Pico de gallo
- ☐ Salsa roja
- ☐ Salsa verde
- ☐ Baja Sauce / All Sauces
- ☐ Guacamole
- ☐ Labeling & dating / FIFO

Group B — Cold Prep Items — cutting/washing/portioning + cold table setup

- ☐ Lettuce & cabbage
- ☐ Cheese
- ☐ Onions & cilantro

CHRONIC TACOS

- ☐ Jalapeños & bell peppers
- ☐ Limes (cut/portion)
- ☐ Fish
- ☐ Shrimp (Thaw & De-tail if needed)
- ☐ Potato Tacos
- ☐ Chorizo Portioning
- ☐ Bacon
- ☐ Eggs
- ☐ Labeling & dating

12:15 – 12:45 PM — Break

12:45 – 2:45 PM — Split Block #2 (Swap Groups)

Group A — Cold Prep Items — cutting/washing/portioning + cold table setup

- ☐ Lettuce & cabbage
- ☐ Cheese (grated/portioned)
- ☐ Onions & cilantro
- ☐ Jalapeños & bell peppers
- ☐ Limes (cut/portion)
- ☐ Stage cold table to par levels

Group B — Salsas & Guac — prep & storage

- ☐ Pico de gallo
- ☐ Salsa roja
- ☐ Salsa verde
- ☐ Baja Sauce / All sauces
- ☐ Guacamole
- ☐ Fish
- ☐ Shrimp (Thaw & De-Tail)
- ☐ Potato Tacos
- ☐ Chorizo Portioning
- ☐ Bacon
- ☐ Eggs
- ☐ Labeling & dating

CHRONIC TACOS

2:45 – 3:00 PM — Recap

- ☐ Trainer feedback
- ☐ Preview Day 4: catering prep (split groups)

Night Shift — Night Shift Mirrored (4:00 – 9:00 PM)

- ☐ This entire BOH schedule is mirrored for the second half of staff

FOH (Cashiers/Servers)

10:00 – 10:15 AM — Huddle

- ☐ Recap Day 2 (menu builds, POS basics)
- ☐ Outline: menu builds + online orders

10:15 – 11:15 AM — Menu Build Practice

- ☐ Tacos
- ☐ Burritos
- ☐ Bowls
- ☐ Quesadillas
- ☐ Chronic Favorites
- ☐ Sides, Extras, Dessert

11:15 – 12:00 PM — POS Training (Continued)

- ☐ 5-7 random orders per trainee

12:00 – 12:30 PM — Break

12:30 – 1:30 PM — Online Orders & Ticket Practice

- ☐ Receive mock online order tickets
- ☐ Stage orders correctly
- ☐ Accuracy checks

1:30 – 2:15 PM — Loyalty & Online Order Walkthrough

- ☐ App & loyalty signups
- ☐ Online ordering flow
- ☐ How to redeem or use points in store.

CHRONIC TACOS

2:15 – 3:00 PM — POS + Online Orders

- ☐ Combined POS input + Online orders at the same time.

Night Shift — Night Shift Mirrored (4:00 – 9:00 PM)

- ☐ This entire BOH schedule is mirrored for the second half of staff

Day 4 – Catering Prep & Mock Rush (10:00 AM – 3:00 PM)

BOH (Cooks) — Split & Swap

10:00 – 10:15 AM — Huddle

- ☐ Recap Day 3 (cold prep)
- ☐ Outline: catering menu/prep split groups

10:15 – 12:15 PM — Split Block #1

Group A — Catering Hot — Review Catering Menu / Package Taco Bar Deluxe proteins, rice, beans, fajita veggies, shrimp, churros; tray setup & labeling

- ☐ Cook/hold proteins
- ☐ Rice & beans to spec
- ☐ Assemble half/full pans
- ☐ Label/Hot Hold training

Group B — Catering Cold — Review Menu / Package Taco Bar Deluxe salsas, toppings, etc. /staging

- ☐ Batch salsas & cold toppings
- ☐ Package napkins, plates, utensils, serving utensils, bowls, cups.
- ☐ Stage utensils/nachos/sides
- ☐ Final build checklist

12:15 – 12:45 PM — Break

CHRONIC TACOS

12:45 – 2:45 PM — Split Block #2 (Swap Groups)

Group A Catering Cold — Package Burrito & Bowl Boxes

- ☐ Batch salsas & cold toppings
- ☐ Package cups/containers
- ☐ Stage utensils/sides
- ☐ Final build checklist

Group B — Catering Hot — Package Breakfast Burrito Box

- ☐ Batch salsas & cold toppings
- ☐ Package cups/containers
- ☐ Stage utensils/sides
- ☐ Final build checklist

2:45 – 3:00 PM — Recap

- ☐ Review catering prep checklist
- ☐ Preview Day 5: recipe recap + VIP prep

Night Shift — Night Shift Mirrored (4:00 – 9:00 PM)

- ☐ This entire BOH schedule is mirrored for the second half of staff

FOH (Cashiers/Servers)

10:00 – 10:15 AM — Huddle

- ☐ Recap Day 3 (online orders)
- ☐ Outline: catering service + rush

10:15 – 11:15 AM — Catering Service Training

- ☐ Catering Menu Review
- ☐ Catering POS entry
- ☐ Guest interaction standards – guide to website/online catering order

11:15 – 12:00 PM — Online Catering Training

- ☐ Simulated catering orders entered into POS & reviewed

CHRONIC TACOS

12:00 – 12:30 PM — Break

12:30 – 2:15 PM — Mock Lunch Rush (with BOH)

- ☐ FOH runs food line
- ☐ BOH executes orders
- ☐ Trainers time and grade flow

2:15 – 3:00 PM — Debrief

- ☐ Review performance
- ☐ Prep for Day 5

Night Shift — Night Shift Mirrored (4:00 – 9:00 PM)

- ☐ This entire BOH schedule is mirrored for the second half of staff

Day 5 – Recipe Recap & VIP Prep (10:00 AM – 3:00 PM)

BOH (Cooks) — Split & Swap

10:00 – 10:15 AM — Huddle

- ☐ Recap Day 4 (catering)
- ☐ Outline: recipe book review + reheating/cooling (split groups)

10:15 – 12:15 PM — Split Block #1

Group A — Recipe Recap — each cook runs assigned recipe start-to-finish

- ☐ Proteins
- ☐ Rice & beans
- ☐ Salsas
- ☐ Cold prep

Group B — Reheating & Cooling — procedures + temp logs + ice baths

- ☐ Define reheating & cooling per recipe
- ☐ Practice temp logging
- ☐ Storage standards

12:15 – 12:45 PM — Break

CHRONIC TACOS

12:45 – 2:45 PM — Split Block #2 (Swap Groups)

Group A — Reheating & Cooling — procedures + temp logs

- ☐ Define reheating & cooling per recipe
- ☐ Practice temp logging
- ☐ Storage standards

Group B — Recipe Recap — each cook runs assigned recipe start-to-finish

- ☐ Proteins
- ☐ Rice & beans
- ☐ Salsas
- ☐ Cold prep

2:45 – 3:00 PM — Recap

- ☐ Final prep simulation: set hot/cold line for VIP
- ☐ Trainer feedback & readiness check

Night Shift — Night Shift Mirrored (4:00 – 9:00 PM)

- ☐ This entire BOH schedule is mirrored for the second half of staff

FOH (Cashiers/Servers)

10:00 – 10:15 AM — Huddle

- ☐ Recap Day 4 (mock rush)
- ☐ Outline: food line flow + VIP simulation

10:15 – 11:15 AM — Food Line Flow Training

- ☐ Order-style guest line
- ☐ Timing & upselling
- ☐ BOH communication

11:15 – 12:00 PM — POS Final Drill

- ☐ 2-4 random catering orders + Mock in-store orders
- ☐ Trainer verifies accuracy

12:00 – 12:30 PM — Break

CHRONIC TACOS

12:30 – 2:15 PM — VIP Service Simulation (with BOH)

- ☐ FOH takes guests through line
- ☐ BOH executes any callbacks
- ☐ Trainer's time & gives feedback

2:15 – 3:00 PM — Recap & Questions

- ☐ Trainer reviews and takes any FOH/BOH questions
- ☐ Team huddle: readiness to open

Night Shift — Night Shift Mirrored (4:00 – 9:00 PM)

- ☐ This entire BOH schedule is mirrored for the second half of staff

Week 2 & 3 — Live Service Mastery & Speed

BOH (Split & Swap Daily)

- ☐ Yesterday's issues & fixes
- ☐ Execute all checklists and systems
- ☐ Par levels & prep plan according to projected sales
- ☐ Proteins line rotations
- ☐ Prep & cold table restock to par
- ☐ Temp log review
- ☐ Executing all call back orders

FOH

- ☐ Targets: line times and suggested selling/combo upgrade
- ☐ Loyalty signups goal
- ☐ Executing builds properly
- ☐ Portion control
- ☐ POS - Modifiers, voids, refunds
- ☐ 3rd Party / Online Printed Ticket execution