

Orientation Agenda

Orientations should be conducted by the General Manager or the Assistant Managers. This is to insure that all procedures and policies are reviewed in detail and explained thoroughly. Prior to the employee's arrival you should have all the materials you need to train with ready to go. This includes new hire packets, employee handbooks, training manual, any uniforms you are providing, and any other tools you may use in your orientation class. Below is the schedule you should follow when conducting all new hire orientations.

Orientation Schedule

1. Introduction to Chronic Tacos

- Company Overview
- The Story, Mission, Commitment, Attitude, Expectations, Difference, Taco Life Principles, Teamwork, Chronic Tacos Knowledge
- Restaurant Overview

Introduction: Introduce yourself and the company to our new teammates. You should also introduce the new teammates to each other. Give a brief history of Chronic Tacos.

2. Review Employee Handbook

Employee Handbook: The handbook explains who we are, what we are here for, what our expectations are, and who we are looking for. It is of the utmost importance that the employees know what's in the handbook and understand it. Every section must be "touched" on in orientation. The employees need to read and sign off on what is in this handbook prior to their first day training. The more you go over in the orientation, the less chance any of the employees will be unaware of our policies and procedures. The following topics MUST be discussed:

- Taco Life Principles
- Chronic Tacos Standards
- Store Information – Address, phone, Home Office staff, managers, hours of operations.
- Personal Information – Their responsibility to keep updated.
- Employment at Will
- Equal Employment Opportunity
- Employee Status
- Harassment Policy
- Introductory Period – Benefits Eligibility.
- Job Duties
- Work Schedules & Changes
- Breaks, Meal Periods, Break Policy
- Labor Laws
- Employee Meal Policy

CHRONIC TACOS

- Clock in-out
- Performance Evaluations
- Progressive Discipline
- Product Quality, Store Appearance & Cleanliness, Teamwork
- Telephone Procedures
- Standards of Personal Conduct
- Drug & Alcohol Policy
- Punctuality & Attendance
- Confidentiality Policy
- Media Contact
- Employee Appearance
- Parking
- Benefits
- Sick Days
- Leave of Absence
- Employee Lockers
- Health and Sanitation
- Tip Policy
- Safety
- Food Safety/Food Handler's Card/Serve Safe
- Hand Washing

3. Complete New Hire Paperwork

- See New Hire Checklist
- Date and Sign All Necessary Forms
- Initial, Date, and Sign Handbook Receipt & "All in One" Agreement

New Hire Paperwork: Review each form and ensure complete understanding. Send to the appropriate person in your company for Human Resources immediately following the orientation class.

4. Tour of Restaurant

Tour: Be sure to show them every part of the restaurant and introduce them to any employees you come across.

5. Q & A with Manager

Q&A: This is the time to answer any questions the new employees might have, and to assign training schedules if they are not already done. Make sure you plan out the whole training schedule, and address any issues now to avoid conflicts later.

6. Notify your Supervisor/Home Office once orientation is complete.

7. Homework

Hand out the training manual to the new team member and give study assignments for the first day of training.