

# SERVICE CHAMPION TRAINING PLAN



**OVERVIEW:** All courses and OTJs must be completed for Service Champions to be certified in their roles. The schedule below is based on 4 shifts worked per week and should be used for an at a glance view of your training for you and your GM. If a Service Champion wants to continue to become cross-trained, they must continue through Week 6 of their training. For more details about your training, check out your digital Service Champion New Hire Books on OneSource.

## WEEK 1

### SHIFT 1

- Orientation Part 1 Course
- Orientation Part 2 Course
- Orientation OTJ
- Food Safety and Sanitation Course
- Food Safety and Sanitation OTJ
- Washing Your Hands Course
- Washing Your Hands OTJ
- Shadow all Roles

### SHIFT 2

- Brand Soul Course
- Brand Soul OTJ
- Brand Champion Course
- Brand Champion OTJ
- Safety & Security Course
- Safety & Security OTJ
- Living with Más Course
- Living with Más OTJ
- Shadow all Roles

★ Living with Más is a company course only.

### SHIFT 3

- Customer Excellence Course
- Customer Excellence OTJ
- Cleaning the Restaurant Course
- Cleaning the Restaurant OTJ
- The Top 12 Course
- The Top 12 OTJ
- Shadow all Roles

### SHIFT 4

- Mild Exam

## WEEK 2

### SHIFT 1

- Host Course
- Host OTJ
- Getting to Know the Menu Course
- Getting to Know the Menu OTJ
- Shadow Host

### SHIFT 2

- Cash Policy Course
- Cash Policy OTJ
- Shadow Dine-In Cashier
- Practice Host

### SHIFT 3

- Work Host

### SHIFT 4

- Your Role as Cashier – Dine In Course
- Your Role as Cashier – Dine In OTJ
- Point of Sale (POS) Course
- Point of Sale (POS) OTJ
- Practice Dine-In Cashier

## WEEK 3

### SHIFT 1

- Product Quality Course
- Product Quality OTJ
- Practice Dine In
- Work Host

### SHIFT 2

- Work Dine-In Cashier

### SHIFT 3

- Your Role as Cashier – Drive-Thru Course
- Your Role as Cashier – Drive-Thru OTJ
- Work Dine-In Cashier

### SHIFT 4

- Mobile Course
- Mobile OTJ
- Delivery Course
- Delivery OTJ
- Shadow Drive-Thru
- Work Dine-In Cashier

## WEEK 4

### SHIFT 1

- Closing Shift Champion Course
- Closing Shift Champion OTJ
- Practice Drive-Thru Cashier

### SHIFT 2

- Practice Drive-Thru Cashier
- Work Dine-In Cashier

### SHIFT 3

- Work Drive-Thru Cashier

### SHIFT 4

- Hot Exam Course
- Hot Exam OTJ

# SERVICE CHAMPION TRAINING PLAN



## WEEK 5

### SHIFT 1

- Equipment and Temperatures Course
- Equipment and Temperatures OTJ
- Prepping Ingredients Course
- Prepping Ingredients OTJ
- Shadow Prep
- Work Dine-In Cashier

### SHIFT 2

- Oil Management Course
- Oil Management OTJ
- Open/Close Food Champion Course
- Open/Close Food Champion OTJ
- Shadow Fry
- Practice Prep

### SHIFT 3

- Starter Course
- Starter OTJ
- Shadow Starter
- Practice Prep/Fry

### SHIFT 4

- Work Prep/Fry

## WEEK 6

### SHIFT 1

- Starter Builds Course
- Shadow Starter

### SHIFT 2

- Practice Starter
- Work Dine-In/Drive-Thru Cashier

### SHIFT 3

- Practice Starter
- Work Prep/Fry

### SHIFT 4

- Work Starter

## WEEK 7

### SHIFT 1

- Finisher Course
- Finisher OTJ
- Shadow Finisher
- Work Starter

### SHIFT 2

- Finisher Builds Course
- Shadow Finisher
- Work Dine-In/Drive-Thru Cashier

### SHIFT 3

- Practice Finisher
- Work Starter

### SHIFT 4

- Practice Finisher
- Work Dine-In/Drive-Thru Cashier

## WEEK 8

### SHIFT 1

- Work Finisher

### SHIFT 2

- Expeditor Course
- Expeditor OTJ
- Shadow Expeditor
- Work Finisher

### SHIFT 3

- Practice Expeditor
- Work Starter

### SHIFT 4

- Work Expeditor

## WEEK 9

### SHIFT 1

- Fire Exam Course
- Fire Exam OTJ

NEED MORE? For more details about your Training, check out your digital Service Champion New Hire Book on OneSource!