




DAY 1 (Orientation) (New Hire paperwork has to be done previous to Day 1)

- ☐ Sign up for PC or DD
- ☐ Explain key procedures and standards such as uniform & grooming standards.
- ☐ Have the employee read and complete Employee Policies and submit as required.
- ☐ Review restaurant expectations and requirements of the job.
- ☐ Complete the Safety Tour with the new hire. (Keep signed copy in a file folder or binder)
- ☐ Provide Employee instructions on how to clock-in and out.


ON-BOARDING: **FOR RESTAURANTS WITH A STAR LEARN CENTER** (Approximately 3 hours 15 minutes, GM should check with New Hire periodically)

- ☐ 1. GM creates employee login by using the STAR Learn Center Registration page.
- ☐ 2. Instruct new hire to complete all 3 courses below. (Provide new hire with this checklist)
 - ☐ Complete the "Welcome" course (30 min).
 - ☐ Complete the "Awareness" course & assessment / quiz (90% min. score) (40 min).
 - ☐ Complete the "Safety" course & assessment / quiz (90% min. score) (30 min).
 - ☐ Inform your GM when you are completed.
- ☐ 3. Review what was learned, answer any questions the new hire may have about the courses.
- ☐ 4. Provide new hire with a rest break as required by state.
- ☐ 5. Provide the employee with a copy of the "Menu Standards Guide." Review standards and expectations.
- ☐ 6. Have the employee log onto the STAR Learn Center. Click on "My Learning" icon.
- ☐ 7. Instruct new hire to complete all courses below. (Provide new hire with this checklist)
 - ☐ Complete the "Food Safety" course & assessment / quiz (90% min. score) (30 min).
 - ☐ Click the "Verify On-Boarding" button. Log back onto STAR Learn Center.
 - ☐ Inform your GM when you are completed.
- ☐ 8. Verify On-Boarding Course Completions (all 4 courses) by checking the Star Performer Chart:

There should be a  icon in the **On-Boarding Skills – ALL SKILLS** column on the Chart.
- ☐ 9. Have the employee clock-out.



DAY 2 (Recommended to be scheduled within 3 days of start date)

- ☐ 1. Have the employee Clock-in. (GM completes time adjustments to include all prior work time before today if necessary)
- ☐ 2. Have the employee log onto the Star Learn Center
- ☐ 3. Determine the first station to be learned by the employee and write it in below.
- ☐ 4. Instruct new hire to complete the course. Explain to the employee:
 - ☐ To click on the "My Learning" icon.
 - ☐ Complete first Station Course they will learn: _____ (20 min).
 - ☐ Inform your GM when you are completed.
 - ☐ Verify Station Course Completion by checking the Star Performer Chart:

There should be a  icon in that **Station** column on the Chart.
- ☐ 6. Provide hands-on training for employee at assigned station; refer to the CP Station Trainer's Guide.
- ☐ 7. Review Day 2 activities with employee, answer any questions they may have.
- ☐ 8. Have the employee clock-out at the end of their shift.

ALL DAY 1 & 2 ACTIVITIES LISTED ABOVE SHOULD BE COMPLETED WITHIN 1 WEEK OF HIRE DATE

NEXT SHIFTS UNTIL COMPLETED **RESTAURANTS WITH A STAR LEARN CENTER**

- ☐ 1. Discuss components and importance of "Superstar Service" and how it achieves our goal to "Make Our Guests Happy"
- ☐ 2. Have the employee continue hands-on practice at their assigned station.
- ☐ 3. Trainer certifies employee is ready; Employee logs onto the STAR Learn Center to complete Station Certification Exam.
 - ☐ Check the Star Performer Chart for the  icon – to verify the employee passed the Exam.
- ☐ 4. Trainer (SL and above) logs onto the STAR Learn Center to complete the skills evaluation (Hands-On Sign-Off) by clicking the "Trainer-Skills Evaluation" icon on home screen. Upon completion, the  icon will appear on the Star Performer Chart for that Station / Skill column. **CONGRATULATE the employee on their completion.**
- ☐ 5. Assign the next station to be learned. **REPEAT THE TRAINING PROCESS. (Learn/Practice/Evaluate).**

ORIENTATION STATEMENT: I acknowledge that I have completed all the required On-Boarding & Orientation steps above, and have completed the Star Learn Center courses as described. I have been made aware of the company's policies, standards, and procedures and will comply with the requirements.

Trainee Name _____

Trainee Signature _____

GM Signature **(keep a signed copy for your records)** Date _____