KL GUIDE

In this guide, it will teach you how to assist at a training session when you're a Kitchen Leader! It will cover basic knowledge during any training sessions. If you have any further questions, comments, or concerns do not hesitate to ask any MR+!

This document is not public and only reserved for the Kitchen Leaders. Do not share with others!

GENERAL INFORMATION

Kitchen Leaders are expected to join the training session when the host calls for help in the #kl-bulletin channel. **Remember, not all sessions will require Kitchen Leaders.** When all roles are filled, don't fight over spots as there are many other opportunities. Usually, each training session will have around **2-3** different servers. Please note that the Host has the right to dismiss you from the training session if needed. Causing problems during the session, will result in no longer being able to help out and possibly a demotion. **Please also make sure you are not answering PTS as only MR+ can do so.**

Assisting is completely optional for Kitchen Leaders. This also means that the more training sessions you assist in, the higher the chances of a promotion. **Keep in mind, if you receive a spot and need to rejoin, you're not guaranteed a saved spot and can be replaced by someone else.**

ASSISTING INSTRUCTIONS

After the session begins, you'll receive moderator commands by the host of the session. When training, it's important to follow your trainer's instructions in order to make sure you are assisting correctly. If you are confused about how a

certain portion of the training is done, ask your group's trainer or host through a private message.

➜ **EX.** :pm **[TRAINER'S USERNAME]** Hi! Can you help me?

During trainer instruction, it's important that you remain respectful and professional. Please remain quiet and avoid using emotes/dances that will distract the trainees from instructions. Kitchen Leaders are also expected to utilize grammar throughout the training session. Failure to do so will result in a demotion.

Throughout the session, Kitchen Leaders are expected to use admin commands properly. You can either say the commands in chat or use the command bar by pressing ' and typing the command without the colon (:). If you are a mobile user, you can say "/c system" in the chat and the command bar will pop up. It is suggested you use the command bar when pming people so the trainees don't see your PM in chat. **Abusing your given commands will result in removal from the session and a demotion.**

COMMAND	DESCRIPTION
:pg [USERNAME]	Gives you access to give the player points for the training session. **(EX. :pg Duckzye)**
:viewtools [USERNAME]	Views the items in the players inventory. **(EX. :viewtools Duckzye)**
:pm [USERNAME] [MESSAGE]	Sends a private message to the player. **(EX. :pm Duckzye Could you help me with this section?)**

:view [USERNAME] / :unview [USERNAME]	Views and unviews the specified player, mainly used to locate players. **(EX. :view Duckzye)** **(EX. :unview Duckzye)**
:logs	Allows you to see any previously used commands in the server. **(EX. :logs)**
:to	Allows you to teleport to any player in the server. **(EX. :to Duckzye)**

All other commands are blacklisted and never should be used under any circumstance or you will be DEMOTED.

BEHAVIOR EXPECTATIONS

As an assistant, it's extremely important to behave accordingly! The table below provides examples on proper and improper behavior. Please note that if you choose to behave in a poor manner, you can be **demoted & removed from the session**. If the issue is constant, you may be **suspended** from assisting at any training.

PROPER	IMPROPER
Be respectful to everyone, including fellow Assistants and Trainees	Display disrespectful behavior (dotting & dashing included).
Only use the commands provided to you (under assisting instructions).	Abuse admin privileges.
Notify your group's trainer (or Host)	Leave early without notifying anyone.

before leaving early and wait for your given commands to be removed.	
If an MR+ corrects you, thank them and keep it in mind (they probably know more about training than you!)	Get upset/defensive when an MR+ corrects you.

CASHIER TRAINING

Cashier training is made up of 3 stages, the GUI Tour, Ordering, and Trolling Simulation. To give them points for each round, use the command **:pg [USERNAME]** and a GUI will become present on your screen.

GUI TOUR [STAGE 1, NO POINTS]

The only duties of the assistants during this stage is to answer PTS questions only when asked by the trainees. The trainer will review over how the cashier register system works. If no trainees have questions, your job is to remain **silent** during this time.

ORDERING SIMULATION [COMBINED WITH TROLLING, 2 POINTS]

In the first part of training, you will help assist by distributing orders to the Trainees. Please keep in mind we do not give grammar strikes, trainees do not need grammar during training. They will be expected to state their greeting when you walk up to them. Make sure to give them a second to prepare it. An outro is not required for this section. The interaction should go like the following:

EX.
[TRAINEE]: Hello, welcome to Pastriez Bakery! How may I help you?

[ASSISTANT]: Great introduction! May I please have a [ORDER]?

[TRAINEE]: Sure! Please give me a moment in order to put in your order!

[TRAINEE]: Your order was sent to the chefs! Thank you for coming to Pastriez Bakery! Have a good day.

[ASSISTANT]: Great, thank you!

You would then check the order on the side of the screen, if they have in fact given you the correct order you would give them **2 points** for that portion of the training. After that, you move on to the trolling simulation, as both sections have been combined.

TROLLING SIMULATION [COMBINED WITH ORDERING, 1 POINT]

You will test the Trainee's on their ability to handle trollers in the bakery. Once the trainer commences, you will stay with the Trainee and ask for their greeting like the previous round. Once they have stated their greeting you would proceed to act as a troller. Keep in mind that you should **not** be exploiting or spamming during the trolling simulation. If the Trainee doesn't pass this stage by failure to call "!help" within **2 minutes** of trolling, you are to PM a MR+ in order for them to inform the Trainee of their dismissal from the session and fail them from the session. **No reminder is necessary**, as long as they call !help in a timely manner. You are to remain in your current attire during this portion.

EX:

[TRAINEE]: Hello, welcome to Pastriez Bakery? How may I help you?

[ASSISTANT WILL TROLL]

[TRAINEE]: *!help*

[ASSISTANT]: Good job! You have passed the Trolling Simulation.

When they pass this section, you will give them **1 point** for this portion of the training. After giving them their point, you will move on to the next Trainee and repeat this process until all Trainees have received the 3 points required to pass.

CHEF TRAINING

Chef training is made up of 2 stages, including Trivia and 1 Ordering Simulation. You'll be grading their ability to answer basic questions and how to **:pg [USERNAME]** and a GUI will become present on your screen.

TRIVIA STAGE [STAGE 1, 1 POINT]

In this portion of the Chef Training, it will be about Trivia. Assistants are expected to wait during this stage until the Trainer finishes. Until then, you are to remain silent.

ORDERING SIMULATION [STAGE 2, 2 POINTS]

At this point in the session, after Trivia has passed and any failers have been kicked, you will be moving on to the ordering stage. The trainer will send you and the Chefs a private message with the order. Once the Chefs have completed the order, assistants will proceed to check their inventory by using the **:viewtools [USERNAME]** command. If the items are correct, you will give them **2 points** by using **:pg [USERNAME].**

CONCLUSION

Once your group has finished, you are dismissed from the session **after** your admin has been removed by the Co-host/Host. If you do not willingly leave, you will be kicked by either the Co-host/Host. Kitchen Leaders are **not** permitted to stay for photos at the end of a session.

SIGNED,

Human Resources