



This guide is intended to be used in conjunction with the OJT training checklist (On-Line DSB-5057-BE On-the-Job Training Checklist with instructions). Though this guide covers most aspects of food service management in the Business Enterprises Program, the trainer is encouraged to use their expertise in any other area they feel would enhance the training experience.

WEEK ONE

- **Orientation** - Trainee should be familiar with the facility and able to move around freely and safely behind the serving line and in the kitchen without the use of a cane or seeing-eye dog. Included in the orientation should be the location of specific food service equipment, hand wash stations, restrooms, and emergency exits.
- **Sanitation** - Should be emphasized throughout the entire training especially personal hygiene. Types of sanitizers and proper usage should be covered. Cleaning and sanitizing work surfaces, tables, and other food contact surfaces.
- **Safety** - Trainee should understand the dangers associated with a food service facility to include hot equipment, hot foods, slippery floors, and sharp knives or other equipment used for slicing, dicing, or processing foods. Trainee should not use any equipment until you the trainer demonstrate it to them and then have them talk you through the process while you do it. Then, and only then, should you allow them to operate the equipment with close supervision until you are satisfied they can operate it safely. Any other areas not covered here that you feel would enhance the safety of the training should be implemented as well.
- **Three compartment sink** - Trainee should be able to set up and clean the sinks properly with correct temperatures, correct amounts of dishwashing liquid and sanitizers. Additionally, the trainee should be able to wash, rinse, sanitize, and stack dishes to air dry properly.
- **Trash & floors** - Trainee should be able to sweep and mop floors correctly and should understand the importance of wet floor signs usage and placement. Trainee should be able to remove and replace trash bags in trash containers, know recycle procedures if any, and locate and use outdoor trash bins for proper trash removal.

WEEK TWO

- **Food Preparation** - Initially the trainee should simply observe the process or processes involved with food preparation to include breakfast prep, sandwich and hotdog prep, and lunch. Once you are satisfied that the trainee understands the principles of food prep, you should allow him/her to participate in the actual process with supervision.
- **Food Service & Steam Table Use** - Trainee should become familiar with various scoops, spoons, ladles, and any other serving utensils used while serving food from the steam table. Additionally, he/she should understand proper portion control procedures associated with serving various foods. Trainee should also understand and demonstrate proper sanitation requirements while serving foods as well as the proper way to measure temperature of items on the steam table. Trainee should know how to fill and drain the steam table, how to clean it, and how to adjust temperatures of each well.



- **Equipment how-to** - Trainee should be familiar with each piece of equipment used in your facility. It's understood that this training will be ongoing and will take some time each week to complete. Ideally, the trainee should understand and be able to operate major equipment such as the convection oven, microwave oven, steamers, coffee machines, warmers, hot plates, toasters, cash register, fountain drinks to include changing the bag in the box, and any other food service equipment you may have and deem appropriate.
- **Cooking** - During this second week, trainee should just observe cooking procedures and begin to familiarize themselves with the techniques involved to include temperatures, times, types of food, and the procedures involved.

WEEK THREE

- **Cooking** - Trainee should continue to observe cooking procedures until you feel he/she is ready to safely participate. You should start the trainee with simple cooking techniques and simple recipes until you feel he/she is ready for more advanced procedures. Some examples of simple cooking would be panning and cooking bacon, panning and cooking biscuits, boiling liquids, etc. Cooking training will continue throughout the entire eight weeks and should cover as many different processes as possible. As the trainee becomes familiar with one task and begins to build confidence with the technique and the equipment, you should then increase the degree of difficulty by allowing him/her to cook more complex menu items.
- **Menu Selection** - Trainee should become familiar with as many menu items as possible including the processes involved in preparing and cooking them. The trainee should also understand which menu items work well together. Ideally, after eight weeks of OJT, he/she should know at least ten different lunch entrees and how to prepare them.
- **Salad Bar** - If you have a salad bar the trainee should become familiar with preparing and maintaining one. This should include preparing the salad bar items as well as tending the bar during lunch hours. He/she should also be able to setup and breakdown the salad bar and be familiar with the refrigeration system.
- **Food Preparation** - At this point in the training, the trainee should participate in food preparation in increasingly more difficult processes until you feel he/she understands and can apply the proper techniques.
- **Receiving** - Involve the trainee each time a shipment is received, explain the process of inspecting the shipment for accuracy, quality, indications of pest, and proper temperatures. Also, you should cover preparing for arrival of expected shipments, making space available to store the items, practicing FIFO, and receiving credit for missing or damaged items. The trainee should be familiar with invoices and what they can tell him/her, how to catalog them and record their numbers.
- **Invoices** - Explain the columns on the invoice, for example, the unit price, the extended price, discounts, total price and methods of payment. The trainee should understand proper procedures for maintaining, filing, and recording invoices.



- **Daily/Monthly Report** - The trainee should be able to compute the formula for Daily Sales using the report. You should use a sample report for him/her to practice filling out. The trainee should be familiar with and understand the differences in purchases for resale and expenses as well as how to annotate them on the report and invoices, what A.M. and P.M. cash actually is.

WEEK FOUR

- **Cooking** - The trainee should now understand and be able to explain and show you the processes involved with preparing and cooking both breakfast and lunch items. The trainee should be involved in the cooking processes for the remainder of their training.
- **Ordering** - As much as possible, the trainee should be a part of the food ordering process. Try and involve the trainee in the decision making process by having him/her determine how much of a particular item will be needed/ordered. Throughout the remaining training, try and involve the trainee each time an order is placed.
- **Customer Service** - Begin allowing the trainee some interactions with customers such as taking orders, answering questions, and assisting customers with simple requests.
- **Cash Register** - The trainee should be familiar with your cash register, specifically, the numeric keypad, departments, refunds, voids, and other basic operations. Initially, you should only have the trainee operate the register during slow times of the business day, preferably after lunch. As he/she builds confidence and speed, you should allow them to run the register at busier times. You should have a price list near by for the trainee to use to help prevent incorrect pricing and to increase speed as well.
- **Daily/Monthly Report** - The trainee should have a thorough understanding of the report by now and should continue to fill one out for the duration of the remaining training.

WEEK FIVE

- **Cooking** - The trainee should now be familiar with basic cooking procedures and should be allowed to assist with more complex menu items as you deem appropriate.
- **Customer Service** - You should encourage and allow the trainee to continue assisting customers while working the serving line, register, or any other area where customer interaction might occur.
- **Cash Register** - Continue to allow the trainee to run the register and work on ways to improve accuracy and speed.
- **Employee Management** - The trainee should know your employee's names and their specific work procedures by now. Talk with the trainee daily about directions you've given employees, their reactions, their attitudes, scheduling, and any other areas you feel would help the trainee when they begin managing their own employees. Understanding employee turnover is high in the food service industry, talk with the trainee about successful ways and techniques you've used over the years to retain good employees. Discuss your employee manual and explain your standards on each area.



- **Daily/Monthly Report** - The trainee should continue to fill out a report and should be ready now to complete the “D” sheet.
- **D Sheet** - Allow the trainee to use the information gathered on the Daily/Monthly report to complete a D sheet. The trainee should understand and be able to complete the entire D sheet. Additionally, he/she should be able to explain to you the process involved in determining both gross and net profit and thus the set aside amount.

WEEK SIX

- **Employee Management** - The trainee should begin to “shadow” you throughout the day as much as possible and observe your interactions with employees.
- **D Sheet** - Continue to allow the trainee to work with the D sheet. You can use a sample one with made up numbers for them to do homework assignments.
- **Cooking** - By now the trainee should be familiar with most of your cooking processes and should be allowed to work with more complex menu items with limited supervision.
- **Cash Register** - The trainee should be comfortable working the register anytime throughout the shift and should be familiar with most of the functions on the register. He/she should be allowed to “closeout” the register at the end of a shift either using the training mode or actually closing out with your supervision. The trainee should be showing signs of increasing their speed as well.
- **Menu Selection** - Involve the trainee in the menu selection process. Ideally, the trainee should be able to tell you the processes and items involved with creating a menu for at least two weeks.
- **Vending** - The trainee should be familiar with any vending machines you maintain. Specifically, he/she should be able to open and close the machines, load the various machines, remove the bills and coins, take machine inventory, and be able to do basic troubleshooting.

WEEK SEVEN

- **D Sheet** - The trainee should have a thorough understanding of the D sheet, the procedures involved with completing one, and the requirements of reporting and maintaining them.
- **Cooking** - The trainee should be allowed to assist with cooking any items not yet covered in training that you feel appropriate.
- **Cash Register** - The trainee should now be able to operate the register with confidence, speed, and accuracy.
- **Invoices and Ordering** - The trainee should be able to explain to you the processes involved with invoices and the entire ordering process to include inventory control.
- **Vending** - The trainee should be able to open, take inventory, remove money, reload, and troubleshoot both snack and drink machines without assistance.



WEEK EIGHT

- You should cover any areas you feel the trainee is weak in. Try and allow the trainee as much time working directly with you during this last week. As you go through the daily routine, ask the trainee how they would handle or do a particular task. As much as possible, allow the trainee to make the decisions and give directions. Finally, sit down with the trainee and go over the entire eight weeks of training. Discuss any areas you feel the trainee may be weak in and offer your guidance and advice as to how to work on those deficiencies, if any.