

How To Train Employees



John Greenwood

Table of contents

Table of contents	iii
Introduction.....	v
Chapter 1: The First Steps.....	3
Videos	3
Getting started	3
The Basics.....	3
Chapter 2: Customer Care.....	7
Providing service to customers	7
Taking orders	7
Serving the customer.....	7
Service with a smile	7
Chapter 3: Cooking	9
Intro to cooking	9
Grill	9
Fryer	9
Preparation table	10
Drink station	10
Glossary.....	11
Index.....	12

Introduction

This manual is to be used by trained Whataburger employees to properly train new employees on how to be effective team members. Before using this manual be sure that you have proper training, and have been certified to use this manual in the training of new Whataburger employees. This manual will cover all the steps necessary on how to train employees in the various positions that they may be placed in. When used properly, this manual will increase the effectiveness of employees and generate a work environment that will function at a higher level of productivity.



Chapter 1: The First Steps

Videos

The first task a newly hired employee will face is watching the introduction video and having to answer the questions following afterwards. While you cannot help the employee, you can however offer advice on points to pay attention to, such as cooking times and how to stock, for example.

Getting started

After the employee has passed the tests it is time for the real training to begin. While the videos will provide a foundation from which the new employee will build upon, it is insufficient for them to be considered trained at this point. The next several steps will provide detailed instructions on how to train employees on tasks that will be carried out everyday in the workplace.

The Basics

First and foremost is making sure that the employee is properly dressed and following all guidelines for the dress code that are outlined in the videos at the beginning. This includes wearing the Whataburger hat, Whataburger team member shirt with nametag in the proper location as shown in the video, black pants, belt, and non-slip work shoes*.

A very important step is how to clock in so that Whataburger will have a record of employee hours and also that employees will be able to receive compensation for the time that they are clocking in. Properly “clock in” an employee must use one of the cash register computers and select the icon for employee sign in. After entering the code they are given at the time of completing their video training they will be officially clocked in and receive pay for the number of hours they have until they clock out.

Whataburger maintains the strict policy of all employees must wash their hands before beginning to work. For employees hands to be properly washed they must first turn on the hot water and rinse their hands, next they will apply 2-3 squirts of soap and lather between 20-30 seconds making sure to clean under the nails. After washing their hands employees will repeat the steps of rinsing and lathering again**.

*Women must make sure that hair is up in a hairnet before working as outlined in the videos at the beginning

**Employees that go on break are also required to rewash hands using the steps above before returning to work, even if they have not left the establishment while on break

CUSTOMER SATISFACTION



Chapter 2: Customer Care

Providing service to customers

Now that employees are ready to begin their official training it is time to start off with that which is very important to Whataburger and that is taking peoples orders in a timely and effective manner while also being friendly and understanding to the customers needs.

Taking orders

The most important tool that employees will be handling while interacting with customers is the cash register. How to properly use the cash register is detailed in the videos but some key areas to point out would be how to delete orders that customers change their mind on and also how to change the toppings on sandwiches and side orders.

Another way that new employees will be taking orders is through the headset. The headset has several modes. When the light is solid green the employee can talk with the customer, a blinking green light means only the employee can hear the customer, and a solid red light means that the headset is off.

Serving the customer

Once a customer has ordered their food it is our job to make sure they are delivered exactly what they are ordered and in a timely manner. First is the making sure to repeat the customers order, this will ensure that the right order is being placed and that they are getting exactly what they ordered. Lastly when the food is delivered to the customer to ask to see if the customer needs anything else such as ketchup, napkins, etc.

Service with a smile

Whataburger is built upon the foundation of good customer service and customer satisfaction is high on our priority list. Whenever a customer comes into the restaurant they are to be greeted by the employee with a smile and “Welcome to Whataburger!” Once the employee takes their order they are to tell them the food will be out shortly and help the next customer. Upon delivering the food to the customer they must smile and ask cheerfully is there anything else that they can do for the customer. Finally as a customer leaves the employee working the front counter must say, “Come back soon!”

Fly page Ch. 3



Chapter 3: Cooking

Intro to cooking

Now that the employee knows how to treat the customer and to deal with taking orders it is time to learn how to actually cook the food. This chapter will involve a different section for the grill, the fryer, the preparation table, and drink station.

Grill

Employees will use this for all main entrée items from hamburgers to grilled chicken. The cook times for each of the items on the menu are pre set into the grill and the employee must only press the appropriate timer for the correct item and cooking will be very easy. Before using the grill it is important to make sure the cook is using the apron that can be found above the grill to prevent any clothing damage from grease. Also it is important that an employee wears gloves while using the grill. After cooking is complete the employee must also make sure to perform proper grill maintenance. This includes cleaning of the spatula of all burned/charred pieces stuck to it, removal of the vents above the grill, which collect smoke coming off the grill and wash thoroughly, and lastly to scrub the grill with the grill scrubber*.

Fryer

As with the grill when dealing with the fryer an apron must be worn. This can be found above the fry station and is to be placed there when cooking is complete. The fryer is much like the grill in that pre recorded times for cooking of various foods have been entered into the fryer and that the employee need only click the appropriate button and wait for the food to finish. Once cooking is complete the oil will need to be changed. This involves completely draining out all of the oil from the fryer and then clearing the debris at the bottom. Once this is finished new oil can be added to the fryer and it is ready for use again**.

*For the last step it is important that the employee wear heavy gloves designated for grill scrubbing

**The oil only needs to be changed every 1-2 depending on how much use it receives more use will result in it needing to be changed once a day

Preparation table

This station is where the various condiments will be added to the burgers and other entrees from the menu. An employee working this station must wear an apron and gloves, as they will be handling food directly. Once an item from the grill has been cooked it is moved to this table where it will be put on a bun or toast and the various items added onto it. It is important for employees working this station to remain stocked on sauce bottles and fresh ingredients as this step in food preparation often takes the longest and is the last before the food is taken to the customer*.

Drink station

Drinks come in four sizes; kids, small, medium, and large. For regular drinks the sizes are the same, but for smoothies it is important to note the scale down in size for example a large smoothie would be placed in a medium drink size and a small smoothie would be placed in a kids drink size. Also the employee working the drink station must be aware of the levels of each of the sodas or tea remaining. For the tea the lid may simply be lifted from the top of the dispenser to determine the amount of tea remaining. To restock the tea employees need to bring the dispenser to the front counter and follow the instructions for making tea, which were learned about in the video. The soda however requires that the employee go to the back of the work area and check the amount of soda left in the case. Changing of the soda is simple, the employee just need to disconnect the hose attached to the case of soda that is depleted and remove it, then place another case of that soda in its spot and re attach the hose.

*This station also has to make the buns for sandwiches so it is important that bun oil is kept at sufficient levels in case of a rush and it is often overlooked causing decrease in productivity

Glossary

“Clock-In”- Term used to define when someone signs into work

Grill scrubber- Device used to clean the grill, has head covered in bristles

Lather- a frothy white mass of bubbles produced by soap or a similar cleansing substance when mixed with water

Index

No Index Entries Found

