

Training the next

Food



Truck



Super Stars



Sound familiar? | hope not.

**The attention you give your
new employee will be the
exact same amount of
attention they will pay
towards the job and your
guests.**



Sound familiar? | hope not.

**The very second you start
an interview you are
training that prospective
employee. Whether you
hire them or not.**



Imitation is not always flattery

What you want:



**How you treat
your staff:**



Imitation is not always flattery

What you get:



How you treat your staff and how you act 'off stage' defines how they will act towards your guests.

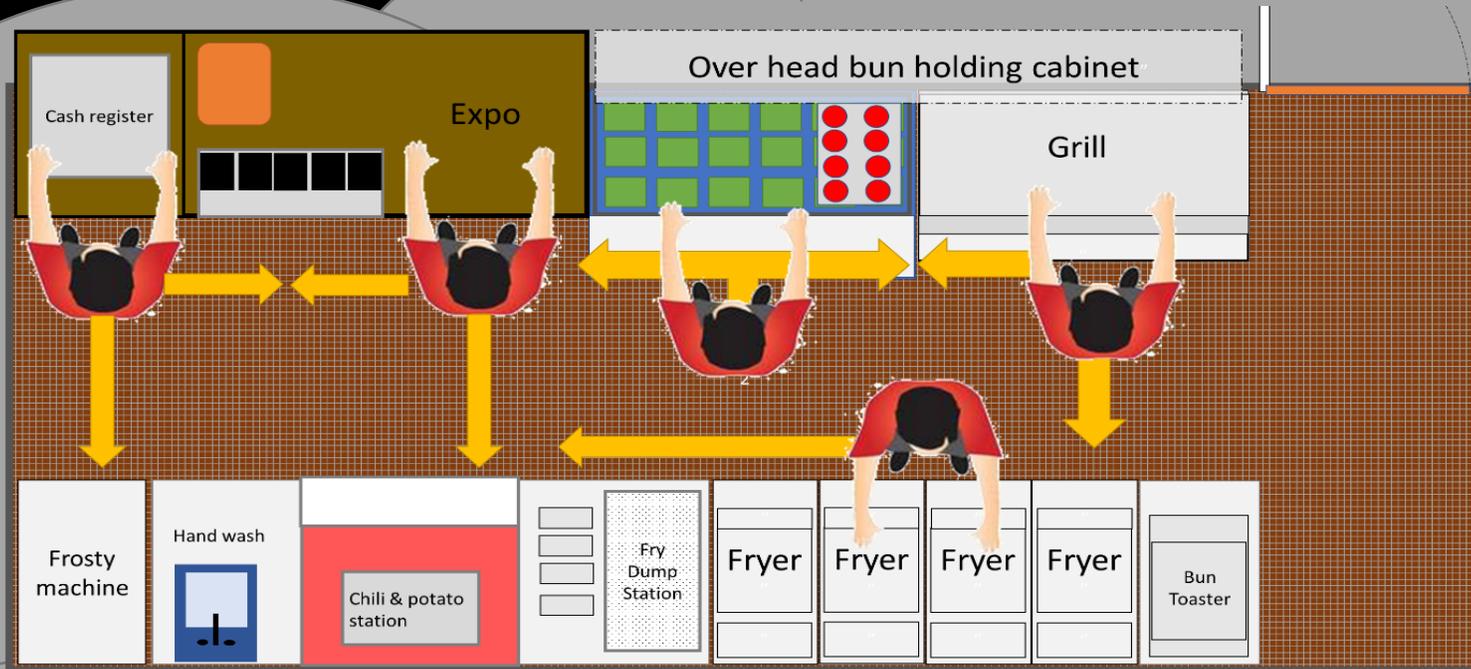
How do you create your superstar employee?

Start with a job description.

Details of what you expect, how the job is performed to your standards along with primary and secondary tasks listed.

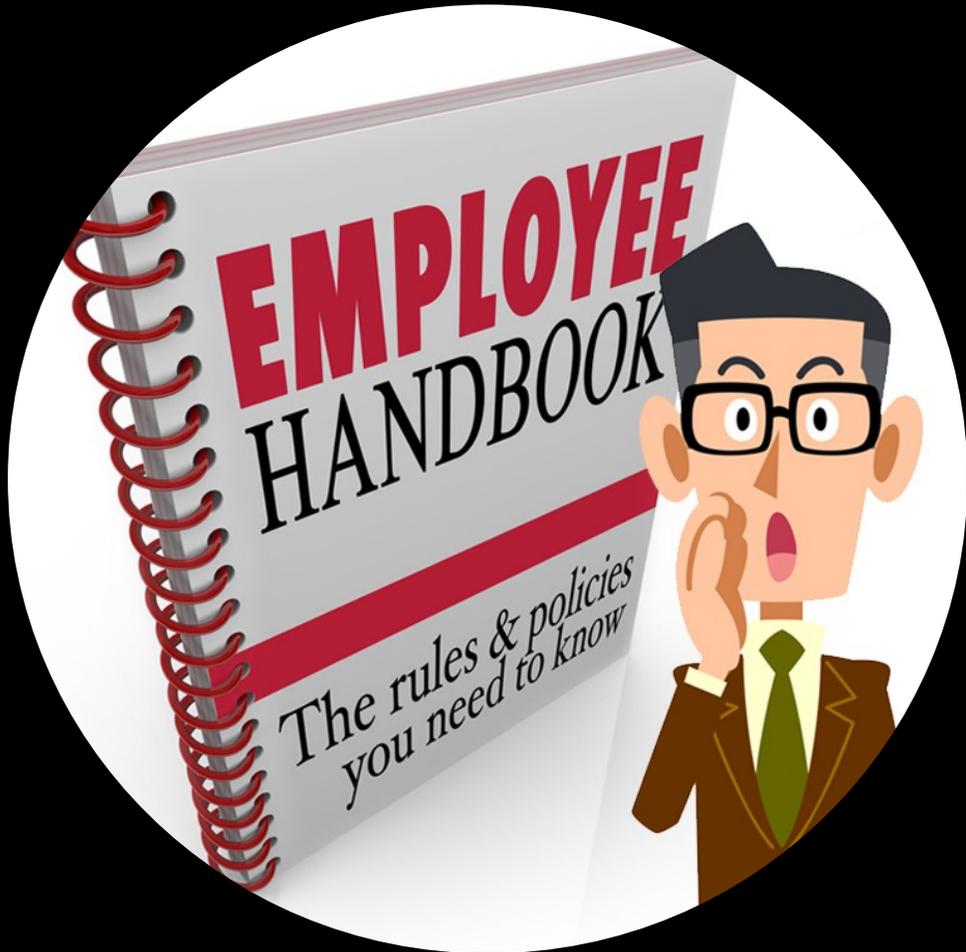


Remember this from the SOS presentation?



Each person knows what to do and how to help the person next to them.

How do you create your star employee?



Determine policies.

Important policies such as call off, tardiness, cash policy, meals, rudeness, insubordination, credit cards, cell phone, smoking, breaks, food handler, etc.

Where do you find your stars?



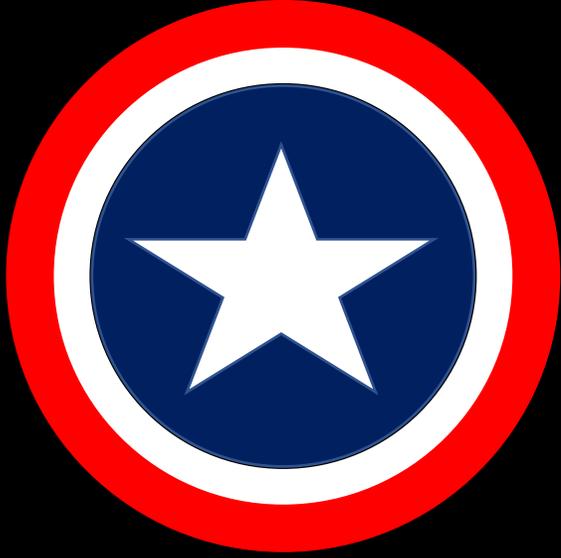
Your own network: church, school, friends & family referrals, past co-workers, current employee referral, guest referral, prospecting competitors. Hospitality programs, college work boards, work programs for disabled, disadvantaged youth programs, civic organizations,
Ads should always be a last resort.

Hold interviews



Just because a close friend referred someone does not mean they are a good fit for your business.

Prepare for the interview, read the application/resume and write down questions using...



S.T.A.R. in your interview prep.

- **Situation:** Ask questions that require them to describe a situation where some characteristic you deem important could be used. Like speed, accuracy, friendliness, patience, urgency, etc.
- **Task:** Have them describe the task/procedures in detail that meets the situation they are describing.
- **Action:** What actions did they perform that helped handle the situation.
- **Result:** Ask for the result of the situation and how their actions made that happen.

Remember S.T.A.R. in your interview prep.



When hiring a cashier with experience listed on the application ask: “Tell me about the longest line you encountered at your last job and how you moved that line quickly.”

Ask clarifying questions to ascertain the tasks, actions and results.

Once you have hired someone time to onboard.

This is when the job description and policies will be explained as well as filling out all the required paperwork.
Then you will...

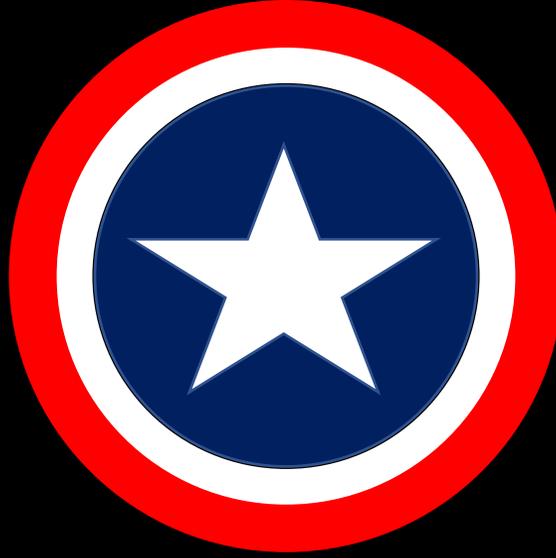


Set aside time to train.



Effective training must be one-on-one. The new hire must be an “extra” person for at least a couple of shifts. Otherwise, all you are doing is creating a frustrated employee that will soon quit. In other words, you have wasted your own time.

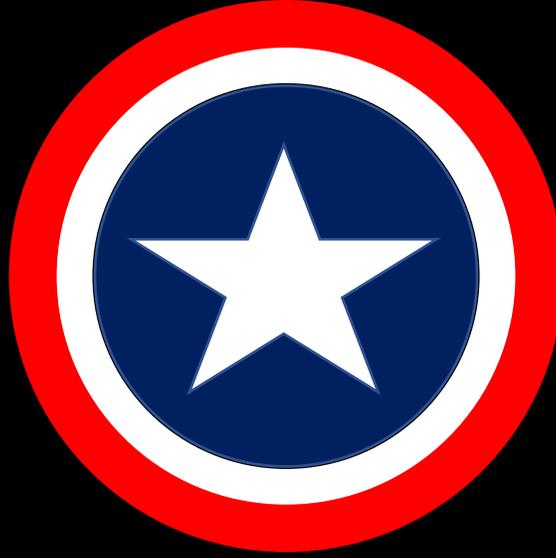
S.T.A.R.T. to train



Show them how to do the task in real time. Explain the details that matter to QSCC

Tell them how to do the task as you do it. Slow motion with key point details to help them understand why you do things the way you do. People like knowing the “why” behind the “how”.

S.T.A.R.T. to train



Allow them to try at their own speed with you watching and enforcing the steps you just explained.

Respond/redirect to their performance with feedback and encouragement. Gently but firmly correct any important steps that were missed.

Thank them for their efforts and encourage.

Next...

**Give them the opportunity to perform the task solo.
But under your watchful eye.**



Become the coach



If million dollar a year athletes need a coach,
so do your \$15 an hour employees.

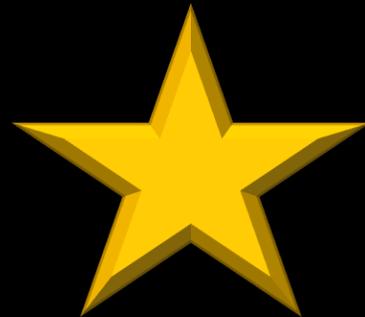


Talk to them, guide them, encourage them, all throughout the shift.

You are the leader, pay attention to the entire operation, not just your tasks in service.

At the end of the day do a mini review of successes and opportunities then “thank your staff for all the hard work.”

Give them a verbal gold STAR!

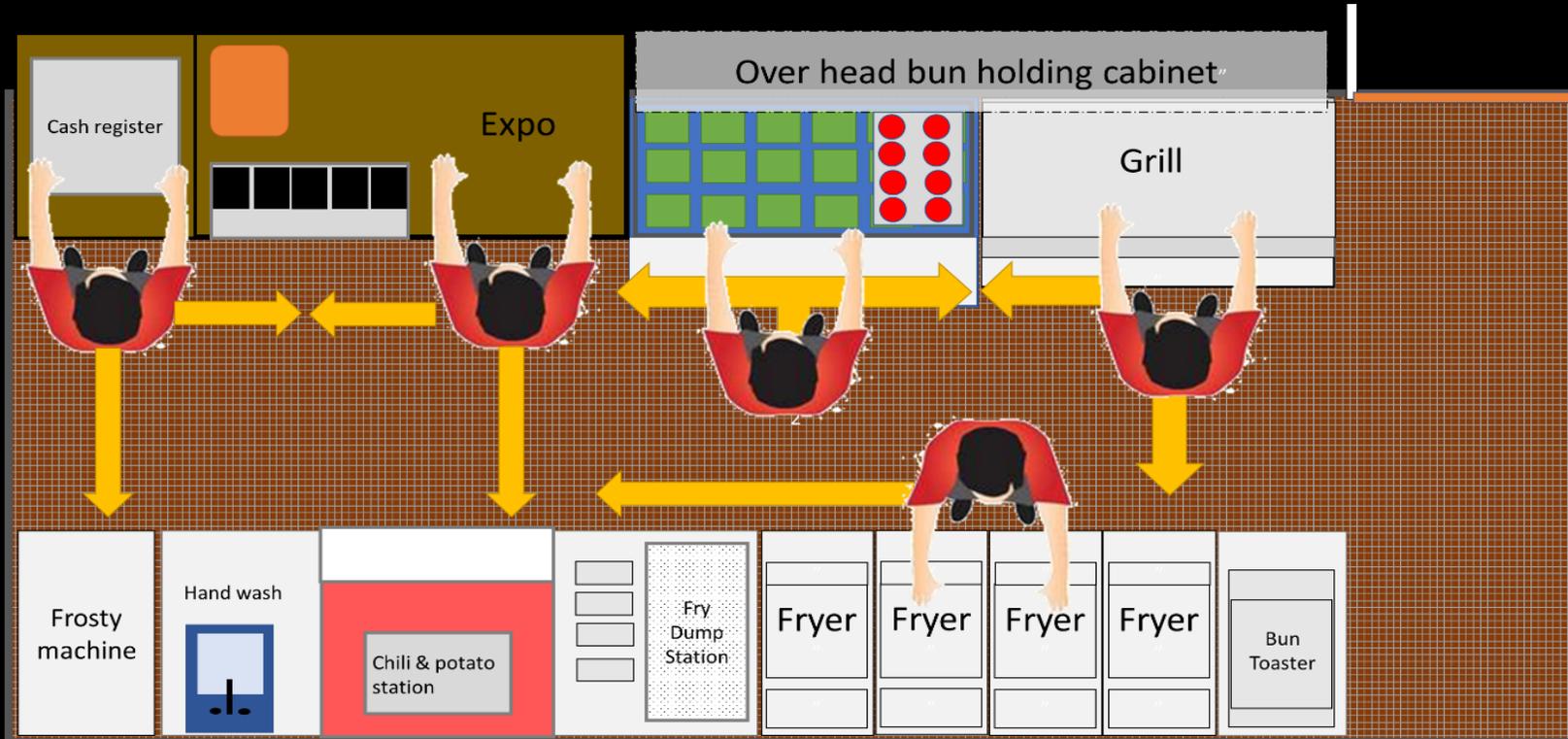


Positioning...

Right people with the skills to do the job quickly and correctly.

Right place for the business needs

Right time for the guest needs



Positioning... Five

Cashier

Expo (PIC)

Sandwich

Grill

Fry

Four

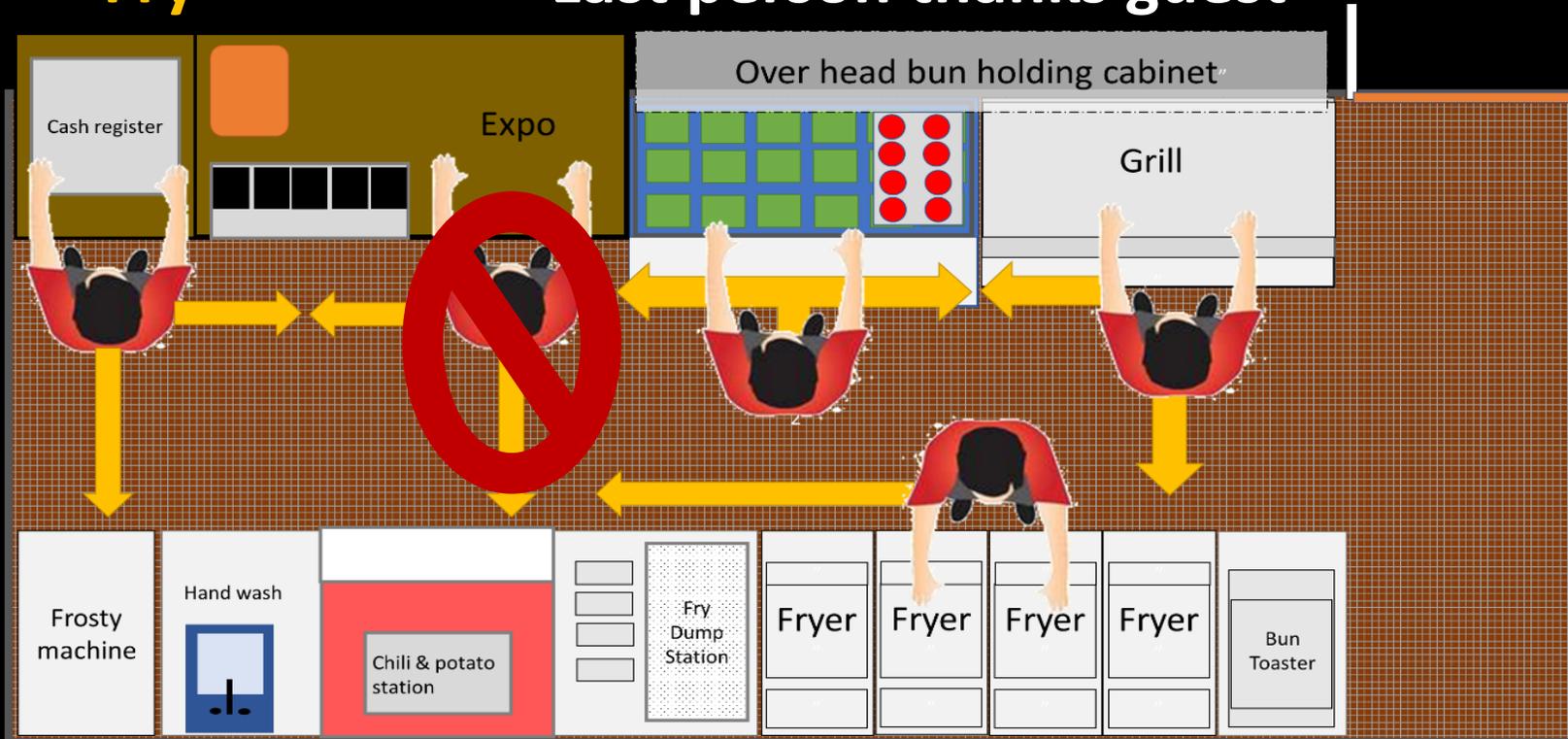
Cashier (some expo)

Sandwich (some expo)

Grill

Fry (PIC) (some expo)

Last person thanks guest



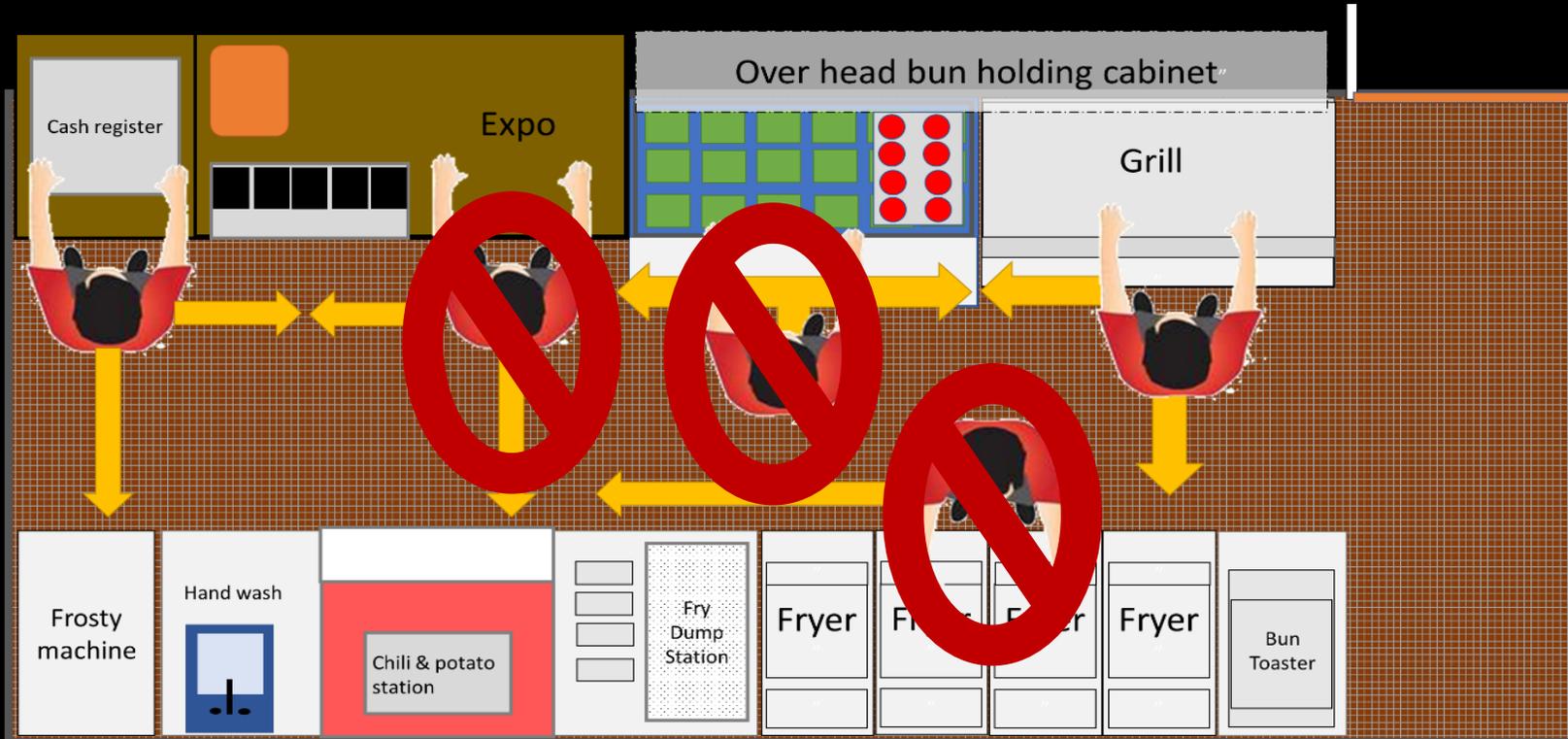
Positioning... Three

- Cashier (more expo)
- Sandwich (PIC) (expo & fries)
- Grill (fries)

Last person thanks guest

Two

- Cashier (all expo)
- Grill (all food) (PIC)



LET'S TALK PAY...

Pay what your area pays for a line cook in a sit-down restaurant.

If hiring entry level (no experience) have a fast-track program to increase wages as competency is demonstrated.

Perks – free meals, off duty discounts, free uniform, tips, etc.

Consider a bonus system based on key metrics for your business.

Job description. Explain the job and how it interacts with the team to produce QSCC standards you expect.

Policies. Predetermined outcomes for behavioral related issues. Then follow it, no matter how it hurts.

Recruiting. Where will you look for staff.

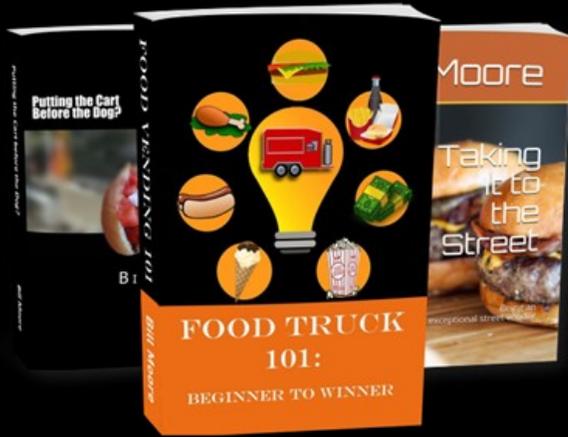
Interview with STAR - Situation - Task - Action - Results.

Train using START - Show - Tell - Allow to try - Respond/Redirect - Thank.

Become the coach and lead your team!

Right people in the right place at the right time

Pay what they are worth to your business



Available at
amazon



FROM CART TO RESTAURANT

**Best training on the planet
for a successful food truck!**

