[COMPANY LOGO]

Kitchen Employee Training & Evaluation Process

Last Updated: 22/01/2024

Employee Responsible: Kitchen Supervisor

Purpose:

To lay out the steps in successfully training a new employee in the [Company Name] kitchen.

Review Procedure:

This procedure document should be reviewed (and updated if necessary) by the **Regional Supervisor** at least **Once Every 2 Months** or immediately after any physical operational procedure steps have been changed at any point.

Procedure Outline

1. Assigning a Trainer
2. Trainer Shadowing
3. "I Do, We Do, You Do" Training Method
4. Employee Evaluation
5. Graduating the Employee

Assigning a Trainer

Purpose: To ensure that new employees are receiving proper training without requiring the focus of the kitchen supervisor.

Goal: The new employee will be comfortable working with our kitchen staff and placed in a good position to ask questions + begin to grow within our estabishment.

Procedure:

1. Each newly hired employee will be appointed a trainer based on the position they have been hired to occupy.
2. The supervisor will decide which qualified employee will assist in the training of the new hire.
3. The appointed trainer must have at least 4 months of experience working in their current position.
4. The supervisor must view the appointed trainer as a qualified and responsible employee.
5. The supervisor is responsible for informing the appointed employee of his temporary training duties
6. Ultimately, the supervisor will be held accountable for the progress and training of the new employee.

Appointed Trainers by Position

Newly Hired Employee Position	Appointed Trainer(s) Position
Supervisor	Supervisor
Cook	Cook / Supervisor
Dishwasher	Dishwasher / Supervisor

Trainer Shadowing

Purpose: To illustrate to the new employee what his/her typical work day will look like, explain basic daily operations, and demonstrate what tasks he/she will be responsible for.

Goal: The employee will have a better understanding of what he/she will be responsible for during a typical work day and how our standard operating systems work.

Procedure:

1. The trainer shadowing process will begin once the employee has completed the onboarding process, and has changed into his/her new uniform
2. The employee will spend the remainder of the work day shadowing his/her assigned trainer
3. The trainer will casually undergo his/her normal operational duties as the new employee closely observes
4. The trainer will explain to the trainee what they are doing as they are working. This will begin familiarizing the new employee what will be expected of him/her
5. The trainer must maintain a positive attitude throughout the shadowing/training process and clearly answer any questions that the new employee may have

6. The new employee may help assist the trainer with small tasks on this day, but should ultimately observe closely and take notes to be prepared to step in on the following day
7. Trainer shadowing will only take place on the first day of employment

“I Do, We Do, You Do” Training Method

Purpose: To efficiently train the new employee on all tasks that he/she will be responsible for in order to independently and successfully occupy their assigned position.

Goal: The new employee can independently complete all tasks that he/she is responsible for quickly and efficiently.

Procedure:

1. The “I do, we do, you do” training method will be the baseline method for how all employees will be trained on every required skill that they must learn to effectively work in (Company Name’s) kitchen.
2. The trainer will be instructed to train the new hire on tasks using this training method (The same way he/she was trained during the early stages of his/her employment).
3. This process will begin as soon as the new hire is appointed a trainer by the supervisor.
4. The order of tasks that new employees are trained on are based on the daily operational flow of their position. Trainers will train the new employees on the tasks that they are incharge of completing that day, from opening, preparing items, cleaning, closing, etc.
5. This training process will take place for each task until the employee is able to successfully, consistently, and independently perform all of his/her necessary operational duties.

6. The supervisor will follow the same training process when he/she is training a new employee.

1. I Do:

➔ "I" as in the appointed trainer, will clearly demonstrate and explain to the new employee how to complete the required skill at hand.
➔ This is an appropriate time for the trainer to explain any helpful tips in relation to effectively and quickly completing the task.
➔ The trainer will be responsible for answering any questions that the new employee may have.
➔ The first day of the new staff member's employment will consist mainly of the "I Do" method.

2. We Do:

➔ After the trainer has clearly demonstrated the task at hand, the next step will be for the trainer and the new employee to perform the task together.
➔ The trainer will closely observe the new employee as he/she is performing the task, and will correct any mistakes that the new employee might make.
➔ This is the first time that the employee will be handling this task, so the trainer must be patient, and help the employee with any issues he/she is facing during this process.

3. You Do:

➔ The last step of this training process will ensure that the new employee is able to complete the entirety of the task on their own.
➔ The trainer will step back and allow the employee to handle the task independently.

➔ The trainer will still be responsible for observing the progress of the employee during this time to ensure that the staff member is performing the task properly.
➔ The trainer must correct any errors being made by the employee until he/she can consistently complete the task accurately.

Employee Evaluation

Purpose: Manage the progress of the employee's abilities throughout the training process to evaluate what actions must be taken moving forward.

Goal: Ensure that the employee is fit for the position he/she has been hired to occupy.

➔ The employee evaluation will be conducted by the supervisor with the assistance of the new employee's appointed trainer
➔ The employee evaluation will begin **7 work days** after the first official employment day of the new employee

1. **Training Checklist Procedure:**

1. Each employee will be evaluated based on their position's set checklist.
2. On the first day of the new hire's employment, the supervisor will sit down with the employee to review the

checklist in order for the new employee to be familiarized with what is expected of him/her.

3. The supervisor will be incharge of observing the new employee's performance ability progress and completing this form.
4. The supervisor will begin filling out the checklist form exactly 7 days from the start of the new employee's start date.
5. The supervisor will observe each task that the employee is responsible for.
6. The supervisor will use his/her judgment, along with the judgment of the trainer to numerically rate the performance quality of the new employee's ability to complete a certain task.
7. The supervisor will only approve and record the task onto the training checklist if he/she believes the employee's performance quality of the task is considered to be over "2".
8. The numerical value will be determined in accordance with the performance rating scale document.
9. Once the supervisor approves of the performance ability for the given task, he/she and the employee will both sign their initials next to the task description on the evaluation checklist.
10. If the supervisor does not yet approve of the employee's ability to complete a task, he/she will leave this box blank, and re-evaluate the employee on this ability after 3 full work days.
11. If the employee has not been approved for all of the abilities after 31 days from the evaluation's start date, the supervisor will be required to sit down with the employee to discuss the flaws in the employee's abilities.

2. **Gathering Additional Information:**

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To help in making the decision of whether or not the new employee is ready to graduate from a trainee to an independent employee, the supervisor shall do the following:

1. Speak with the new employee's assigned trainer privately and ask for their thoughts on the attitude, work ethic, and overall abilities of the new employee. Write down any valuable notes from this conversation.
2. Speak to a selected few trusted employees one-on-one and ask for their thoughts on the attitude, work ethic, and overall abilities of the new employee. Write down any valuable notes from these conversations.

Graduating the Employee

Purpose: To begin to shift focus back onto operations/other trainees, and officially unassign the appointed trainer.

Goal: Shift supervision focus back onto official operations, use the employee as an asset, and consider the employee for future promotions.

➔ Follow the "Employee Evaluation Procedure" procedure to officially graduate a new employee from the training process.

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Monitoring

The training process will ultimately be monitored and updated by the regional supervisor.

SIGNATURES

Signatures from employees and management to confirm that they have read and understand procedures.

Staff Member Name	Signature	Date

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