

Welcome to the team.

ORIENTATION

AUSTIN'S COFFEE CRAFTERS

Orientation.

Introduction

Clock-in
Check New Hire Packet
Inspiration Behind Austin's
Team Norms
Team Structure

Operating Practices

Telephone Etiquette
Schedule/Clocking-In/Out
Attendance Expectations
Sick
Chatting
No Tolerance Policy
Wages & Tips
Break & Meal Periods
Beverage & Food Benefit
Personal Appearance

Customer Service

Cafe Ambiance/Greetings
Orders (Cafe vs Drive Thru)
TOAST (POS)
Quality | Presentation | Speed
Know the Menu

Menu

Counter Culture
Beverages
Eats
Allergies
No vs. Substitute
Your Favorites

Responsibilities

Stations
Shift Checklist
Closing Checklist
Food & Drink Prep

Health & Safety

Communication is Key
Ware-Washing
Cleanliness at ALL Times
Knife & Slicer Safety

Next Steps

Training Plan