



On The Job Training (OJT) Certification: Store FOH Closing

Trainee Name:	Employee ID:	Date
Module Title:	Store FOH Closing Process	Module #:
		GB-OJT-V4-S10-001
Perform tasks in accordance with Section 10.0, Store Closing Process	Store #:	
<p>The Go Burrito OJT (On the Job) Training Certification process consists of four steps:</p> <p>DESCRIBE: The Trainer will DESCRIBE the process while the Trainee LISTENS</p> <p>DEMONSTRATE: The Trainer will DEMONSTRATE the process while the Trainee WATCHES (coaching)</p> <p>PERFORM: The Trainee will PERFORM the process while the Trainer OBSERVES</p> <p>VALIDATE: The Trainer will VALIDATE that the training has been completed correctly. If not, the Trainee will REPEAT the process until they achieve certification.</p> <p>Each step of the OJT Form must be signed off on. Once completed, this form is placed in the employee's file.</p>		
<p>STEP ONE: DESCRIBE</p> <p>Trainee: Your signature on this section certifies that you have received verbal instruction on the process steps by the Trainer and understand them.</p>		<p>_____</p> <p>Trainee Signature Date</p> <p>_____</p> <p>Trainee Printed Name</p>
<p>STEP TWO: DEMONSTRATE</p> <p>Trainee: Your signature on this section certifies that the process steps have been demonstrated for you by the Trainer and that you understand you have time to practice them independently.</p>		<p>_____</p> <p>Trainee Signature Date</p> <p>_____</p> <p>Trainee Printed Name</p>
<p>STEP THREE: PERFORM</p> <p>Trainee: Your signature on this section certifies that you have had sufficient time to practice the process steps and are ready to begin the validation phase of the training.</p>		<p>_____</p> <p>Trainee Signature Date</p> <p>_____</p> <p>Trainee Printed Name</p>
<p>STEP FOUR: VALIDATE</p> <p>Trainer: Your signature on this section certifies that the Trainee has performed the process completely and correctly under your observation.</p>		<p>_____</p> <p>Trainer Signature Date</p> <p>_____</p> <p>Trainer Printed Name</p>



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Process (What is being tested)		Knowledge (The answer is in parentheses.)				Answer	
						C	IC
O	P						
1	Store Closing Process			1.1.1 What is the purpose of the Store Closing Process? <i>(Answer: The Store Closing Process provides the instructions needed to successfully close a Go Burrito if you are a Front of House employee.)</i>			
				1.1.2 What time can you lock the door and turn off the open sign? <i>(Answer: At 11PM.)</i>			
				1.1.3 Do we turn down customers who come in at 10:55pm? <i>(Answer: No, it is policy to serve any and all customers who walk in before 11PM.)</i>			
				1.1.4 When do we turn off the tvs? <i>(Answer: At 11PM)</i>			
2	First Cut			1.2.1 What must be completed before a manager can “cut” an employee from the Front of House? <i>(Answer: All backups must be completed that are written on the white board.)</i>			
				1.2.2 If you are scheduled out at 9PM but it is still busy and backups need to be done, what should you do? <i>(Answer: Finish your backups. It is common for the person who is first cut to stay until business slows down and all backups are completed.)</i>			
				1.2.3 What must a person who is first cut do cleaning wise? <i>(Answer: They must always do a “floor check” which means they clean dirty tables, sweep as needed, bring back dirty trays/baskets and empty any trash that needs to go out.</i>			
3	Closing the Line			1.3.1 What should you do to tortillas that are open? <i>(Answer: Wrap the tortillas securely.)</i>			



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		1.3.2 What equipment for the Front of House can be turned off at 11PM? <i>(Answer: You will turn off the chip warmer, the cold line, the hot line, the queso pumps, the panini, and the steamer. The warmer will be turned off if no bar food is being served.)</i>					
		1.3.3 What items will go into the blast chiller at 11PM? <i>(Answer: Turn off the hot well knobs. You will put lids on the hot line food and any pans in the warmer, and then put them into the blast chiller on an auto, hard shock. If there will be bar food, leave one chicken, ground beef and queso in the warmer. Once the food reaches a temperature below 41 degrees it can all be transported to a cart where the pans will need to be labelled and then put into the walk in.)</i>					
		1.3.4 What items on the hot bar are not saved for the next day? <i>(Answer: We do not save any grilled vegetables or fries. Steak should be a very minimal amount left. This can be pushed for bar food or thrown out. Always record any waste. If you wish, you can attempt to reheat steak the next day. Put into the oven with a little beef broth at 250 degrees. Test the steak to see if it is tender once heated. If it is, mix it with the fresh cooked steak for the day.)</i>					
		1.3.5 What must be done to the hot wells to clean them? <i>(Answer: You will drain the hot wells by turning the handle underneath the bar. If your restaurant does not have drains, you will need to shop vac the water out. Proceed to clean the inside of the wells with a stainless steel scrub and degreaser. Wipe the inside afterwards with a damp towel. Wipe the surrounding areas.)</i>					
		1.3.6 How do you close the cold line? <i>(Answer: Make sure the well is turned off by turning the switch to the down position underneath the bar. You will put lids on all of the cold items and put them onto a cart.)</i>					



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		O	P	1.3.7 How do you clean the cold line? <i>(Answer: Once all the food pans are removed, you will take out all dividers and take to the dish pit. Use a dough scraper to scrap the food that is inside of the well and pull it out. Use a hose or pitchers of hot water to rinse out the inside of the well so that there is no food left in it and the well is clean. Spray sanitizer on the inside once finished. Clean around the area.)</i>			
				1.3.8 How do you close the sauce pump station? <i>(Answer: You will need to make sure the sauce pump base has been turned off and that the queso inset has been removed. Take the sauce pump to the dish pit and put the body into the detergent water. Pump until the water from the spout comes out clear. Get a pitcher of hot soapy water and disassemble the pump and clean the parts as you put them in the pitcher. Leave the larger parts for the dish washer to clean. Use a brush and cleaner to scrub the inside and outside of the sauce pump base and the surrounding area as needed. Set the pitcher in front of the sauce pump base.)</i>			
				1.3.9 How do you close the panini area? <i>(Answer: Make sure the panini is turned off. Scrap the plates and ensure there is no build up. You want the press to keep a layer of dark. Cleaning it too much causes food to stick during the grilling process. Use a damp cloth and wipe the outside of the panini. Clean the area surrounding the panini as well. Make sure the handles are clean and carefully sanitize the handles.)</i>			
				1.3.10 How do you close the steamer area? <i>(Answer: Make sure the steamer (or Rolling Tortilla Warmer) is turned off. Take off any removable parts and take to the dish pit along with the taco holders. Wipe the unit down with a damp cloth and all surrounding areas.)</i>			



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		1.3.11 How do you close the chip warmers? <i>(Answer: Make sure the chip warmers are turned off. Unplug the unit. Remove all chips. Use a damp cloth to wipe the inside and outside of the unit, especially the fan located inside the warmer. If the build-up warrants it, use a stainless steel scrub and cleaner to get the build-up off. Do not directly put water into the warmer. Empty the chip tray. Spray the unit lightly with sanitizer. Let dry overnight.)</i>					
		1.3.12 What do you do with the cutting boards? <i>(Answer: Take the panini cutting board to the dish pit along with the knife and turner. The line boards will be cleaned with hot soapy detergent water and then rinsed. You will then sanitize the boards and sit them over the hot line to dry overnight.)</i>					
4	Closing the Salsa Bar	1.4.1 What's the first step in closing down the salsa bar? <i>(Answer: You will change out the salsa bowls so that they can be covered with lids. The bowls will need to be labelled and then put onto the same cart that the cold line items are. The cart will be pushed into the walk in.)</i>					
		1.4.2 How do you empty the ice in the salsa bar? <i>(Answer: Use a large Cambro and scoop to fill the Cambro with the salsa bar ice. Dump into the mop closet drain. Once you have a small amount of ice left, use a pitcher with hot water to melt the ice and clean the inside of the well. If your well has bottom drain pans, remove them and take to the dish pit.)</i>					
		1.4.3 Do we save the tea? And what do we do with the nozzles and filter? <i>(Answer: No, pour out the tea urns in the kitchen. Remove the nozzles and put into a pitcher with soda water. The dish washer will clean the urns and the filter. Wipe the entire area and the tea machine to ensure there are no spots of sugar anywhere.)</i>					



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		1.4.4 How do we close the drink machine? <i>(Answer: Turn the unit off by turning the key on the side. Remove the nozzles and put them in the pitcher of soda water that the tea nozzles are in. Wipe the unit down well and make sure the ice machine remains on.)</i>					
5	Closing the Dining Areas			1.5.1 After cleaning the tables and chairs, where are the chairs placed? <i>(Answer: Stacked on top of the tables in a way that they will not easily fall)</i>			
				1.5.2 What should be done before mopping? <i>(Answer: Thoroughly sweep the floor.)</i>			
				1.5.3 Where are the mop, mop bucket and cleaner located? <i>(Answer: In the utility room in the kitchen.)</i>			
				1.5.4 What direction do you mop in and where do you start? <i>(Answer: Left to right motion, starting at the front of the store.)</i>			
				1.5.5 What cleaner is used for floors? <i>(Answer: Industrial, no-rinse floor cleaner, prepared according to manufacturer instructions.)</i>			
				1.5.6 When do you change the water? <i>(Answer: When it is noticeably dirty.)</i>			
				1.5.7 What should you do with mops and brooms once the cleaning is finished? <i>(Answer: Rinse mop in utility sink until clean and twist to remove the water. Hang mop on rack and ensure mop is off the floor. Mops and dust brooms need to hang from rack and without touching the floor. A mop or dust broom left on the floor will be written up as a health and safety violation by the health inspector.)</i>			



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OJT Program Overview

The **Go Burrito** OJT Training Certification process consists of four primary steps:

- DESCRIBE:** The Trainer will DESCRIBE the process while the Trainee LISTENS
DEMONSTRATE: The Trainer will DEMONSTRATE the process while the Trainee WATCHES
PERFORM: The Trainee will PERFORM the process while the Trainer OBSERVES
VALIDATE: The Trainer will VALIDATE that the training has been completed correctly. If not, the Trainee will REPEAT the process until they achieve certification.

Each step of the OJT Form must be signed off on below by the appropriate person. Once completed this form is placed in the employee's file.

CODES:

Codes on the OJT indicate completion of the steps in the training process. The Trainer will check the appropriate column for each action as follows.

- O** "observe" The Trainee has observed the process performed by the trainer at least once.
- P** "perform" The Trainee has performed the process and been observed by the Trainer.
- C** "correct" The answer provided by the Trainee for this question is correct.
- IC** "incorrect" The answer provided by the Trainee for this answer is not correct.

TRAINEE RESPONSIBILITIES:

- GENERAL:** Read the latest revision and changes of the process
- STEP ONE:** Carefully listen as the process is described by the Trainer.
- STEP TWO:** Confirm that you have had the process steps described and demonstrated to you, and that you are ready to practice them independently.
- STEP THREE:** Confirm that you have had sufficient time to practice the process steps, and are prepared to perform them for the Trainer as they have been shown to you, completely and accurately.
- STEP FOUR:** Receive verification from the trainer for successful completion or repeat as needed.

TRAINER RESPONSIBILITIES:

- GENERAL:** Train in groups of three or smaller. Observe and verify processes on a one-on-one basis. Return the OJT form to the Manager for filing when complete.
- STEP ONE:** Carefully read through the process to the Trainee, discussing each step.
- STEP TWO:** Carefully demonstrate the process to the Trainee, showing each step.
- STEP THREE:** Observe the Trainee perform each step of the process and give feedback as needed.
- STEP FOUR:** Validate Trainee performance as acceptable or repeat the certification process until Trainee's performance is acceptable.

MANAGER RESPONSIBILITIES:

- Provide Trainers with the latest revision of processes.
- Make certain that all Trainees are scheduled for the certification as quickly as possible.
- Review the OJT Form for completeness and accuracy, then place it in the Trainee's employment file.