

DAY THREE: “Trainer Shadows the Trainee”

	TASK	LEARNING OBJECTIVE	INSTRUCTIONAL STRATEGIES	RATIONALE
1 ST -2 ND HOUR	1. Line-up	<ul style="list-style-type: none"> <i>Understanding of Company Policies</i> 	<ul style="list-style-type: none"> Meet for line-up with the rest of the staff Discuss how the day will proceed 	<ul style="list-style-type: none"> All the employees meet everyday for line-up Serves as an introduction to the day Adds structure to the shift
	2. Set-up Station	<ul style="list-style-type: none"> <i>Recipes and Execution</i> 	<ul style="list-style-type: none"> Trainee sets up the station on his/her own While not physically helping, the trainer should encourage questions and offer guidance and feedback when they are asked 	<ul style="list-style-type: none"> Serves as an assessment tool to see what was retained from the day before and whether the trainee is ready to be on his/her own; too often trainers end up doing all the work which only thwarts the instructional process Hands on approach aids retention Trainer serves as a job aid
	3. Prep	<ul style="list-style-type: none"> <i>Recipes and Execution</i> 	<ul style="list-style-type: none"> Trainee should go over the prep list Trainer should frequently give the Trainee feedback Trainer should give hints before out right telling the trainee what he/she is doing incorrectly 	<ul style="list-style-type: none"> By doing this on alone, the trainee can demonstrate his or her ability to follow a prep list Reminds the trainee that he/she is not all alone Encourages problem solving The preparation of certain items is the similar if not the same as others, thus linking to other procedures can be beneficial
3 RD HOUR	1. Quality Check	<ul style="list-style-type: none"> <i>Safety and Sanitation</i> <i>Recipes and Execution</i> 	<ul style="list-style-type: none"> The trainee should prepare every item for the quality check The trainee should taste every item with the trainer A manager should offer direct feedback 	<ul style="list-style-type: none"> Serves as an assessment tool to see what was retained from the day before and whether the trainee is ready to be on his/her own Serves as a self-assessment tool (i.e. does it taste right?); gives trainer a chance to give feedback Offers management a chance to see where the new employee is at with his/her training and it offers a chance for management to give constructive criticism
3 RD -7 TH HOUR	1. Trainee runs the shift	<ul style="list-style-type: none"> <i>Understanding of Company Policies</i> <i>Safety and Sanitation</i> <i>Recipes and Execution</i> 	<ul style="list-style-type: none"> Trainer should be a fly on the wall while the trainee runs the shift Trainer should give constant feedback Occasionally verbally quiz trainee on recipes, temperatures and rules 	<ul style="list-style-type: none"> Learning recipes and rules is one part of the job, the trainee must also learn to communicate effectively, manage time, and prepare every item according to the recipe in a timely manner; modeling a trainer teaches a trainee some of the nuances of this; further, feedback from management helps reinforce the effectiveness of this (Smith & Ragan, 1999). Feedback helps shape trainee’s behaviors; most “new” employees will not continue to do something if they know it is wrong Verbal quizzes keep trainee thinking about safety, sanitation, rules and recipes
8 TH HOUR	1. Close Shop	<ul style="list-style-type: none"> <i>Understanding of Company Policies</i> <i>Safety and Sanitation</i> 	<ul style="list-style-type: none"> Trainee should breakdown the station Trainer should wait till the end and give feedback Management should checkout the station 	<ul style="list-style-type: none"> The feedback is useful because it helps break bad habits learned at other restaurants.
	2. Assessment:		<ul style="list-style-type: none"> Trainee should take the final test Wrap-up with a manager Plans for the following day Remind trainee of the final test which will cover recipes, safety and sanitation, and company policies 	<ul style="list-style-type: none"> Assesses whether the trainee has learned what is expected Gives management a chance to get feedback from the trainee on whether he/she is ready, the training process, etc. A chance to brief the trainee on the occasional future performance evaluations