

# 5 Star Team Member



## Training & Orientation Guide



**BROADWAY**  
Restaurant Group



**NAME**

# Day 1 - Introduction

Welcome to the Broadway Family! We are so happy that you are a part of our team.

Your training is very important to us and we want to make sure you start out on the right foot. Your training will provide you with a strong foundation of our company values and the standards for your position.

Below is your "First Day Card" to help you keep track of any important information you will need along the way!

## First Day Card

<b>My Store:</b> (store name and number)	
<b>My Store Phone #:</b>	
<b>My General Manager:</b>	
<b>My General Manager's Phone #:</b>	
<b>Clock In #:</b>	
<b>BKU User name:</b>	
<b>* UltiPro User name:</b>	

*\*To view check stubs, visit [www.nw16.ultipro.com/Login](http://www.nw16.ultipro.com/Login) You can also download the UKG Pro on your mobile device.*

# Day 1 - Introduction

Use this checklist to keep track of the training you have completed.

## DAY 1

Orientation

Training Subject	Assignment	Sign Off (initial)	
		Trainee	Trainer
Onboarding	All tasks checked off		
Learning Review	Sign-off completed by trainer		
BKU	Complete Orientation BKU		

## WEEK 1

Getting to Know BRG

Goal Focused	Goals Pop Quiz		
People Oriented	Respect Pop Quiz		
Service Obsessed	Service Obsessed Pop Quiz		
The BRG Vision	Vision Pop Quiz		
The Policies	Initialed and signed off on all policies		
Shoes for Crews	Signed off on Shoe Policy		
BKU	Complete Week 1 BKU		

## WEEK 2

5 Star Player

5 Star Player #1	Friendly & Helpful Pop Quiz		
5 Star Player #2	3 Systems Pop Quiz		
5 Star Player #3	Proper Hand Washing Pop Quiz Travel Path Pop Quiz		
5 Star Player #4	All policies initialed and signed off		
5 Star Player #5	3 New Things Pop Quiz		
BKU	Complete Week 2 BKU (if applicable)		

## WEEK 3

Guest Service

C.A.R.E.	C.A.R.E. Word Search Pop Quiz		
BRG Motto	Problem Pop Quiz		
B.L.A.S.T.	B.L.A.S.T. Pop Quiz		
BKU	Complete Week 3 BKU (if applicable)		

## WEEK 4

Start with Safety

Start with Safety	Signed off on current Start with Safety Poster		
Slips, Trips & Falls	Aware of BRG Shoe Policy		
Dry Mop	Demonstrated Dry Mopping to Trainer		
BKU	Complete Week 4 BKU (if applicable)		

## Final Sign Off

Once the Training & Orientation Program is complete it is the responsibility of the employee to retain this book for future reference.			
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**BROADWAY**  
Restaurant Group

# ORIENTATION GUIDE



General Manager



Culture



Trainer



Team Member

### Tasks

- Onboarding completed UKG
- Handbook sign-off\_\_\_\_\_
- Setup Sicom\_\_\_\_\_
- Thumbprint\_\_\_\_\_
- First Pay Day \_\_\_\_\_
- BKU user\_\_\_\_\_
- BKU Password\_\_\_\_\_
- Give uniform & schedule\_\_\_\_\_
- Show training book\_\_\_\_\_
- Assign trainer:\_\_\_\_\_

### The Broadway Way

- Love the guest
- Help each other
- At Broadway we say YES

### Learning Plan

- Tour of store\_\_\_\_\_
- introduce to the team\_\_\_\_\_
- Show zone duties\_\_\_\_\_
- Show work stations\_\_\_\_\_
- Discuss uniforms\_\_\_\_\_
- Work hip to hip training.\_\_\_\_\_

### Responsibility

- Get non-slip shoes\_\_\_\_\_
- Come work ready and with a positive attitude\_\_\_\_\_
- Start planning goals for career path\_\_\_\_\_
- Get started on  
Orientation Videos:  
 \_\_\_ Welcome to Burger King  
 \_\_\_ Handwashing  
 \_\_\_ Food Safety  
 \_\_\_ Cleaning Safety  
 \_\_\_ Deep Cleaning  
 \_\_\_ Safety & Security

.....

New Team Member\_\_\_\_\_ Date\_\_\_\_\_

Store #:\_\_\_\_\_ Phone #:\_\_\_\_\_

General Manager \_\_\_\_\_

## Onboarding

The first thing that you and your manager need to ensure is that all of your Onboarding has been completed. Use the checklist below to mark off each item once it is complete.

### Onboarding Checklist

- ALL Onboarding requirements complete.  
*(I-9 forms, W4 paperwork, Employee Handbook etc.)*
- I have the UltiPro App on my phone and know how to sign-in.
- I have either received a pay card or set up direct deposit.
- I have learned the time clock set-up so that I can clock-in and get paid.
- I have received my uniform including shirts, hat and name badge.
- I am wearing slip-resistant shoes.
- My first pay date is \_\_\_\_\_.
- I have a user name and password for BKU.
- My manager has taken me on a tour of the restaurant and introduced me to the team.

#### During the tour I saw:

- All exits
- Hand washing sinks
- King Board and Command Station
- Location where time off is submitted
- Manager's office
- First aid kit
- SDS Sheets & GHS Pictogram Poster
- Start with Safety Poster & Sign-off Sheet
- Training area
- Respect Poster
- Workers Comp Panel of Doctors (if applicable)
- Fire suppression system
- Designated smoking area (Inside dumpster corral)

# Day 1 - Orientation

## Hand Washing

Hand washing is the single most effective way to prevent the spread of germs. It is important that you understand when to wash your hands and are able to demonstrate the proper technique.

### When to Wash Hands...

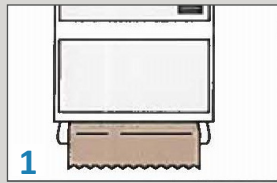
- Every time you enter the restaurant kitchen  
*(after checking dining room, using restroom, etc.)*
- Before starting your shift
- Before:
  - Putting on gloves
  - Preparing salad or produce
  - Any food preparation
  - Handling raw food
  - Changing stations
- After any possibility of contamination, such as:
  - Using the rest room
  - Sneezing or coughing
  - Using a tissue
  - Taking out the garbage
  - Stocking or removing inventory from the walk-in cooler/freezer
  - Touching hair, clothing or unsanitized skin/body parts
  - Performing non-food handling tasks (cleaning, sweeping, mopping, etc.)
  - Smoking or chewing gum
  - Cleaning
  - Taking a break
  - Eating or drinking
  - Handling money
  - Touching dirty utensils
  - Before entering the walk-in remove gloves
- At least once per hour while on the job



## Hand Washing Continued

Follow these steps every time you wash your hands to ensure you are doing it correctly.

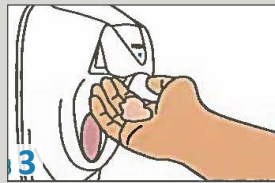
### HAND WASHING/LAVADO DE MANOS



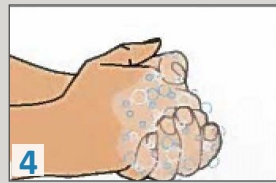
**1** First pull down paper towel.



**2** Wet hands with hot water.



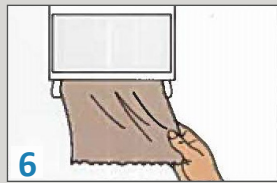
**3** With one push, dispense hand soap into palm; soap and lather hands and exposed arms.



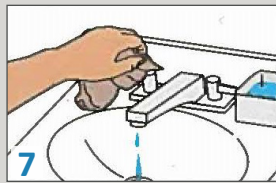
**4** Rub hands together for 20 secs, cleaning between fingers and under nails.



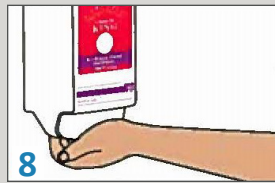
**5** Rinse thoroughly in hot water.



**6** Dry hands using single service towels.



**7** Use your paper towel to turn off water.



**8** Apply hand sanitizer and rub hands together until dry.



**9** When applicable, place gloves on air-dried hands. Remove when soiled, damaged, or before switching tasks. Wash hands before re-gloving.

# Day 1 - Orientation

## History of Broadway Restaurant Group

Broadway is a franchisee of Burger King.

### BRG WAS FOUNDED

Henry Delouvrier & Christine Apold founded BRG, starting with 7 restaurants in St. Louis, MO.

2016

### Acquired 3 BKs, opened 2 new BKs

BRG added 5 locations in the St. Louis area.

2017

### Acquired 23 BKs, opened 4 new BKs

BRG acquired Liberty Restaurant Group's 23 BKs in St. Louis, and also expanded with new locations Southwestern, MO

2018

### Acquired 19 BKs, opened 6 new BKs

BRG acquired Ghai Management's 19 BKs in Central MO and Southern IL. Expanded footprint to Joplin, MO.

2019

### Opened 3 BKs

BRG opened 3 new BK's during the global COVID pandemic spanning from Springfield, MO to Hazelwood, MO.

2020

### Acquired 6BKs

BRG acquired LAD Management Group in Quincy, IL and Iowa.

2021





# Training Checklist



EMPLOYEE NAME: \_\_\_\_\_

START DATE: \_\_\_\_\_

DAY 1 - 5 hour shift	EMP INITIAL	MGR INITIAL	DATE COMP
10 Minutes <b>GUEST AMBASSADOR COURSES</b>  REQUIREMENTS: Daily & Weekly Cleaning			
25-30 Minutes <b>FRONT COUNTER SERVICE COURSES</b>  Include tips for order accuracy and very complicated orders.			
10 Minutes <b>OVERVIEW:</b>  Script, taking guest names, upselling <b>YOU RULE!</b>			
4 Hours 10 Minutes <b>POSITION:</b>  Front Counter			

DAY 4 - 5 hour shift	EMP INITIAL	MGR INITIAL	DATE COMP
15 Minutes <b>DEMONSTRATE PREP:</b> Condiments and ingredient prep.			
15 Minutes <b>OVERVIEW:</b> Cut resistant gloves - how to use & storage, cleaning & storing slicers, prep station, fresh & ready chart.			
4 Hours 30 Minutes <b>POSITION:</b>  Drive Thru Order Taker			

DAY 2 - 5 hour shift	EMP INITIAL	MGR INITIAL	DATE COMP
15 Minutes <b>OVERVIEW:</b>  Prepare sanitizer buckets, shakes, ice cream, tea and coffee.			
4 Hours 45 Minutes <b>POSITION:</b>  Front Counter			

DAY 5 - 5 hour shift	EMP INITIAL	MGR INITIAL	DATE COMP
45 Minutes <b>EXPEDITOR COURSES</b>			
4 Hours 15 Minutes <b>POSITION:</b>  Point Guard			

DAY 3 - 5 hour shift	EMP INITIAL	MGR INITIAL	DATE COMP
1 Hour <b>DRIVE THRU COURSES</b>			
20 Minutes <b>OVERVIEW:</b> Script, preparing drinks, taking names, window time standards, You Rule!			
2 Hours <b>POSITION: Drive Thru Cashier</b>  2 Hours 40 Minutes <b>POSITION: Drive Thru Order Taker</b>			

  
**CONGRATULATIONS**  
**AND**  
**WELCOME**  
**TO OUR**  
**TEAM!**  




# Training Checklist

EMPLOYEE NAME: \_\_\_\_\_

START DATE: \_\_\_\_\_



DAY 1 - 5 hour shift	EMP INITIAL	MGR INITIAL	DATE COMP
60 Minutes GUEST AMBASSADOR & FRYER COURSES			
15 Minutes OVERVIEW: Stocking specialty & fry freezer. Blue / red tongs. Fryer safety, stocking fry station, frypod sizes, and Chef.			
3 Hours 45 Minutes POSITION: Fry Station & Fryers			

DAY 4 - 5 hour shift	EMP INITIAL	MGR INITIAL	DATE COMP
25-30 Minutes DEMONSTRATE: Condiment and ingredient prep.			
15 Minutes OVERVIEW: Cut resistant gloves - use & storage. Storing & cleaning slicers. Prep station. Fresh & Ready chart.			
4 Hours 15 Minutes POSITION: Whopper / Burger Board			

DAY 2 - 5 hour shift	EMP INITIAL	MGR INITIAL	DATE COMP
25 - 30 Minutes BROILER COURSES LTO's			
20 Minutes OVERVIEW: Stocking beef freezer, beef tongs, beef timer, cookout, Chef. Discuss Neico/Duke broilers.			
4 Hours 10 Minutes POSITION: Broiler & Fryers			

DAY 5 - 5 hour shift	EMP INITIAL	MGR INITIAL	DATE COMP
40 - 45 Minutes COMPLETE REMAINING LTO COURSES			
15 Minutes OVERVIEW: Stocking Whopper/Burger board, dating and timing products on board, Chef.			
4 Hours POSITION: Whopper / Burger Board			

DAY 3 - 5 hour shift	EMP INITIAL	MGR INITIAL	DATE COMP
45 Minutes BREAKFAST & SANDWICH COURSES *SELECT HOPPER COURSES*			
15 Minutes OVERVIEW: Sanitizer buckets, Chef, stocking wraps and specialty station, sticky printers			
4 Hours POSITION: Specialty "Spec" Board			



# Week 1 - Getting to Know Broadway

## Our Values

At Broadway, our Values are... **Dream Big, Amazing Workplace and Delight the Guests.**

### ► Dream Big

Our first value is Dream Big. Big Dreams provide focus, drive and direction. We know that when you share your dreams everyone on the team can help you achieve them.

#### POP QUIZ

Brainstorm a few dreams that you would like to achieve in the space below. Next, write down one goal that you will work to achieve in the next 90 days. It can be personal or professional.

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WEEK 1

### ► Build an Amazing Workplace

Our second Value is Build an Amazing Workplace. Working together as a team creates a fun and competitive culture where people enjoy working hard, having fun, achieving results and earning rewards, all in a positive environment.

We have an Amazing Workplace culture at Broadway because we treat each other with respect, create an encouraging environment and make sure our employees are trained to be successful in their positions.

We take our Respect policy very seriously. You signed it during the onboarding process, it is on the Respect poster in the restaurant, and it will be revisited periodically by your manager throughout your employment.

#### POP QUIZ

#### Respect Policy Self Quiz

TRUE FALSE

- |   |                       |                       |
|---|-----------------------|-----------------------|
| 1. BRG has no tolerance for rude behavior.                                  | <input type="radio"/> | <input type="radio"/> |
| 2. It is OK for me to use foul language as long as a guest doesn't hear me. | <input type="radio"/> | <input type="radio"/> |
| 3. I am never allowed to work off the clock, even if my manager asks me to. | <input type="radio"/> | <input type="radio"/> |
| 4. Harassment can happen in person, or on social media.                     | <input type="radio"/> | <input type="radio"/> |
| 5. Texting inappropriate pictures of myself or others is a great idea!      | <input type="radio"/> | <input type="radio"/> |
| 6. It is OK for my manager to yell at me or other people on the team.       | <input type="radio"/> | <input type="radio"/> |

# Week 1 - Getting to Know Broadway

## QUIZ KEY

### Respect Policy Self Quiz

TRUE FALSE

1. BRG has no tolerance for rude behavior.  TRUE  FALSE  
*A - The BRG Respect policy clearly states that we do not tolerate rude behavior by anyone, no matter your position. If you feel the need to be rude, you may not have a place on our team.*
2. It is OK for me to use foul language as long as a guest doesn't hear me.  TRUE  FALSE  
*A - At BRG we do not tolerate offensive language in our restaurants.*
3. I am never allowed to work off the clock, even if my manager asks me to.  TRUE  FALSE  
*A - Under no circumstances should you ever perform any duties if you are off the clock. For instance; you cannot fill up the ice machine after you have clocked out for your shift.*
4. Harassment can happen in person, or on social media.  TRUE  FALSE  
*A - Harassment is very serious and should never be taken lightly. Always be aware of the text messages you send and the postings you make. They represent you and Broadway.*
5. Texting inappropriate pictures of myself or others is a great idea!  TRUE  FALSE  
*A - Think before you text pictures of yourself or others. More often than not, the picture you share is shared with more than just the original person you sent it to.*
6. It is OK for my manager to yell at me or other people on the team.  TRUE  FALSE  
*A - It is never OK for anyone to yell, talk down to or belittle you, or anyone else in your restaurant. If you are experiencing this, you should report it to another manager, your District Manager, Director or Human Resources representative.*

# Week 1 - Getting to Know Broadway

## ► Delight the Guest/At Broadway "We Say Yes"

Our third Value is Delight the Guest. Think about how you treat a guest when they come to your home. Do you want to make them comfortable? Give them something good to eat and allow them to enjoy themselves? It is the same thing when a guest comes to your restaurant. Make sure you do everything you can to ensure they have a great visit.

### POP QUIZ

#### I WILL DELIGHT THE GUEST AND I WILL SAY YES.....

- ...because when an order is wrong I apologize, make sure it gets corrected, and thank the guest for bringing the issue to my attention even if it wasn't my fault.
- ...when I see a parent enter the restaurant with children, I make sure I help them with their tray, highchair, or whatever else they need. I will present a crown to each child.
- ...whenever I am in the parking lot, I always make eye contact with our guests, say hello, and ask them about their day.
- ...because I hold doors open for guests as they enter and exit the restaurant, and thank them for their business.
- ...because I smile just because I want to!

Write an Example of how you are Delight the Guest

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# Week 1 - Getting to Know Broadway

## The Broadway Vision

Now that you understand our Values, let's talk about our Vision. Companies have a Vision because it acts as a road map for where they want to go.

**Our Goal is: To support a world class team that delivers a great customer experience to our guests**

We work together to achieve our Goal every day and depend on everyone to help us be successful.

### LIVING THE BRG VALUES ACHIEVES OUR GOAL

Our goal is to support a world class team that delivers a great customer experience to our guest

Love the Guest

Help Each Other

We say "Yes"!

#### POP QUIZ

What things can you do in your restaurant to help BRG become a world class team that delivers a great customer experience to our guests?

1.

2.

3.

# Week 1 - Getting to Know Broadway

## The Policies

Every member of the Broadway team is held accountable to our company policies. Some of them you have already read about and acknowledged during the Onboarding process, but we want you to review them again to be sure you understand how important they are.

### 1. WORKER'S COMPENSATION

- If you have an accident at work or are injured at work, you must report it to the manager on duty immediately.
- The Manager will fill out an incident form.
- As allowed by law, you may be required to choose a doctor from the Workers' Compensation Panel of Doctors.

### 2. CASH HANDLING

- Every cashier is responsible for their own drawer and should not allow anyone, other than management, to use it.
- Skims should be done hourly or when the total cash in the register exceeds \$325.00.

### 3. SOCIAL MEDIA

- Only designated Company employees are permitted to post or respond to posts on Company websites and social media forums, like Facebook, Instagram, Twitter, etc.
- Employees are not permitted to engage with guests or other employees on social media regarding Broadway.
- Employees are not permitted to post images of themselves in Company uniforms, or on Company property, to social media sites.
- Employees who disregard this policy will be subject to discipline, up to and including termination of employment.

### 4. EMPLOYEE BEHAVIOR

- If you are wearing a Company uniform, you are representing the brand, even if you are not clocked in. It is important that you always look and act in a professional way.
- Whether you are on break in the dining room or out in the parking lot in your car, guests will notice you if you are in uniform.
- It is important that you are always aware of your actions and your surroundings when wearing a Company uniform.

## The Policies Cont.

### 5. PERSONAL RELATIONSHIPS

- Personal relationships between team members and any member of management is not permitted.
- If a relationship should develop, it is the responsibility of the employees involved to report the relationship to Human Resources.
- If a personal relationship develops between team members, they must maintain appropriate conduct and standards within the workplace. If the relationship affects the restaurant operations, management will address the issue, up to and including discipline / termination of employment.

### 6. EMPLOYEE HANDBOOK

- It is the employee's responsibility to read the Employee Handbook and comply with the policies contained within it and any revisions that may be made to it.

### 7. TEAM MEMBER MEAL POLICY

- During working hours, team members receive a free meal up to \$5.
- Meals must be eaten in the restaurant, no take-out.
- Meals cannot be prepped by the employee who is eating it.
- All meals must be purchased across the counter from the guest side, rung into the register and the receipt must be signed by the employee who is purchasing the meal and the manager who approved the purchase. The receipt must be placed in the weekly cash envelope.
- During non-working hours, employees are expected to pay regular price.

### 8. BREAK POLICY

- Breaks allow you to be both physically and mentally rested.
- Breaks are given as required by applicable laws.
- Meal breaks are unpaid breaks that are thirty (30) minutes. You must clock out at the start of your meal break and clock back in when it is over.



## The Policies - Pay

### 9. PAY PERIODS

- The pay cycle is bi-weekly (every two weeks), with a Tuesday pay date.
- Errors can occasionally happen with your paycheck. Please review your check stub and notify your manager immediately if something appears incorrect. We will make every attempt to resolve the issue as quickly as possible.

### 10. PAY CARDS

- Pay Cards should be activated 24 hours prior to your first pay check.
- Payroll has to register the pay card before you can activate it. They do this once a week.
- A Pay Card is just like a debit card loaded with your money and can be used at any place that accepts credit or debit cards.
- Funds are loaded each pay day.

### 11. DIRECT DEPOSIT

- Money is directly deposited into your designated Checking or Savings account on pay day.
- If you make changes to your bank account:
  1. You must take your manager a voided check or a bank statement.
  2. Your manager will notify the Payroll department so that your pay is not interrupted.

# Week 1 - Getting to Know Broadway

## The Policies - Attendance & Health

### 12. ATTENDANCE

- You are expected to show up on time, for all scheduled shifts.
- Once the schedule has been posted, you are responsible for your scheduled hours.
- If you are going to be late for your shift, you must notify a manager ASAP.
- If you cannot work your shift due to illness or another unexpected situation, you are required to call off **at least 3 hours** prior to the start of your shift.
- Text messaging and voice mails are not approved forms of communication for attendance. You must speak with a manager directly.
- Employees who are late for work or call off on more than one (2) occasions in 60 days will be disciplined, up to and including termination. Any "no call no show" is grounds for termination.

### 13. HEALTH POLICY

- I agree to report to the manager when I have:
  - Diarrhea
  - Vomiting
  - Jaundice (yellowing of the skin and / or eyes)
  - Sore throat or fever
  - Infected cuts or wounds, lesions containing pus on the hand, wrist or an exposed body part (such as boils and infected wounds, however small)

## The Policies - Schedules & Time Off

### 14. SCHEDULES & TIME OFF REQUESTS

- Schedules for the following week are posted by 5pm every Friday.
- It is your responsibility to check the schedule for your scheduled shifts.
- If you need time off, make your request in writing at least 2 weeks before the schedule is posted so that every effort can be made to accommodate your request.
- Once the schedule is posted, you are responsible for your scheduled hours. Hours should only be switched when it is absolutely necessary.
- Any changes to the schedule after it has been posted must be approved and initialled by the manager.

### 15. CLOCKING IN AND OUT

- It is your responsibility to clock in and out for every shift.
- Do not perform any work until you are clocked in or any work after you have clocked out.
- A record is maintained when you clock in and out.
- Any changes made to time punches must be initialled by you and your manager, on the punch change report, to ensure you are being paid for all hours worked.
- No one is authorized to clock in or out for another employee.

## The Policies - Uniform & Hygiene

### 16. DRESS CODE/PROPER UNIFORM

- You are required to wear your complete uniform every shift without exception.
- Name badge is worn on the left side of your chest, above the brand logo.
- Your shirt must be clean, stain-free, wrinkle-free and tucked in.
- Black pants or black jeans are required by Burger King. A black belt must be worn if your pants/jeans have loops.
- Black, rubber-soled, slip-resistant shoes must be worn, without exception, at all times when working
- Dark socks are required.
- A Burger King hat or visor (where permitted) is also required if preparing or serving food, including managers.

### 17. HAIR/MAKEUP

- Your hair must be clean and combed / brushed, and restrained if past your collar.
- Hair color should be conservative.
- Facial hair is permitted if kept short, well-groomed and trimmed.
- Makeup should be light and conservative.

### 18. HANDS

- Your hands must be washed before starting your shift, frequently throughout the shift, after using the restroom, after cleaning, every time you enter the kitchen, etc.
- Fingernails should be kept short and clean.
- Polished nails / artificial nails are allowed if kept in excellent condition, short in length and no nail jewelry, rhinestones, etc., permitted.

### 19. EXPOSED SKIN

- All cuts, scrapes, burns, etc., must be covered with a blue bandage, always made available to you in the restaurant. Always change band-aids you wear from home to the blue bandages provided by your restaurant when working.
- Gloves must be worn when preparing food.

### 20. JEWELRY/TATTOOS/APPEARANCE

- Pierced ears are allowed, if limited in size and amount.
- No facial piercings, including tongue.
- No watches permitted, one ring per hand.
- No visibly offensive tattoos.
- No gum chewing or candy eating allowed while on duty.
- No eating or drinking except in designated employee areas.

# Week 1 - Getting to Know Broadway

## The Policies - Uniform & Hygiene Cont.

### 21. GROOMING/HYGIENE

- Always present a neat, clean image free from odors and stains.
- Wear cologne, aftershave or perfume sparingly.
- You must practice good personal hygiene every day, such as daily bathing and teeth brushing.

## The Policies - Telephone

### 22. RESTAURANT PHONE

- It is everyone's responsibility to answer the restaurant phone with a friendly greeting by the 3rd ring.
- The restaurant phone should not be used to make or receive personal phone calls, except in the case of an emergency.
- When you are not working, please do not call the restaurant during peak hours, 11am - 2pm and 5pm - 7pm.

### 23. CELL PHONES

- Team members may not use cell phones while on duty. Cell phones must be kept in the designated employee area or in the employee's car.
- Cell phones should not be used in any service area by any employee (i.e. Boards, drive-thru window, front counter) or plugged in any place other than the designated employee area.
- Managers are allowed to carry cell phones for business purposes and in case of emergency, however they are not to be used within the guests' view.

## The Policies - Slip-Resistant Shoes

### 24. SLIP-RESISTANT SHOES

- We wear slip-resistant shoes because they are a required part of the uniform.
- Slip-resistant shoes are available at several local stores.
- The Shoes For Crews program, available to all employees, is also an option for purchasing the required shoes.
  - No money out of pocket required
  - Pay via payroll deduction from your first paycheck.
  - Ships directly to your restaurant arriving



## The Policies - Discipline & Safety

### 25. ALCOHOL AND DRUGS

- Employees may not consume, store or bring any alcohol or controlled substances onto restaurant property.
- Any employee reporting to work under the influence of alcohol or controlled substance is subject to disciplinary action, up to and including termination.
- If management suspects policy violation, we reserve the right to send you, at the Company's expense, for tests to determine if you are under the influence of a controlled substance.
- Employees who refuse to submit to testing will be subject to termination of employment.
- Additionally, employees will be subjected to a drug test, at the Company's expense, if they suffer a work related injury.

## The Policies - Employee Discipline

### 26. TYPICAL STEPS OF DISCIPLINE

- Step 1 Verbal warning
- Step 2 Written warning
- Step 3 Termination

Certain situations may result in immediate termination, such as theft, insubordination, harassment, etc.. BRG reserves the right to skip, advance or repeat any level of discipline it deems appropriate.

## The Policies - Restaurant Security

### 27. SECURITY PRACTICES - YOUR SAFETY IS IMPORTANT TO GPS

- Always keep the back door locked, except when taking the trash out or receiving a delivery.
- Never open the back door after dark.
- Always identify anyone attempting to enter through the back door during the daytime.
- Always lock the restaurant doors at night when you begin the closing process.
- Remember to lock the drive-thru window every night.
- Never open or close the restaurant alone - there should always be at least 2 people.
- If someone attempts to rob the restaurant, cooperate fully and call 911 ASAP.
- Do not allow any non-employees to enter the work area at any time.
- Do not allow any non-employees or off-duty employees to enter the restaurant while the restaurant is closed.
- All closing staff should park in front of the restaurant in a well-lit area.
- Never leave the restaurant if there is suspicious activity/people loitering in the parking lot.
- Report all suspicious activity to the police immediately.

**All injuries must be reported to Management immediately.**

# Week 2 - 5 Star Player

## 5 Star Player

TOP FIVE

Our best team members at Broadway are called 5 Star Players. 5 Star Players work towards achieving goals, are great team members, and always take care of our guests.

1. I am a 5 Star Player because I am **friendly, helpful, respectful** and like being **part of a team**.
2. I am a 5 Star Player because I always follow **systems, food safety, personal hygiene** and **hand washing procedures**.
3. I am a 5 Star Player because I show up **on time, in uniform**, and **ready** to work for every shift.
4. I am a 5 Star Player because at **Broadway We Say Yes!**
5. I am a 5 Star Player because I **never stop learning**.

Let's take a few minutes to consider how being a 5 Star Player connects with your daily work responsibilities. Below are the descriptions of a 5 Star Player. Read through each summary and then answer the corresponding questions. Your Manager will review your answers with you.

## 5 Star Player

WEEK 2

### 1. FRIENDLY - HELPFUL - RESPECTFUL - LIKES BEING PART OF A TEAM

It may seem pretty obvious, but to be a 5 Star Player you must be friendly, helpful and like to be around other people. 5 Star Players also enjoy being part of a team. 5 Star Players communicate openly with members of their team and are respectful to everyone. They like working towards a common goal as one team and feel great when they accomplish things together.

#### POP QUIZ

List 3 examples of how you have been friendly and helpful at work:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## 2. FOLLOWS SYSTEMS

Our restaurants use HOSPITALITY Systems to ensure every shift runs smoothly, 7 days a week. 5 Star Players grab onto the systems and don't let go. They make sure they don't take short-cuts when they are preparing food, cleaning or taking temperatures. 5 Star Players understand the Hospitality Systems help ensure the restaurant is a safe place to work and eat.

### POP QUIZ

Name 3 systems you use in your restaurant:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

5 Star Players know how important Zone Duties are to their position and the overall smooth operation of the restaurant. Zone Duties are meant to help everyone work independently in their position, without having the boss tell you what to do. It is your responsibility to ensure you complete your Zone Duties every shift.

### POP QUIZ

Locate your Zone Duties for the position you are working today. List the first 5 duties below:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

## FOOD SAFETY - PERSONAL HYGIENE - HAND WASHING

5 Star Players understand that Food Safety is non-negotiable. Without it, our guests and employees are at risk of getting sick. That's why it is important that every employee follow the systems that are in place for taking temperatures, cleaning and washing hands.

5 Star Players also understand that their own personal hygiene plays a part. Keeping your body clean helps prevent illness and infection from bacteria or viruses. Washing your hands often is an effective way to keep germs from spreading. A 5 Star Player always washes their hands when required, including every time they enter the BOH.

### POP QUIZ

List the hand washing steps (use the hand washing poster to help):

1)	2)	3)
4)	5)	6)
7)	8)	9)

5 Star Players are aware of the Food Safety Criticals and make sure the restaurant is never out of compliance.

### POP QUIZ

Ask your Trainer to show you the REV. Write down the most common critical violations found in the restaurants.

1)	2)	3)
4)	5)	6)
7)	8)	9)
10)	11)	12)



## 3. ON TIME - IN UNIFORM - READY TO WORK

5 Star Players show up before their shift starts, not when it starts. When they clock in they are ready to go, in position, uniform on. They are ready to work! They know and understand their job duties and Zone Duties for the position they are working. They also check what cleaning tasks have been assigned to complete.



### POP QUIZ

List all of the items required in a proper uniform:

1)	5)
2)	6)
3)	7)
4)	

## 4. AT BROADWAY WE SAY YES!

Our motto is pretty simple and we empower every one of our employees to make it happen. At Broadway We Say Yes! simply means that when a guest has an issue, we do whatever it takes to make it right. Our goal is to ensure all of our guests are happy with their experience at our restaurant so that they tell their friends and they return.

### POP QUIZ

Place a check mark next to the guest questions that 5 Star Players solve by using 'At Broadway We Say Yes':

- Can I use this expired coupon for my order?
- I know you are closing in 5 minutes, but can I still place my order?
- Would you please make my order fresh?
- I'm not happy with my food, would you remake it?

## 5. NEVER STOP LEARNING

5 Star Players show up for every shift hoping to learn something new, and are constantly looking for opportunities to challenge themselves and grow.

5 Star Players are the people on the team who want to be promoted. They are working towards completing their training faster than others, they are watching training videos as soon as they are released, and they understand the new products better than anyone else on the team. 5 Star Players are enthusiastic, driven and motivated to learn.

### POP QUIZ

List 3 new things you have learned since coming to work for Broadway:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

## Taking C.A.R.E. Of Guests

One of the most important parts of your job, no matter what position you were hired for, is to take care of our guests. We Instill C.A.R.E. (Connect, Appreciate, Respect, Everyone) on every shift, in every restaurant, in every brand we own.

### **C**ONNECT

#### The "C" in C.A.R.E. stands for connect.

We connect with guests by greeting them with a smile and making good eye contact.

#### POP QUIZ

Put a check mark next to every scenario where you should greet a guest:

- As you enter the restaurant to begin your shift, a guest walks in directly behind you
- You are working in the kitchen and you make eye contact with a guest
- You are emptying the trash in the dining room and a guest walks by
- You are sweeping the sidewalk and a guest gets into their car close by
- You are bagging food and a guest walks up to the counter to ask a question

### **A**PPRECIATE

#### The "A" in C.A.R.E. stands for APPRECIATE.

We appreciate each guest that comes to our restaurant because we know they have a choice where to spend their money. To show our appreciation, we always say please and thank you. It is simple and a non-negotiable part of your job with Broadway.

# Week 3 - Guest Service

## R ESPECT

### The "R" in C.A.R.E. stands for RESPECT

- ✓ Listen carefully when a guest places their order
- ✓ Enter it correctly and if you aren't sure, just ask
- ✓ Check that the order is correct before you give it to them
- ✓ Work quickly
- ✓ Keep them posted - Informing the guest if there is a delay is respectful of their time
- ✓ At Broadway we treat all vendors, guests and each other with RESPECT

## E VERYONE

### The "E" in C.A.R.E. stands for EVERYONE

- We show care for EVERYONE!
- Be nice to fellow team members, guests, and vendors
- We have no place at BRG for rude employees
- We follow the Golden Rule - **"Treat other the way you want to be treated"**

Find and circle all of the Guest Service words in the puzzle below. Words appear forwards, backwards, up, down, and diagonally. Mark them off the list as you find them.

P	E	C	M	E	C	I	V	R	E	S	A	D	T
P	A	V	A	N	L	I	S	T	E	N	P	T	N
E	W	T	T	G	P	E	R	A	C	D	P	N	E
E	A	H	I	L	D	T	E	D	I	E	R	A	M
N	R	E	U	E	N	T	E	C	C	N	E	S	T
O	E	L	C	O	N	L	A	N	S	I	C	A	T
Y	E	P	T	E	A	T	A	C	M	L	I	E	I
R	L	F	A	L	I	T	E	I	I	I	A	L	M
E	N	U	O	O	S	U	M	E	L	C	T	P	M
V	U	L	N	I	T	S	I	R	E	V	E	W	O
E	I	N	S	N	A	T	T	I	T	U	D	E	C
L	H	S	A	C	K	N	O	W	L	E	D	G	E
A	A	E	N	T	H	U	S	I	A	S	M	O	E
I	P	R	E	C	A	T	T	C	E	P	S	E	R

ACKNOWLEDGE  
 APPRECIATE  
 ASSISTANCE  
 ATTITUDE  
 AWARE  
 CARE  
 COMMITMENT  
 ENTHUSIASM  
 EVERYONE  
 HELPFUL  
 LISTEN  
 PATIENT  
 RESPECT  
 SERVICE  
 SMILE

## We Live By Our Company Motto

### At Broadway We Say Yes!

And for us, the word Hospitality means “the friendly treatment of everyone”. It doesn’t matter what position you work, it is always your job to give great Hospitality to everyone you come in contact with.

Whenever you see a guest, it is your job to make eye contact with them and greet them with a smile and say, “Hello, welcome to Burger King”.

Every Team Member is empowered to make our guests happy, and we do this by always remembering our motto, “At Broadway We Say Yes”. It is easy to understand; we say “Yes”, not no. If someone comes to you with a problem, it is your job to figure out how to say yes. And to do so without being rude or annoyed by the problem. Fix the problem and make our guests happy with their experience at Broadway!

#### POP QUIZ

In the space below, write down what you would do if a guest had the following problems:

Q.	“I just got my order and my food was cold”.
A.	
Q.	“I specifically said I wanted a large size but when I received my order it was a small”.
A.	
Q.	“When I received my order, I was missing my drinks”.
A.	

## Solving a Guest Issue with B.L.A.S.T.

Handling guest complaints or issues doesn't need to be a battle!

**Just follow...**



### "B" stands for BELIEVE

**B**

Believe what the guest is telling you. If they say something is missing from their order, believe them. They don't need to produce a receipt to prove it. At BRG we never argue with our guests.

### "L" stands for LISTEN

**L**

Whenever someone takes the time to bring you their problem, you need to take the time to listen. Stop what you are doing, maintain eye contact and listen.

### "A" stands for APOLOGIZE

**A**

Sorry goes a long way in solving problems. Often that is all it takes to make a guest happy. Even if you are not the person who caused the problem, you are the person who is now responsible for fixing it.

### "S" stands for SOLVE

**S**

It is your responsibility to make sure the guest doesn't leave until they are satisfied that their problem has been solved. Imagine you are in their shoes. Treat them how you would want to be treated and find a way to make it right. If you need help solving a tough problem, ask your manager.

### "T" stands for THANK

**T**

Don't forget to thank the guest for bringing the issue to your attention. Knowing that something is wrong and allowing you to fix it makes it better for our business. Your goal is to make every customer 100% happy on every visit.

## POP QUIZ

Read through the scenarios below and choose the best way to respond to them.

### Scenario #1

A guest comes into the restaurant with their order they just picked up and they are really mad. They want to speak to someone immediately because their order is missing items. You should:

- A. Ask the guest for a copy of their receipt to make sure the food was on the original order.
- B. Write their name down so when the manager comes in they can call them to handle it.
- C. Argue with the guest because you bagged that order and you are 100% sure you made it correctly.
- D. Ask what they are missing, have a replacement made and put into a new bag/box. Then, apologize for the inconvenience and thank them for letting you make it right.

### Scenario #2

A guest places their order and is very specific that she has a food allergy. She opens her order and realizes that it is incorrect and she could have gotten terribly ill had she not caught the mistake. When she brings her order back to the counter, what should you do?

- A. Yell at the team member who prepared the order to pay attention!
- B. Insist you rang the order in correctly and that there is no way there could be a mistake.
- C. Believe the guest, listen to the issue, sincerely apologize, get her new order made as quickly as possible and thank her for letting you make it right.
- D. Pretend you don't see her and let someone else deal with it.

### Scenario #3

A guest places his order and hands you a coupon that you do not recognize. You:

- A. Refuse to honor the coupon because we only take coupons that are on the Marketing clipboard.
- B. Tell the guest to come back later when a manager is available - you are in the middle of lunch rush and way too busy to deal with it right now.
- C. Find the most similar coupon offer in the POS system and use that for the guest or use an employee discount to provide the guest with a deal.
- D. Tell the guest they can't use the coupon at our restaurant.

# Week 4 - Start with Safety

We take employee safety very seriously and want to ensure that our employees do the same. Each period all employees are expected to read and sign-off on the Start with Safety sheets that are hanging in every restaurant.

## POP QUIZ

Locate your restaurant's Start with Safety poster and read this period's sheet. Don't forget to acknowledge that you received the training by signing the corresponding sheet located in the opposite pocket on the poster. If you have any questions, ask your manager.

## Preventing Slips, Trips & Falls

One of the most common accidents we have in our restaurants are Slips, Trips and Falls. Many times, they can be avoided if employees practice these common safety tips:

### WEAR SLIP RESISTANT SHOES

Slip Resistant shoes have a special kind of bottom on them that prevents you from sliding on wet or greasy floors. Regular sneakers or tennis shoes just don't cut it. Those soles, while they may look the same, don't have the right kind of material to keep you from slipping.

Did you know that slip resistant shoes wear out? It is important to replace them every 6-12 months, especially if you work 5 days a week in one of our restaurants. Slip-resistant shoes are available in many styles and sizes, and can be ordered through Shoes for Crews. Broadway will payroll deduct the price from your first paycheck and the shoes will be shipped directly to your restaurant.



### CLEAN UP SPILLS ASAP!

Wet and greasy floors are dangerous! They can cause head injuries, broken bones, sprains, you name it; but they are preventable if we stay aware and practice good safety measures.

Follow these steps if you see water or a wet area in the dining room:

- ✓ Put Out Wet Floor Signs Immediately!
- ✓ Clean Up the Spill Right Away Using a Dry Mop!
- ✓ Leave the Wet Floor Signs Out Until the Area Is Completely Dry!



# Week 4 - Start with Safety

## Staying Healthy

Staying healthy means keeping each other and our guests healthy and safe. We cannot always prevent an illness, but we can minimize our risk by following the rules below.

- ✓ Proper Hand Washing is the First Line of Defense - Wash your hands every time you enter the BOH!
- ✓ Follow Safe Food Handling Procedures at All Times!
- ✓ Don't Work When You Are Sick!

If you have any of these symptoms, you must report to the manager immediately:

1. Diarrhea
2. Vomiting
3. Jaundice (yellowing of the skin and / or eyes)
4. Sore throat or fever
5. Infected cuts, wounds or lesions containing pus

## Preventing Crime

As you already know, we take our employees' safety very seriously. As a BRG employee, we expect you to follow certain safety procedures. These procedures are in place to keep you and your coworkers safe.

### To prevent crime, we expect that you...

- Follow the rules listed on the Back Door Safety Poster
- Lock the restaurant doors when the dining room closes
- Never allow anyone inside the building after the restaurant closes; even employees off the clock
- Lock the drive thru windows, if applicable, between orders at night and when the restaurant closes
- Keep cash, when possible, to a minimum in the registers
- Let your manager know if you notice any nonworking outdoor lights

Even when we do everything we can to prevent crime in our restaurants, there are times when crime occurs.

### If a crime occurs, we expect that you...

- Remain calm and cooperate  
*No amount of money is as important as your safety*
- Do not try to get away, or make any sudden moves
- If the criminal claims to have a gun, believe them
- Notify police as soon as it is safe for you to do so
- **Don't be a hero!**



# Week 4 - Start with Safety

## Proper Knife Use

### Keep yourself and your coworkers safe...










- Wear mesh gloves while using a knife
- Always face blade away from body when cutting or carrying a knife
- Store knives properly in racks or knife sheaths
- Never place a knife into the sink
- Do not hand someone a knife, place it down on a clean surface and allow other person pick it up

## Global Harmonization Training

Every employee at Broadway is required to participate in the company's Global Harmonization Training. You were given this information during onboarding, but we want ensure you review several key items:

1. "Global Harmonization Training" is the name of the Broadway Chemical training
2. You are able to locate the Global Harmonization Pictogram poster in the restaurant
3. You are able to locate the SDS book in your restaurant.
  - And identify the First Aid section (section #4) on an SDS sheet
  - And identify the PPE section (section #8) on an SDS sheet
4. You have located the inventory sheet inside the front cover of the SDS Binder, and have signed and dated the Acknowledgment Form.

## GHS PICTOGRAMS

<b>Health Hazard</b> Carcinogens, respiratory sensitizers, reproductive toxicity, target organ toxicity, germ cell mutagens.		<b>Flame</b> Flammable gases, liquids, & solids, self-reactives, pyrophorics		<b>Exclamation Mark</b> Irritant, dermal sensitizer, acute toxicity (harmful)	
<b>Gas Cylinder</b> Compressed gases, liquefied gases, dissolved gases		<b>Corrosion</b> Skin corrosion, serious eye damage		<b>Explosion Bomb</b> Explosives, self-reactives, organic peroxides	
<b>Flame Over Circle</b> Oxidizers; gases, liquids, and solids		<b>Environment</b> Aquatic toxicity		<b>Skull &amp; Crossbones</b> Acute toxicity (severe)	

# GM Observation Checklist

## Team Member Certification

During the first 30 - 45 days of employment, the GM will use the checklist below to observe and certify the Trainee performing the tasks and duties as listed. Take time to have discussions to ensure understanding. Trainee must achieve 100% on the certification to become a 5 Star Player. If all tasks are not achieved, get feedback and set goals to complete the tasks. Continue the process until Trainee is certified as a 5 Star Player.

### Know Your Company

#### Have the following discussions:

- Goal the trainee wrote on page 5 and the steps they plan to take to achieve it.  
- *Follow-up in 30, 60, 90 days.*
- What are the 3 BRG Values?
- What is the BRG Goal?
- How can you tell if someone wants to Build and Amazing Workplace?
- How do you know if someone wants to Delight the Guest?

#### Make the following observation:

- Trainee consistently follows Respect Policy

### 5 Star Player

#### Have the following discussions:

- The trainee's understanding of the 5 Star Player Top 5 (page 21)
- Review the Uniform Standards poster in your restaurant (trainee can explain standards)

#### Make the following observation:

- The trainee consistently demonstrates proper hand washing procedure

### Guest Service

#### Have the following discussions:

- What does C.A.R.E. mean?
- What is our company motto and what does it mean?
- What method do we use to solve guest issues?

#### Make the following observation:

- Trainee greets everyone they come in contact with
- Trainee always uses "please" and "thank you"
- Trainee practices "At Broadway, We Say Yes!"

# GM Observation Checklist

## Team Member Certification Cont.

### Start with Safety

#### Have the following discussions:

- What is the most common accident that happens in our restaurants? How can we prevent it?
- How often should you replace slip resistant shoes?
- What is the dry mopping procedure?

#### Make the following observation:

- Trainee always wears cut resistant gloves on both hands while slicing produce
- Trainee can demonstrate dry mopping
- Trainee keeps food and drink in designated areas
- Trainee reads and acknowledges Period Start with Safety sheets

#### Feedback / Goals:

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\_\_\_\_\_ has successfully completed the Broadway Team Training Program and is certified as a 5 Star Player at restaurant #\_\_\_\_\_.

\_\_\_\_\_  
*Trainee Signature*

\_\_\_\_\_  
*GM Signature*

\_\_\_\_\_  
*Date*