

# HIRING THE BEST

**It is CRITICAL for you and your team to only hire the best people and to invest the proper time upfront in screening applicants. Hiring the wrong person sets you up for potential problems long-term.**

## **Hiring the Wrong People:**

- Costs you money
- Jeopardizes the safety of all people
- Hurts your stores image
- Impacts stores profitability
- Negatively impacts team moral
- And more...

**Be sure to require proof of Workers Compensation insurance from any outside service companies.**

## **Basic Employee Screening Checklist:**

1. Guide all applicants to apply online
2. Use the Online Hiring System
3. Interviews should be conducted by central person(s)
  - Screen candidates to find the very best
4. Perform Background Verification/Check
5. Do not alter from your standards
  - Don't ever make an exception

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# Job Instruction Safety Training for New Hires

## Safety from Day 1

While there are some things Crew Members can learn after they start working, **safe practices should be taught and enforced starting with their first shift.** Training for your Crew Member's on safety should be planned in detail where the participants are shown the proper way to perform a task, then allowed to perform that task themselves. **The Safety Checklist found on the next page is a great tool to help ensure consistent training is performed.**

As management, the most important aspect of the training will be the enforcement of safety rules over the long-term. Enforcement includes knowing not just the subject matter, but why you are doing this training. Crew Members must know why heavy items should be stacked correctly, or, the consequences of a slippery floor. They must also know the proper techniques to achieve proper safety performance. Once they know these things, then you must enforce these rules daily so they will continue to work safely every day.

Training should be ongoing and daily. Enforcement and attention to detail does not simply ensure that the Crew Member will work safety when you are watching, but most importantly, they will work safety when you are not watching. When properly trained, your Crew Member will not only work safely, but also help to ensure a safety culture is developed so that other Crew Members also work safely.

**The one time you skip safety training or skip enforcement, will be the one time that an injury occurs resulting in a serious injury and your stores profitability impacted for years to come.**

- Step 1 – Safety Train on Day 1
- Step 2 – Allocate the Time – Safety First
- Step 3 – Safety Enforcement

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# Safety Orientation Checklist

It is required that the supervisor thoroughly instructs each new employee in the safety requirements of the job and this checklist is provided for the accomplishment of that purpose.

**Directions:** Check each of the items on this form at the time instruction is given and when completed. Please sign it and return it to the Personnel Department for placement in the employee's file.

Employee's Name: \_\_\_\_\_

Occupation: \_\_\_\_\_ Date Hired: \_\_\_\_\_

	Topics Discussed	Completed
1. Shoe Policy - "no shoes, no work"		
2. Safe Lifting Procedures – Demonstrate lifting with legs, etc.		
3. Review Hazards (All known potentially dangers)		
4. Burn Prevention and Protective Devices		
5. Proper Stacking of Items		
6. Proper Floor Safety and Care		
7. Review Chemical Safety and Safety Data Sheets		
8. Robbery Procedures		
9. Safety Products - Location and Use of		
10. Emergency Procedures		
11. Security Review and Procedures		
12. Report Any Injury Immediately (even if minor)		
13. Return to Work Policy		
14. Proper Housekeeping		
15. Fire Prevention		
16. Driving Policy		
17. Personal Hygiene and Hand Washing		
18. Safety Vest – Location and Usage		
19. Demonstration and Follow Up		

I have instructed the above new employee in the safety requirements checklist and feel he/she can be expected to perform his/her duties safely.

Manager: \_\_\_\_\_

Employee Name: \_\_\_\_\_ Hire Date: \_\_\_\_\_

Signed by Employee: \_\_\_\_\_ Date Reviewed: \_\_\_\_\_

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# Safety Orientation Checklist

## (Help Guide and Further Explanations)

### Safe Lifting Procedures:

- Train all employees in proper lifting techniques and explain how injuries can occur.
- Lift with your legs, not back (this can reduce the force on your back by 400+ lbs)
- Encourage two person lifts on heavy items.
- Lift garbage to the dumpster carefully. Swinging the bag in a twisting motion can wrench the back and cause serious injury.

### Review Hazards:

- Focus on trips, burns, slips, cuts, equipment, and exposures specific to your store.
- Ensure the crew member is aware of controls for each exposure.
- Quiz them on which type of personal protective equipment is required for each task.
- Make sure that they are aware of procedures to address each hazard.

### Burn Prevention:

- Train employees when to use personal protective equipment and show where it is stored.
- Ensure employees know of specific burn hazards, such as changing Teflon sheets, cleaning the grills, or working with the fryers.
- Do not forget safety glasses/face shields when cleaning the fryer.

### Stacking of Heavy Items:

- Show how heavy objects appear on middle shelves to reduce bending. This includes syrup boxes, beef patties, bags of milk, and other heavy items.
- Instruct them to never place heavy items on top shelves.
- If items must be stacked high in the freezer, keep heavy items no more than chest height.
- Encourage taller employees to assist with items that are higher up.
- Train all employees to *never* climb shelves.

### Floor Safety:

- Start deck brush cleaning at night in front of the fryer and grill, then move outwards.
- Make sure they know to use the correct amount of cleaner in the mop bucket. **If the mops are dirty and the mop bucket water is dirty, the floors are dirty.**
- Train all employees to not leave the exterior and freezer doors propped open for long periods.
- Regularly remove ice and snow from all walking paths and freezers. Monitor to ensure no buildup.
- When cleaning the parking lot, focus on the area around the dumpster. Spilled drinks and food make this area especially slippery.

### Shoe Policy:

- Require approved, slip resistant shoes for all crew members, management, and maintenance.
- Tell them we have a 'No Shoes, No Work' policy.

### Robbery Procedures:

- Remain calm and do exactly as told.
- Do not hesitate or argue.
- Give the robber(s) what money they want without any fight.
- Do not make any moves that may endanger anyone's safety.
- Have Crew Member sign robbery training acknowledgement form.

### Safety Products Location and use

- Be specific for the task the crew member is being trained on
- Instruct them on tasks that they *may* perform so they can ask questions later.
- Remember – keep safety products readily available and easy to find.

### Emergency Procedures

- Explain your local store procedures.
- Train Crew Members on how to instruct customers in the event of an emergency.

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# Safety Orientation Checklist

## (Help Guide and Further Explanations)

Continued

### Security Review and Procedures

- a) Train on proper opening and closing procedures.
- b) Keeping the back door closed and locked at all times.
- c) Cash procedures (where applicable).

### Reporting Injury Immediately (even if minor):

- a) Explain the requirement to report all injuries immediately even if minor.
- b) Employee must use approved clinics for treatment.
- c) If hurt, light duty tasks will be available for the employee to return to work.

### Return to Work:

- a) Be ready to return to work as soon as the doctor issues a release.
- b) Work may not always be in the same position or the same store location.
- c) It is everyone's job to respect all employees who are on light duty.
- d) Immediately report any conditions that cause pain.
- e) A doctor has to release an employee, or assign different restrictions, not a manager.

### Proper Housekeeping:

- a) Bun Trays left empty in the wrong place can be a severe trip hazard.
- b) Immediately store shipments on shelves and out of travel paths.
- c) Dispose of all wrappers immediately. Hold crew members accountable for their work areas.
- d) Dispose of empty boxes immediately, or place out of travel paths. *Do not* store in front of shelves and other areas where employees will have to move them.
- e) Cellophane wrappers and sheets are especially slippery. These should be balled up and thrown away as soon as they are no longer being used.
- f) Keep an eye out for any food items that may have fallen onto the floor. Something as small as a pickle slice can cause an employee to have a severe fall.
- g) Do not store items in front of breaker panels or in front of exit doors

### Fire Prevention

- a) No storage of flammable items (cardboard boxes, paper products, liquids) near electrical panels.
- b) Cleanliness around fryers and grills (and storage of flammable items as well).
- c) Proper care and cleaning of fire suppression systems (where applicable).

### Driving Policy (for authorized drivers):

- a) Seatbelt use is required by all employee's
- b) Cell Phone/Texting
- c) No driving while under the influence of drugs or alcohol
- d) Defensive driving techniques.
- e) Proper maintenance of vehicles.

### Personal Hygiene

- a) Follow restaurant procedures
- b) Proper Uniform including approved slip resistant shoes
- c) Review Hand Washing Policy and Frequency

### Demonstrate and Follow Up

- a) Where applicable, demonstrate tasks, and follow up to ensure proficiency.

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