



MIT Orientation Participant's Guide



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CONGRATULATIONS!

Welcome and **congratulations** on being selected to be a manager at MH First Watch Restaurants! We are thrilled to have you on board and commit to providing you with the knowledge, tools and skill set necessary during your 10 week MIT training program and to set you up for success in your future with us.

Today you will experience a detail filled day filled with introducing you to who we are, what we do and why we do it. You will learn everything from our history, our Mission Statement and Core Values, basic business and HR policies, learning tools and philosophy.

Please use this guide to follow along with your orientation. Take notes! Ask questions! This will serve as a vital tool to aid in retention of day one and as a reference to support your learning as you move through your training.

Here we go...

Timeline

9:00am – 9:15am	Welcome and Material Distribution
9:15am – 10:30am	Welcome Orientation Presentation
10:30am – 11:00am	HR Meet & Greet
11:00am – 11:15am	MHFW Strategic Focus Areas
11:15am – 12:30pm	Learning and Development; LMS, MH Portal & FW Portal
12:30pm – 12:45pm	Break
12:45pm – 1:00pm	Culture, Philosophy & Terminology
1:00pm – 1:30pm	Schedule Review

Materials Checklist

✓	
	Participant's Guide
	Copy of MIT's Training Schedule
	Café Binder and FW Bag
	Credo Card
	Polos
	Hat
	Cut Glove
	Heat Gloves
	MH Portal Log In Info
	LMS Log In Info
	MIT Code

PARTICIPANT'S GUIDE; Welcome Orientation 9:15am-10:30am

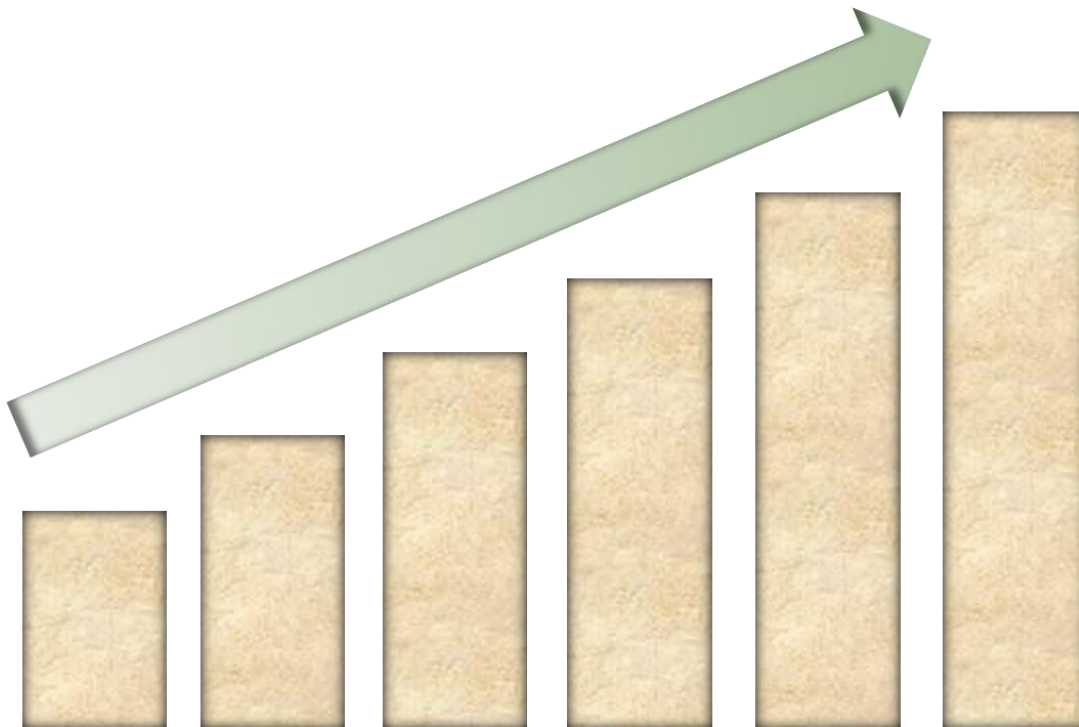
1. What is our Mission Statement at First Watch?

➤ Document your first YOU FIRST story here:

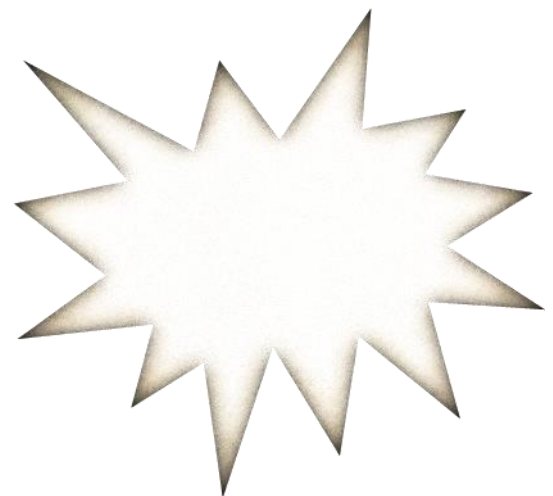
2. What are our 3 Core values?

PARTICIPANT'S GUIDE; Welcome Orientation 9:15am-10:30am

3. List the positions along the way of the First Watch Career Path.



4. Which is your favorite First Rate Benefit and Why?



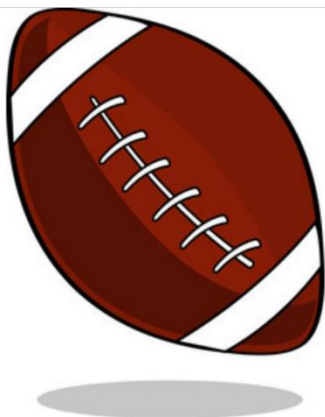
PARTICIPANT'S GUIDE; Welcome Orientation 9:15am-10:30am

5. In what year did the story of First Watch Begin? _____

6. In what state was First Watch born? _____

7. List 3 qualities that make First Watch unique as a concept.

8. What sport's team did Mac Haik play for? _____



9. List 2 other divisions of Mac Haik Enterprises.

PARTICIPANT'S GUIDE; Welcome Orientation 9:15am-10:30am

10. Match the following uniforms:

Non-Slip Shoes

BOH

Black Pants

Servers

Black Shirt

Managers and Servers

Polo

Servers

Solid, Dark blue Jeans

BOH

Black Socks; No Ankles

Servers

Hat

BOH

Chef Coat

Managers

Black Belt

Everyone



11. What day of the week are schedules posted by? _____

12. What is the standard used when writing schedules?

13. What 2 major holidays are we closed on?



PARTICIPANT'S GUIDE; Welcome Orientation 9:15am-10:30am



14. What are our hours of operations?

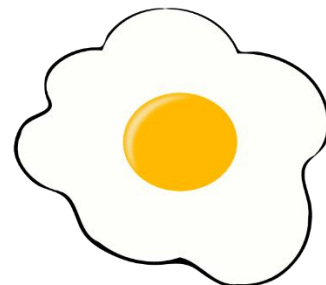
_____ to _____

15. Why is safety and sanitation so critical to our brand?

16. What are 3 basic elements of safety and sanitation?

17. How many Commandments are there at First Watch? _____

18. How many Steps of Service are there at First Watch? _____



19. What is your favorite First Watch Term?



HR Meet & Greet

11:00am – 12:00pm

Who is our HR Contact for MHFW?



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Strategic Focus Areas 11:00am – 11:15am

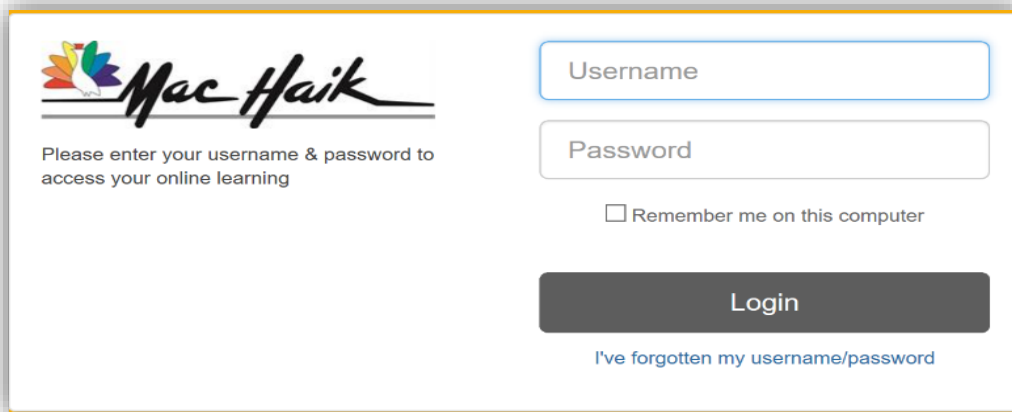
20. What are the 3 MHFW Strategic Focus areas?

PARTICIPANT'S GUIDE;

Learning and Development - LMS 11:15am – 12:30pm

21. What does LMS stand for?

22. What is your user name and password to the LMS?



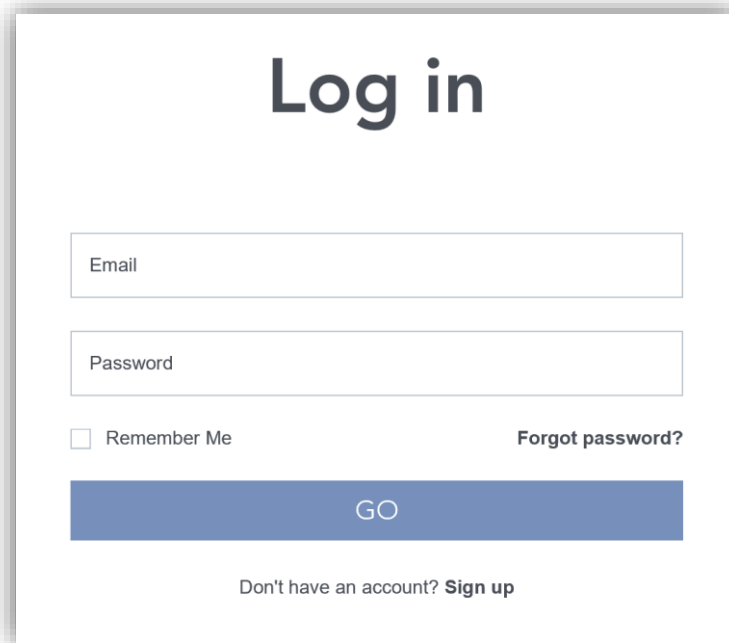
The screenshot shows the login interface for Mac Haik. On the left is the Mac Haik logo, which consists of a colorful bird-like icon and the text 'Mac Haik' in a script font. Below the logo, it says 'Please enter your username & password to access your online learning'. On the right, there are two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'Remember me on this computer'. At the bottom right is a dark grey 'Login' button. Below the button is a blue link that says 'I've forgotten my username/password'.

23. What 2 LMS Learning Paths will you complete on Day 1 of Training?

PARTICIPANT'S GUIDE;

Learning and Development – Mac Haik Portal 11:15am – 12:30pm

24. What is your user name and password to the Mac Haik Portal?



Log in

Email

Password

Remember Me [Forgot password?](#)

GO

Don't have an account? [Sign up](#)

25. List 3 of the many documents that live on the Mac Haik Portal.

PARTICIPANT'S GUIDE;

Learning and Development – First Watch Portal 11:15am – 12:30pm

26. Will you have your own user name / password for the First Watch Portal?

YES

NO

27. List 3 of the many documents that live on the First Watch Portal.



Break!!

12:30pm – 12:45pm



PARTICIPANT'S GUIDE;

Schedule Review 1:00pm – 1:300pm

Tips and Tricks to understanding your using your training schedule:

- ✓ Print a copy of your schedule for your Café Binder
- ✓ Study and familiarize yourself with your schedule and timeline in entirety before you begin training
- ✓ Break your training down week by week and **PLAN** each day accordingly
- ✓ Utilize your flex time for bookwork, recipe knowledge, LMS learning, portal exploration, testing, etc.
- ✓ Utilize peak hours (not in a station) for time on prep and expo
- ✓ Spend 5-10 minutes at the beginning of each day with the MOD reviewing the days station and learning tasks to be completed
- ✓ Spend 5-10 minutes at the end of each day with the MOD reviewing what you learned, confirming you have stayed on track with tasks to learn, and making any plans for anything that may have been left behind. This is also your opportunity to ask any further questions you may have.

1. What is the first station you will be training on? _____
2. When are tests due to RTM? _____
3. What 4 things should your weekly feedback to RTM include?

4. When will your first certification be? _____
5. How many certifications will you receive? _____
6. When will you take your MIT Final Exam? _____



THANK YOU
AND
GOOD LUCK!!!

