

Woodmore Ignition Meeting

9.26.2020; 12:00pm – 5:00pm

Set Up (Shannon and Allison):

- TV / The Hot Spot
- Snacks / Beverages
- Welcome Table: Puzzle Pieces, Playing Card, Trainer Binders
- Handouts: NRO Trainer Leader Guide, Guest Journey SOP, Safety and Sanitation Cheat Sheet, Nandoca Trainer Validation

Welcome and Introductions (10 mins):

- Name (Allison, Shannon, David, Micki, Shawn, Zin, Felipe, Phoebe, Damonte)
- Your Nando's Journey
- Unique / Interesting Fun Fact

Introduction and Activity: “What’s Different?” (Shannon; 10 mins):

Instructions:

Find your partner by matching the shape on your playing card. You only have one match in the group. Once you have found your partner, stand where we direct you.

You will have one minute to introduce yourself to your partner. You must pay very, very close attention to each other in this minute. While you are listening to their introduction, you should also study their appearance.

When we call time, both partners will turn back to back. Each partner will then change THREE things about their appearance. When time is called again, you will have one minute to face each other and review what has changed about your partner before introducing them to the group. During group introductions we will want to know your partner's name, home restaurant, fun fact, 3 appearance changes and how many you guessed correctly.

Discussion Questions:

Was it easy to listen and look at the same time?

What did you remember most? What you hear? What you saw? Both? Neither?

How does this activity relate to our roles as trainers at the NRO?

Objective:

Training a group is very different than training one on one. There will be many things to pay attention to all at the same time and attention to detail is critical to the success of each Newbie. They are relying on you not just to teach them information, but to coach them along the way. You can only coach what you observe. Try to catch all their successes and all their opportunities – or at least as many as you possibly can!

Expectations and Commitment

Restaurant Set Up (Allison):

If there is anything left to do, we will finish after/before dinner

Housekeeping (Shawn; 10 mins):

We will follow all the same standards that are set in place for Woodmore Nandocas

- **Parking**
- **Staff Meals**
- **Breaks – including smoking**
- **Uniforms – including hats, shoes, jewelry and nail polish**
- **Questions**

Roles and Responsibilities (Shannon; 30 mins):

Pass out NRO Trainer Leader Guide and review as a group

- **Remember the 3'Cs???** NRO environment can be challenging and stressful and will most definitely test your composure at times. Have a safe word! (Decide on safe word now as a team). We all have each other's backs.
- **Questions**

Review Day by Day Master Binder (Allison; 30 mins):

Pass out Trainer Binders and review as a group

- **Binder layout**
- **Day by Day Training**
- **Supporting Docs, Agendas, Theory Sessions, Practicals etc.**
- **Demo and Do**
- **T. Work**
- **Welcome Pack and what's included**
- **Take notes in your binders, use it for a reminder – highlighters**
- **Schedule - You arrive after the new Nandocas on some shifts**
- **Progress Reports will be filled out daily. We will review these more during Hot Spot segment. It is important to be honest and accurate. Notes are key! Each trainer will complete for trainees on their station for that day. Each morning reports will be ran on progress reports/notes and highs and lows will be shared with the group as well as action plans when necessary.**
- **Daily Objective / setting expectations for the following day**
- **Questions**

Hot Spot (Shannon; 20 mins):

- **30 minutes a day**
- **Group presentation**
- **Module review**
- **Knowledge checks**
- **Progress Reports**
- **Practicals**
- **Questions**

Trust the Process (Shannon and Allison; 5 mins):

NRO environments can be challenging and stressful and will definitely test your composure at times. Have a plan and a back up plan. Stay on time – stay on track. Ask questions when necessary and ALWAYS ask for help if you need it. We all have each other's backs!

- Safe Word
- Question

Nandoca Trainer Validation (Shannon; 5 mins):

Pass out Nandoca Trainer Validation and review as a group

- Review
- Question

COVID-19 (Shawn and Allison; 10 mins):

- Social Distancing
- 30 Minute Bell – Checklist
- Face Masks – Glasses
- Uniforms; What to wear and what to bring?
- Wellness Checks
- Touch Points
- Questions

Crockery (Allison; 10 mins):

Pass out/refer to handout

- Show and Tell
- All items in side dishes
- Questions

Prime 50 (Allison; 10 mins):

Pass out/refer to menu

- Fall Menu
- Item Eliminations
- Questions

Pepsi (Allison; 5 mins):

Pass out/refer to Beverage Notes

- Machine (Legacy)
- Bubbler - Iced Tea and Lemonades
- Bottled Beverage
- Questions

Curbside (Allison; 5 mins):

DoorDash/Rails/OLO (Allison; 5 mins):

Guest Journey (Allison; 20 mins):

Pass out/refer to SOP Cheat Sheet

- **Review updates and revisions using Guest Journey Cheat Sheet;** Cockeral Sticks, Dine In, Take Out OR PICK UP, point to menus, guide to social distance markers, tell guests about online app for future orders, ask for sauces (no more condiment station), ask for beverages and give guests beverages, sauces and silverware delivered to tables, guide to takeout order and waiting area, pre bus upon guest request ONLY, second orders MUST take place at Cashier, wipe and sanitize everything upon guest leaving, expeditors wear gloves, expeditors can only carry 2 plates at a time
- **Questions**

Beverage Service (Shannon; 10 mins):

Pass out/refer to Beverage Theory Session

- **Review updates and revisions;** IDing guests through plexiglass, alcohol To Go

Safety and Sanitation (Allison; 20 mins):

Pass out/refer to Safety and Sanitation Theory Session

- **Review updates and revisions;** 30-minute timer, handwashing before and after putting on and removing masks, single use gloves changed more often because of hand washing every 30 minutes, how to remove single use gloves, sanitizing guest touch points, proper mask wearing, placing masks in bags when eating, drinks no longer stored on the line or in designated locations

Activity; Scavenger Hunt (Shannon; 45 mins):

Instructions:

You will be partnered in groups of 2 and have 45 minutes to complete the Scavenger Hunt. The objective is to help you become familiar with the Woodmore Town Center. You will be here for 2 weeks straight. Not only should you be familiar with our competitors, but guests may ask you questions, and you should be prepared to answer. Not to mention – you may want to spend some time or money in the Town Center yourself.

You will be given a total of 6 clues. These clues should be opened and answered one a time, in the order they are delivered to you. The clue will direct you to a specific restaurant or place within the town center. The name of this place will never be given to you – that is for you to figure out! Once you feel confident you know where you need to be, many clues will require you entering this place and looking around – perhaps specifically at the menu.

Once you have solved the clue, write the answer on the appropriate lines. You may notice some of your letters are highlighted. Pay close attention to these – you will need ALL highlighted letters at the end to build your letter bank. Pay close attention, if you answer any clues incorrectly, your letter bank at the end will be incorrect as all.

Upon solving all 6 clues, open your After-Party Invitation. You will unscramble all the letters in your letter bank to crack the final code. This code will tell you where to meet us for After-Party!

Try not to spend more than 10 minutes attempting to solve any of the clues. If you need additional hints along the way, text: 321-356-5379 a picture of the clue you are struggling with and we will help you out!

Find your partner by matching your puzzle pieces together. You only have one match in the group. Once you find your partner, pick up your clues on the way out the door and get to hunting! This is a race – who will be the first group to arrive to dinner and collect your – well, you'll see!

Good luck and have fun!

Alternative Activity; Jeopardy (Shannon; 45 mins)

After Party (Shannon and Allison; 30 mins):

- Pizza
- Trainer Gift Bags

Training Day 1

Monday, Sept. 28; 10:00am – 3:00pm / 3:30pm – 8:30pm

Welcome! (Allison and Shawn – 10 mins):

Attendance, punctuality, clocking in and out, uniforms (jeans, non-slip shoes, jewelry, shirt, apron, hat, nametag), no cell phones on the floor (aka in guest view), restrooms for you and the guests, pick up after yourself, questions.

Kitchen Speak Words of the Day (Allison – 5 mins):

Door, Corner, Behind

- How do we talk to the FOH/BOH?

Culture Collection; Heritage PPT/Presentation (Micki – 45 mins):

Welcome to the Family:

- Who are we?
- 15 seconds of fame introductions; Woodmore Management Team, then Team Training, then NRO Trainers
- Friendly Competition; Birthday Race!
 - Split into 2 even groups. If the group is small enough (less than 20 people) do as one group. Without talking, line up based on your birthday. Years don't count; just the month and day. January starts "here." Ready, set, go!
 - Once everyone has lined up, go down the line in order and everyone should introduce themselves by name, where they are from and what their birthday (month and day) is. Let's see if they all got it right?!
- Who are you?
 - Break into groups of 2 and introduce each other to the group.
- What to expect; This is training - you're going to get a lot of feedback. This is meant to guide you and prepare you. Take it, embrace it and learn from it. Under no circumstance should you take it personal. You are going to get to know the team, learn a lot and have tons of fun in the process!!

People

- Central Support: John, Leslie, Alan, Sepanta, Melinda, Kyla, Kathleen and Nestor

Housekeeping

- Kick it to Shawn

Pause for questions

Heritage

- Play Humble beginnings video from homecoming
- 1987 Fernando Duarte ate at a Restaurant in Rosettenville, S.A.; an affluent Portuguese Community. It was at this restaurant; Chicken Land that he had Portuguese Peri Peri Chicken. He loved it and invited his friend Robbie Brozin to try it. They wanted to share it with the world. And that's what they did.

The Journey

- Spice trade routes; Portuguese kitchens were adopted in SA because of early trade routes, long sea voyages from Portugal around SA Cape of Good Hope toward India
- There was normally very bland food and sick sailors who often developed scurvy which led to many deaths. To add flavor to their food, they began using Peri Peri and more sailors began returning home due to the medicinal properties of the Peri Peri.
- Portuguese travelers started making recipes from home with ingredients from SA

Time Flies!

- Timeline 1987 – 2020
- When did we start it SA?
- Robbie and Fernando took this delicious Chicken and chips to the UK in 1992
- We are Nando's North America
- We have Canadian cousins; Canada opened their first restaurant in 1994. This first location was Nando's Richmond in British Columbia
- 2008 Nando's came to Washington DC 7th St
- Next 10 years opened in DC Maryland and VA
- 2015 we went to Chicago
- 12 restaurants in a year and a half
- 2020 we celebrate 12th birthday!!!
- Here we are, #43

Demo and Do (Nandoca Trainer – 30 mins):

AM:

- Tour/Station Setup and Distribute Welcome Pack: Overview of all training materials, uniform (hat, green shirt, apron), review uniform standards, Menu Builds, Practicals, Opening/Closing Checklists

PM:

- Tour/Station Setup and Distribute Welcome Pack: Overview of all training materials, uniform (hat, green shirt, apron), review uniform standards, Menu Builds, Practicals, Opening/Closing Checklists.
- Cooking Food! Nandoca Trainer demos station items while trainers follow along with the Menu Builds.

Breakouts (Shannon – 60 mins):

COVID-19; Part 1:

Click through Hot Spot Module and complete quiz as a group

- What is COVID-19?
- What are the symptoms of COVID-19?
- How does COVID-19 spread?
- How to reduce the spread: Social Distancing, Handwashing, Sanitizing

COVID-19; Part 2:

Click through Hot Spot Module and complete quiz as a group

- Personal Hygiene
- Single Use Gloves; Practice removing gloves as a group
- Face Masks

COVID-19; Wellness Checks:

Play Video

Demo and Do (Team Training – 30 mins):

Hot Spot Log-In and How To

- What is Hot Spot
- Why Hot Spot
- My Learning
- Featured Content
- Library
- New Training
- WND
- NRO Pathway
- Log In and setup a profile (picture if you have one ready!)

Hot Spot Log In, Review and Quiz (Nandoca Trainer – 30 mins):

COVID-19

Breakouts (Allison – 30 mins):

Guest Journey:

Click through Hot Spot Module and complete quiz as a group

- Why the Guest Journey?
- 3 Types of guests: Pick Up, Dine In, Take-Out/Phone In
- Minha Casa E Sua Casa, Selling from the Heart, Delivering the Flavor and A Gracious Farewell

Art of the Grill:

Play Hot Spot Module and complete quiz as a group

- How are chicken gets from the cooler to the warming drawer
- How to take care of your grill and tools
- The 4 steps of The Art of the Grill in action

Farm to Fork:

Play Hot Spot Module and complete quiz as a group

- From the Farm to the Truck: All natural, no hormones!; Spatchcocked; Baptism by Fire
- Arriving at Nando's: Fresh, never frozen; Safety First
- Rack and Roll: Racking (Little and Often), Steam Cooked, Staging
- Art of the Grill: Timing is everything; Steps 1-4; Flame Kissed; Basted; Grill Forks; To the Chopping Block; To the Plate!

Demo and Do (Nandoca Trainer – 30 mins):

AM:

- Cooking Food! Nandoca Trainer demos station items while trainees follow along with the Menu Builds.

PM:

- Close down station! Nandoca Trainer demos station cleaning and close down while trainees follow along with the closing checklist.

Post Shift (Allison – 30 mins):

- Hot Spot Review/Quiz
- Set expectations for tomorrow
- Show and Tell on Day 3 – start thinking of an item that is unique to you and helps depict “your” story, heritage, character etc.

Culture Collection; Product

Day 2

Preshift (Allison and Shawn – 10 mins):

Clocked in, check attendance, uniforms, any questions, what's on tap for today

Kitchen Speak Words of the Day (Allison – 5 mins):

Knife (Door, Corner, Behind)

- Who do we talk to in the kitchen when we need assistance?

PowerPoint Presentation (Alan – 20 mins):

What is Peri-Peri?

- Peri-Peri- is both a chili pepper and our signature spicy sauce
- The Peri-Peri chili is also known as the African Bird's Eye chili
- We grow our own Peri-Peri on farms across almost 500 acres in SA; because it's our home but also because of the nutrient rich soil and blistering sun
- We sell Peri-Peri seedlings to more than 1400 farmers in SA guaranteeing to purchase their crops for a fair price
- We grow more than a billion Peri-Peri chilies every year!
- The sauce is made from mixing Peri-Peri with fresh ingredients like onion, oil, herbs, lemons and garlic
- Our Peri-Peri sauces deliver flavor first, heat second. Our heat gently builds on the tongue, lingering toward the back of your throat and culminating a full-body flavor experience
- Our sauces can be found in grocery stores including Safeway, Giant, Jewel-Orosco, Mariano's, Whole Foods and even on Amazon!

Benefits of Peri-Peri

- Peri-Peri will make you happy-happy!; Peri-Peri chili seeds have capsaicin, which enhances mood, pupils dilate, metabolic rate increases and there is an endorphin rush when you consume it!
- They are rich in Vitamin A and C, fiber and antioxidants.
- Peri-Peri temporarily speeds up metabolism and reduces cholesterol!
- Peri-Peri is a natural preservative that lets us avoid adding unnatural ingredients to our sauces
- Many sick Portuguese sailor often developed scurvy which led to many deaths. To add flavor to their previously bland food, they began using Peri-Peri and more sailors began returning home due to the medicinal properties of the Peri-Peri.

Peri-Peri Keeps the Elephants Away

- Peri-Peri used as fences to protect crops

Our World-Famous Chicken

- Describe our product as Fired Up! Our chicken is flame grilled, healthy and tasty!
- Our chicken is completely addicting because of this Peri-Peri Chili
- Our chicken is fresh simplicity; made from real and natural flavors!
- Our chicken is the best quality; hormone free and fresh, never frozen
- Excess fat is trimmed then our chickens are marinated for at least 24 hours!
- Pre-cooked and kept in warming drawers
- Grilled to order over an open flame to reduce fat content
- Basted to your taste

Activity; Let's Have a Taste! (Allison – 15 mins):

Instructions:

Our chicken and Peri-Peri sauced are not the only delicious and addicting items we have on the menu here at Nando's. We have many items on our menu that make our food here at Nando's unlike any other. Hummus, Chili Jam, Halloumi Cheese and Spicy Mixed Olives are just to name a few – and the ones we will taste and review today as a group. Some you may have heard of before, we have just added our own flare. Others are proprietary to Nando's and you won't find anywhere else. We hope you're ready for a snack. Let's dig in!

- Trainer to toast pita at beginning of day
- Trainers to begin preparing individual samples of Halloumi Cheese, Chili Jam, Hummus (with Peri Peri drizzle and toasted pita) and Spicy Mixed Olives at beginning of day
- Pass out "Let's Have a Taste! Handout with photos and descriptions
- Halloumi, Chili Jam, Hummus, Olives (Dessert if we have time)
- Taste each item and review key details
- (Trainers should help prepare items during presentation)

Discussion Questions:

- What is your favorite item we tried and why?
- How would you describe these items to a guest?

Objective:

It is important we educate ALL our guests at Nando's on our menu and what we have to offer. It is up to us to suggestively sell, introducing them to new items they may not have yet tried or suggesting an add on to their already favorite item. The more items our guests eat at Nando's the more their addiction grows!

Activity; Name That Sauce! (Shannon – 10 mins):

Instructions:

In addition to the wide variety of Bastes a guest can order with their chicken, we also have table sauces available for them to add extra flavor and heat on their own. There are seven sauces including: Lemon Herb, Wild Herb, Garlic, medium, Hot, Extra Hot and XX Hot! We are going to do a blind taste test and allow you to taste 4 of these 7 sauces and see how many you can get right. You will have all 7 labels in front of you. After you taste each sauce, place the sauce on the label for which one you think it is! We will total points and determine winning team at the end. (Guys/Gals, FOH/BOH, etc.) You will receive 1 point for every correct answer which means each Nandoca can ear up to 4 total points for their team.

- Trainers to prepare individual tables sauce at the beginning of the day: Wild Herb, Garlic, Medium and Hot
- Trainers to place spoons in individual sauces accordingly
- Red = Wild Herb, Purple = Garlic, Blue = Medium, Pink = Hot
- Answer Guide: 1 point for every correct colored spoon on the correctly matched label

Discussion Questions:

- Is anyone brave enough to try XX Hot?
- Which sauce that you tried was your favorite and why?
- What were unique characteristics about each sauce that helped you differentiate them?
- What were similar characteristics about each sauce that made it challenging to differentiate them?

Objective:

Everyone's palette is different which is why we have options for all! Being able to guide the guest to our table sauces and make recommendations is part of delivering a great guest experience. The more we know about our sauces the more we can do this!

Set Up! (Nandoca Trainer):

AM (30 mins) **PM** (15 mins)

- Opening Checklist; Nandoca trainer shadows trainees as they set up the station.
- Equipment Review

Breakouts (Allison – 30 mins):

Knife Skills:

Play Hot Spot Module and complete quiz as a group

- Cutting Tools: Bread Knife, Chef's Knife, Cleaver, Cutting Boards
- Knife Safety FAQs
- How to sharpen knives and cleavers

Cross Contamination:

Play Hot Spot Module and complete quiz as a group

- What is Cross Contamination?
- Examples of how Cross Contamination occurs
- Preventing Cross Contamination

TDZ:

Play Hot Spot Module and complete quiz as a group

- What is TDZ?
- How to avoid the TDZ: Time, Temperature, Thawing and Cooling
- Tools to check Temperatures: Thermometers, Cook Sheets, Prep Sheets, Twice Daily Line Checks

FIFO:

Play Hot Spot Module and complete quiz as a group

- What does FIFO stand for?
- What does FIFO mean and how to FIFO: Gather same product together, waste expired and damaged items, locate the item with the furthest away “use by” date and FIFO, Stock items from furthest expiration date (in back) to nearest (in front), Use/sell stock at the front first, Label with date opened and use by date (from chart) and sticker as USE FIRST
- Where do we use FIFO

Sani Buckets:

Play Hot Spot Module and complete quiz as a group

- Setting up the Sani Bucket
- Testing the Sani Bucket
- Changing the Sani Bucket
- Using your Sani Bucket

Demo and Do (Nandoca Trainer – 2 hours):

- Cooking Food! Trainee shows off their skills with Trainer coaching. Trainee makes station items
- Nandoca Trainer to show the best way to organize your workspace and clean as you go.

Clean Up! (Nandoca Trainer):

AM (15 mins)

- Changeover Checklist; Nandoca trainer shadows trainees as they changeover the station

PM (30 mins)

- Closing Checklist; Nandoca Trainer shadows trainees as they close the station.

The Hot Spot; (Nandoca Trainer – 30 mins):

- Review and Quiz
- Progress Reports

Post Shift (Allison – 15 mins):

- Set the expectations for tomorrow - **Trainee can setup on their own.**
- Show and Tell tomorrow – remember to bring an item that is unique to you and helps depict “your” story, heritage, character etc.

Culture Collection; Place

Day 3

Preshift (Allison and Shawn – 10 mins):

Clocked in, check attendance, uniforms, any questions, what's on tap for today.

Kitchen Speak Words of the Day (Allison – 5 mins):

Hot (Door, Corner, Behind, Knife)

- The open kitchen

Activity; Show and Tell (Shannon – 15 mins):

Instructions:

Every Nandoca has 30 seconds to hold up their Show and Tell item, announce what the item is to the group, and describe why that item is unique to them and how it helps tell their story or depicts a key element of their story, heritage or character.

Objective:

Just as we all can be represented by items found in our house, Nando's unique culture and heritage can too be represented by items found within the bones of the restaurant. We are going to learn more about our inspiration and design in our next presentation.

PowerPoint Presentation (Melinda – 30 mins):

Our Restaurant Design

- Natural, real, less compromise, not cookie cutter, same feel but different
- Key ingredients of what makes our place special; unique collaboration with designers from SA
- Art from SA
- Patterns draw from SA
- Recyclable materials

Art Initiative

- Art can take many forms; can be a beautiful feature wall, a woven lighting element, tile installation or a mural.
- We use our restaurants to display South African artists.
- Spier Arts partnership based out of Cape Town, SA; 2-year apprenticeship opportunity where we empower artists with materials and space to work. Those pieces are not made for Nando's but provide a platform for artists to grow their art on a bigger picture. We buy art from this apprenticeship program.

Partnerships and Collaborations:

- We have partnered with muralists (Hyde Park and College Park)
- We have partnered with a designer for a custom tile piece in West Loop
- Why collaborate? We're telling our guests and Nandocas what's meaningful to us – changing lives of our makers in South Africa by using our buying power to give back to the communities. And as a bonus, it gives our guests something beautiful to look at!

Where Do We Start?

- It starts with a floor plan.
- The cook line and front grill is on display because it is the soul of everything we do! We're about the chicken and the people that make the chicken.
- Dining room and hopefully patio décor is next. What will make that space special? Context and creative inspiration we want to draw from is determined.

How Do We Stay Current?

- Every year we have a Hot Young Designer competition.
- The lighting at Woodmore is from one of these winners!!!
- In doing this, we get authentic design and support young and upcoming artists in SA.
- Portal to Africa – show Art Initiative video from Homecoming

How does it all come together? Let's take a look at Woodmore Specific Design Elements:

A constant play between the contrast of raw, textural finishes and saturated hits of colour and pattern, Nando's Woodmore will take inspiration from the juxtaposition between the raw earthiness found in the South African landscape and the rich colour and pattern of local fashion and design trends. It is how these two elements come together that will be the focus at this location; embracing the vibrant and bold alongside the rough, raw and imperfect to create a space that cohesively embodies the soul of South Africa.

- Let's take a look at the woven baskets on the walls – we have lots of woven elements at Woodmore
- Thabisa Jjo designed the lighting fixtures in the main dining room. They are exceptionally beautiful and welcoming when illuminated.
- The urbanative – came up with screening element to cover window (for privacy and light filtration)
- David Krynaug is our furniture designer from Urbanative
- Artwork Collection – from recycled road signs. The octagons on the walls were once stop signs.
- Samantha – another winner from Hot Young Designer competition – has a piece of artwork in the back.

Set Up! (Nandoca Trainer):

AM (30 mins) PM (15 mins)

- Opening Checklist; Nandoca trainer shadows trainees as they set up the station.
- Verbal Menu Quiz and screen review

Breakouts (Allison – 30 mins):

Allergies:

Play Hot Spot Module and complete quiz as a group.

- 8 Major Food Allergens: Eggs, Dairy, Fish, Peanuts, Soy, Tree Nuts, Wheat/Gluten, Shellfish
- Other Common Allergens: Mustard, Sulfites, Celery, Sesame
- The Inside Scoop
- How to communicate to guests about allergens
- Preparing food for an allergic guest: wash your hands and put on new single use gloves, wash and sanitize work space and tools, prepare food item and mark with orange Nando's sticker, deliver to the guest promptly

Guest Recovery:

Play Hot Spot Module and complete quiz as a group.

- The 4 A's: Aware, Acknowledge, Apologize, Act

Nando's App:

Play Hot Spot Module and complete quiz as a group.

- Why use the Nando's App?
- Navigating the App

Phone Service:

Scroll through Hot Spot Module and complete the quiz as a group.

- How to answer the phone and what to say; focus on smiling before you pick up the phone!
- Call Answering Service
- Placing a Guest on Hold
- How to Say Goodbye
- Taking messages for managers
- Volume
- Nan-don'ts

Demo and Do (Nandoca Trainer – 2 hours):

- Cooking Food! Trainee shows off their skills with Trainer coaching. Trainee to complete orders as they come in.
- \$500 Hours
- Switch grillers every 30 minutes
- Trainee to show the best way to organize workspace and clean as you go. Holding to SOPs and ticket times.

Clean UP! (Nandoca Trainer):

AM (15 mins)

- Changeover Checklist; Nandoca trainer shadows trainees as they changeover the station
-

PM (30 mins)

- Closing Checklist; Nandoca trainer shadows trainees as they close the station

The Hot Spot; (Nandoca Trainer – 30 mins):

- Review and Quiz
- Progress Reports

Post Shift (Allison – 15 mins):

- Set the expectations for tomorrow - **Trainee can run the screen, organize the grill and tickets with minimal assistance from trainer.**

Culture Collection; People

Day 4

Preshift (Allison and Shawn – 10 mins):

Clocked in, check attendance, uniforms, any questions, what's on tap for today.

Kitchen Speak Words of the Day (Allison – 5 mins):

86'ed (Door, Corner, Behind, Knife, Hot)

- No need to debates...solve the problem!

PowerPoint Presentation (Kyla – 45 mins):

Our Vision

- Review new Global Vision Statement
- Review Changing Lives in detail; Whose live do we want to change, what we'll all focus on to change lives and if we get this right...

Our Values

- Passion, Pride, Courage, Integrity and Family
- Why do we have values?
- What does it mean to live the Nando's Values?

Our People Pillars

- Part of More, Be the Best Me, Everyone is Welcome and Fired Up Work Experiences
- Part of More; play the Peri Farms Video from Homecoming and Mandela Day Video
- Be the Best Me; discuss steps of growth and Career Journey and hear from Leslie, Aki and Nataly
- Fired Up Work Experiences; play Griller's Challenge Video
- Everyone is Welcome; Rainbow Nation, Election Campaign, Around the World, Sawubona and play Heartbeat video from Homecoming

Set Up! (Nandoca Trainer):

AM (30 mins) PM (15 mins)

- Opening Checklist; Trainee to set up the station on their own. Nandoca Trainer to check after complete.
- Verbal Menu Quiz and T.Work!

Breakouts (Team Training – 30 mins):

FOH; Suggestive Selling: (Shannon with Nandoca Trainer)

Play Hot Spot Module and complete quiz as a group.

- What can you suggestively sell?
- Tips for suggestively selling: Be excited; Be informed; Be friendly; Be proactive

FOH; Beverage Service: (Shannon with Nandoca Trainer)

Scroll through Hot Spot Module and complete quiz as a group. Refer to Beverage Theory Session and complete activities in accordance with time.

- Dine In / Take Away Alcohol Service
- Checking IDs; BEPSI
- Refusing Service
- Signs of Intoxication

BOH; Handling Chicken: (Allison with Nandoca Trainer)

Play Hot Spot Module and complete quiz as a group.

- Prep for Loading: Set up station; preheat oven; get chicken; wash and glove up; rack chicken; load racks; take off gloves/apron; put chicken away; sanitize handles; wash lid; sanitize station; wash hands; fill out cook sheet; continue racking
- Temping Chicken; 165 degrees for 15 seconds
- Chicken's Done: Collect pans; open oven; temp chicken; fill out cook sheet
- Unloading Chicken: Protect hands; pan chicken; place racks; remove gloves
- Clean Up: Take pans to the line; sanitize handles; wash hands

BOH; Salad Technique: (Talking points with BOH Trainers and Allison)

Scroll through Hot Spot Module and complete quiz as a group

- Ingredient Check; only the freshest of ingredients should be used
- Avocados; We use ripe avocados that are free from dark brown spots, are not mushy or hard
- Dressed to Impress; the dressing is meant to lightly coat the ingredients
- Modifications; take your time to ensure the salad is made correctly by following what is on the ticket
- Portioning and Placement; the Salad Build

Demo and Do (Nandoca Trainer – 2 hours):

- Cooking Food! Trainee shows off their skills with Trainer coaching. Trainee to grill and plate orders as they come in.
- \$800 Hours
- Switch grillers every 30 minutes
- Nandoca Trainer to review the “oh sh*ts”

Clean UP! (Nandoca Trainer):

AM (15 mins)

- Changeover Checklist; Nandoca trainer shadows trainees as they changeover the station

PM (30 mins)

- Closing Checklist; Nandoca trainer shadows trainees as they close the station

The Hot Spot; (Nandoca Trainer – 30 mins):

- Review and Quiz
- Progress Reports

Post Shift (Allison – 15 mins):

Set the expectations for tomorrow. **Trainee can work the station solo! Practical day tomorrow. What is friends and family?**

Culture Collection; Spread the Word

Day 5

Preshift (Allison and Shawn – 10 mins):

Clocked in, check attendance, uniforms, any questions, what's on tap for today – Real Guests...

Kitchen Speak Words of the Day (Allison – 5 mins):

Runner (Door, Corner, Behind, Knife, Hot, 86'ed)

PowerPoint Presentation (Sam – 25 mins):

- Nando Fix
- Ramadan
- Sizzle Reel / High Five Recap
- Closer to home (recent social posts)
- Everyone is Welcome
- Activating Activism
- Social Commentary/pushing boundaries/ focusing on things people are going to talk about

Activity; 3,2,1...Action! (Shannon – 20 mins):

Instructions:

Now that you have seen how our Marketing Team sells Nando's, it's time for you to take a shot! In your designated groups, you will have the option to channel your inner creativity. Each group will have the option to choose:

- 1) Create a poem about our heritage
- 2) Create a skit around any 1 of our 5 values
- 3) Create a rap about Peri-Peri
- 4) Create a Boy Band performance (yes, that means song AND dance) about your favorite menu item

You will have 15 minutes to prepare your award-winning performance! When time is called, each group will take turns performing on our designated "stage." Get creative, be bold, don't be shy and HAVE FUN!

Break the group into 3's and pass out menus if available.

Set Up! (Nandoca Trainer):

AM (30 mins) **PM** (15 mins)

- Opening Checklist; Trainee to set up the station on their own. Nandoca Trainer to check after complete.
- Verbal Menu Quiz and review Practical.

Demo and Do (Nandoca Trainer – 3 hours):

- Cooking Food! Trainee shows off their skills with Trainer coaching. Trainee to complete orders as they come in.
- \$1000 Hours
- Switch grillers every 30 minutes
- Nandoca Trainers to complete Progress Reports and administer Practicals
- Guest in the building...
- Complete any outstanding Hot Spot Learning

Clean UP! (Nandoca Trainer):

AM (15 mins)

- Changeover Checklist; Trainee completes changeover. Nandoca Trainer to check them out.

PM (30 mins)

- Closing Checklist; Trainee completes close. Nandoca Trainer to check them out.

Post Shift (Allison – 15 mins):

Set the expectations for tomorrow. **Trainee can work the station solo! What is Friends and Family???**

SOP's / Supporting Docs

- Crockery
- Curbside
- Rails/OLO
- Pepsi
- Guest Journey
- Beverage Theory Session Agenda
- Safety and Sanitation Theory Session Agenda
- Minha Casa Theory Session Agenda
- Menu Cheat Sheets
- Beverage Cheat Sheets