



*Nando's*

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# Train the Trainer

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▶ Patrao  
Overview & Training

# ▼ Becoming a Nandoca Trainer

## Developing your Nandocas

- ▶ Minimum 3-month tenure
- ▶ Performance in current position must be excellent with no active refocus forms received in the past 6 months
- ▶ Meets the food and alcohol licensing criteria
- ▶ Effective written and verbal communication skills
- ▶ Ability to take and give direction and to work in a team environment
- ▶ Commitment to quality service, and food and beverage knowledge
- ▶ Demonstrates understanding of safety, sanitation and food handling procedures
  
- ▶ **Cross Trained in 3 FOH or 3 BOH line positions**
- ▶ **COVID-19 Training Completion 4/4 (5/5 for VA Nandocas)**
- ▶ **WND Completion – 6 week running total**



# Hot Spot Reporting

## Validating Qualifiers

1



2

Users

3

Shannon



4



Shannon Ciccotelli

Active

5

Merits

Certifications

Badges



Nandoca Trainer

Received: July 12, 2020  
Module Completion: T3; Igniting the Flame



High Five

Received: May 02, 2020  
Manually Awarded By Shannon Ciccotelli

6

Modules Completed

Manually Mark a Module Complete



Ring, Ring... Phone Service  
Active

Completed Aug 3, 2020  
25 points

Edit



FY2021 WMD P6 W4: Managers and  
Central Support  
Active

Completed Aug 3, 2020  
100 points

Edit



7

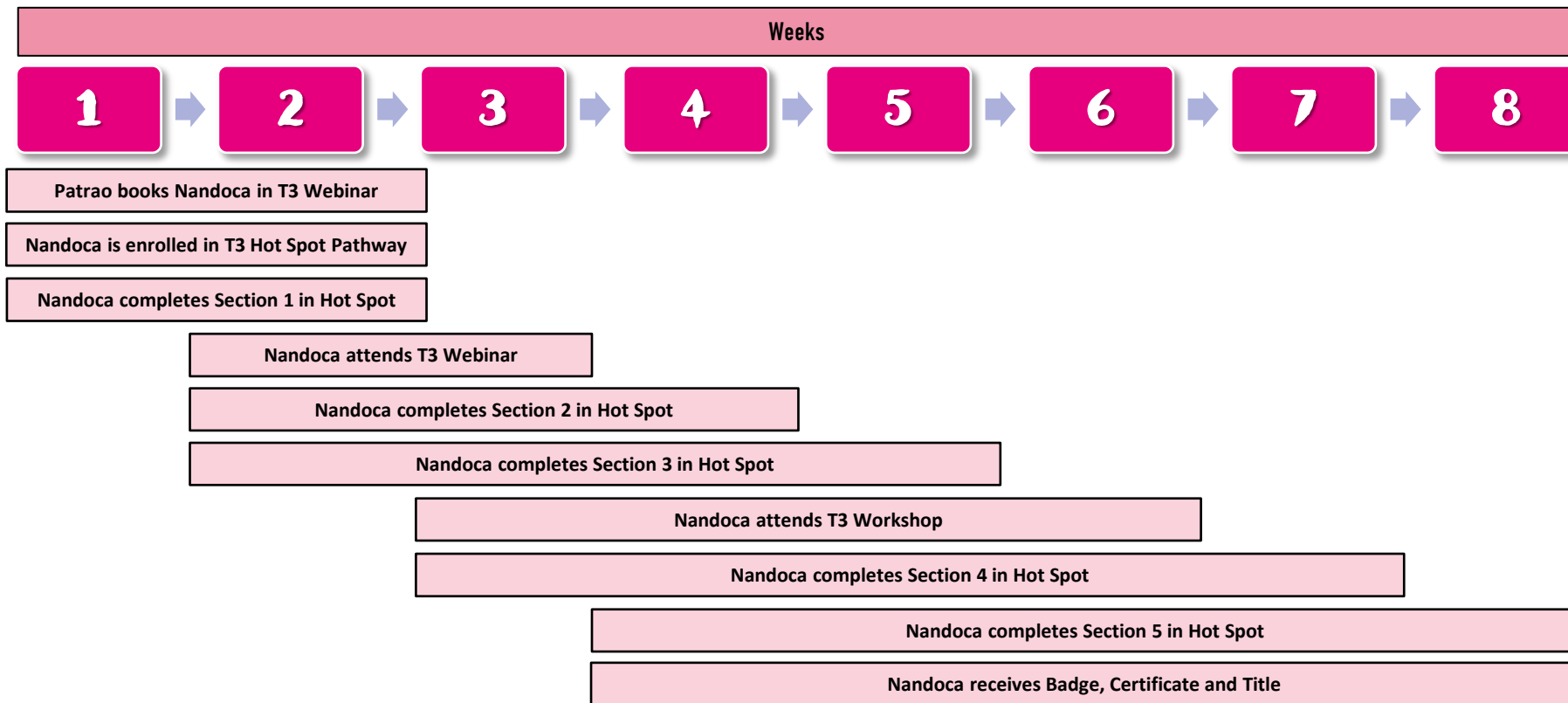
Show All

8

WND



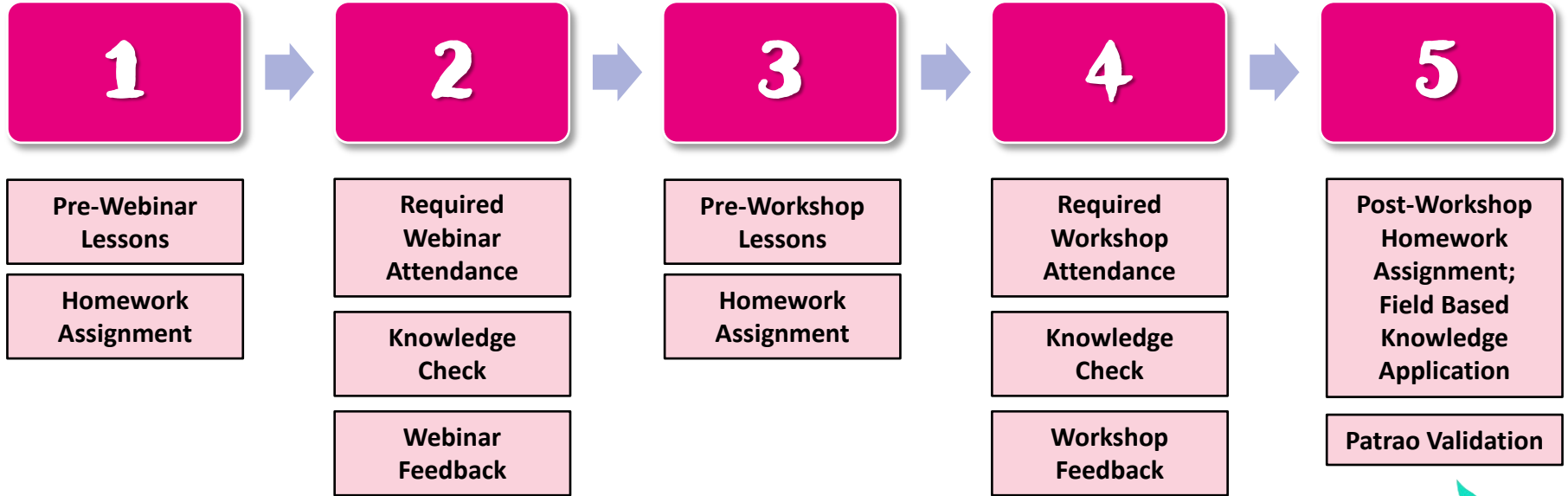
# ▼ T3 Pathway Timeline



# ▼ T3 Hot Spot Learning; Igniting the Flame

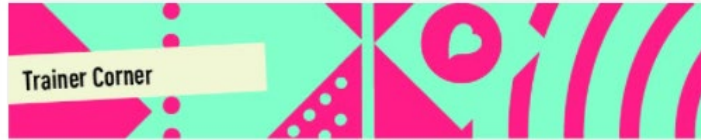


## Section Breakdown



# ▼ First Steps

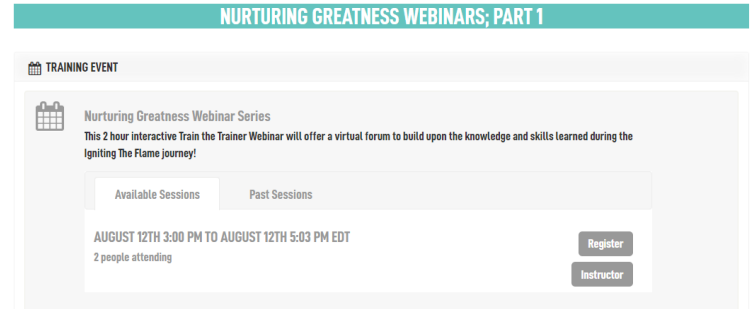
Patrao books Nandoca into events



Nando's is unique. It is really hard to learn the quirks and details of our service, food and family. We rely on our Nandoca Trainers to welcome our newbies and ignite their passion for all things Nando's. How do they become such experts on teaching and training? Our Nandoca Trainers first become students!

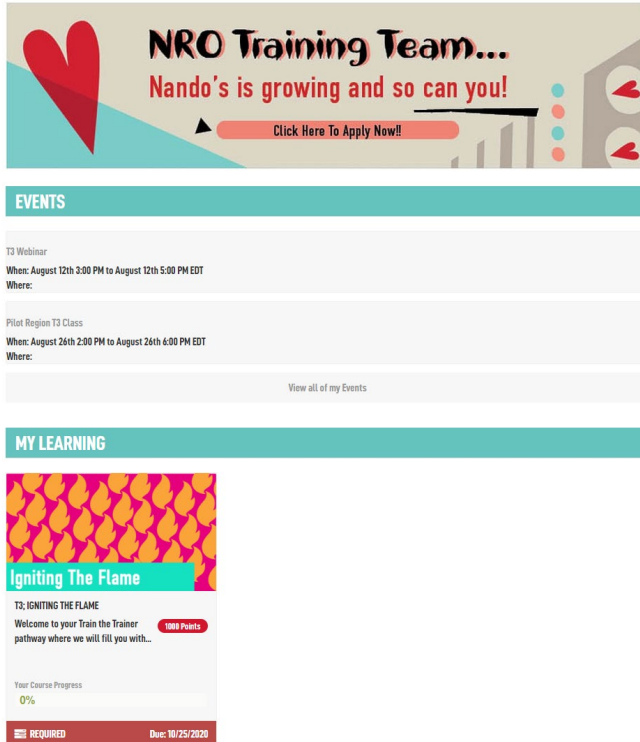
If your Nandoca is ready to start their **Igniting the Flame** journey to become a **Nandoca Trainer**, book them in one of the **Nurturing Greatness** webinar options below.

- Click on "Instructor"
- Click "Add Attendee"
- Type the name of your Nandoca into the search bar
- Select your Nandoca by checking the box to the left of their name
- Click "Save Changes"



# Next Steps

## Nandoca completes Hot Spot Igniting the Flame pathway



**NRO Training Team...**  
Nando's is growing and so can you!  
[Click Here To Apply Now!](#)

### EVENTS

T3 Webinar  
When: August 12th 3:00 PM to August 12th 5:00 PM EDT  
Where:

Pilot Region T3 Class  
When: August 26th 2:00 PM to August 26th 6:00 PM EDT  
Where:

[View all of my Events](#)

### MY LEARNING

**Igniting The Flame**

T3: IGNITING THE FLAME

Welcome to your Train the Trainer pathway where we will fill you with... **1000 Points**

Your Course Progress  
0%

**REQUIRED** Due: 10/25/2020

- Enrollment kicks off after Patrao books events
- Events and pathway appear on Home Page
- Allow 24-48 hour turnaround time

# ▼ Nurturing Greatness Events Logistics

## Recap; Things To Know

- ▶ Booked by Patrao or T3 Admin
- ▶ Schedule / Zoom Webinar Log In Link / Learning Content available via Hot Spot
- ▶ Accessed via phone or tablet/computer (**in restaurant on the clock ONLY**) with audio capabilities
- ▶ Recommendation = 1 Nandoca p/webinar and workshop; 2 Nandoca max p/webinar and workshop
- ▶ Webinars:
  - 1 p/mo
  - Minimum attendance = 2 or cancellation will occur by Friday prior week
  - Max attendance = 6
  - Pre-work to be complete by Monday prior to webinar
- ▶ Virtual Workshops:
  - 1 p/mo
  - Minimum attendance = 2 or cancellation will occur by Friday prior week
  - Max attendance = 6
  - Pre-work to be complete by Monday prior to virtual workshop
- ▶ Monday Reporting to highlight pathway status of all enrolled Nandocas as well as due dates

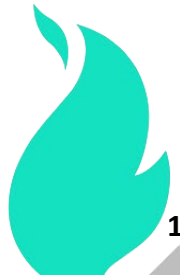


# ▼ Final Steps

## Patrao Validation and Nandoca Trainer Validation

- ▶ Complete Nandoca Trainer Validation (on paper) in 1 of 3 offered training scenarios
- ▶ E Mail Validation and picture of Nandoca to Training Team
- ▶ Patrao to celebrate Nandoca in restaurant
- ▶ Nandoca Trainer graduations published in WMD/WND with pictures!
- ▶ Training Team to change title in Hot Spot accordingly
- ▶ Patrao to reach out to AD / People Team to change pay rate if applicable
  
- ▶ Coming soon = Trainer Uniforms and Trainer Swag!!

# ▼ Nandoca Trainer Certificate





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**▶ Questions, Concerns  
and Feedback**