

# Zingerman's®

## training vision statement

All training at Zingerman's makes a positive contribution to one or more of our three bottom lines:  
**Great Food! Great Service! Great Finance!**

## training compact

### Trainees agree to:

Take responsibility for the effectiveness of their training at Zingerman's.

### Trainers agree to:

- 1) Document clear performance expectations.
- 2) Provide training resources.
- 3) Recognize performance.
- 4) Reward performance.

**more food, more fun, more flavor!**

# Zingerman's®

## TRAINING PASSPORT

Business: \_\_\_\_\_

Dept.: \_\_\_\_\_

Name: \_\_\_\_\_

orientation completion date: \_\_\_\_\_

# Zingerman's®

## mission statement

We share the Zingerman's Experience

Selling food that makes you happy

Giving service that makes you smile

In passionate pursuit of our mission

Showing love and care in all our actions

To enrich as many lives as we possibly can.



Zingerman's Human Resources Dept.

415 Detroit St. • Ann Arbor, MI 48104 • 734.668.4662

## 4 Levels of Learning

- 1) Listening
- 2) Reflecting
- 3) Assimilating and Acting
- 4) Teaching

## 5 steps to effective on-shift training

- 1) Prepare
- 2) Tell
- 3) Show
- 4) Do
- 5) Review



Training Plan: General ZCoB Orientation

Name:

Position:

Timeframe: From Day 1

Reward/Consequence: Complete orientation and qualify for benefits/No benefits

Knowledge Area	Tasks	Training Vehicles	Tests/Measurement	Sign-Off/ Date
General Knowledge	<ul style="list-style-type: none"> <li>Arrives on time for all scheduled shifts</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
	<ul style="list-style-type: none"> <li>Punches in and out correctly, taking responsibility for correcting missed punches</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
	<ul style="list-style-type: none"> <li>Follows proper procedure for sick calls</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
	<ul style="list-style-type: none"> <li>Practices good personal hygiene; follows dress code</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
	<ul style="list-style-type: none"> <li>Treats customers and co-workers with courtesy and respect</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> <li>Zingerman's Staff Guide</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
	<ul style="list-style-type: none"> <li>Maintains a clean and sanitary work space</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
	<ul style="list-style-type: none"> <li>Takes no careless action, minimizing risk of injury to self or others and minimizing product loss</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> <li>Zingerman's Staff Guide</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
	<ul style="list-style-type: none"> <li>Recognizes and acknowledges errors and potential quality problems</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> <li>Zingerman's Staff Guide</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
	<ul style="list-style-type: none"> <li>Knows location of OSHA Material Safety Data Sheets (MSDS)</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	

Training Plan: General ZCoB Orientation

Name:

Position:

Timeframe: By Day 60

Reward/Consequence: Complete orientation and qualify for benefits/No benefits

Knowledge Area	Tasks	Training Vehicles	Tests/Measurement	Sign-Off/ Date
ZCoB Overview	<ul style="list-style-type: none"> <li>Attends Welcome to ZCoB</li> </ul>	<ul style="list-style-type: none"> <li>Class (2 hours)</li> </ul>	<ul style="list-style-type: none"> <li>Passport stamped</li> </ul>	
	<ul style="list-style-type: none"> <li>Attends Zingerman's Employment Experience</li> </ul>	<ul style="list-style-type: none"> <li>Class (2 hours)</li> </ul>	<ul style="list-style-type: none"> <li>Passport stamped</li> </ul>	
	<ul style="list-style-type: none"> <li>Passes Knife Certification Test</li> </ul>	<ul style="list-style-type: none"> <li>Class</li> <li>Handout</li> </ul>	<ul style="list-style-type: none"> <li>Written and performance test</li> </ul>	
	<ul style="list-style-type: none"> <li>Passes Facts of ZCoB Life Test</li> </ul>	<ul style="list-style-type: none"> <li>Handout</li> </ul>	<ul style="list-style-type: none"> <li>Written test</li> </ul>	
Customer Service	<ul style="list-style-type: none"> <li>Attends The Art of Giving Great Service</li> </ul>	<ul style="list-style-type: none"> <li>Class (2 hours)</li> </ul>	<ul style="list-style-type: none"> <li>Passport stamped</li> </ul>	
	<ul style="list-style-type: none"> <li>Passes Basic Customer Service Test</li> </ul>	<ul style="list-style-type: none"> <li>Handout</li> </ul>	<ul style="list-style-type: none"> <li>Written test</li> </ul>	
Sanitation & Safety	<ul style="list-style-type: none"> <li>Attends Food Safety Class *</li> </ul>	<ul style="list-style-type: none"> <li>Class (2 hours)</li> </ul>	<ul style="list-style-type: none"> <li>Passport stamped</li> </ul>	
Finance	<ul style="list-style-type: none"> <li>Attends a department huddle that reviews a DOR board</li> </ul>	<ul style="list-style-type: none"> <li>Huddle</li> </ul>	<ul style="list-style-type: none"> <li>Passport stamped</li> </ul>	
	<ul style="list-style-type: none"> <li>Passes Basic Food Safety &amp; Sanitation 101 Test *</li> </ul>	<ul style="list-style-type: none"> <li>Handout</li> </ul>	<ul style="list-style-type: none"> <li>Written test</li> </ul>	

\* NOTE: You cannot work beyond 60 days unless these two requirements are completed.

\* NOTE: You have 30 days from the date you complete orientation to sign up for medical insurance. If you miss this window, you must wait until next open enrollment (March each year) to sign up.

Training Plan: Bakehouse  
 Position: Bakeshop

Name:

Timeframe: By Day 7 ( \_\_/\_\_/\_\_ )

**Reward/Consequence: Continued employment/termination**

Skill/Knowledge Area	Tasks	Training Vehicles	Tests/Measurement	Sign-Off/ Date
Telephone	<ul style="list-style-type: none"> <li>Answers properly</li> <li>Puts caller on "hold" properly</li> <li>Uses all paging features properly</li> <li>Checks voice mail</li> <li>Takes retail orders correctly</li> </ul>	<ul style="list-style-type: none"> <li>Skill Sheet</li> </ul>	<ul style="list-style-type: none"> <li>Performance test</li> </ul>	
General	<ul style="list-style-type: none"> <li>Maintains proper rotation of product in each storage area.</li> <li>Keeps all storage areas clean and organized according to standard diagrams (posted in each area).</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> <li>Posted diagrams</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
Bakeshop Operations	<ul style="list-style-type: none"> <li>Follows opening and closing checklists</li> </ul>	<ul style="list-style-type: none"> <li>Checklist</li> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
	<ul style="list-style-type: none"> <li>Uses bread slicer safely and efficiently</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
	<ul style="list-style-type: none"> <li>Knows where to find daily specialty bread and oven schedules</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	

Training Plan: Bakehouse  
 Position: Bakeshop

Name:

Timeframe: By Day 7 continued ( \_\_/\_\_/\_\_ )

**Reward/Consequence: Continued employment/termination**

Skill/Knowledge Area	Tasks	Training Vehicles (check Workin' for schedule)	Tests/Measurement	By When	Sign-Off/ Date
Bakehouse Overview	<ul style="list-style-type: none"> <li>Attends Welcome to the Bakehouse</li> </ul>	<ul style="list-style-type: none"> <li>Walk through/meeting</li> </ul>	<ul style="list-style-type: none"> <li>Training Packet Sign-Off</li> </ul>		
Bakehouse Operations Con't	<ul style="list-style-type: none"> <li>Rings customer orders correctly</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Performance test</li> </ul>		
	<ul style="list-style-type: none"> <li>Processes employee orders correctly</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Performance test</li> </ul>		
	<ul style="list-style-type: none"> <li>Reduces waste by offering appropriate specials</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>		
Display	<ul style="list-style-type: none"> <li>Maintains attractive display, with signs on all products</li> </ul>	<ul style="list-style-type: none"> <li>Handout</li> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>		
Product Knowledge	<ul style="list-style-type: none"> <li>Passes Level 1 Product Test</li> </ul>	<ul style="list-style-type: none"> <li>Handout</li> </ul>	<ul style="list-style-type: none"> <li>Written test</li> </ul>		
	<ul style="list-style-type: none"> <li>Knows 24/48hr special order timeframes</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Written test</li> </ul>		

Training Plan: Bakehouse  
 Position: Bakeshop

Name:

Timeframe: By Day 30 ( \_\_/\_\_/\_\_ )

Reward/Consequence: Continued employment/termination

Skill/Knowledge Area	Tasks	Training Vehicles	Tests/Measurement	Sign-Off/ Date
Bakeshop Operations	<ul style="list-style-type: none"> <li>Meets standards for drawer accuracy</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Performance test</li> </ul>	
	<ul style="list-style-type: none"> <li>Places orders for Bakeshop product, following proper procedures</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> <li>Checklist(?)</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
	<ul style="list-style-type: none"> <li>Completes opening checklist tasks by 7:00 AM</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
	<ul style="list-style-type: none"> <li>Completes closing checklist tasks by 7:00 PM</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
Customer Service	<ul style="list-style-type: none"> <li>Effectively demos product and engages guests</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
Display	<ul style="list-style-type: none"> <li>Builds displays that meet quality standards</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> <li>Display Class (see Workin' for schedule)</li> </ul>	<ul style="list-style-type: none"> <li>Performance test</li> </ul>	
Product Knowledge	<ul style="list-style-type: none"> <li>Passes Level 2 Product Test</li> </ul>	<ul style="list-style-type: none"> <li>Handout</li> </ul>	<ul style="list-style-type: none"> <li>Written test</li> </ul>	

Training Plan: Bakehouse  
 Position: Bakeshop

Name:

Timeframe: By Day 60 ( \_\_/\_\_/\_\_ )

Reward/Consequence: Continued employment/termination

Knowledge Area	Tasks	Training Vehicles	Tests Measurement	Sign-Off/ Date
Bakeshop Operations	<ul style="list-style-type: none"> <li>Knows daily oven plan and schedule for specialty breads</li> </ul>	<ul style="list-style-type: none"> <li>On-the-job</li> </ul>	<ul style="list-style-type: none"> <li>Observation and feedback</li> </ul>	
Product Knowledge	<ul style="list-style-type: none"> <li>Passes Level 3 Product Test</li> </ul>	<ul style="list-style-type: none"> <li>Handout</li> </ul>	<ul style="list-style-type: none"> <li>Written test</li> </ul>	
	<ul style="list-style-type: none"> <li>Attends at least one of "The Art of Selling Great Bread/Pastry"</li> </ul>	<ul style="list-style-type: none"> <li>Class</li> </ul>	<ul style="list-style-type: none"> <li>Passport signed</li> </ul>	
	<ul style="list-style-type: none"> <li>Attends both "The Art of Selling Great Bread/Pastry" and received \$10 gift certificate</li> </ul>	<ul style="list-style-type: none"> <li>Class</li> </ul>	<ul style="list-style-type: none"> <li>Passport signed</li> </ul>	
	<ul style="list-style-type: none"> <li>Attends Sell Food, Have Fun class</li> </ul>	<ul style="list-style-type: none"> <li>Class</li> </ul>	<ul style="list-style-type: none"> <li>Passport signed</li> </ul>	